Mobility Management:
Fixed-route Bus Service

Community Relations Committee
December 7, 2016
Agenda Item 7

Fixed-route Bus Service

- Performance Statistics
- National Ridership Comparison
- Service Quality
- Build Ridership 2017
- Summary
Total Monthly Ridership

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<tr>
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<th>FY2014</th>
<th>FY2015</th>
<th>FY2016</th>
<th>FY2017</th>
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<td>Jan</td>
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Total Annual Trips

- FY2014: 12,784,390
- FY2015: 13,158,700
- FY2016: 12,793,750

Monthly Farebox Revenue

- FY2014: $1,691,985
- FY2015: $1,650,000
- FY2016: $1,500,000
- FY2017: $1,400,000
National Ridership Comparison

<table>
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<th>National</th>
<th>SamTrans</th>
<th>October Gas prices</th>
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<td>FY12 to FY13</td>
<td>-0.4%</td>
<td>-2.2%</td>
<td>-14.1%</td>
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<td>FY13 to FY14</td>
<td>-0.7%</td>
<td>+3.0%</td>
<td>-7.2%</td>
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<td>FY14 to FY15</td>
<td>-1.6%</td>
<td>+2.9%</td>
<td>-17.5%</td>
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<td>FY15 to FY16</td>
<td>-1.9%</td>
<td>-2.8%</td>
<td>-2.5%</td>
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<tr>
<td>FY12 to FY16</td>
<td>-4.7%</td>
<td>+0.8%</td>
<td>-40.0%</td>
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<td>3-mo 6-30-16</td>
<td>-5.10%</td>
<td>-5.28%</td>
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Gas prices peaked Oct. 8, 2012 at $4.659

On-time Performance

Goal 85%
**Miles Between Accidents**

- **April 2015**
  - 492,820 miles
  - 1 accident

- **Goal**
  - 110,000 miles

**Fixed-route Fleet Reliability**

- **Goal**
  - 20,000 miles

- **Average Miles Between Service Calls**
  - January 2016 to October 2016
**Missed Schedules**

- Annual Total
  - FY2014: 71
  - FY2015: 129
  - FY2016: 177
- 466,000 annual trips
- 0.02% schedules missed, about 2 for every 10,000

**Consumer Reports**

- Less than 150 complaints for every million trips
Improve Ridership 2017

Improve Efficiency
• Evaluate Ridership Performance
  • Low performing route
  • Low performing trips

Reinvest Resources
• Identify new area service options
  • Express Service
  • Pilot Service

Fares
• Evaluate Express and Pilot Service Fares
Evaluate ways to improve response time for service changes

Summary

• Ridership is continuing to decline
• National trend is representative of the declining ridership
• Farebox revenue is declining
• Service quality remains high

2017 Outlook
• Build ridership
• Build farebox revenue