SamTrans Service Plan Progress Update

Planning, Development, and Sustainability Committee

December 3, 2014

Agenda Item #3

Agenda

• SSP Background
• Performance Measurement
• Performance Analysis
  – System
  – 15-minute Service
  – Pilot Services
  – Trends
• Next Steps
• Summary
Performance Measurement

On-time Performance  Ridership  Passengers/ Hour  Cost/ Passenger

Improve Quality  Grow Ridership  Increase Efficiency

Three-month Summary

• Total Ridership: up 4.9 percent
  - Saturday up 4.9 percent & Sunday up 8.6 percent
• Average Weekday Ridership: up 4.6 percent
• Passengers/Service Hour: down 1.6 percent
• Operating Cost/Passenger: up 1.7 percent
• On-time Performance: up 4.7 percentage points
Key Metrics

• Total Ridership: up 3.6 percent
• Average Weekday Ridership: up 3.2 percent
• Ridership and productivity have been improving each quarter

Nine-month Summary
Nine-month Summary

Ridership Gain
15-minute Service

- 15-minute service along key corridors
- Prime opportunities for ridership growth
  - Route 120
  - Route 130
  - Route 131
  - Route 281
  - Route 296
  - Route ECR
- Account for 3,300 new riders each weekday; potentially 775,000 additional riders/year.
15-minute AWR Trend

- 13.6%
- 26.6%
- 30.8%
- 24.3%
- 13.4%
- 14.0%
- 3.7%

Pilot Services

- Key element of the SSP
- Pacifica service is operating effectively
  - Within the same range as contracted shuttle services
  - Responded well to service span increase in June
- San Carlos service is struggling
  - Per-passenger costs are higher than for Redi-Wheels
  - Working with city and stakeholders to identify changes
- Evaluate after first year to determine necessary adjustments.
Summary

- System-wide ridership is increasing
  - Driven by 15-minute service
- Productivity and cost-effectiveness are rebounding
  - Ridership increases should result in continued improvement
- Each quarter has yielded improvement
- FLX Pacifica is meeting standards
- Work is being done to better serve San Carlos with FLX San Carlos
Next Steps

• Services changes in January
  – Improve reliability, respond to increased congestion
  – Enhance system efficiency
• Perform system-wide analysis in February
  – What’s working
  – What isn’t
  – Propose changes to address shortcomings, build on successes
  – This continuing analysis helps inform the budget process

Discussion

Comments/Questions?