



BOARD OF DIRECTORS 2013

CAROLE GROOM, CHAIR
JEFF GEE, VICE CHAIR
JERRY DEAL
ROSE GUILBAULT
SHIRLEY HARRIS
ZOE KERSTEEN-TUCKER
ARTHUR L. LLOYD
KARYL MATSUMOTO
ADRIENNE TISSIER

MICHAEL J. SCANLON
GENERAL MANAGER/CEO

SamTrans Citizens Advisory Committee (CAC)
1250 San Carlos Avenue, San Carlos, CA 94070, Bacciocco Auditorium, 2nd Floor

AGENDA

June 26, 2013 - Wednesday

6:30 PM

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Public Comment
4. Approval of Meeting Minutes for May 29, 2013
5. MTC Transit Sustainability Project – SamTrans Strategic Plan – April Chan
6. Report of the Chair
 - a. Certificate of Appreciation to Outgoing Member Kris Adler
7. SamTrans Staff Update – Chester Patton
8. CAC Member Comments/Requests
9. Liaison Reports
 - a. SamTrans Board – Peter Ratto
 - b. SamTrans Accessibility Advisory Committee – Judy McKie
 - c. Caltrain Accessibility Advisory Committee – Peter Loranger
 - d. Peninsula Corridor Joint Powers Board – vacant
 - e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee – vacant
 - f. Senior Mobility Action Plan – vacant
10. Next Meeting: Wednesday, July 31, 2013 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd floor, San Carlos, CA
11. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: K. Adler, K. Gilbert, M. Hall, K. Heatley, S. Koya, B. Lock, P. Loranger, J. McKie, T. Miller, H. Plischke, M. Pye, P. Ratto (Chair)

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6223. Assisted listening devices are available upon request. Agendas are available on the SamTrans Website at www.samtrans.com.

Date and Time of Boards and Advisory Committee Meetings

San Mateo County Transit District (SamTrans) Committees and Board: Second Wednesday of the month, 2 PM. SamTrans Citizens Advisory Committee: First Wednesday of the month, 6:30 PM. Date, time and location of meetings may be changed as needed.

Location of Meeting

The SamTrans Administrative Building is located at 1250 San Carlos Ave., San Carlos, which is one block west of the San Carlos Caltrain Station on El Camino Real, accessible by SamTrans bus Routes: 260, 295, 390, 391, KX.

Public Comment

If you wish to address the Citizens Advisory Committee, please fill out a speaker's card located on the agenda table. If you have anything that you wish distributed to the Citizens Advisory Committee and included for the official record, please hand it to the Assistant District Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Citizens Advisory Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities

Upon request, SamTrans will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Nancy McKenna at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email to cacsecretary@samtrans.com; or by phone at 650.508.6279, or TDD 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that the public records are distributed or made available to the legislative body.

**SAN MATEO COUNTY TRANSIT DISTRICT
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA**

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – MAY 29, 2013**

COMMITTEE MEMBERS PRESENT: K. Adler, K. Gilbert, M. Hall, K. Heatley, S. Koya, B. Lock, P. Loranger, J. McKie, H. Plischke, M. Pye, P. Ratto (Chair)

COMMITTEE MEMBERS ABSENT: T. Miller

SAMTRANS STAFF PRESENT: L. Bhuller, E. Dumandan (MV Transportation), M. Eshelman, A. John, C. Karambir, N. McKenna, C. Patton, A. Rivas, E. Rivas, E. Silvas

Chair Peter Ratto called the meeting to order at 6:30 p.m. and led the Pledge of Allegiance.

PUBLIC COMMENT

Dan Fitzsimmons, South San Francisco, said he would like to see Route 295 expanded to Cordilleras facility. He said he knows the system recently did some changes and hopes Route 295 could be considered the next time changes are looked at.

Chair Ratto said the letter will be forwarded to staff. He said the changes to Route 295 were adopted at the May Board meeting. He said a number of changes were made to Route 295 based on input from riders and the input received.

APPROVAL OF THE MINUTES

The Committee (Koya/Plischke) approved the minutes of April 24, 2013 (Gilbert abstained).

PROPOSED FISCAL YEAR 2014 OPERATING BUDGET

Ladi Bhuller, Manager, Budgets, said:

- Projected Fiscal Year (FY) 2014 revenues are \$153 million, a decrease of \$5.7 million.
- FY2014 operating expenses are \$124.2 million, an increase of \$400,000.
- The debt requirement for FY2014 is \$24.5 million.
- To balance the FY2014 budget, \$1 million in reserves is being used, a \$7.9 million decrease from FY2013.

Katie Heatley asked what the farebox recovery is for fixed-route and paratransit, the operating cost per hour for fixed-route, and cost per trip for paratransit. Chester Patton, Director, Bus Transportation, said fixed-route farebox ratio is 17 percent and the cost per trip on paratransit is around \$42. Ms. Heatley asked what the farebox recovery is for paratransit. Mr. Patton said it is about 6 percent.

Kathy Gilbert asked if staff expects the \$1 million surplus in sales tax will continue to increase through the year. Ms. Bhuller said typically staff is conservative on sales tax projections for the budget and left it at the FY2013 level.

Ms. Gilbert asked where the surplus sales tax funds go. Ms. Bhuller said it goes to operations.

Ms. Gilbert said the 18 percent increase for PeopleSoft seems high and asked how long it will continue to be a budget factor. Ms. Bhuller said these costs are to support PeopleSoft once it is implemented. Mr. Patton said this is for expertise support for PeopleSoft instead of having in-house staff support the system.

Bill Lock asked if sales tax is at FY2013 budget or actuals plus forecast. Ms. Bhuller said it is the revised FY2013 budget. Mr. Lock asked if FY2014 sales tax is better than projected would it offset the use of reserves. Ms. Bhuller said yes.

Sonny Koya said the contracted service is \$17.5 million and includes \$15 million for MV Transportation. He asked if the \$15 million is the same as last year or an increase, and if it includes a wage increase for drivers. Ms. Bhuller said there is a slight increase in vehicle revenue hours and projected revenue hours. Mr. Patton said there is a contractor employer wage increase.

Ms. Heatley asked if the District has to participate in the Metropolitan Transportation Commission (MTC) Sustainability Study and come up with a base year and projected goal based on reduced costs, and if so, is this the base year and what is the goal? Mr. Patton said it is not incorporated in this budget. He said staff is involved in the study in many different ways. Mr. Patton said for many years, full-time employees were used and now transitioning to use part-time employees to the fullest extent as permitted by the labor contract, which is 17 percent of the operators. Mr. Patton said at a future date staff will present the MTC Sustainability Study.

Ms. Gilbert asked if passenger fares include Caltrain fares. Ms. Bhuller said no. Ms. Gilbert asked what Caltrain passenger fares are. Ms. Bhuller said \$66 million is projected for FY2014.

Kris Adler asked what the formula is for the Caltrain partner contributions. Ms. Bhuller said it is originating stations.

Mr. Adler asked if there is any projected impact on benefits for employees because of the healthcare reform changes in 2014. Ms. Bhuller said included in benefit costs are contracted increases with the healthcare provider.

A motion (Ratto/Pye) to support the FY2014 Operating Budget was unanimous.

REPORT OF THE CHAIR

Chair Ratto reported:

- Attended event at SPUR, "California High-speed Rail Goes Local." An award was presented to Congresswoman Nancy Pelosi. There was a panel discussion on the Caltrain extension to the new Transbay Terminal.
- A 16-person delegation from San Francisco went to Mexico City to look at the Bus Rapid Transit System.
- New York City opened the City Bike Network in Manhattan and parts of Brooklyn. There are a total of 6,000 bikes and 300 stations, and a yearly bike pass costs \$95.

SAMTRANS STAFF UPDATE

Mr. Patton said to follow-up on Ms. Heatley's earlier questions on paratransit costs, the paratransit cost per trip in FY2012 was \$43.85 and \$40.12 in FY2011. The farebox ratio is just 5.8 percent for FY2012.

Nancy McKenna, Assistant District Secretary, said the marketing department is doing a bus awareness advertising campaign and is looking for people to be on the ad cards. If any CAC member is interested in being part of the campaign please let Ms. McKenna know.

Mr. Patton reported:

- Luggage will now be allowed on Route KX.
- An Operational Notice was issued to SamTrans operators and contractor operators on bicycle safety reminding them to share the road with bicyclists.
- April statistics:
 - Ridership increased 1 percent in April 2013 over April 2012.
 - On-time performance (OTP) was 89 percent.
 - Complaints were low at 162.
 - Miles between road calls remains high at 30,000.
 - Token use remains high.
 - Three schedules were missed in April.
- Weekday Route ECR will be implemented in August and staff expects this to have a huge impact on customer service and OTP.

Mr. Koya asked when the new hybrid buses are coming and how many there will be. Elliot Rivas, Superintendent, Bus Maintenance, said the pilot bus will be built in September and the remaining 24 by December.

Mr. Lock asked what the goal is for OTP. Mr. Patton said 85 percent for fixed-route, 90 percent for Redi-Wheels, and 100 percent for RediCoast service.

Asish John, Manager, Bus Contracts, was introduced as Paul Lee's replacement, who is retiring in June.

Mr. Lock asked what the metric is for complaints. Mr. Patton said it is calculated against 100,000 complaints received.

Mr. Lock asked what the target is for miles between road calls. Mr. Patton said it is 20,000.

Ms. Gilbert congratulated staff on the excellent stats. She asked about the summer stress on staffing. Mr. Patton said there is a different service pattern in the summer and it reduces staffing needs by 20 operators. He said this is the lowest end of the staffing cycle. Twenty-eight new operators are starting on May 31 and will be ready to go by the August runbook.

Mr. Adler gave kudos to staff for getting the luggage restriction removed from Route KX. He said in the past he has pushed the airport service from San Francisco and asked if there is there any thought to put any space on the bus for luggage. Mr. Patton said no luggage racks will be installed.

Ms. Heatley asked what it would take to get fixed-route OTP to 90 percent. Mr. Patton said the comparison with paratransit is not a 1-1 comparison. Paratransit can be 20 minutes late and it is considered on-time. The fixed-route OTP is very good for a bus service the size of SamTrans and it would be hard to find a fixed-route operation of this size that comes anywhere near this. Mr. Patton said the weekend Route ECR has a 90 percent OTP.

Mr. Patton said implementation of Route ECR is huge. There will be 15 minute headways during the week and 20 minute headways on the weekends. In August school route numbers will also be changed. The balance of the SamTrans Service Plan (SSP) changes will be launched in January 2014.

CAC MEMBER COMMENTS/REQUESTS

Heinze Plischke said there are four routes that go to the airport and asked if one route could be renamed "Airporter."

Margaret Pye thanked staff for the bicycle safety reminder to the operators. She has taken the Marguerite Shuttle and SamTrans bike racks are much better, more user friendly and well maintained.

Mr. Adler said he liked the suggestion of naming one of the airport bus routes "Airporter."

Mr. Lock said bus stop signage on Mission Street between Third and Fourth streets in San Francisco is not visible. He said he has tried to take Route 122 from Daly City Bay Area Rapid Transit (BART) between 8 p.m. and 10 p.m. and asked if the schedule could be synchronized with BART schedules. He said BART arrives about one to two minutes after the bus departs.

Mr. Koya said kudos to staff for adequate signage for Bay to Breakers on the buses and bus stops.

Mr. Koya said the overall timeliness of Route 292 is very good, even though there have been new drivers. Mr. Koya said when Routes 292 drivers get into San Francisco they

have to turn onto 9th Street and this area is very congested and slows down travel time. He would like to provide the person doing the timetable some input on how to avoid this issue and improve timing issues. He said with the upcoming route changes he hopes staff is planning on doing extensive outreach to passengers. Mr. Patton said there is a specific component for outreach on the SSP implementation and a key focus of the campaign is the loss of Route 391 into San Francisco.

Mr. Koya asked when signage is changed in San Francisco if the sign at southbound 2nd and Mission streets could be replaced.

Mr. Koya said he has been paying attention to the announcements on the bus, but the voice is not strong enough to get passengers' attention and gets drowned out by traffic and bus noise. At the same time it would be a good to increase the volume of the announcements on eating, drinking, and cell phone use on the bus.

Mr. Koya said people not paying their fares continue to be a problem. He recently saw two people wearing uniforms from other transit agencies just board the bus without paying a fare.

Mr. Koya said drivers should have standard answers for frequently asked questions from passengers.

Mr. Koya said riders on Route 292 are still expressing their happiness for keeping the route.

Judy McKie said she has spoken to several people who have taken the weekend Route ECR and everyone is pleased with the service.

LIAISON REPORTS

a. SamTrans Board - Peter Ratto

- May was designated as "Older Americans Month."
- Art Takes a Bus Ride contest winners were announced.
- March ridership was 4.4 percent for all modes.
- Presentations were given on the FY2014 Capital Budget, FY2014 Operating Budget, Business Optimization Program, and final SSP recommendations.

b. SamTrans Accessibility Advisory Committee - Judy McKie - no report

c. Caltrain Accessibility Advisory Committee - Peter Loranger - no report

d. Peninsula Corridor Joint Powers Board -vacant

e. Peninsula Corridor Joint Powers Board CAC - vacant

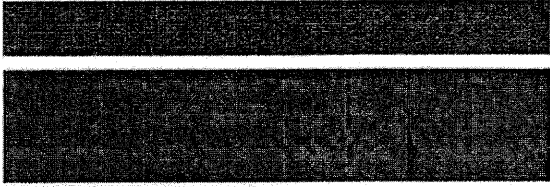
f. Senior Mobility Action Plan - vacant

NEXT MEETING:

The next meeting will be held June 26, 2013, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:46 p.m.

samTrans



Transit Sustainability Project: Strategic Plan

2013 -2017



1 Overview

The San Mateo County Transit District (District) operates fixed-route SamTrans bus service, Redi-Wheels paratransit service for persons with disabilities, and funds shuttle services. The District is also the managing agency for Caltrain and the San Mateo County Transportation Authority. The District strives to meet the mobility needs of the residents in San Mateo County.

The Metropolitan Transportation Commission (MTC) initiated the Transit Sustainability Project (TSP) in January 2010 to assist the San Francisco Bay Area's largest transit operators in light of what was revealed in its long-range Regional Transportation Plan (RTP). According to the RTP, financial information gathered during its development showed that the region's transit system is not sustainable based on projections of transit costs and reasonably anticipated revenues.

The MTC proceeded with the TSP with the purpose to establish a framework and implementation plan for a more robust, financially viable transit system that is both cost-effective and customer-focused. The goal is to help improve transit performance and to attract more customers to the San Francisco Bay Area's various transit systems. The TSP focused on financial, service performance and institutional frameworks of the transit agencies. The District was one of the participants in the TSP project.

In May 2012, MTC adopted the TSP final recommendations, which established TSP performance measures and targets for the seven large San Francisco Bay Area transit operators. The seven large operators included the District, as well as Alameda-Contra Costa Transit District (AC Transit), Bay Area Rapid Transit District (BART), Peninsula Corridor Joint Powers Board (JPB), Golden Gate Bridge, Highway, Transportation District (GGBHTD), San Francisco Municipal Transportation Agency (SFMTA), and Santa Clara Valley Transportation Authority (VTA).

As part of the TSP final recommendations, MTC required the seven large operators to each achieve a five percent real reduction in at least one of the following performance measures by

Fiscal Year (FY) 2017 and no growth beyond Consumer Price Index (CPI) thereafter: a) cost per service hour; b) cost per passenger; or c) cost per passenger mile. The five percent real reduction is measured against the highest reported costs between FY2008 and FY2011 for one of the three performance measures listed above.

The seven operators are required to adopt strategic plans by March 31, 2013, for the purpose of establishing strategies and a monitoring program on how to achieve the five percent real reduction. On an annual basis, the agencies are to submit data to the MTC on the progress of achieving their reduction targets. MTC will analyze the agencies' progress in meeting these targets in FY2018. By FY2019, MTC will link existing and new operating and capital funds administered by MTC to the progress that operators have made towards achieving the targets in their strategic plans.

The District developed this TSP Strategic Plan to provide a roadmap on how to achieve its five percent real reduction performance goal as required by the MTC. This Strategic Plan considers the strategies for achieving the goals in the area of fixed-route and paratransit services. The next three parts of the TSP Strategic Plan include:

- Performance targets
- Proposed strategies for achieving these targets
- Monitoring plan

2 Performance Targets

The TSP requires the District to establish a five percent reduction target for fixed-route service in at least one of the following performance measures by FY2017: a) cost per service hour; b) cost per passenger; or c) cost per passenger mile. The target is established by applying a five percent reduction to the highest reported costs between FY2008 and FY2011, shown in bold on the chart below. In addition to achieving the real reduction in one of the three performance metrics, SamTrans must be able to sustain its performance target beyond FY2017 with no growth beyond Consumer Price Index (CPI).

| | FY2008* | FY2009* | FY2010* | FY2011* | FY2017 Target |
|--------------------------|-----------------|-----------------|-----------------|-----------------|----------------------|
| <i>\$/Service Hour</i> | \$155.81 | \$160.07 | \$164.90 | \$164.70 | \$156.65 |
| <i>\$/Passenger</i> | \$6.69 | \$6.74 | \$6.95 | \$7.14 | \$6.78 |
| <i>\$/Passenger Mile</i> | \$1.36 | \$1.23 | \$1.38 | \$1.52 | \$1.45 |

(* In 2011 dollars)

The District is also establishing a 5 percent reduction target for paratransit service in at least one of the following performance measures by FY2017: a) cost per service hour; b) cost per passenger; or c) cost per passenger mile. The target is established by applying a 5% reduction to the highest reported costs between FY2008 and FY2011, shown in bold on the chart below. Again, SamTrans must be able to sustain its performance target beyond FY2017 with no growth beyond Consumer Price Index (CPI).

| | FY2008* | FY2009* | FY2010* | FY2011* | FY2017 Target |
|--------------------------|----------------|----------------|----------------|----------------|----------------------|
| <i>\$/Service Hour</i> | \$68.24 | \$69.35 | \$71.90 | \$72.82 | \$69.18 |
| <i>\$/Passenger</i> | \$43.31 | \$43.57 | \$42.78 | \$41.75 | \$41.39 |
| <i>\$/Passenger Mile</i> | \$5.00 | \$4.74 | \$4.64 | \$4.52 | \$4.75 |

(* In 2011 dollars)

3 Strategies

This section discusses the strategies the District has either employed or is considering using to help reach the TSP performance targets. In doing so, these strategies will seek to reduce costs, improve productivity, and/or increase ridership. Strategies for fixed-route services focus on a mixture of approaches that include improvements in service, vehicles, marketing and/or staffing, while strategies for paratransit focus on reducing demand and/or improving service delivery.

FIXED-ROUTE SERVICE STRATEGIES

Implementation of SamTrans Service Plan

In 2008, SamTrans approved a District Strategic Plan to provide a policy framework to guide District investments over the next five years. One of the key initiatives identified in the Strategic Plan was an in-depth study of the transit system to identify strengths, areas for improvement, and provide suggestions to improve efficiency and increase ridership; that initiative led to the SamTrans Service Plan (SSP).

The SSP is scheduled for approval in late Spring 2013. The SSP recommendations will include improvements to service on the El Camino Real – San Mateo County’s main arterial route, enhancement of a core market bus network, discontinuation of duplicative and low-ridership routes, and modification to existing services.

One of the early signs of possible SSP success is the benefit of consolidating multi-city routes, 390 and 391, into a single local bus route (known as ECR) on the weekends. Early successes in ridership increases are evidenced by this consolidation; and they indicate the potential benefit of expanding ECR service to weekdays would likely lead to further ridership increases.

As part of the SSP implementation, SamTrans will conduct a comprehensive marketing campaign to target choice riders that desire the cost savings and environmental benefits of fixed-route ridership.

The Grand Boulevard Initiative: Walkable communities, complete streets, and land use planning

The Grand Boulevard Initiative (GBI) is a regional collaboration dedicated to the revitalization of the El Camino Real corridor, as it runs through San Mateo and Santa Clara Counties. The District supports this work in coordinating the regional effort to develop walkable communities, and to encourage land use planning that promotes a healthy environment and improved business climate.

The GBI may have positive impacts for both fixed-routes and paratransit. The goals of the GBI are to encourage a more active lifestyle, coordinate more resources and develop more businesses along the El Camino Real Corridor. The GBI can help reduce trip length and travel time for fixed-route and paratransit if trips are along the Corridor instead of congested arterial routes. Corridors that are more attractive because of strong business development may also attract greater transit ridership as people seek out these shopping and entertainment opportunities along El Camino Real. Additionally, it may also reduce demand for paratransit services for individuals who live closer to the Corridor by encouraging travel alternatives such as walking or fixed-route transit.

Leverage part-time operators

The District would consider leveraging part-time operators to achieve fixed-route cost savings to the extent allowable under existing collective bargaining agreements. Leveraging part-time operators provides SamTrans better flexibility in staffing for route assignments in day-to-day operations which could lead to cost reduction and productivity improvement.

Include more favorable CUB contract costs into upcoming budgets

SamTrans recently successfully negotiated a new contract to provide Contracted Urban Bus (CUB) service with a dedicated and qualified contractor to operate a fleet of vehicles including provision of a maintenance and operations facility to provide fixed-route service in the County.

The new contract allows for better cost control of management and supervisory staff wages and benefits, reduces general and administrative expenses, and eliminates interest and depreciation expenses of assets the operator formerly charged to SamTrans. Inclusion of these favorable cost reduction measures in the budget would help to reduce operating costs

Use more fuel efficient vehicles, including hybrids

SamTrans continues to look at improving fuel efficiency, thereby reducing operating costs. In 2012, SamTrans replaced ten El Dorado cutaway diesel vehicles with gasoline powered cutaways, and will eventually replace all diesel cutaways with gasoline-powered cutaways as they go through their replacement cycles. SamTrans is also currently in the process of replacing its 1998 Gillig bus fleet with new buses that utilize the latest clean-diesel technology as well as with a sub-fleet of 25 hybrid electric buses.

Revise fare policy to attract more riders

This strategy aims at increasing ridership through making transit more appealing by directly reducing costs to the riders. SamTrans currently offers multiple discounted fares; however, it may be possible for SamTrans to lessen certain fare classes in order to attract riders from key demographic groups. This strategy has the potential to incentivize riders to take more public transit trips, which could lead to an increase in ridership.

Improve Clipper Card (Clipper) usage

Improving Clipper usage could reduce operating costs because increased usage would aid in facilitating fare collection and reduce time and labor costs associated with cash collection and accounting. Additionally, increased Clipper usage could reduce bus dwell time which helps improve performance. Possible ways to increase Clipper usage include conducting outreach and promoting its use, distributing Clipper Cards to potential riders, educating riders on their benefits, and improving access to Clipper on the Coastside where there are currently no outlets that support Clipper reloading.

PARATRANSIT SERVICE STRATEGIES

SamTrans is committed to providing paratransit services, as required by the Americans with Disabilities Act (ADA) of 1990. The District, like many other agencies, experiences difficulty in providing these services due to the much higher operating costs. Unlike fixed-routes, increasing paratransit ridership would likely lead to greater costs. Many factors contribute to these costs. There are substantial administrative expenses associated with establishing eligibility, scheduling, and dispatching for individual riders. The majority of trips are individually scheduled, and this creates low vehicle occupancy, low productivity and a high cost per rider. The ADA population has increased and the San Mateo County's senior population continues to grow.

Promotion of Fixed-route service through travel training

This initiative promotes SamTrans fixed-route service, thereby reducing demand on paratransit services. SamTrans has provided travel training for over 15 years. Travel training is one-on-one training provided at no cost to teach people with disabilities how to navigate the District's fixed-route services. Participants are taught where to wait, how to get on the bus and pay the fare, where to sit, how to get off at the right stop, how to make connections, and how to seek help if they have trouble during the trip. Travel training helps to remove the perceived barriers of riding fixed-route buses and encourages people to use SamTrans buses. Additionally, SamTrans offers a Transit Ambassador program that provides group training and one-on-one training for people who are not applying for paratransit. Transit Ambassadors organize trips to encourage people to try the SamTrans bus.

Enhanced ADA paratransit certification process

Since 2004, SamTrans has utilized a paratransit eligibility contractor to conduct in-person eligibility evaluations. This has helped to limit the number of paratransit users to only those who are truly eligible.

Implement conditional eligibility

Conditional eligibility refers to paratransit eligibility for some trips, but not all, based on the condition that the customer has the ability to make some trips on regular buses. SamTrans has

held customers accountable to their conditional eligibility status for over 15 years.

Implementing conditional eligibility has the benefit of reducing paratransit trips that may be better served by fixed-routes buses. There is some potential for increasing conditional eligibility by expanding the information available on customers' origins and destinations at the time of initial eligibility screening.

Ride Free Policy

SamTrans implemented a ride free policy to incentivize paratransit riders to use fixed-routes whenever possible. Redi-Wheels/RediCoast customers can ride free on SamTrans fixed-route buses by showing their valid paratransit identification cards. Not only does this help to increase ridership on fixed-routes, it helps to reduce demand for paratransit services. The loss of fare revenue is more than offset by savings in operating costs.

Increased control of no-shows and late cancels

No-shows and late cancels can have a negative effect on paratransit productivity. SamTrans has an established program to notify customers whenever they no-show or late cancel and to work with them to change their behavior. This program has significantly reduced no-shows and late cancels.

Explore alternative service delivery model

SamTrans may reduce costs by transferring reservations, scheduling and dispatching to a centralized call center. In addition, service delivery may be contracted to a number of independent operators. Livermore Amador Valley Transit Authority operates such a system under a contract to a service provider that uses a remote call center in Utah.

Volunteer Drivers

Another possibility is the implementation of a volunteer driver program to complement ADA paratransit. A volunteer driver program is typically run by a non-profit organization and may use the driver's own vehicle or pool vehicles. Volunteer driver programs not only increase the travel options available to customers but often supplant trips that would otherwise be made on paratransit.

Reduce ADA paratransit service area to what is legally required

SamTrans currently provides ADA paratransit services beyond the three-quarter mile geographic size requirement established by the ADA. However, this has added to SamTrans' financial burden by providing paratransit services to a larger population than required. To help curb those costs, SamTrans could consider reducing costs by limiting the geographically eligible population only to what is legally required.

Premium charges for paratransit service beyond the ADA minimum

It is possible to charge a higher fare for paratransit service that goes beyond the minimum required by the ADA. The purpose of such fares is to discourage travel beyond the ADA minimum. SamTrans charges higher fares for specialized service to adult day agencies.

4

Monitoring Plan

As part of the TSP requirement, the District is to establish a monitoring program. On an annual basis, the District is to submit data on the progress of achieving the targets, improving its productivity, reducing operating costs and/or increasing its ridership.

The District will utilize the annual submittal of operating data to the National Transit Database (NTD) for its submittal to the MTC. The District will provide, on an annual basis, information on passenger trips, vehicle revenue hours, vehicle revenue miles, and operating expenses for all its fixed-route, shuttle, and paratransit services.

Collecting this information annually for submittal to the MTC will allow the District to track its progress and identify areas for improvement, and make corrective actions where necessary.