Mobility Management: Fixed-route Bus Service

Board of Directors
August 7, 2013

Fixed-route Bus Service

• Performance Statistics
• SamTrans Service Plan
• New Rolling Stock
• Technology & Customer Information
• Employee Development & Training
• Summary
Average Weekday Ridership

FY2012 FY2013

Total Monthly Ridership

FY2012 FY2013
**Missed Schedules**

- Annual Total:
  - FY2011: 61
  - FY2012: 34
  - FY2013: 54
- 466,000 annual trips

**On-time Performance**

- SamTrans Goal: 85%
- CUB Contractor
### ECR Service – First 10 Months

<table>
<thead>
<tr>
<th></th>
<th>FY2012</th>
<th>FY2013</th>
<th>Change</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. Saturday</td>
<td>7,371</td>
<td>7,574</td>
<td>203</td>
<td>2.8%</td>
</tr>
<tr>
<td>Avg. Sunday</td>
<td>6,050</td>
<td>6,463</td>
<td>413</td>
<td>6.8%</td>
</tr>
<tr>
<td>Avg. Holiday</td>
<td>2,692</td>
<td>2,456</td>
<td>(236)</td>
<td>(8.8%)</td>
</tr>
<tr>
<td>Total Trips</td>
<td>605,226</td>
<td>641,657</td>
<td>36,431</td>
<td>6.0%</td>
</tr>
</tbody>
</table>

### SamTrans Service Plan

**Service changes August 11, 2013**
- 390 & 391 replaced by Route ECR
  - Direct service to downtown San Francisco (391) in peak hours no longer provided
- Re-numbering school routes
- Changed times to meet school bells or improve connections and on-time service

**Service changes January 26, 2014**
- Implement remainder of service changes
New Rolling Stock

• Pilot 40-foot hybrid bus production to commence mid-August, with delivery in September
• Balance of 24 hybrid buses to commence in early October, delivery about 5 buses per week
• Four 29-foot clean diesel buses for Coastside to support SSP, delivery end of year
• Balance of replacement buses, delivery 2014/2015 depending on final grant funding receipt:
  - Twenty-one 40-foot clean diesel
  - Twelve 29-foot clean diesel

Technology & Customer Information

ACS System
• Provides 2-way radio communication between buses and dispatch center
• System provides ADA compliant next stop visual and audio announcements
• GPS location provides real-time location/status of buses, support fleet
• System allows communication to operators via mobile data terminals
• ACS data used to track route/system performance

ACS System Refresh/Enhancements
• County trunk radio agreement
• Replace all 2-way radio equipment (beyond useful life, no longer supported)
• Increased bandwidth – Additional data channel will improve vehicle “polling rate”, improving real-time information
Technology & Customer Information

Dispatch/Radio Control Center

Advanced Travelers Information System
- Daly City BART and Top of the Hill
- Colma BART
- Millbrae Transit Center
- Redwood City

MTC 511.org real-time data feed and trip planning

Google transit – trip planning
- Route number
- Stop ID number
- Trip time on bus
- Number of stops
- Walking time and distance
- Cost
Technology & Customer Information

Operator Workstation

Employee Development & Training

<table>
<thead>
<tr>
<th>Hours</th>
<th>Training (FY2013)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8,872</td>
<td>New Bus Operator</td>
</tr>
<tr>
<td>1,024</td>
<td>New Maintenance Orientation</td>
</tr>
<tr>
<td>192</td>
<td>New Bus Transportation Supervisor</td>
</tr>
<tr>
<td>3,372</td>
<td>DMV mandated</td>
</tr>
<tr>
<td>2,287</td>
<td>Bus Operator retraining</td>
</tr>
<tr>
<td>1,118</td>
<td>Professional Development</td>
</tr>
<tr>
<td>4,846</td>
<td>Maintenance Technical</td>
</tr>
<tr>
<td><strong>21,711</strong></td>
<td><strong>Total hours</strong></td>
</tr>
</tbody>
</table>

1,640 hours for 41 maintenance employees from 7 regional agencies
New Bus Operator Class:
• 26 to graduate
• Internship with veteran Bus Operators week of Aug. 5
• Revenue service begins Aug. 12

Recent promotions:
• Assistant Superintendent Bus Transportation: Kathie Hollinger
• SB Dispatcher: Johnna Pabilona
• Bus Transportation Supervisor: Darren Perez and Cherish Rodriguez

SamTrans will host the University of the Pacific Transit and Paratransit Management certificate Program in the Fall Semester 2013. The program consists of nine one-day management training courses taught by industry experts:
1. Overview of Transit and Paratransit Today
2. Managing the Operation Effectively
3. Effective Communication Skills
4. A Transit Manager’s Guide to Regulation, Policy, and Funding
5. Budgeting and Financial Management
6. Enhancing Leadership Effectiveness
7. Marketing and Customer Service
8. Legal Issues in Employee Relations
9. Risk Management and Safety
Summary

• Bus ridership appears to be stabilizing
• Monthly farebox revenue is up
• Missed schedules remains extremely low
• On-time performance has improved in recent months
• Improved customer service through technology
• Consumer Reports and Complaints are low
• Fleet reliability remains very high
• New rolling stock will reduce emissions & increase efficiency
• Continuing employee development & training
• New weekend Route ECR is a success
• SSP Implementation begins August 2013