SamTrans Service Plan Progress Update

Board of Directors
September 3, 2014

Agenda

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

- Total Ridership: up 4.3 percent
  - Saturday up 4.7 percent & Sunday up 9.6 percent
- Average Weekday Ridership: up 3.7 percent
- Passengers/Service Hour: down 5.2 percent
- Operating Cost/Passenger: up 4.8 percent
- On-time Performance: up 2.9 percent
Key Metrics

- Total Ridership: up 2.9 percent
- Average Weekday Ridership: up 2.5 percent
- Productivity and Operating Cost/Passenger are improving as the new system settles in
- Vehicle Service Hours increased initially
  - Plans rarely match reality, actual service represented more service hours than planned
  - SSP launched with slack in the runcut to reduce stress on new system
  - Some concessions were made to address concerns
  - Staff has begun to tighten the runcut to improve efficiency.

Six-month Summary
Ridership Gain

On-time Performance

Goal: 85%
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 3,100 new riders each weekday; potentially 775,000 additional riders/year.

15-minute AWR Trend
Key Productivity Increases

Unproductive trips were cut:
- Route 118: Cut 56% of cost, retained 50% of riders
  - 15% increase in productivity
- Route 132: Cut 96% of cost, retained 18% of riders
  - 405% increase in productivity
- Route 251: Cut 25% of cost, retained 88% of riders
  - 18% increase in productivity
- Route 262: Cut 58% of cost, retained 96% of riders
  - 131% increase in productivity
- Route 271: Cut 72% of cost, retained 47% of riders
  - 111% increase in productivity

Pilot Services

Key element of the SSP
- Pacifica and San Carlos
- New way of delivering service
- Look beyond 40-foot bus
- Tailored to meet community needs
- Flexible, demand-based service
- Evaluate after first year to determine if appropriate for other communities
Pilot Services – AWR

Summary

- System-wide ridership is increasing
  - Driven by 15-minute service
- Productivity and cost-effectiveness are rebounding
  - Ridership increases should result in improvements over next 9-12 months
- Customers are getting used to changes to local service
- Use of Day Pass has increased significantly
- FLX Pacifica is very successful
Next Steps

Monitor Service
- Review service reliability and make tweaks
- Coordinate service with key trip generators
- Evaluate underperforming services
- Monitor changed to Flex services, consider additional enhancements.

Discussion

Comments/Questions?