SamTrans Service Plan Progress Update

P, D & S Committee
March 11, 2015
Agenda Item 2

Agenda

• Performance Measurement
• Performance Analysis
  – Quarterly
  – Year in Review
  – 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 0.2 percent
  - Saturday up 9.5 percent & Sunday up 5.5 percent
- Average Weekday Ridership: flat
- Passengers/Service Hour: down 4.0 percent
- Operating Cost/Passenger: up 4.2 percent
- On-time Performance: up 4.2 percentage points
Key Metrics

- Total Ridership: up 2.8 percent
- Average Weekday Ridership: up 2.4 percent
On-time Performance

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 2,100 new riders each weekday; potentially 540,000 additional riders/year.
15-minute AWR Trend

Pilot Services

- Key element of the SSP
- Pacifica service is operating effectively
  - 16 Passengers/Hour (System: 28)
  - $14.60/Passenger (System: $6.10)
  - Responded well to service span increase in June
- San Carlos service is struggling
  - 1.7 Passengers/Hour
  - $98/Passenger
  - Clear the service isn’t working
Next Steps

- **January service changes**
  - Improve reliability, respond to increased congestion
  - Enhance system efficiency
- **System-wide analysis in progress**
  - What’s working
  - What isn’t
  - Propose changes to address shortcomings, build on successes
  - Report back with recommendations
Summary

• System-wide ridership is increasing
  - Driven by 15-minute service
• Productivity and cost-effectiveness suffered in fourth quarter
  - Weather significantly impacted ridership
• Annual ridership up 2.4 percent
• FLX Pacifica is meeting standards
• Looking at alternatives to FLX for San Carlos

Discussion

Comments/Questions?