

The logo for samTrans, featuring the word "samTrans" in a sans-serif font with a red horizontal bar above a blue horizontal bar.

Mobility Management: Fixed-route Bus Service

Board of Directors
August 7, 2013

Fixed-route Bus Service

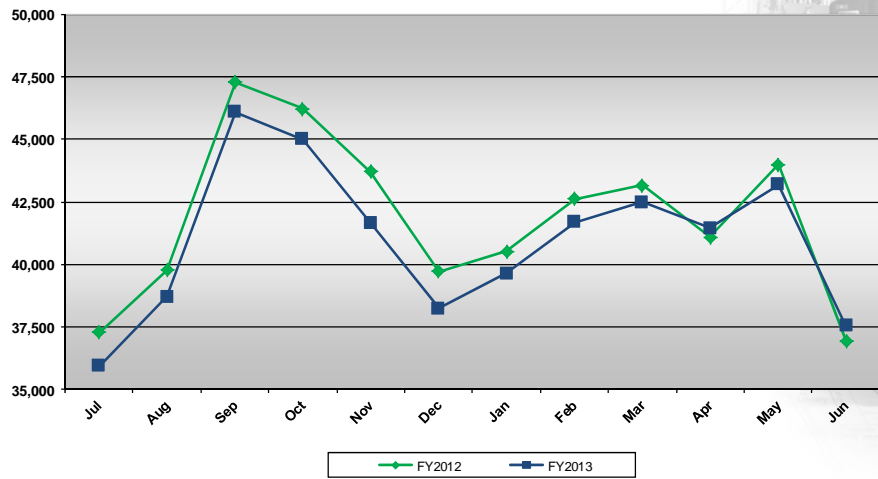
The logo for samTrans, featuring the word "samTrans" in a sans-serif font with a red horizontal bar above a blue horizontal bar.

- Performance Statistics
- SamTrans Service Plan
- New Rolling Stock
- Technology & Customer Information
- Employee Development & Training
- Summary



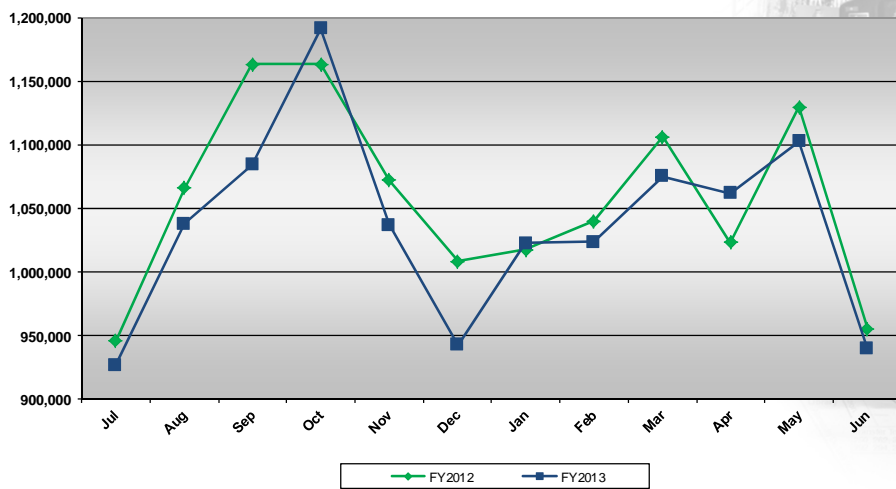
2

Average Weekday Ridership



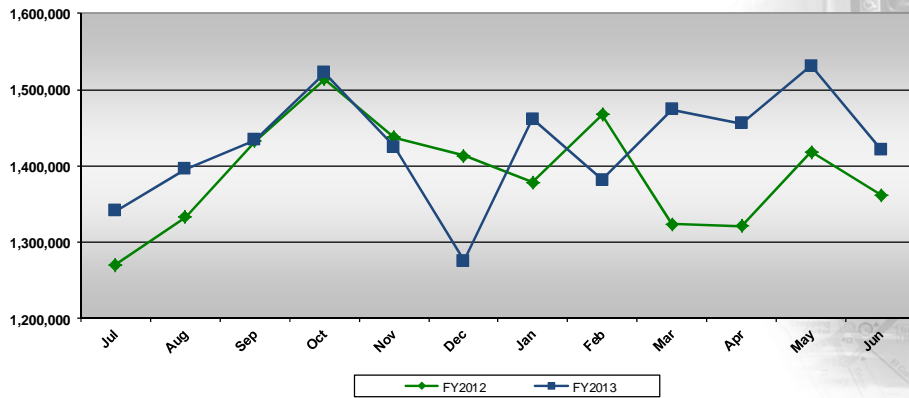
3

Total Monthly Ridership



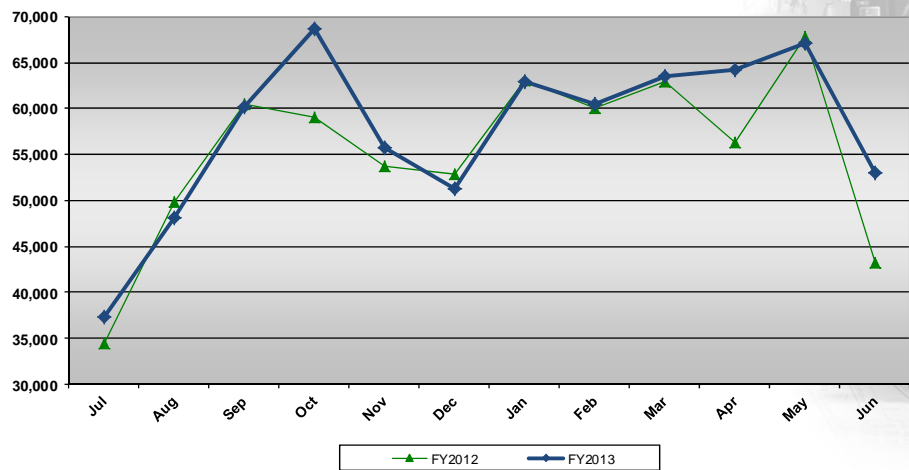
4

Monthly Farebox Revenue



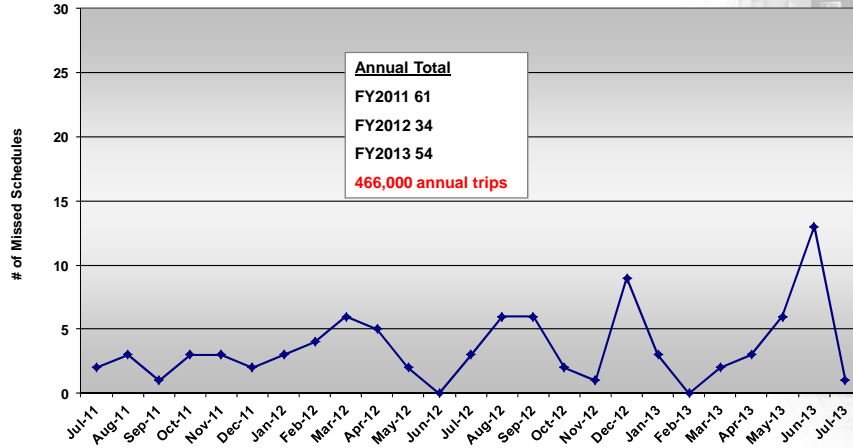
5

Token Usage



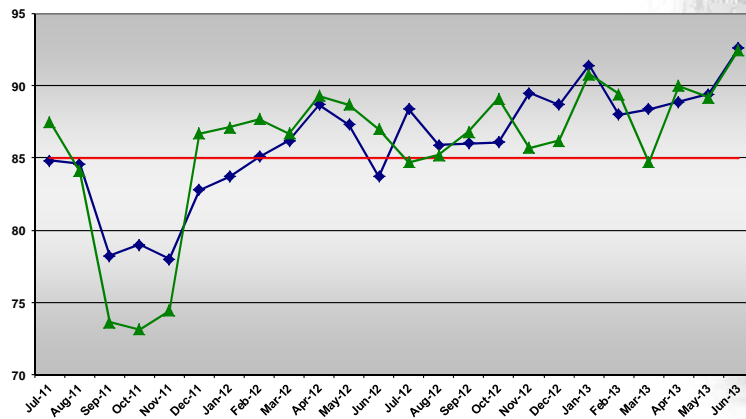
6

Missed Schedules



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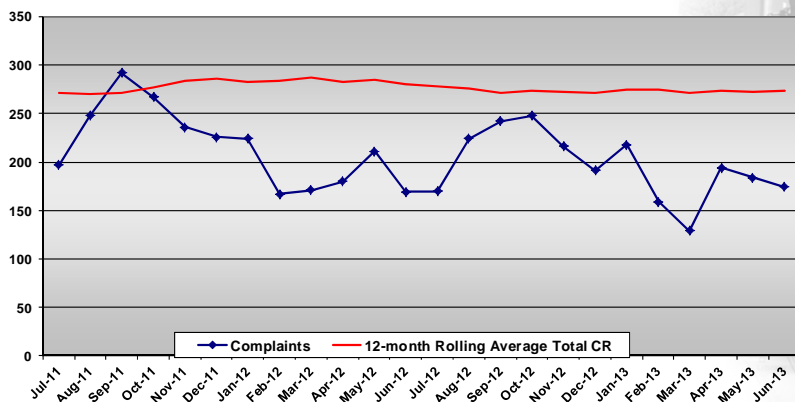
On-time Performance



◆ SamTrans
 — Goal 85%
 ▲ CUB Contractor

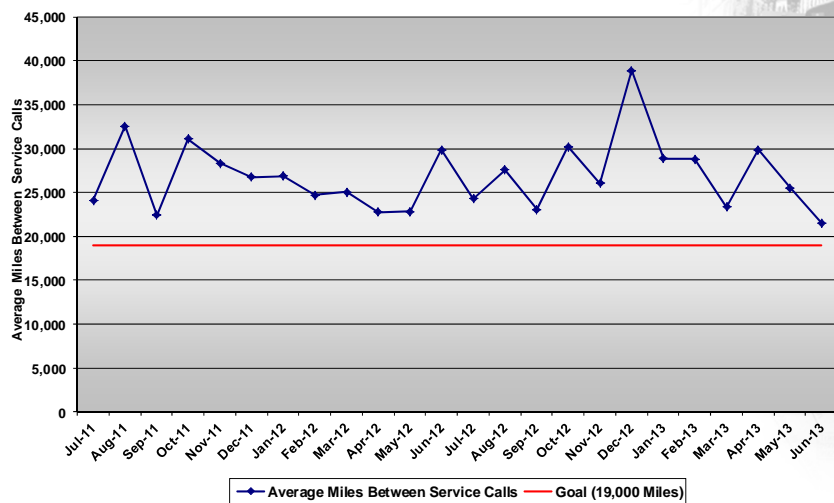
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Consumer Reports



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Fleet Reliability



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ECR Service – First 10 Months



	<u>FY2012</u>	<u>FY2013</u>	<u>Change</u>	<u>%Change</u>
Avg. Saturday	7,371	7,574	203	2.8%
Avg. Sunday	6,050	6,463	413	6.8%
Avg. Holiday	2,692	2,456	(236)	(8.8%)
Total Trips	605,226	641,657	36,431	6.0%



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SamTrans Service Plan



Service changes August 11, 2013

- 390 & 391 replaced by Route ECR
 - Direct service to downtown San Francisco (391) in peak hours no longer provided
- Re-numbering school routes
- Changed times to meet school bells or improve connections and on-time service

Service changes January 26, 2014

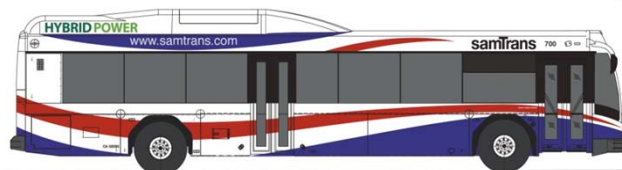
- Implement remainder of service changes

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New Rolling Stock

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- Pilot 40-foot hybrid bus production to commence mid-August, with delivery in September
- Balance of 24 hybrid buses to commence in early October, delivery about 5 buses per week
- Four 29-foot clean diesel buses for Coastside to support SSP, delivery end of year
- Balance of replacement buses, delivery 2014/2015 depending on final grant funding receipt:
 - Twenty-one 40-foot clean diesel
 - Twelve 29-foot clean diesel



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Technology & Customer Information

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ACS System

- Provides 2-way radio communication between buses and dispatch center
- System provides ADA compliant next stop visual and audio announcements
- GPS location provides real-time location/status of buses, support fleet
- System allows communication to operators via mobile data terminals
- ACS data used to track route/system performance

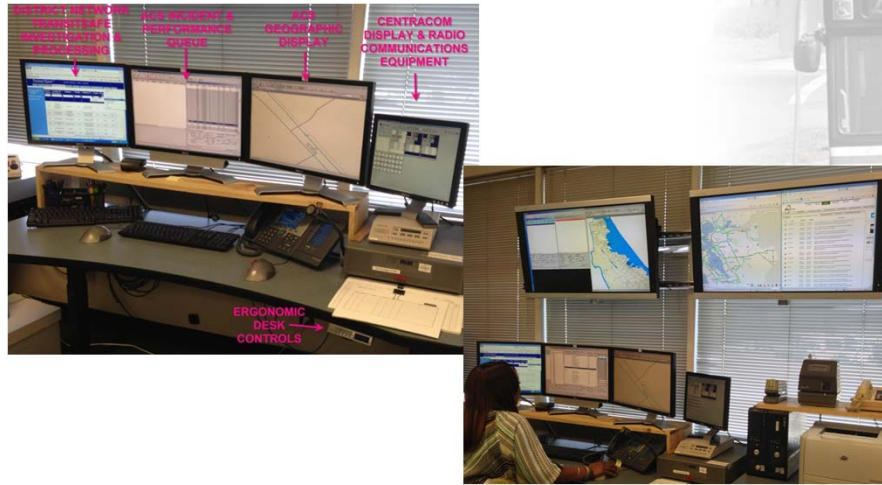
ACS System Refresh/Enhancements

- County trunk radio agreement
- Replace all 2-way radio equipment (beyond useful life, no longer supported)
- Increased bandwidth – Additional data channel will improve vehicle “polling rate”, improving real-time information

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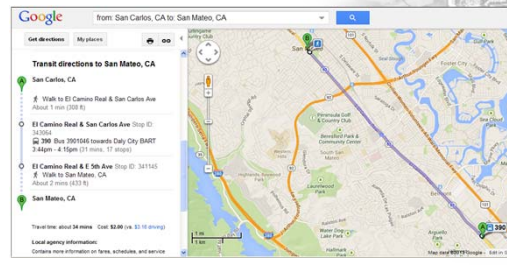
Dispatch/Radio Control Center



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- Advanced Travelers Information System
 - Daly City BART and Top of the Hill
 - Colma BART
 - Millbrae Transit Center
 - Redwood City
- MTC 511.org real-time data feed and trip planning
- Google transit – trip planning
 - Route number
 - Stop ID number
 - Trip time on bus
 - Number of stops
 - Walking time and distance
 - Cost



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Operator Workstation



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<u>Hours</u>	<u>Training (FY2013)</u>
8,872	New Bus Operator
1,024	New Maintenance Orientation
192	New Bus Transportation Supervisor
3,372	DMV mandated
2,287	Bus Operator retraining
1,118	Professional Development
<u>4,846</u>	Maintenance Technical
21,711	Total hours



1,640 hours for 41 maintenance employees from 7 regional agencies

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New Bus Operator Class:

- 26 to graduate
- Internship with veteran Bus Operators week of Aug. 5
- Revenue service begins Aug. 12



Recent promotions:

- Assistant Superintendent Bus Transportation: Kathie Hollinger
- SB Dispatcher: Johnna Pabilona
- Bus Transportation Supervisor: Darren Perez and Cherish Rodriguez

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SamTrans will host the University of the Pacific Transit and Paratransit Management certificate Program in the Fall Semester 2013. The program consists of nine one-day management training courses taught by industry experts:

1. Overview of Transit and Paratransit Today
2. Managing the Operation Effectively
3. Effective Communication Skills
4. A Transit Manager's Guide to Regulation, Policy, and Funding
5. Budgeting and Financial Management
6. Enhancing Leadership Effectiveness
7. Marketing and Customer Service
8. Legal Issues in Employee Relations
9. Risk Management and Safety

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Summary

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- Bus ridership appears to be stabilizing
- Monthly farebox revenue is up
- Missed schedules remains extremely low
- On-time performance has improved in recent months
- Improved customer service through technology
- Consumer Reports and Complaints are low
- Fleet reliability remains very high
- New rolling stock will reduce emissions & increase efficiency
- Continuing employee development & training
- New weekend Route ECR is a success
- SSP Implementation begins August 2013

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