Mobility Management: Fixed-route Bus Service

Board of Directors
February 5, 2014

Fixed-route Bus Service

- Performance Statistics
- SamTrans Service Plan
- Employee Development & Training
- Summary
Monthly Farebox Revenue

Token Usage
Missed Schedules

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

On-time Performance

SamTrans  Goal 85%  CUB Contractor  Contribute
Day Pass Usage

- 7,012 trips
  Week of 1/18
- 2,457 trips
  Week of 1/5/13

Consumer Reports

- Graph showing complaints and 12-month rolling average total CR
  - Complaints
  - 12-month Rolling Average Total CR
Fleet Reliability

SSP: By the Numbers

- 3 = number of years of development
- 49 = routes in June 2013
- 73 = routes in January 2014
- 999 = customer service calls on typical day
- 1,455 = customer service calls on 1/27/14
- 1,953 = stops touched by the service change
SSP: Issues

Bus stops
- Not all new stops installed on every route
- Incorrect signage at some locations
- Old stop designs being replaced through March

Flex services
- Vehicle used in Pacifica not yet farebox-equipped
- Not all San Carlos stops in place for first day

Service delivery
- 16 new Bus Operators
- Some Bus Operators made wrong turns (monitored and redirected by Radio Control)
- Lack of “focus and precision” – contractor missed trips & stops

Route ECR: 4-month Comparison

<table>
<thead>
<tr>
<th></th>
<th>FY2013*</th>
<th>FY2014*</th>
<th>Change</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. Saturday</td>
<td>7,730</td>
<td>8,151</td>
<td>421</td>
<td>5.4%</td>
</tr>
<tr>
<td>Avg. Sunday</td>
<td>6,459</td>
<td>6,952</td>
<td>493</td>
<td>7.6%</td>
</tr>
<tr>
<td>Avg. Holiday</td>
<td>4,528</td>
<td>4,908</td>
<td>380</td>
<td>8.4%</td>
</tr>
<tr>
<td>Total Trips</td>
<td>268,233</td>
<td>278,410</td>
<td>10,177</td>
<td>3.8%</td>
</tr>
<tr>
<td>Avg. Weekday</td>
<td>11,051</td>
<td>11,308</td>
<td>257</td>
<td>2.3%</td>
</tr>
<tr>
<td>Total Trips</td>
<td>917,206</td>
<td>949,884</td>
<td>32,678</td>
<td>3.6%</td>
</tr>
<tr>
<td># Weekdays</td>
<td>83</td>
<td>84</td>
<td>1</td>
<td>1.2%</td>
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<tr>
<td>Total All Trips</td>
<td>1,185,439</td>
<td>1,228,294</td>
<td>42,855</td>
<td>3.6%</td>
</tr>
</tbody>
</table>

* September through December
Employee Development & Training

Hours Training First 6 Months FY2014
- 7,896 New Bus Operators (42)
- 1,775 Part-time to Full-time Bus Operator Training
- 64 New Maintenance Orientation
- 3,372 DMV mandated
- 880 Bus Operator retraining
- 573 Professional Development
- 3,012 Maintenance Technical
- **15,917 Total hours**
  (22,000 hours for all of 2013)

SamTrans Bus Maintenance Certificate Program

“A comprehensive training regimen that facilitates mechanic's efforts to obtain industry-recognized certification of their knowledge and skills.”
- Eleven 40-hour courses
- Class capacity is 12
- 2013 program participants:
  - Monterey-Salinas 6
  - Santa Cruz Metro 31
  - MV Transportation 6
  - Veolia Transportation-Chico 5
  - SamTrans 94
Summary

- SSP implemented Jan. 26 – successful launch
- Route ECR is a success
- Bus ridership is stable, and showing signs of increasing
- Monthly farebox revenue is up
- Missed schedules remains extremely low
- On-time performance now based on new technology
- Consumer Reports and Complaints are low
- Fleet reliability remains very high
- Continuing employee development & training