



End-of-Year Performance Report FY2017

Community Relations Committee
September 6, 2017
Agenda Item 6





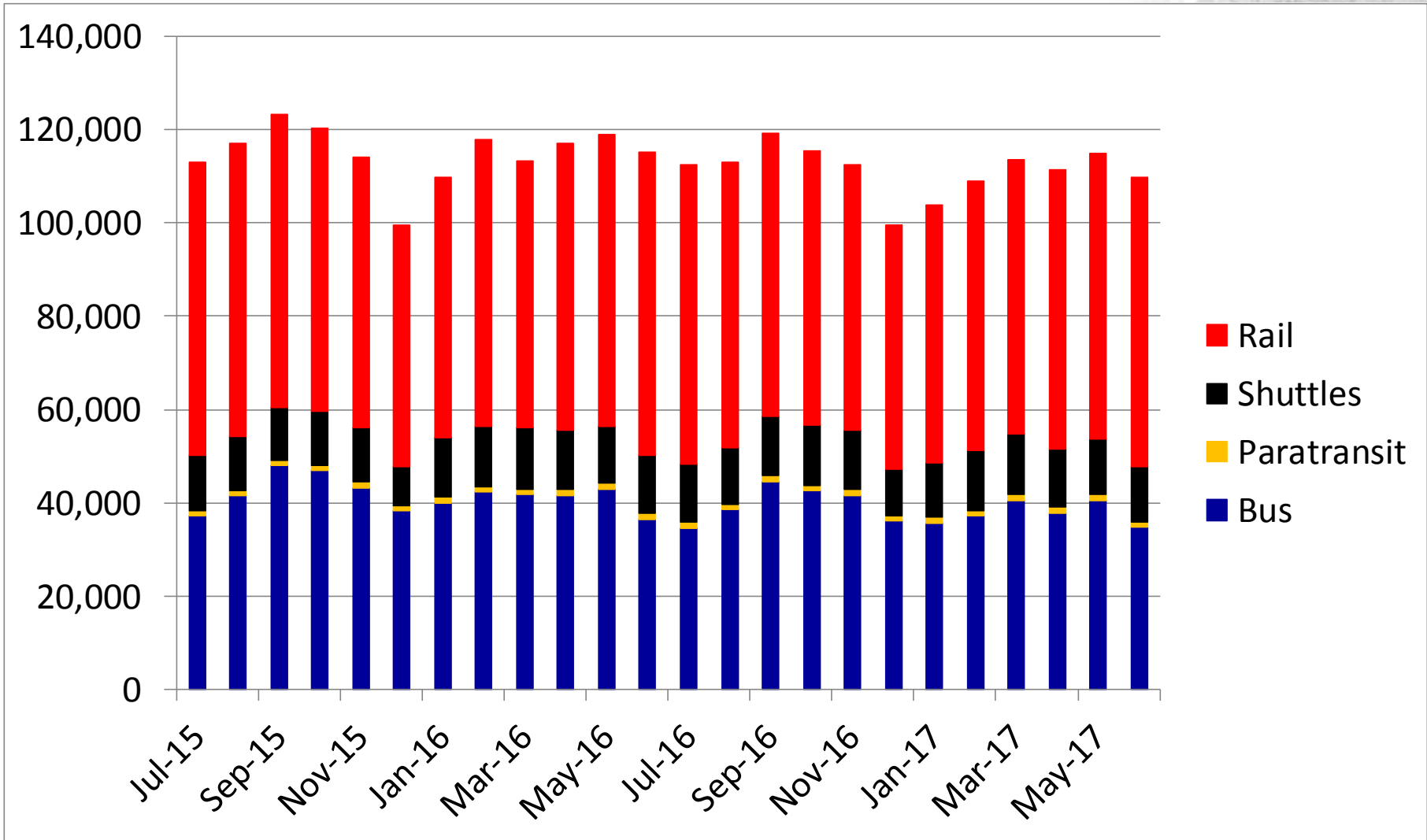
Shuttles

- Ridership
- Performance Statistics
- Highlights for Each Mode

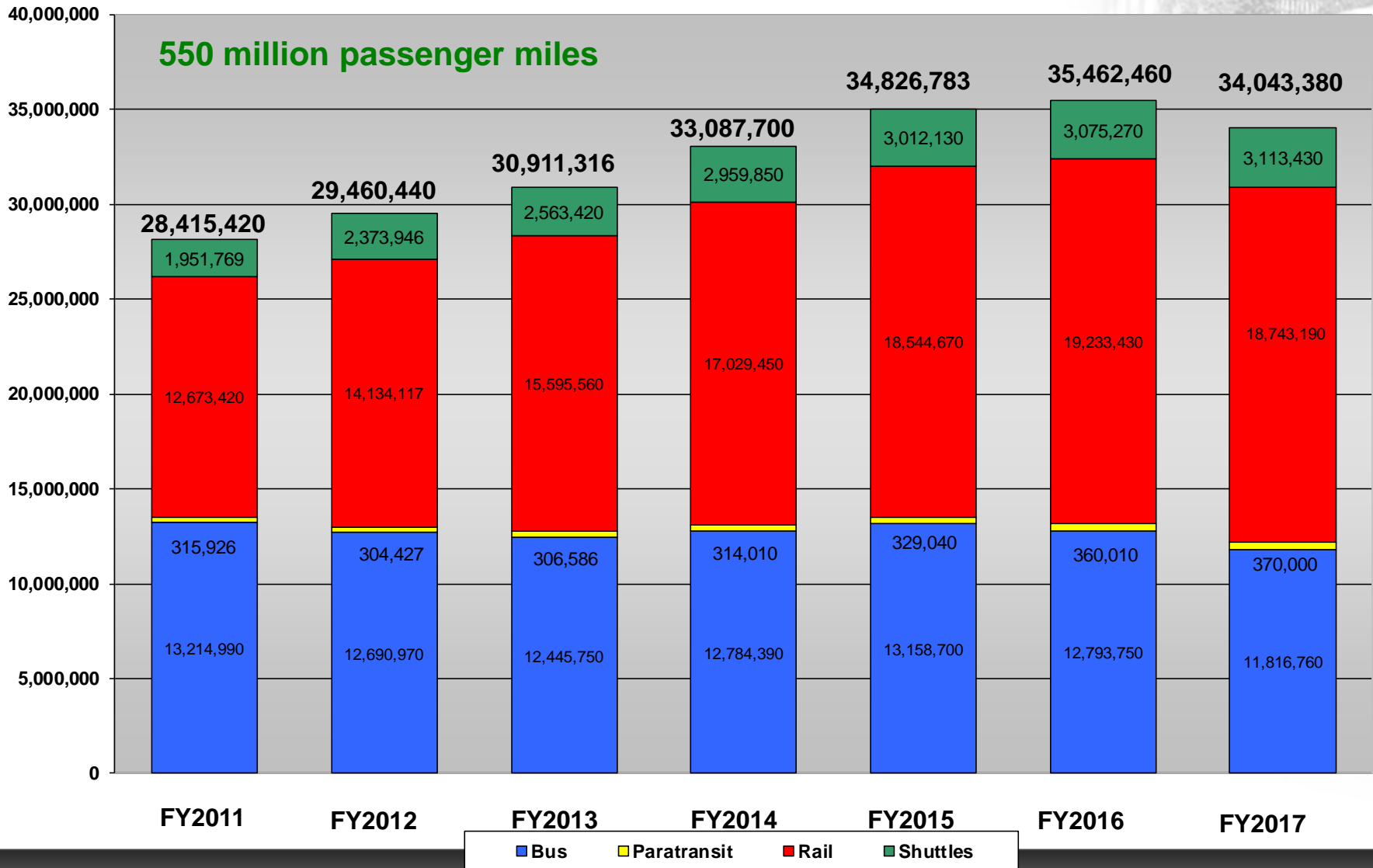
Ridership

The logo for samTrans, featuring the text "samTrans" in a bold, sans-serif font. The "a" and "m" are lowercase, while "s", "T", and "r" are uppercase. Below the text is a horizontal bar with a red top section and a blue bottom section.

	<u>FY2016</u>	<u>FY2017</u>	<u>Change</u>	<u>Percent</u>
Bus AWR	41,660	38,700	-2,960	-7.1%
Bus Total	12,793,750	11,816,760	-976,990	-7.6%
BART (incl. DC)	21,423,087	19,924,169	-1,498,918	-7.0%
Bus National	4,927,120,934	4,644,100,529	-283,020,405	-5.7%
Paratransit AWR	1,230	1,260	30	2.4%
Paratransit Total	360,010	370,000	9,990	2.8%
DR National	93,699,524	92,640,043	-1,059,481	-1.1%
Shuttles AWR	11,850	12,190	340	2.9%
Shuttles Total	3,075,270	3,113,430	38,160	1.2%
Rail AWR	60,220	59,130	-1,090	-1.8%
Rail Total	19,233,430	18,743,190	-490,240	-2.5%
Rail National	4,871,713,263	4,817,422,571	-54,290,692	-1.1%



Total Trips by Mode



On-time Performance



BUS

Goal 85%



PARATRANSIT

Goal 90%



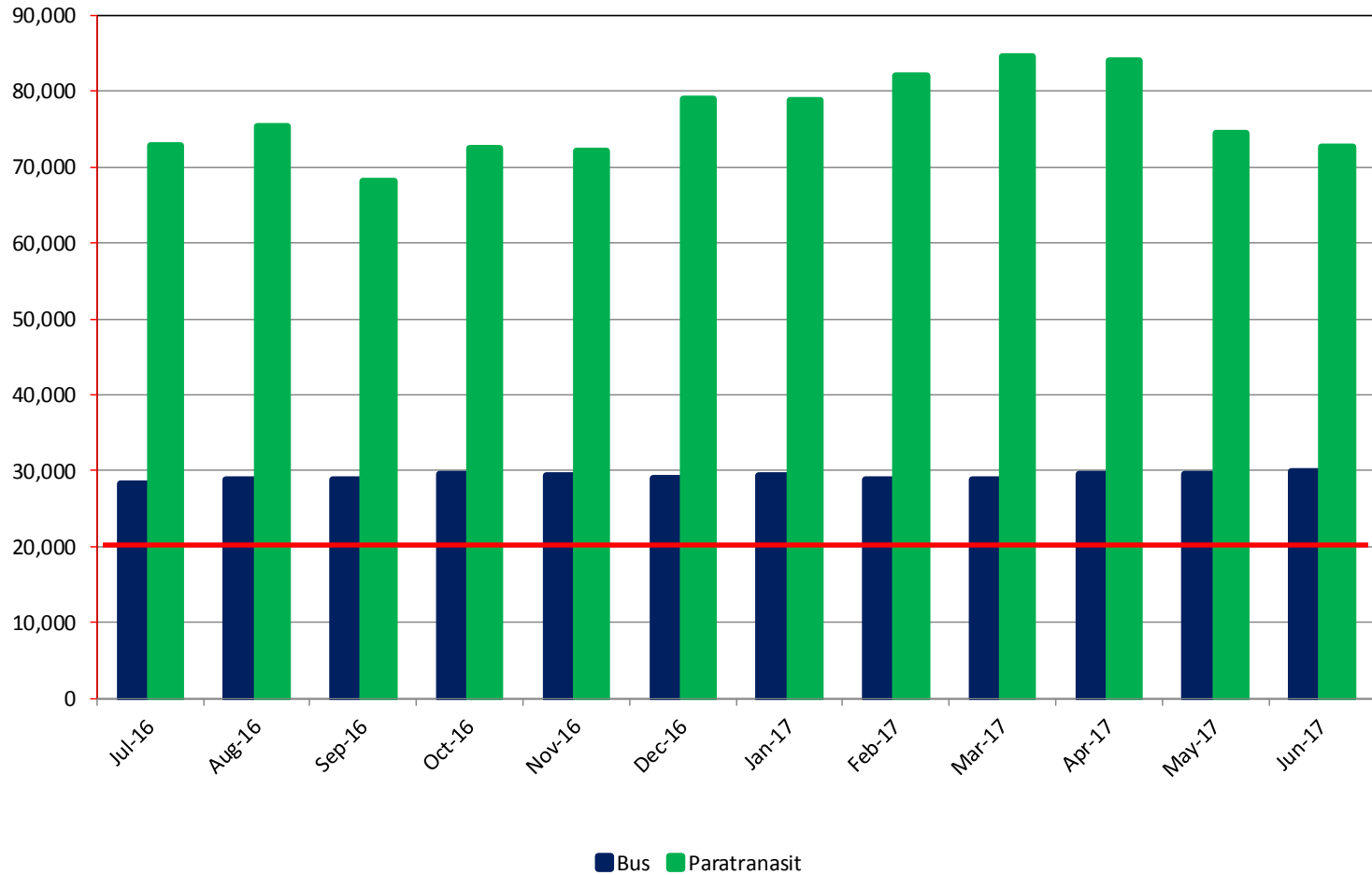
RAIL

Goal 95%

Fleet Reliability Bus & Paratransit



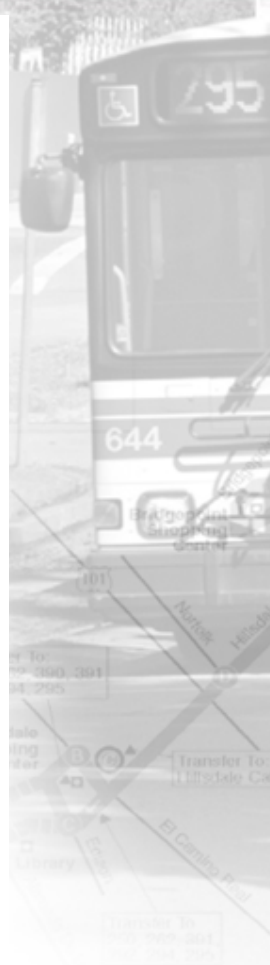
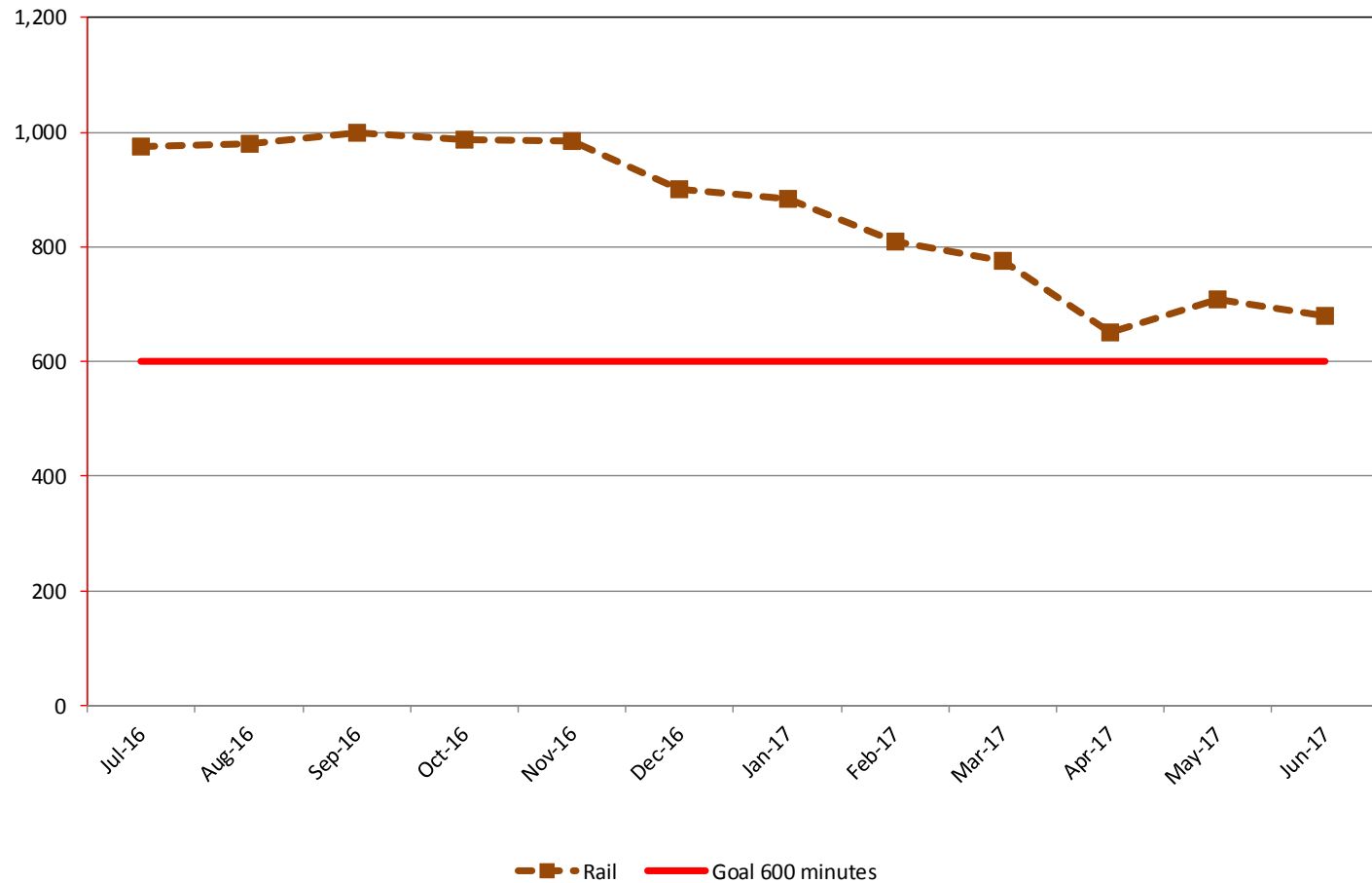
Miles Between Service Calls
12-month rolling average



Fleet Reliability - Rail



Mechanical Minutes of Delay 12-month rolling average

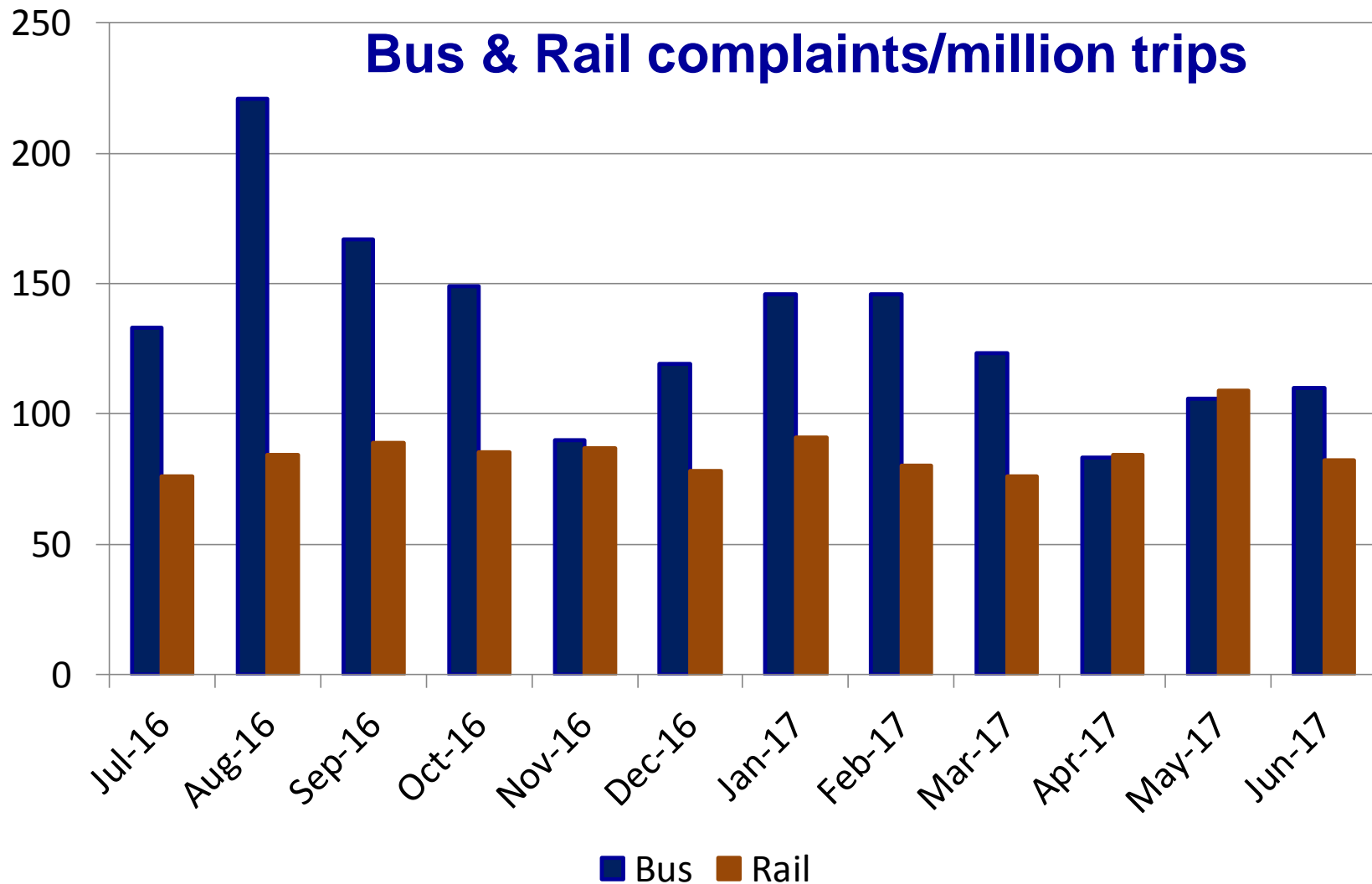




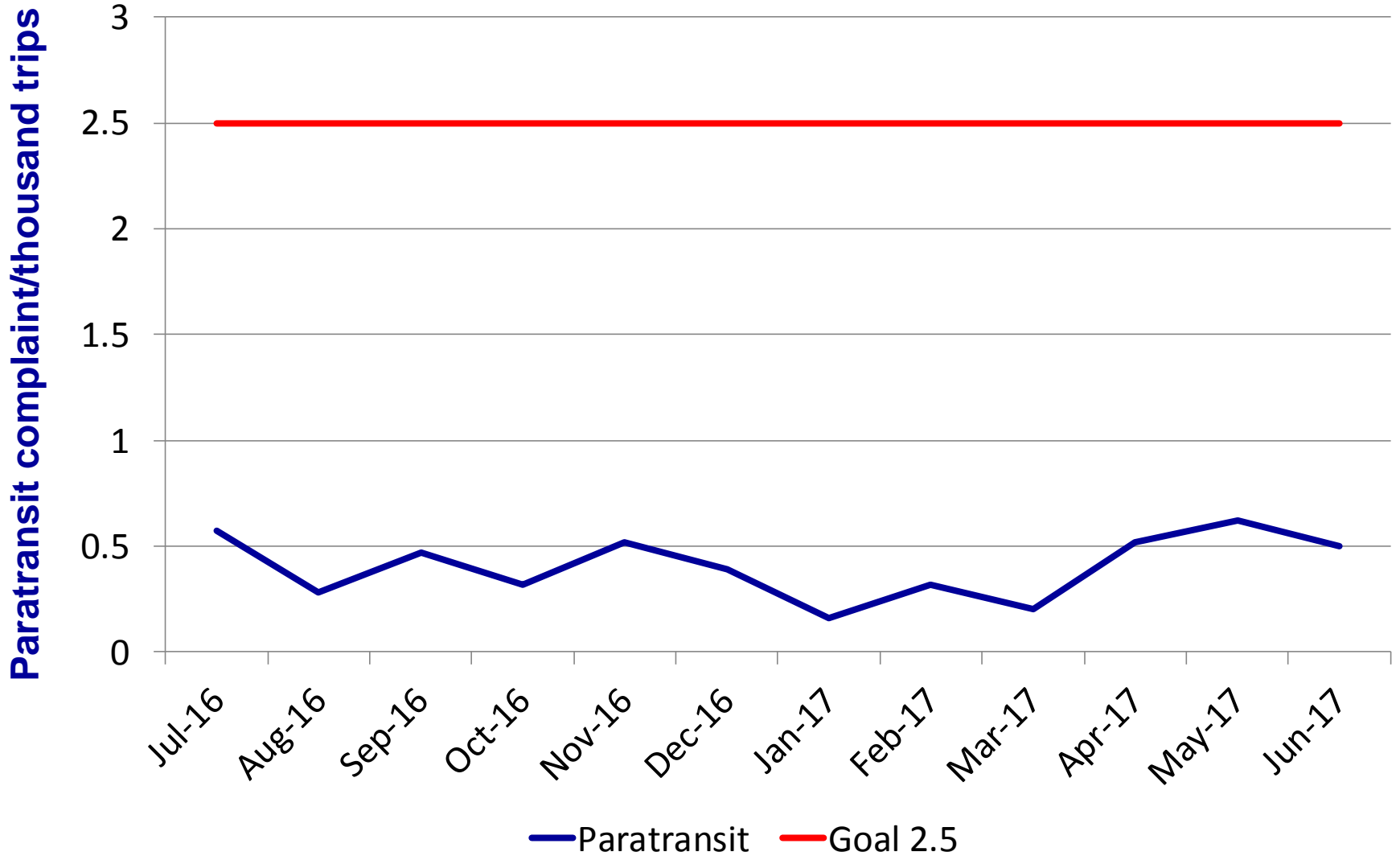
	<u>Vehicle Miles</u>	<u>Preventable Accidents</u>	<u>Average Miles</u>	<u>Standard</u>
Bus	9,100,000	128	71,100	↓
Paratransit	3,500,000	25	140,000	↑
		<u>Trespasser Vehicle Strikes</u>	<u>Average Miles</u>	
Rail	<u>Train Miles</u> 1,445,000	20	72,250	



Customer Complaints



Customer Complaints



Missed Service



Annual Service:

580,000 Bus Trips, 252 Trips DNO 0.04%

27,132 Trains, 34 trains annulled 0.13%



Service Changes:

- Four routes commenced service August 2016:
 - 18 – serves Half Moon Bay HS, approx. 19 riders/bus
 - 56 – serves Aragon HS, approx. 19 riders/bus
 - 61 – serves San Carlos Hills, approx. 36 riders/bus
 - 81 – serves East Palo Alto, approx. 28 riders/bus
- Canãda Cove Mobile Home Park in Half Moon Bay pilot program January 2017, Route 17, less than 2 riders/bus
- Eliminated Routes 11, 43, & 89 in August 2017
- Two routes commenced service August 2017:
 - “Owl Service” Route 399 August 2017
 - 78 – serves Woodside High School

- Youth Mobility Plan
- New buses:
 - fifty 40-foot buses received and placed into service
 - fifty-five 60-foot articulate buses RFP
- Buses “Out of Service” due to parts 1.03 (12 month avg.)
Goal 2.0
- SamTrans provided 228,872 trips on bus bridges for 5 weekends of BART capital projects. BART reimbursed SamTrans \$480,000 for the service.
- Colma Parking Lot fee increased from \$2/day to \$3/day. A \$63 monthly parking pass was implemented July 2017

Highlights – Paratransit

samTrans

Interactive Voice Response (IVR) - implemented in FY 2017

“Mag Card” system - implementation started in FY 2017

New replacement vehicles received and placed into service:

- Nine cutaway buses placed into service - July 2017
- Ten minivans placed into service - August 2017



Highlights – Shuttles



- Stable operations
- Available grant funds are gradually declining



PCEP (Peninsula Corridor Electrification Project)

Groundbreaking July 21, 2017:

- Construction 2017 thru 2020
- First train set delivered 2019
- Final system testing 2021
- Revenue service with electric trains January 2022

Fare Increase:

- Zone Fare will increase 25 cents effective Oct 1, 2017
- Go Pass will increase from \$190 to \$237.50 effective Jan 1, 2018 then to \$285 effective Jan 2, 2019
- Monthly Pass multiplier will increase from 13.25 to 14 days effective Oct 1, 2017 then to 15 days effective July 1, 2018

FY 2017 projects:

- Completed replacement of three roadway bridges in San Francisco at 22nd Street, 23rd Street and Paul Avenue
- Completed replacement of four railroad bridges in San Mateo at Poplar, Santa Inez, Monte Diablo and Tilton avenues
- Completed rehabilitation of the train crew rest and layover facilities in the San Francisco Yard
- Installed 2,500 linear feet of welded wire fencing in the Redwood City and Menlo Park areas

Highlights – Rail Service

samTrans

FY 2018 projects:

- Los Gatos Creek Bridge Replacement - complete by November 2017
- Install 23,000 linear feet of welded wire fencing along the Dumbarton line.
- Grade Crossing Safety Improvement Projects - two contracts awarded to improve safety devices at 18 grades crossings throughout the corridor, completion early 2019
- South San Francisco Station - construction contract awarded in August with an anticipated completion mid-2019
- Marin & Napoleon Bridges in San Francisco - design is nearly complete, contract to be released by winter with construction starting in the spring 2018
- 25th Avenue Grade Separation - construction contract awarded in July, completion early 2020

The background of the slide features a faded image of a white bus with the number "644" on its side, and a map showing various locations and transfer points. The bus is on the right side, and the map is on the left side, both in a light, semi-transparent style.

	<u>Hours</u>
New Part-time Bus Operator	8,811
Part-time to Full-time Bus Operator	880
DMV Mandate	3,350
Retraining	2,010
Professional Development	2,188
Maintenance	<u>4,876</u>
Total Training Hours	22,115
New hire Bus Operator graduates	26