



samTrans



Mobility Management: Fixed-route Bus Service

San Mateo December 14, 2011

Fixed-route Bus Service

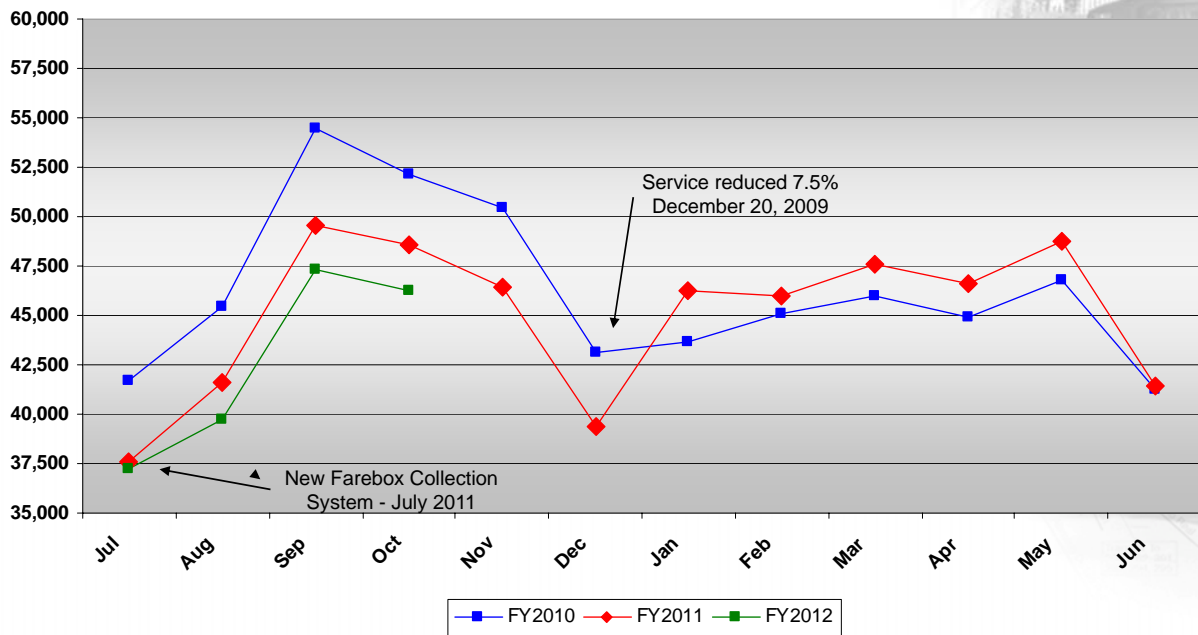


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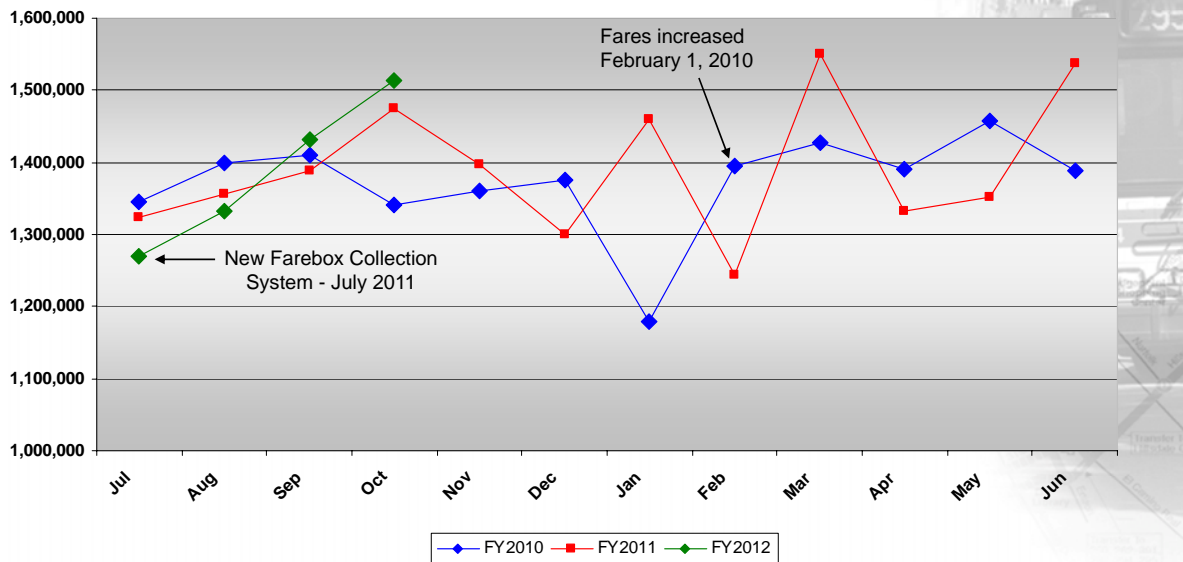
- Performance Statistics
- Human Capital Investment
- SamTrans Reinvention
- Bus Service Contracts
- Base Inspections – Bus Operations
- SSP - SamTrans Service Plan
- Financial Stability
- Summary



Average Weekday Ridership

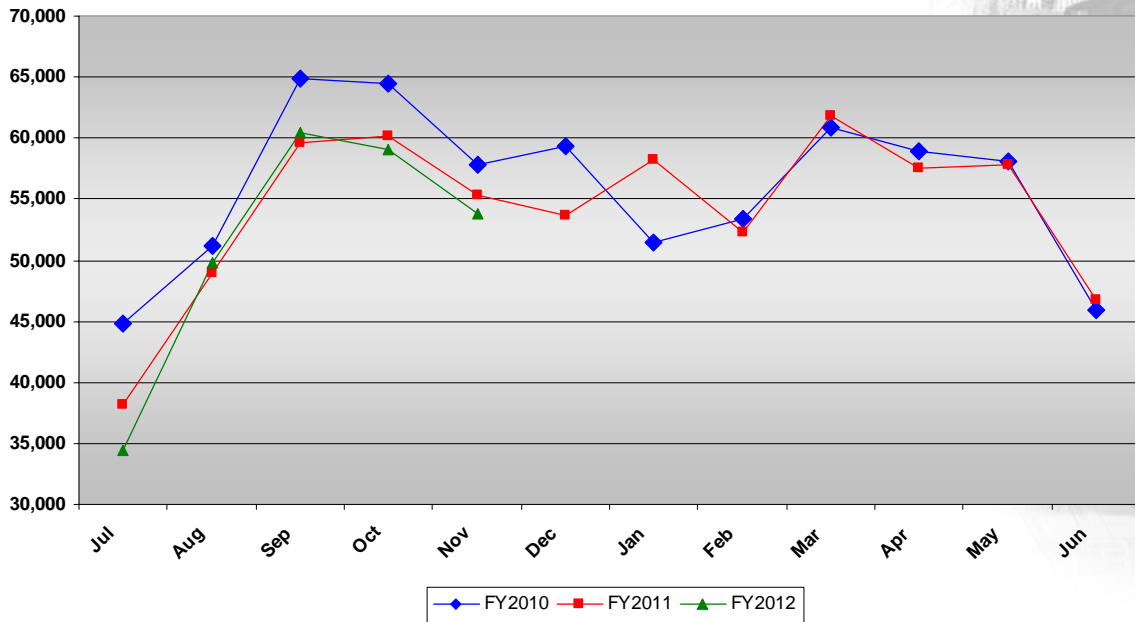


Monthly Farebox Revenue



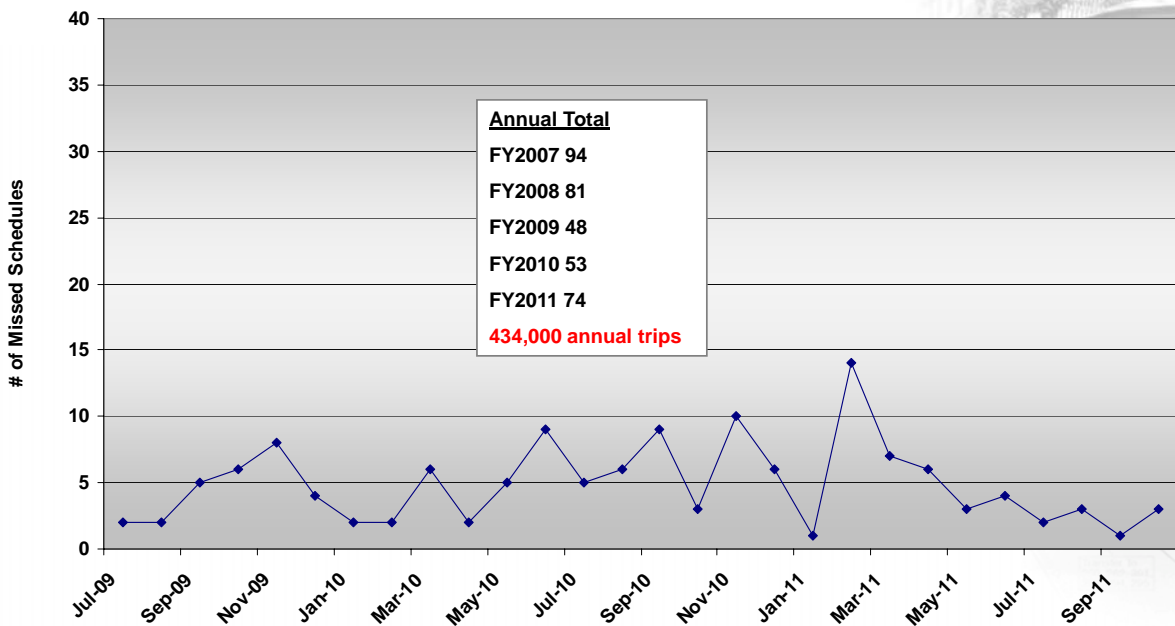
Token Usage

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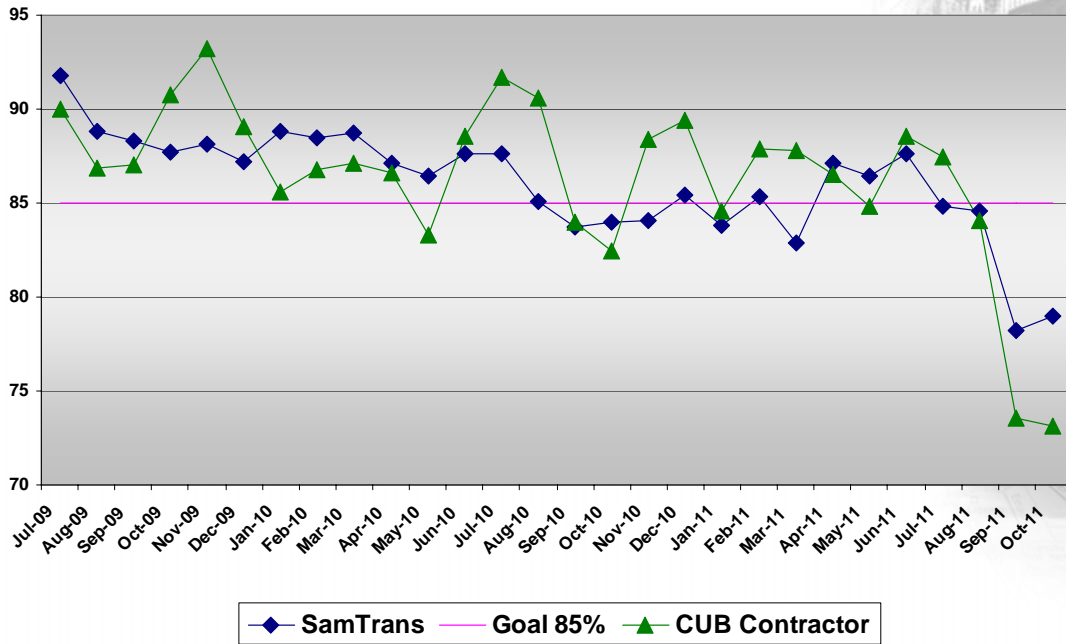


Missed Schedules

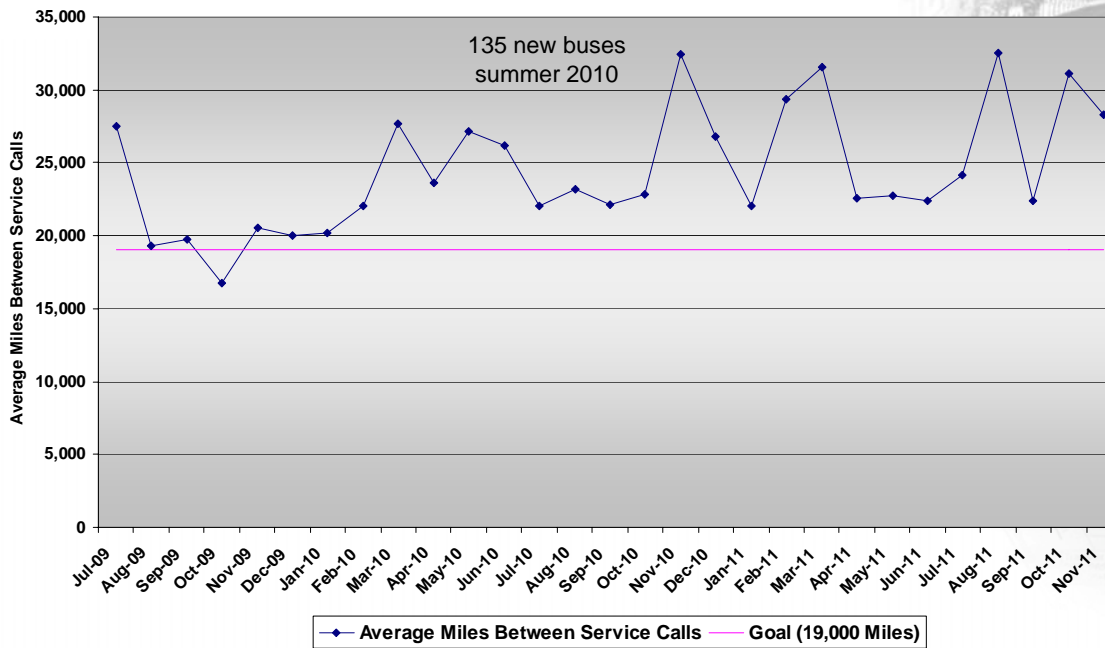
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On-time Performance

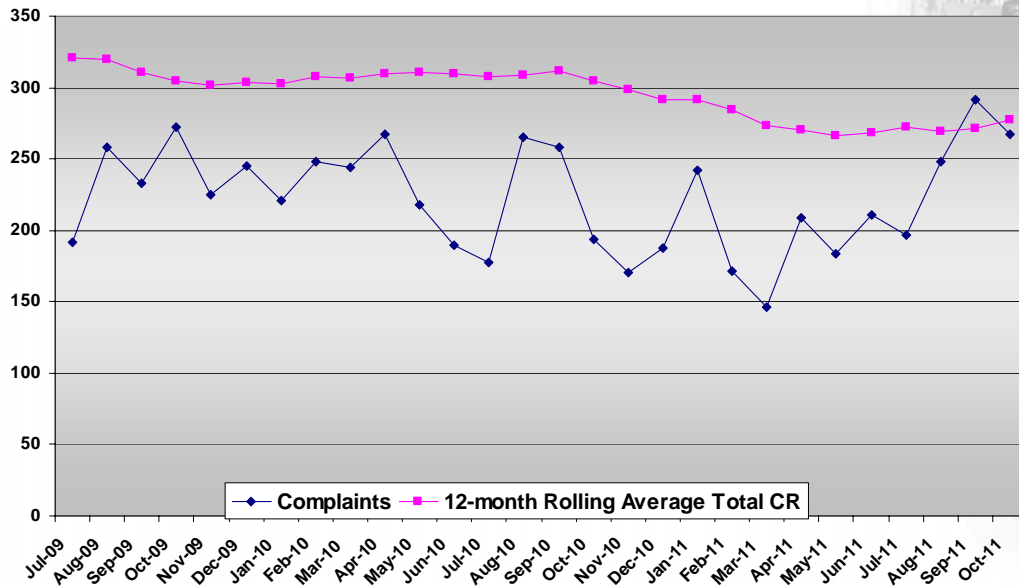


Fleet Reliability



Consumer Reports

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Human Capital Investment

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Leadership Program

- 11 of 12 participants expected to complete all requirements and graduate Jan. 18, 2012



UOP Transit & Paratransit Management Certificate Program

- Program consisted of 9 seminars
- The program was hosted by SamTrans at North Base
- 16 SamTrans employees and 8 from other agencies graduated June 10, 2011

Human Capital Investment

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Mechanic promotions:

- 3 Mechanic B to Mechanic A, Nov. 20
- 5 Mechanic C to Mechanic B, Nov. 20
- 1 Utility Worker to Mechanic B, Nov. 27

Human Capital Investment

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DMV Exam, pass on-base test before exam on streets

Parallel parking a 40-foot bus



Other training and tests include: moderate traffic, hills, hill starts, narrow streets, bus stops, back angle turns, heavy traffic, BART and Caltrain stations, shopping centers, tight rural turns, emergency procedures, bus evacuation and warning devices, as well as actual route training

SamTrans Reinvention

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- Re-painting buses
- New bus shelters
- New benches/accessories
- New fareboxes



SamTrans Reinvention

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New Ad Bus Shelters

- 68 installed in the service area
- 12 pending
- 15 additional shelters in 2012



New SamTrans Benches & Accessories

- 3 sets in field
- 12 to be installed early 2012
- \$197k grant to buy 40-50



SamTrans Reinvention

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Predictive Arrival System

- Millbrae, Daly City, Colma BART stations and Redwood City in operation
- Future locations:
 - Top of the Hill, Daly City, spring 2012
 - Palo Alto Transit Center, joint effort with VTA



SamTrans Reinvention

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Clipper

- Last month for most paper passes is December 2011

Day Pass

- Commences Jan. 1, 2012
- Adult Fare \$6.00
- Youth Fare \$3.75
- Eligible Discount \$3.00



Farebox Revenue Collection System

- Fully implemented July 1, 2011
- Final acceptance of system on Dec. 2, 2011

Bus Service Contracts

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Dumbarton Express

- Agreement approved, MV Transportation will operate service commencing Dec. 19, 2011

CUB Service

- Operating under an extension
- Evaluating contract beyond Sept. 29, 2012

Coastside Service – Route 17

- In final option year, ends June 30, 2012
- Weekend service changes (merge of Routes 17 and 294)

SamCoast Service – Pescadero (demand-response)

- Analyzing contracting options, currently operated by non-profit on a month-to-month basis

Base Inspections – Bus Operations

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Base Inspections Oct. 31:

- North Base
- South Base



Inspecting records



43,000 lb bus, 6 mobile lifts,
16,000 lb capacity each lift



Hydraulic bus lift

Base Inspections – Bus Operations

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Inspecting Bus Engines



TVM trailer in raised position



TVM trailer in lowered position

Base Inspections – Bus Operations

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- Items noted to be budgeted for maintenance or replacement
- Facilities and equipment – well maintained



Service Vehicle Inspection



Base Inspection Migraine

SSP – SamTrans Service Plan

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- Board adopted project guiding principles
- Conducted market analysis & survey evaluations
- Held 5 July Open Houses
- Set Service framework: criteria for decision-making
- Developed service scenarios
- Held 7 November/December Public Workshops
- Compile public workshop information
- Refine service scenarios - in progress
- Develop draft plan - in progress
- Public comment period - 1st/2nd Q 2012
- Final service plan - 2nd/3rd Q 2012

Financial Stability

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- New Bargaining Agreements Ratified “Shared Sacrifice”
 - Employee contributions to retirement, medical
- Continuing discussions with Board on financial capacity, long-term strategy to address structural deficit
- MTC – Transit Sustainability Project
 - SamTrans actively participating
 - Regional review of transit agencies, benchmarking performance, efficiency
 - Possible MTC revenue ballot measure 2012

Summary

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- Bus ridership continues to trend lower than previous year
- Monthly farebox revenue is up
- Missed schedules remains extremely low
- Anomalies in on-time performance is being researched
- Fleet reliability is very high
- Consumer Reports and complaint are up – new fareboxes & Clipper
- Strategic investment in Human Capital, infrastructure, technology and rolling stock
- SamTrans reinvention efforts continue
- Bus service contracts renewal will require significant resources in 2012
- SamTrans Service Plan (SSP) – major 2012 initiative
- Fiscal challenges continue into 2012