Mobility Management: Fixed-route Bus Service

Community Relations Committee
January 6, 2016
Agenda Item 6

Fixed-route Bus Service

- Performance Statistics
- Service Quality
- Fare Changes
- Coastside Service
- Summary
Token Usage

Day Pass Usage

Fare reduced Jan. 1, 2014
On-time Performance

Miles Between Accidents

April 2015
492,820 miles
1 accident

SamTrans
Goal 85%
CUB Contractor
Coastside

FY2014
FY2015
FY2016
Goal
Fixed-route Fleet Reliability

Annual Total
FY2014  71
FY2015  129
FY 2016  90 YTD
466,000 annual trips
0.02% schedules missed, about 2 for every 10,000
Consumer Reports

Less than 150 complaints for every million trips

Fare Changes

Fare changes effective January 10, 2016

<table>
<thead>
<tr>
<th></th>
<th>Current</th>
<th>Jan. 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Local Cash</td>
<td>$2.00</td>
<td>$2.25</td>
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<tr>
<td>Adult Local Clipper</td>
<td>--</td>
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<tr>
<td>Youth</td>
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<td>$1.10</td>
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<tr>
<td>ED Local Cash</td>
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</tr>
</tbody>
</table>

- Youth and Eligible Discount are now combined into one category, products are not interchangeable
- Two children 4 years and younger ride free with one fare-paying adult
- Other fare media, tokens and passes, also change
Coastside Service

Half Moon Bay Art & Pumpkin Festival
Route 294:
• Headway reduced from 2 hours to 1 hour
• Trips increased to 504 from 181 prior year

Route 294 weekend service Jan. 10, 2016
• Increase from 18 trips/day to 32 trips
• Approximate 1 hour headways

Summary

• Ridership has leveled off
• Farebox revenue is declining slightly
• Service quality is high
• Fare changes effective January 10, 2016
• Increase Coastside service