Mobility Management: Fixed-route Bus Service

May 11, 2011

Fixed-route Bus Service

• Performance Statistics
• Human Capital Investment
• Projects Update
• Bus Service Contracts
• Key Initiatives – Financial Integrity
• Summary
Average Weekday Ridership

- FY2009: Blue line
- FY2010: Red line
- FY2011: Green line

- December 20, 2009, service reduced 7.5%

Token Usage

- FY2009: Blue line
- FY2011: Green line

Note: The charts show ridership and token usage trends from July 2009 to July 2011 for different fiscal years.
Missed Schedules

Annual Total
FY2007 94
FY2008 81
FY2009 48
FY2010 53
FY2011 61 YTD
500,000+ schedules operated per year

On-time Performance

SamTrans Goal 85% CUB Contractor
**Fleet Reliability**

Average Miles Between Service Calls

Goal (19,000 Miles)

**Consumer Reports**

Complaints

12-month Rolling Average Total CR
**Human Capital Investment**

**Strategic Plan goals include:**
- Attract and retain quality employees
- Encourage excellence and innovative thinking
- Invest in employees’ professional development

**Leadership Program**
- 11 of 12 participants expected to complete all requirements and graduate June 15, 2011

**Bus Operator Recall & Training**

**Schedule:**
- 10 returned to work Dec. 18, 2010
- 10 returned to work Apr. 4, 2011
- 10 scheduled to return to work June 17, 2011

**UOP Transit & Paratransit Management Certificate Program**
- 5 of 9 seminars have been completed
- The program is hosted by SamTrans at North Base
- 16 SamTrans employees and 8 from other agencies are expected to graduate June 10, 2011
Projects Update

New Ad Bus Shelters
- 61 installed in the service area
- 20 installations scheduled this year
- Locations being determined

Predictive Arrival System
- Final acceptance on March 15
- Millbrae, Daly City, Colma and Redwood City in operation
- Future locations:
  - Top of the Hill, Daly City
  - Palo Alto Transit Center, joint effort with VTA

Projects Update

Clipper
- Hard launch February 2011
- Customer education program
- Last month for paper passes Dec. 2011

Farebox Revenue Collection System
- Bus Operator training in progress
- 5 fareboxes in field for testing
- Scheduled deployment:
  - South Base June 18 & 19
  - MV - SF & Brewster June 20 thru 24
  - North Base June 25 & 26
**Bus Service Contracts**

**Dumbarton Express**
- RFP completed and advertised
- Proposals due June 2011
- Contract approval August 2011
- Contract execution December 2011

**CUB Service**
- In our 5th and final option year of the agreement
- Evaluating contract renewal options beyond September 2011

**Coastside Service – Route 17**
- In 1st of 2 option years (ending June 2011)
- Weekend service changes (merge of Routes 17 and 294)

**SamCoast Service – Pescadero** (demand-response)
- Analyzing contracting options (currently operated by non-profit)

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**Key Initiatives – Financial Integrity**

- Comprehensive Operational Analysis (COA) now branded “SamTrans Service Plan – SSP”
- Metropolitan Transportation Commission – Transit Sustainability Project (MTC-TSP)
- SamTrans contribution levels to JPB to support Caltrain operations
- Labor negotiations with three bargaining units
- Updates to “Strategic Plan/Financial Capacity Ad Hoc Committee of the Board”
• Bus ridership has turned around and is now increasing
• Strategic investment in Human Capital, infrastructure, technology and rolling stock
• Fiscal challenges continue into New Year