Mobility Management: Fixed-route Bus Service

Board of Directors
August 6, 2014

Fixed-route Bus Service

- Performance Statistics
- Service Quality
- Trip Planning Resources
- Employee Development & Training
- Continuous Improvement
- Summary
Token Usage

Missed Schedules

Annual Total
FY2012 34
FY2013 54
FY2014 71
466,000 annual trips
On-time Performance (OTP)

Day Pass Usage
**Consumer Reports**

Approximately 200 complaints for every 1.1 million trips.

**Fleet Reliability**

Average Miles Between Service Calls vs. Goal (20,000 Miles).
Trip Planning Resources

Real time
- Daly City BART
- Colma BART
- RWC Caltrain
- Top of the Hill

Guide-a-ride
Transfer Centers

Trip Planning Resources

QR Code

Shelter Map
Pocket System Map
Trip Planning Resources

511: Phone, Schedule, Real Time

Employee Development & Training

<table>
<thead>
<tr>
<th>Hours</th>
<th>Training During FY2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>12,715</td>
<td>New Bus Operators (62)</td>
</tr>
<tr>
<td>1,071</td>
<td>Part-time to Full-time Bus Operator Training</td>
</tr>
<tr>
<td>216</td>
<td>New Supervisor Training</td>
</tr>
<tr>
<td>1,264</td>
<td>New Maintenance Orientation</td>
</tr>
<tr>
<td>3,405</td>
<td>DMV-mandated</td>
</tr>
<tr>
<td>1,758</td>
<td>Bus Operator Retraining</td>
</tr>
<tr>
<td>2,055</td>
<td>Professional Development</td>
</tr>
<tr>
<td>7,172</td>
<td>Maintenance Technical</td>
</tr>
<tr>
<td>29,656</td>
<td>Total hours</td>
</tr>
</tbody>
</table>

(22,000 hours FY2013)
Bus Operator Attrition

- 2014 Attrition:
  - Resignation: 14
  - Retirement: 9
  - Termination: 3
  - Promotion: 2
  - Total: 28

Continuous Improvement

- Advanced Communication System (ACS)
- Automatic Passenger Count (APC)
  - ACS records 250,000 OTP electronic data points each month
    - Former manual system recorded ~ 5,000 OTP data points
  - APC records riders boarding/alighting at each stop
  - ACS electronic data allows for extensive analysis to improve route design and scheduling to improve customer service
• Ridership is increasing
• Farebox revenue is moderately increasing, despite discounted Day Pass
• Service quality is high
• Trip planning resources enhanced
• Extensive training delivered in FY 2014
• Increased Bus Operator attrition and forecasted retirement in Maintenance will require focus on recruitment and skills development over the next several years