

# End-of-Year Performance Report FY 2019

Community Relations Committee  
September 4, 2019

# Annual Summary

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- Ridership
- Performance Statistics
- Highlights
- Summary

# Bus Ridership – Total Trips

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	<u>FY2018</u>	<u>FY2019</u>	<u>Change</u>	<u>Percent</u>
SamTrans Bus	11,133,440	10,670,850	-462,590	-4.2%
AC Transit*	52,019,068	55,028,720	3,009,652	5.8%
VTA	28,473,346	27,448,348	-1,024,998	-3.6%
SF Muni	161,008,879	159,592,572	-1,416,307	-0.9%
Sacramento	10,501,556	9,889,537	-612,019	-5.8%
Bus National	4,619,728,442	4,552,925,218	-66,803,224	-1.4%

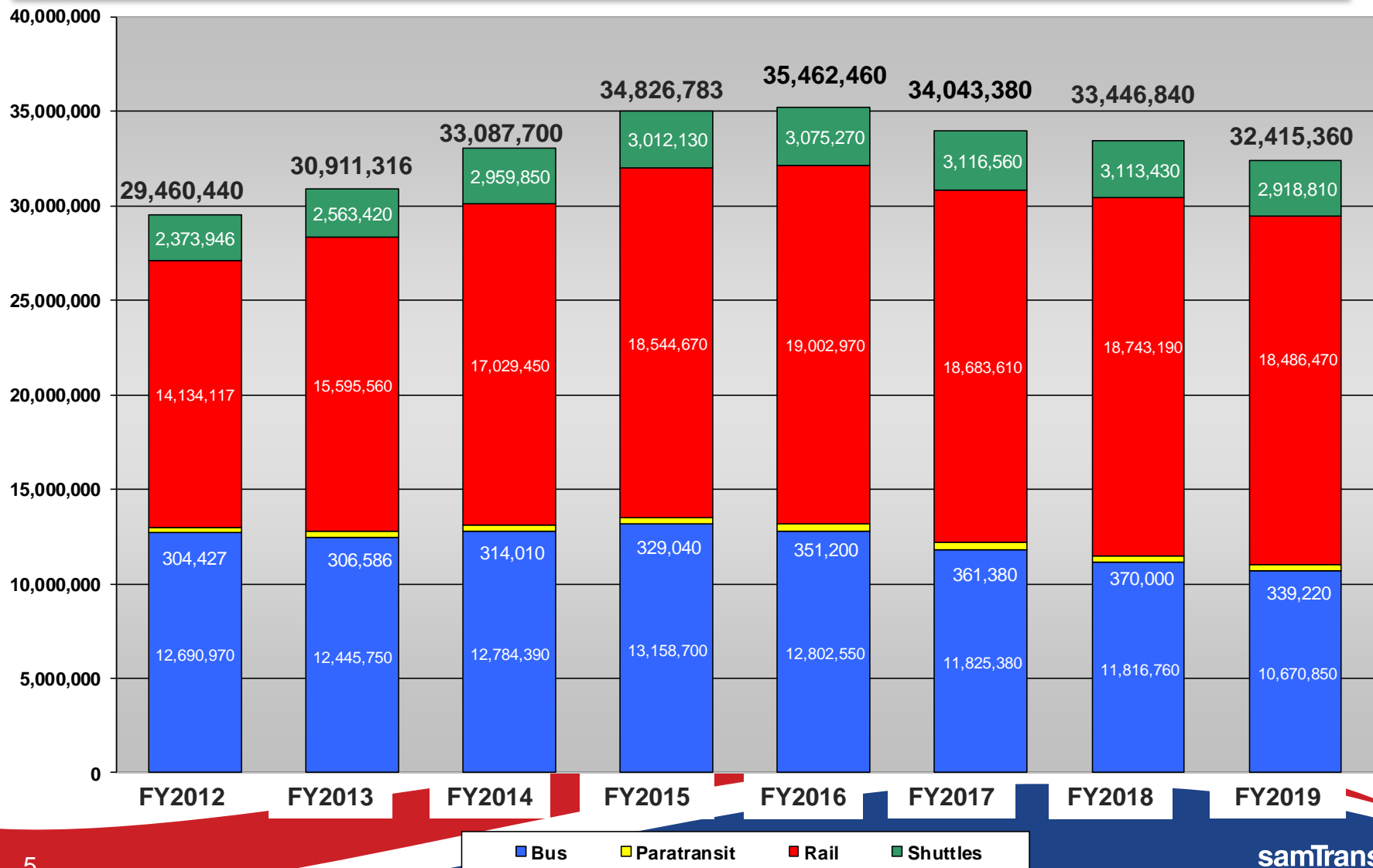
\* AC Transit implemented a COA June 17, 2018, which included a 2.5% service increase.

# Ridership – Other Modes

	<u>FY2018</u>	<u>FY2019</u>	<u>Change</u>	<u>Percent</u>
SamTrans ADA	354,680	339,220	-15,460	-4.4%
National*	100,463,461	101,211,422	747,961	0.7%
Shuttles	3,014,900	2,918,810	-96,090	-3.2%
JPB	18,806,730	18,486,470	-320,260	-1.7%
Rail National	4,741,321,997	4,680,497,106	-60,824,891	-1.3%
BART Extension	14,104,650	13,615,810	-488,840	-3.5%
BART HR System	127,874,512	123,404,830	-4,469,682	-3.5%

\* “National” is Demand Response, which includes Paratransit and non-ADA demand response services.

# Total Trips – All Modes



# Trips and Passenger Miles

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<u>Mode</u>	<u>AWR</u>	<u>Total Trips</u>	<u>Passenger Miles</u>
Bus	35,150	10,670,850	44,800,000
Paratransit	1,160	339,220	7,020,000
Shuttles	11,420	2,918,810	3,910,000
Caltrain	<u>63,040</u>	<u>18,486,470</u>	<u>409,340,000</u>
Total	110,770	32,415,350	465,070,000

# On-time Performance

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**BUS**  
Goal 85%



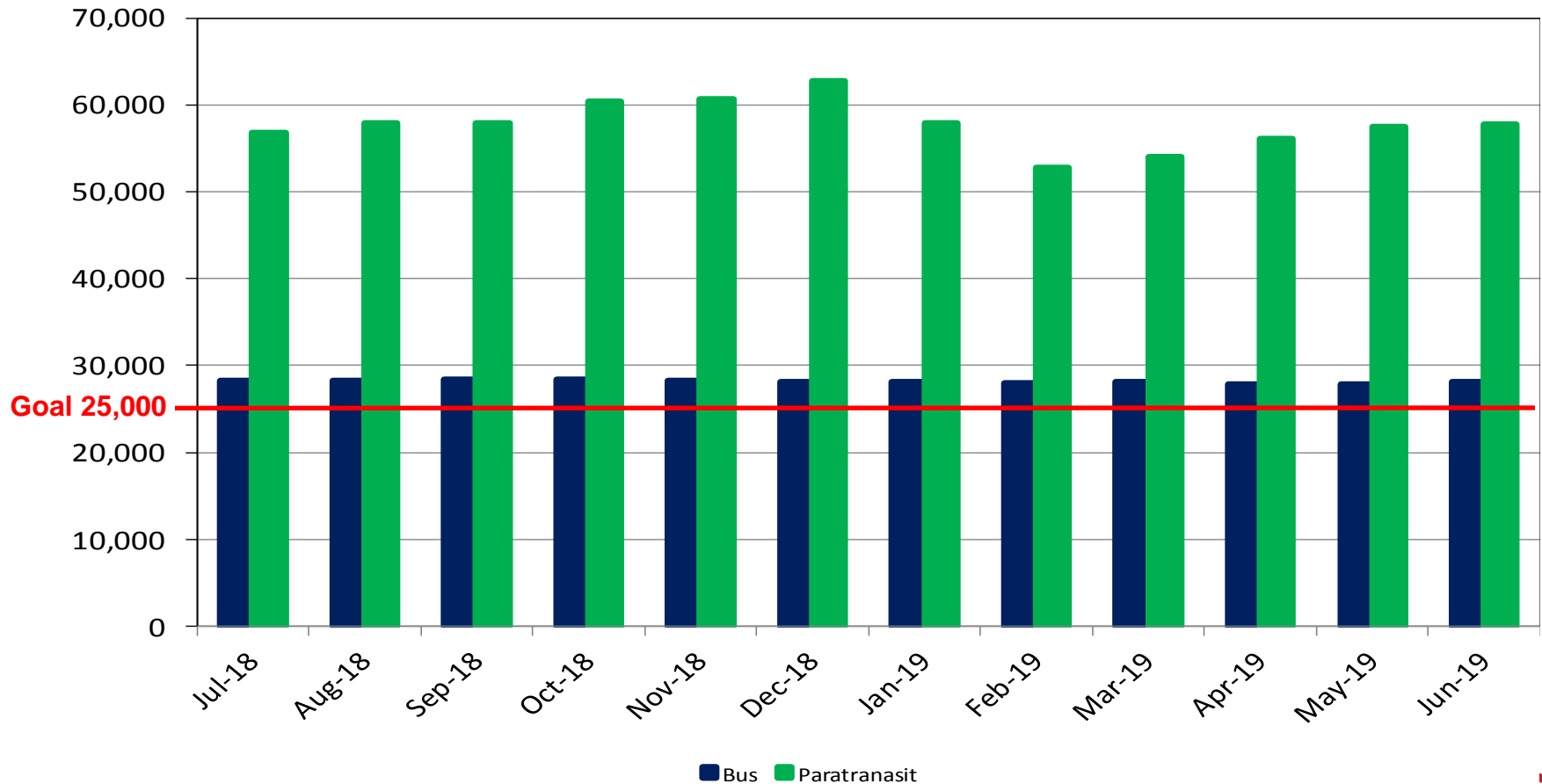
**PARATRANSIT**  
Goal 90%



**RAIL**  
Goal 95%

# Fleet Reliability – Bus & Paratransit

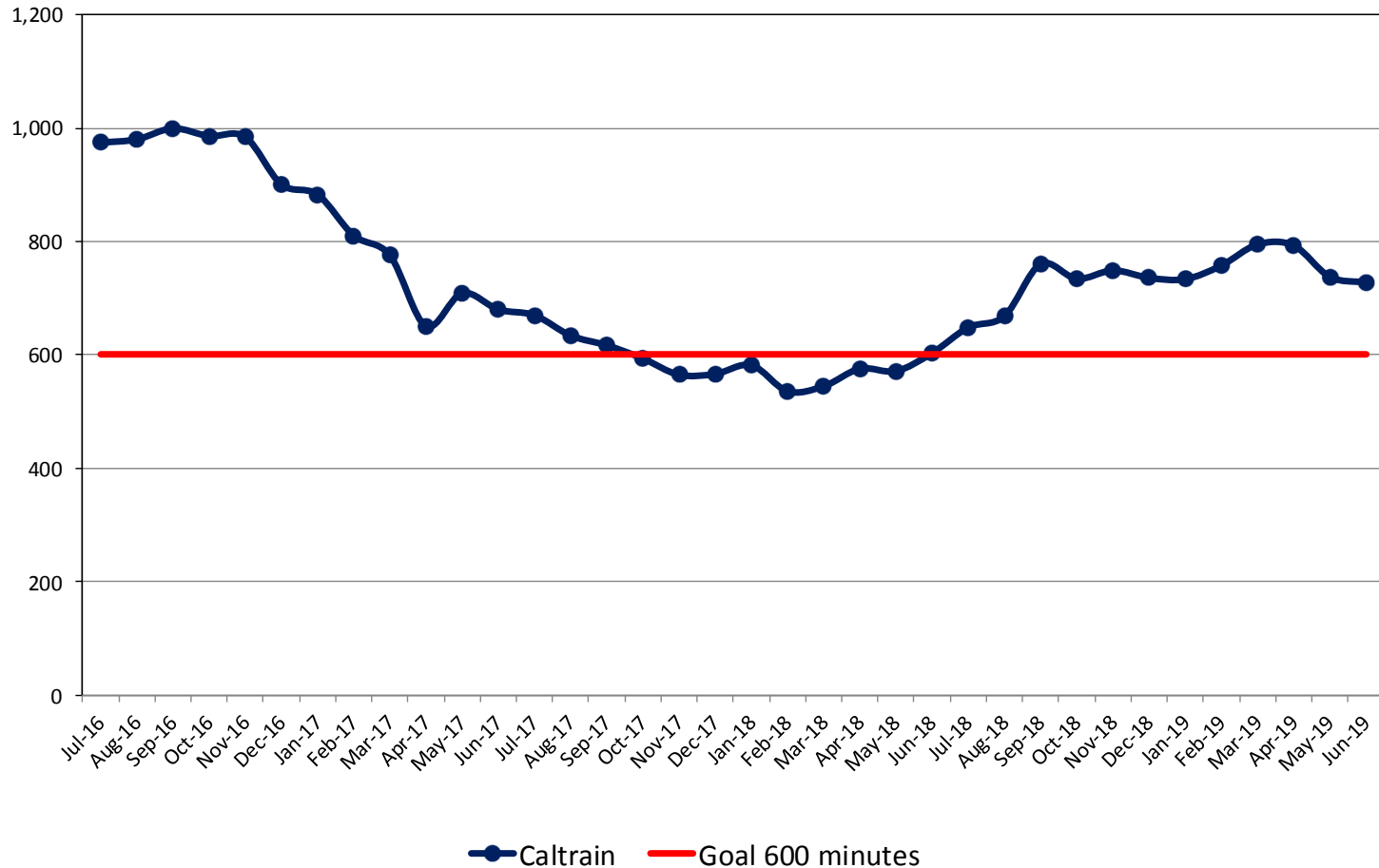
Miles Between Service Calls  
12-month rolling average





# Fleet Reliability - Rail

Mechanical Minutes of Delay  
12-month rolling average



# Safety

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	<u>Vehicle Miles</u>	<u>Preventable Accidents</u>	<u>Avg. Miles Between Acc</u>
Bus	9,572,800	184	52,026
Paratransit	3,034,200	15	202,280

Goal: 100,000 miles between preventable accidents

	<u>Train Miles</u>	<u>Trespasser &amp; Vehicle Strikes</u>	<u>Avg. Miles Between Incidents</u>
Rail	1,342,000	52	25,808

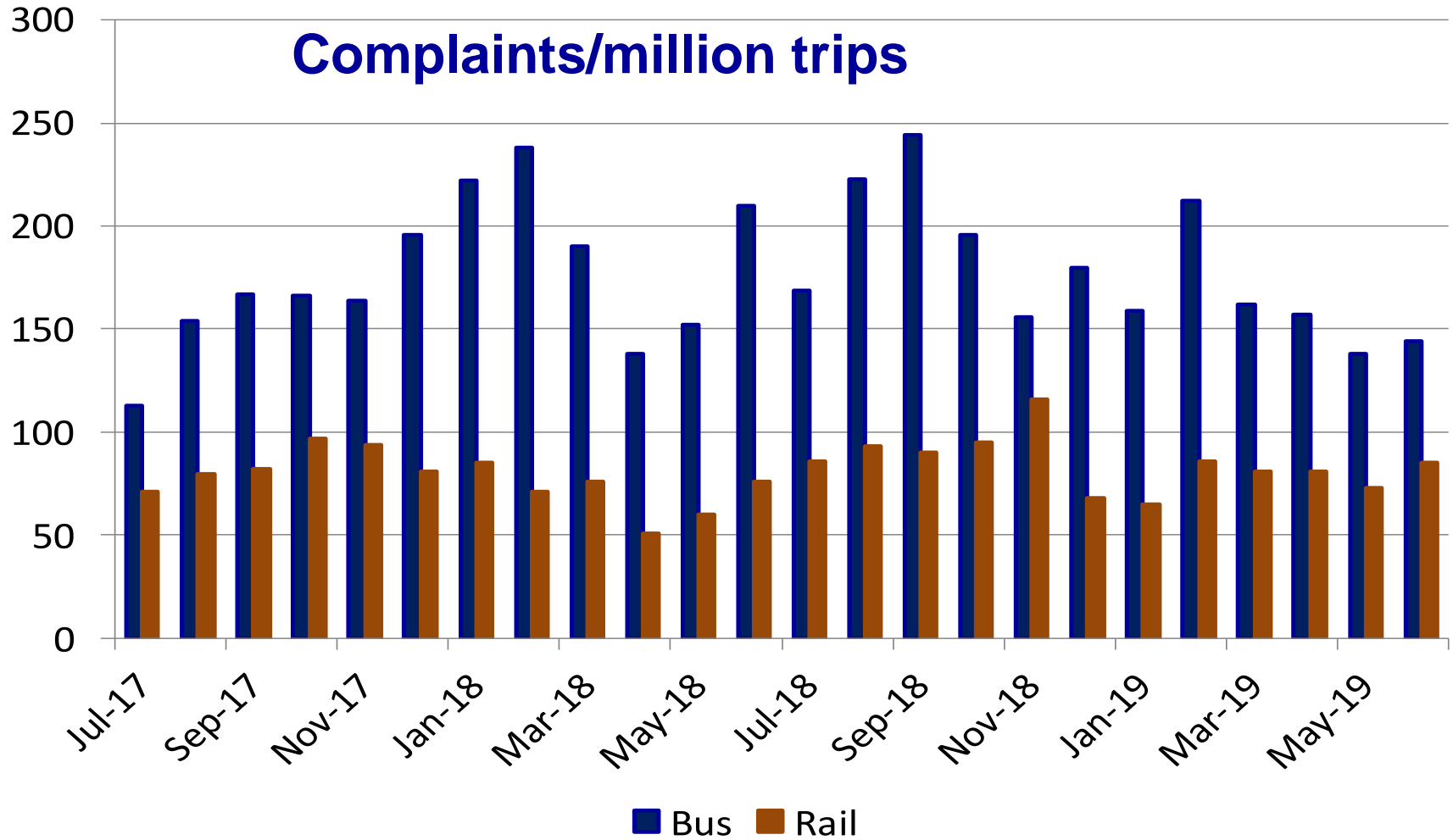
# Missed Service

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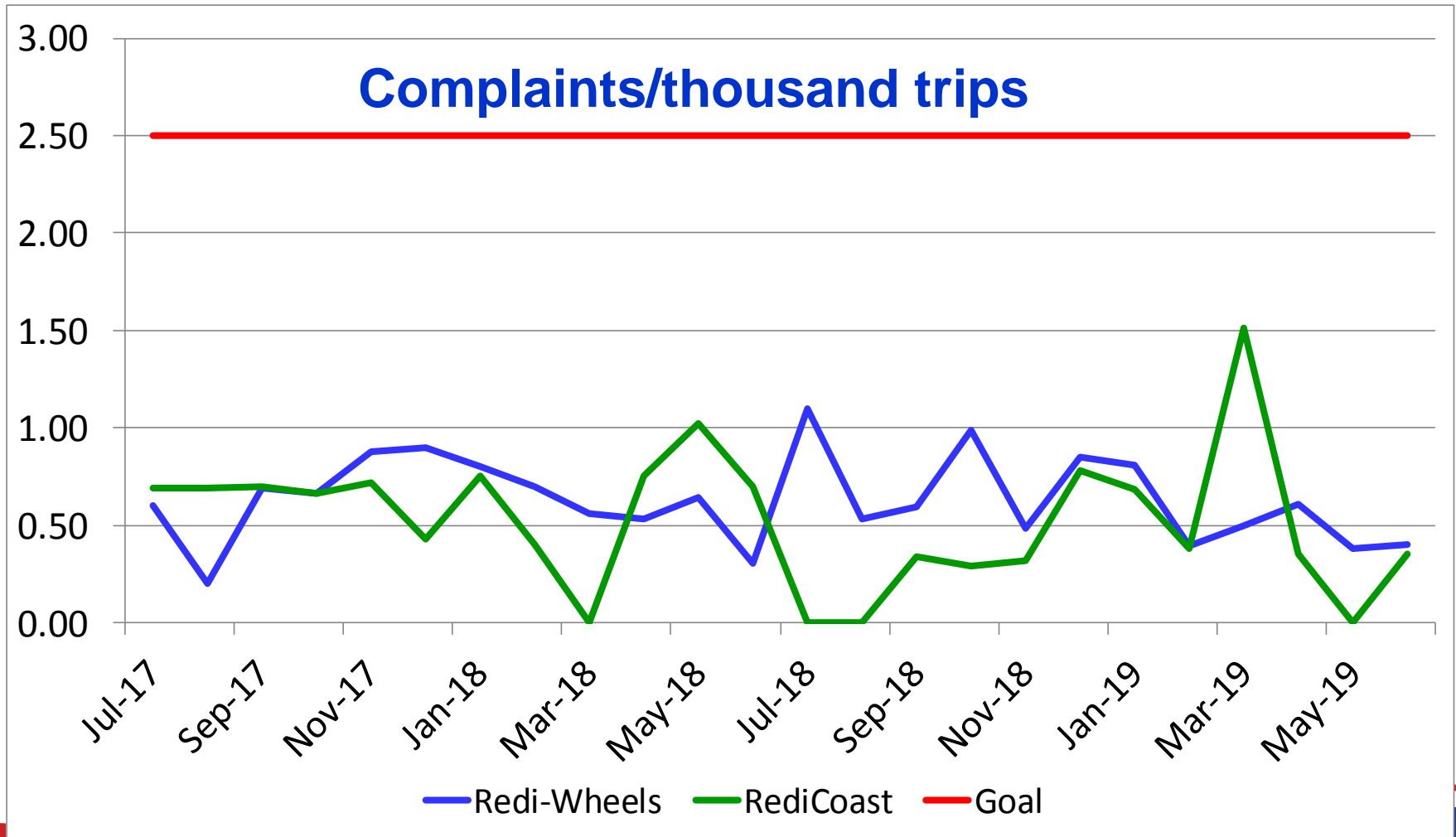
	<u>Bus Trips</u>	<u>DNO</u>	<u>Percent</u>
FY 2017	577,000	252	0.04%
FY 2018	577,000	783	0.14%
FY 2019	589,000	646	0.11%

	<u>Trains</u>	<u>Annulled</u>	<u>Percent</u>
FY 2017	27,132	34	0.13%
FY 2018	26,172	15	0.06%
FY 2019	26,128	13	0.05%

# Bus & Rail Complaints



# Paratransit Complaints



# Performance Trends - Buses

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	<u>FY2017</u>	<u>FY2018</u>	<u>FY2019</u>	<u>Goal</u>
Trips	11,825,380	11,133,460	10,670,850	
AWR	38,780	36,470	35,150	
OTP	82.7%	79.7%	79.1%	85.0%
Accidents	114	132	184	
Miles/Accidents	81,072	69,186	52,026	100,000
Service Calls	204	227	222	
Miles BSC	29,224	25,884	27,921	25,000
DNO	252	783	646	
Complaints/million	134	175	178	

# Highlights – Fixed-route Service

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## FY 2019 Service Changes

- ECR Rapid service commenced June 2018, 700 AWR increase
- ECR Service 20-minute headways, June 2018, 1,200 AWR decrease
- SFO Connector commenced service, June 2018, total trips for the first year of service, 42,630 trips
- Routes KX & 398 merged August 2018, increase of 50 AWR
- Mobile App launched September 2018 (YTD: 11,115 new accounts, 15,152 app downloads)
- Microtransit On-demand launched May 2019

# Highlights – Fixed-route Service

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## FY 2020 Service Changes

- ECR (Local) service adjusted to 15 minute headways, June 2019
- Express service between Foster City and San Francisco (FCX), August 2019
- Express service between Palo Alto and San Francisco

## Bus Bridges

- Caltrain (weekend) bus bridge service commenced in October, will be completed by the end of this year
- BART bus bridge (weekday) service between 4 am and 5 am commenced in February and will continue for approximately 3 years



# Highlights - Paratransit

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- “Zero denials”
- Number of registrants has remained steady between 8,000 and 8,500 since July 2017
- OTP remained above goal of 90.0%
- Service quality remains high; one complaint for every 2,000 trips
- Fares have not changed since July 2010

# Highlights – Shuttle Service

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	<u>Routes</u>	<u>Approximate Employers</u>	<u>Stations Served</u>
SamTrans	9	200	5
JPB	35	320	13

The Shuttle program began in August 1988 with 4 routes supporting the commuter rail

# Highlights - Rail

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## PCEP (Peninsula Corridor Electrification Project)

- Construction 2017 thru 2021
- First train set delivered Feb 2021
- Final system testing 2021
- Revenue service with electric trains May 2022

# Highlights – Rail FY 2019 Projects

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## **FY 2019 projects:**

- Redwood City Grade Crossing Improvement Project (Whipple, Broadway & Main) – Completed end of 2018.
- Santa Clara Grade Crossing Medians Project (Churchill, E. Meadow, Sunnyvale, W. Virginia & Auzerais) – Completion in 2019.
- Grade Crossing Safety Improvements Project at 10 crossings (16<sup>th</sup> St., Broadway (Burlingame), Peninsula Ave., Ravenswood, Alma, Charleston, Rengstorff, Castro & Mary Ave.) – will be completed in 2019
- 25<sup>th</sup> Avenue Grade Separation & South San Francisco Station Improvements will continue through FY2020.

# Highlights – Rail FY 2020 Projects

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- San Mateo Grade Crossing Improvements
  - First Avenue
  - Second Avenue
  - Third Avenue
- Menlo Park Grade Crossing Improvements
  - Glenwood Avenue
  - Oakwood Avenue
- Ticket Vending Machines Upgrade – starting with twelve machines with clipper card dispenser and add value.
- Marin & Napoleon Bridges in San Francisco - design is nearly complete, contract to be released by winter with construction starting in 2020.

# Summary

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- Customer satisfaction – low number of complaints across all modes
- Nearly 500 million passenger miles per year (all modes)
- Maintenance for all modes remains good
- Ridership is still declining, but at a slower rate
- Launch of Pacifica OnDemand Microtransit service
- Customer Experience
  - Mobile App
  - New Tariff (transfers)
- Initiatives for FY 2020
  - COA (Comprehensive Operations Analysis)
  - Express Bus Routes