

The samTrans logo, featuring the text "samTrans" in a bold, sans-serif font. The "a" and "o" are lowercase, while "s", "m", "T", "r", "a", "n", and "s" are uppercase. Below the text are two horizontal bars: a red one on top and a blue one on the bottom.

# End-of-Year Performance Report FY2015

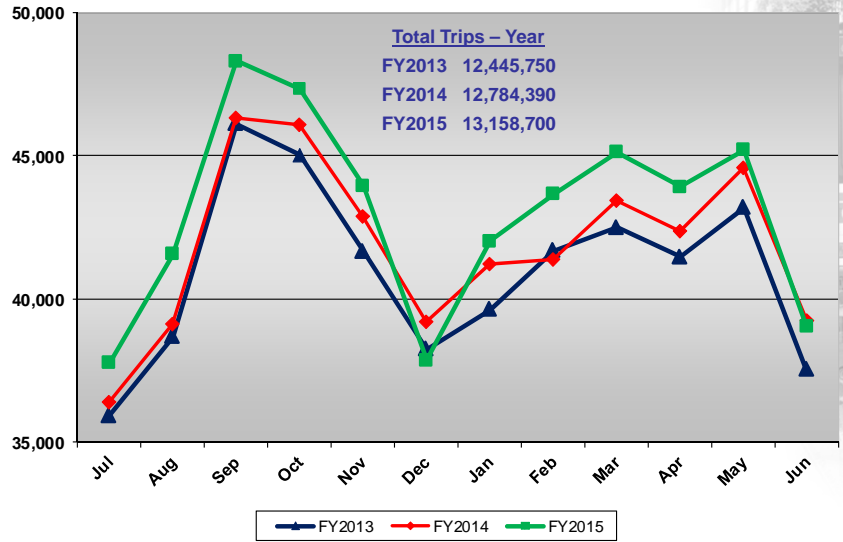
Community Relations Committee  
San Mateo  
Sep. 2, 2015  
Agenda Item 7



Shuttles

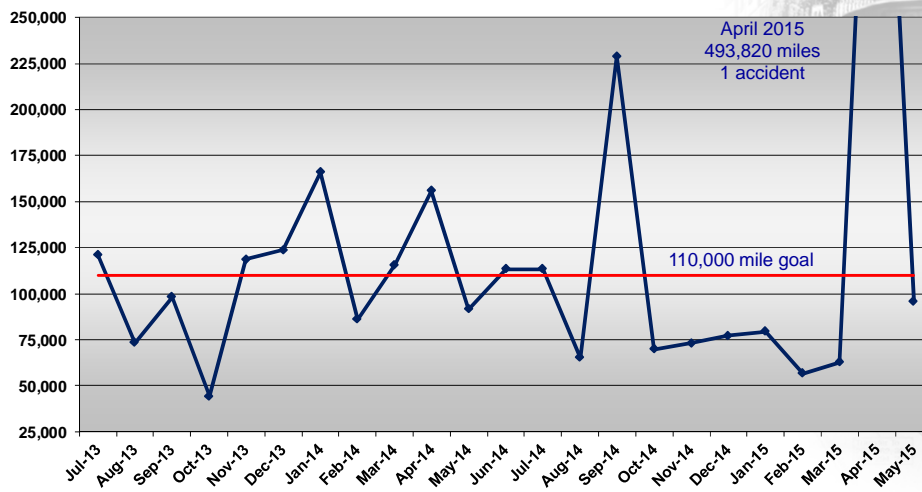
- Major Statistics for Each Mode
  - Ridership and Performance Summary
  - FY2015 Highlights
  - FY2016 Preview
- Total System Ridership

# Fixed-route Service - AWR



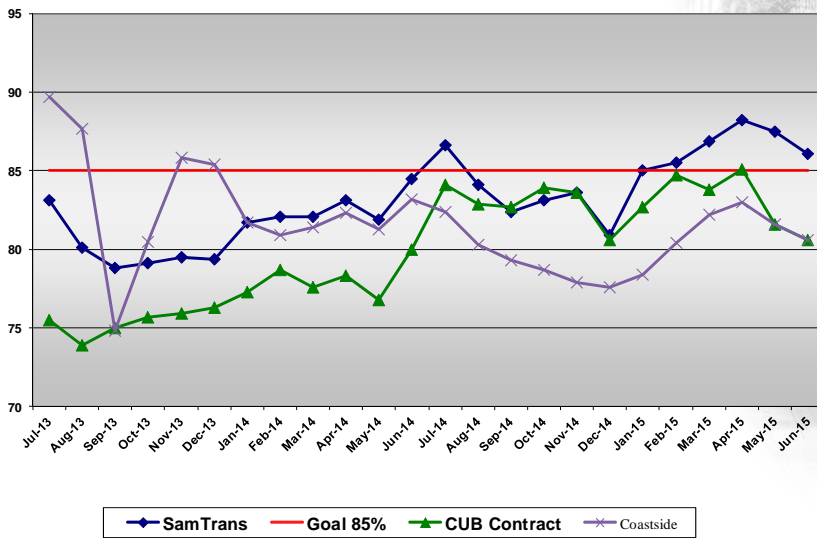
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# Miles Between Preventable Accidents



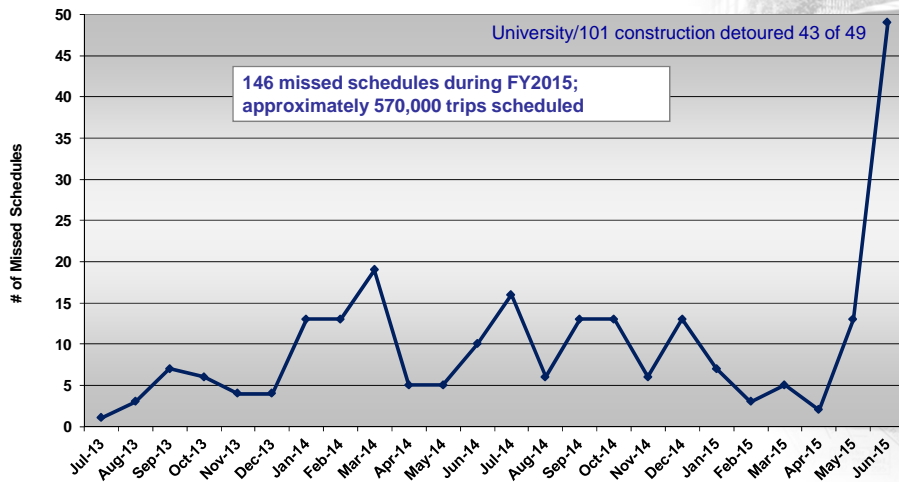
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# On-time Performance



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# Missed Schedules

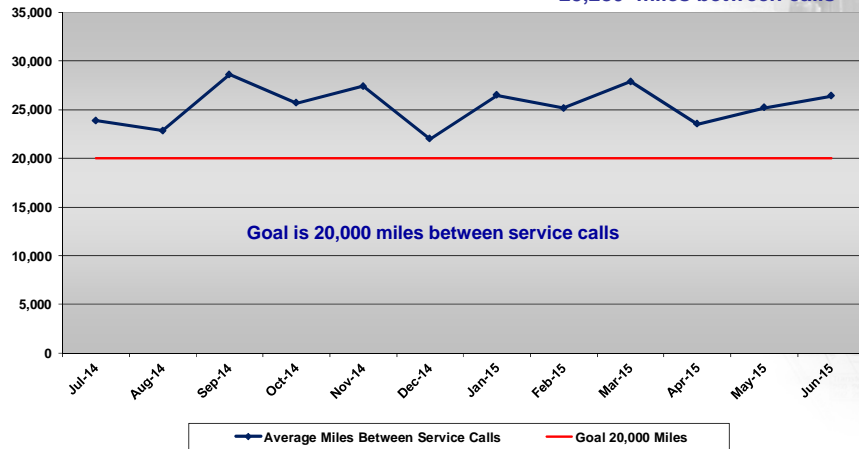


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## Fleet Reliability

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5,637,449 total miles  
223 road service calls  
25,280 miles between calls



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## FY2015 Highlights

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- Ridership is increasing
- Fleet reliability remains very high
- Service quality improving
- Fares unchanged
  - Last general fare increase 2/1/10
  - Adult cash fare \$2, Monthly Pass \$64
- 26,641 hours training in FY2015, including 14,062 for new Bus Operators
- 43 Bus Operators graduated in FY 2015

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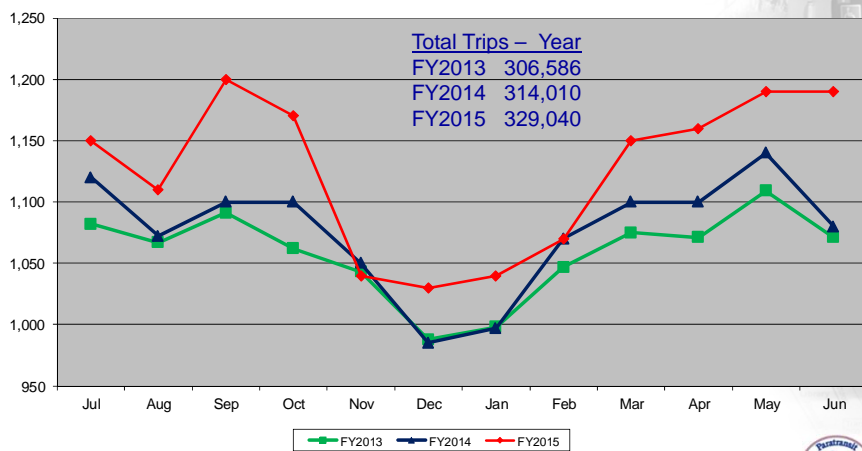
## FY2016 Preview



- Review fare changes in FY 2016
- Install 15 new bus ad shelters (total 137)
- Purchase replacement buses for 2003 Gillig fleet (40 feet)
- Bid and award contract for 55 - 60 foot articulated buses to replace 2002 NABI fleet
- Assess Zero Bus Emission Bus readiness and develop potential ZEB Bus project
- Human Capital Development
  - 32 Bus Operators to be trained and graduated
  - SamTrans and ATU 1574 Joint Apprenticeship Program to be finalized
- Continue staff development initiatives, succession planning efforts and retention strategies

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## Paratransit - AWR

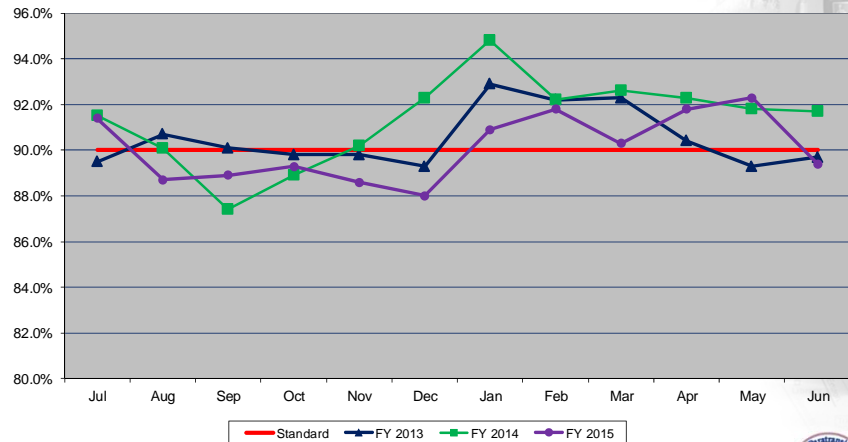


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# On-time Performance



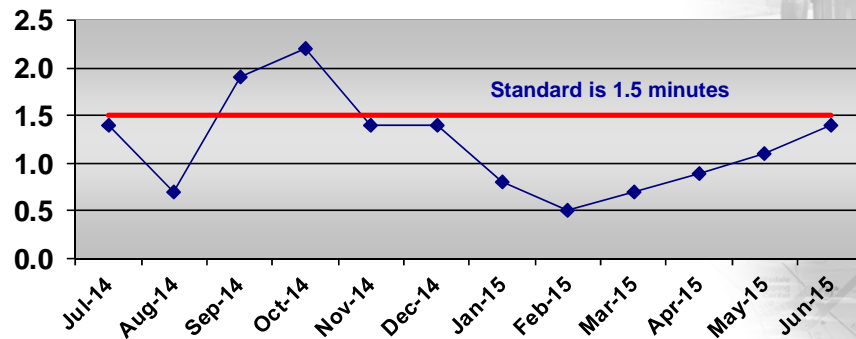
Pickups Within 20 Minutes of Scheduled Time



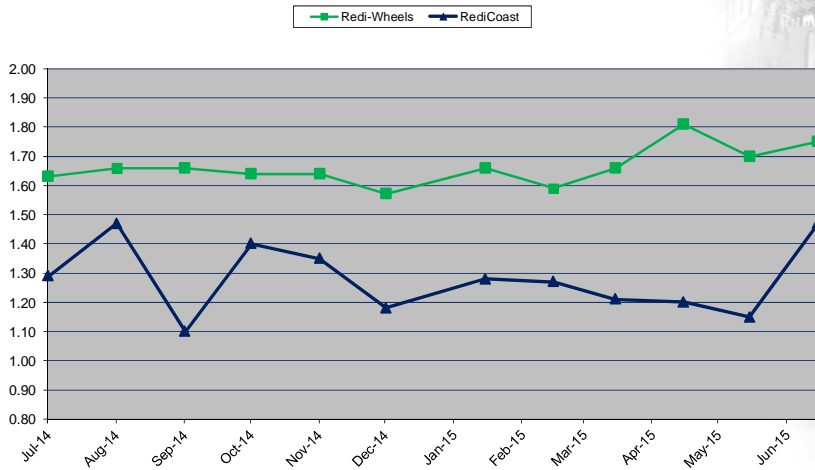
# Telephone Hold-time



Minutes

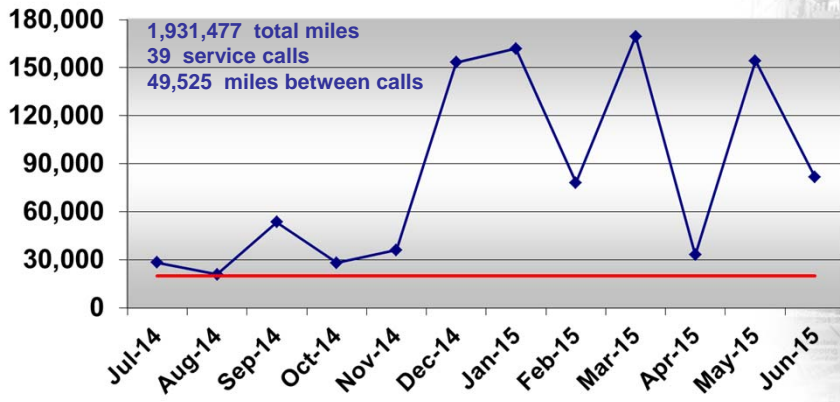


# System Productivity



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# Fleet Reliability



◆ Average Miles Between Service Calls    — Goal



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## Highlights & Preview

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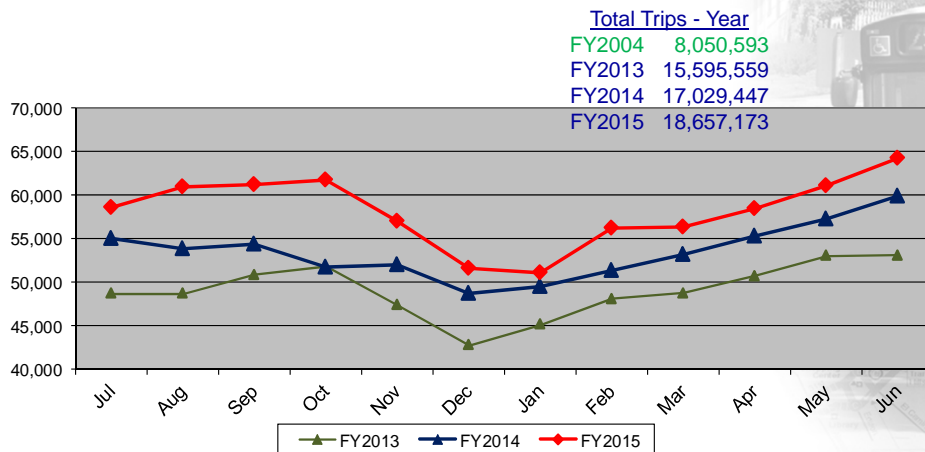
- Maintained zero-denial record
- On-time performance meeting standard
- Fleet reliability remains very high
- Ridership increased 4.8% in FY2015
- New Redi-Wheels 5-year contract effective Jan. 1, 2015
- New Paratransit Eligibility 5-year contract effective Aug. 1, 2015
- Fare changes under review



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## Caltrain Ridership - AWR

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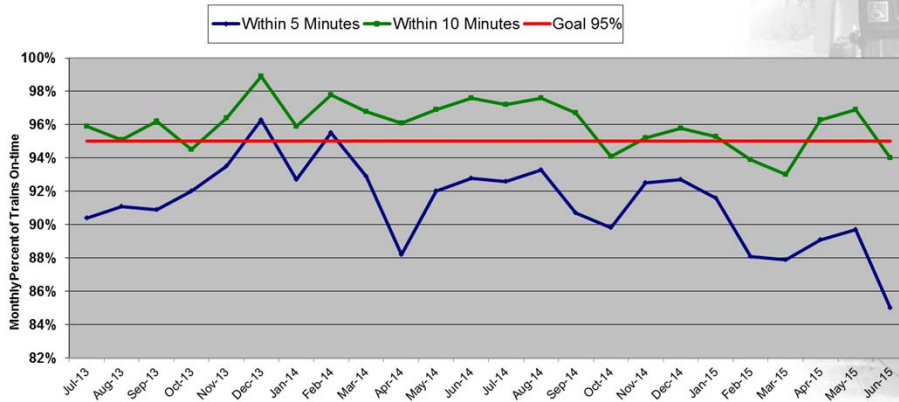


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## On-time Performance

samTrans



Caltrain

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## FY2015 Highlights

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- AWR increased 9.3% from 53,466 to 58,429
- Total ridership increased 9.0% from 17,029,447 trips to 18,567,173 trips
- Farebox revenue increased 12.1% from \$74.8 million to \$83.9 million
- Right of way fencing: 8,657 feet installed
- CBOSS-PTC system installation progresses
- Owner's Team assembled for Cal Mod project delivery
- Electrification EIR Certification approved Jan. 2015
- Purchased 16 used Bombardier rail cars, 5 placed into service by June

Caltrain

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## FY2016 Preview

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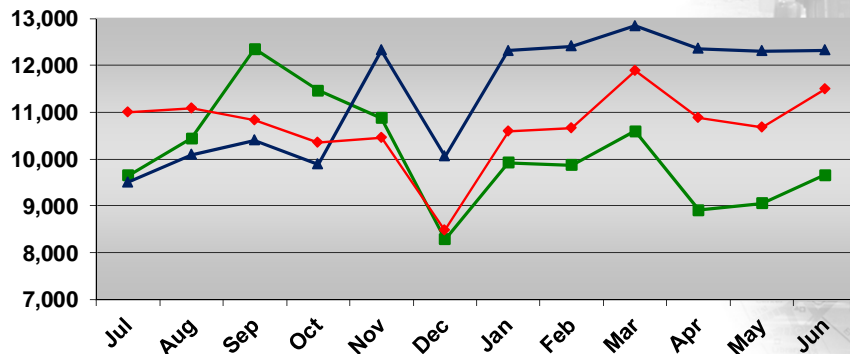
- Continue safety/service quality focus with TASI
- Continue CBOSS system testing revenue service demonstration, final acceptance of system
- Bridge replacement projects in San Mateo & San Francisco continue
- Right of way fencing: 16,000 feet in FY2016
- Place all 16 used cars into service/increase Bombardier train bike capacity from 48 to 72 bikes/train
- Review fare changes in FY 2016
- Complete Cal Mod project procurements, contractor selection, funding plans and implementation schedules



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## Shuttle Ridership - AWR

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Total Trips - Year  
 FY 2013 2,563,420  
 FY 2014 2,959,850  
 FY 2015 2,771,870

■ FY2013 ▲ FY2014 ◆ FY2015

Shuttles

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## Shuttle Highlights/Preview



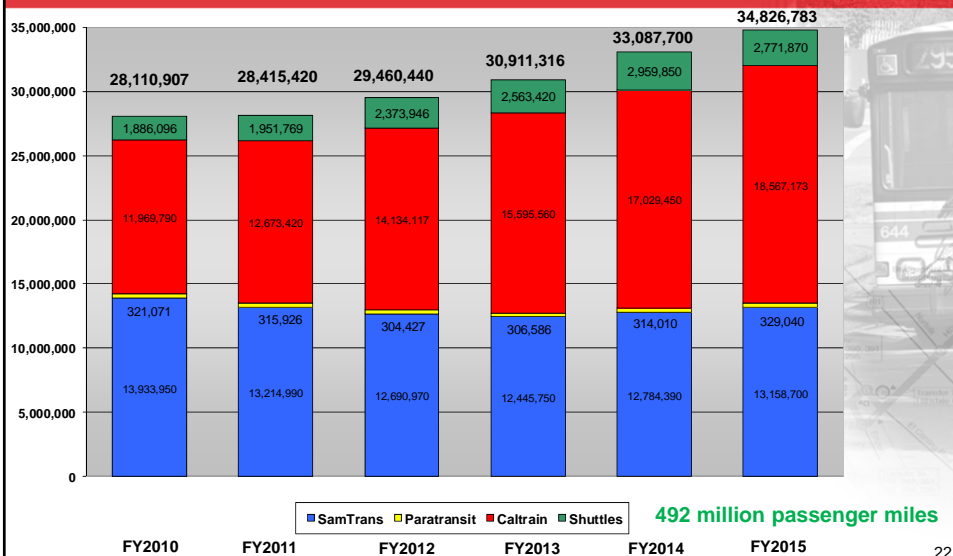
- Multi-agency shuttle service effective July 2015
  - Up to 10-year duration
  - Three vehicle classes
  - Reduced emissions
  - All new vehicles
  - New branding
- Genentech, Glen Park route, 5 buses, removed from program July 2014



Shuttles

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## Total Trips by Mode



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