

The logo for samTrans, featuring the text "samTrans" in a bold, sans-serif font. The text is white and set against a blue background with a red horizontal stripe below it. The entire logo is enclosed in a white rectangular border.

Mobility Management: Fixed-route Bus Service

San Mateo January 12, 2011

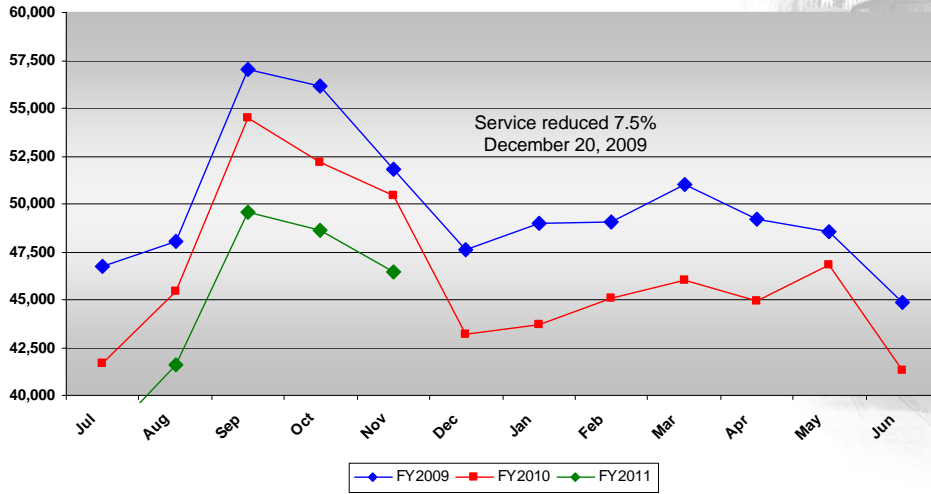
Fixed-route Bus Service

The logo for samTrans, featuring the text "samTrans" in a bold, sans-serif font. The text is white and set against a blue background with a red horizontal stripe below it. The entire logo is enclosed in a white rectangular border.

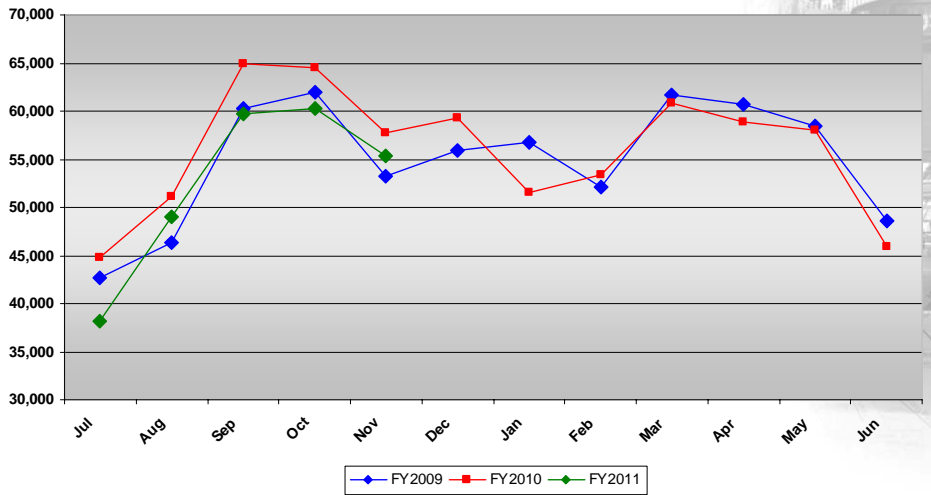
- Performance Statistics
- Human Capital Investment
- Projects Update
- Bus Service Contracts
- Route 17
- Sustainability
- Summary



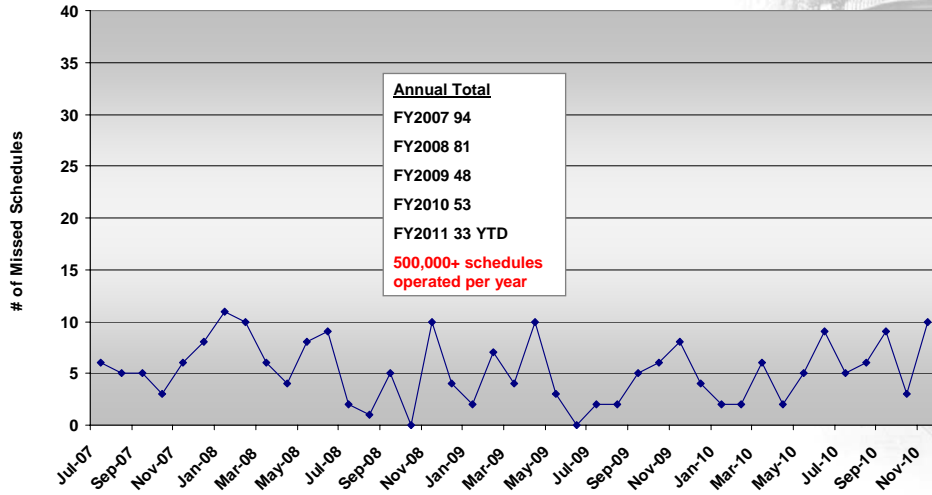
Average Weekday Ridership



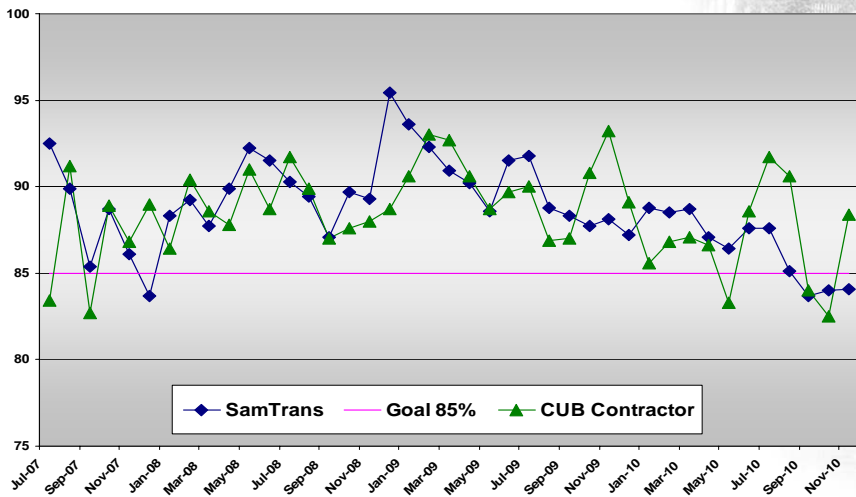
Token Usage



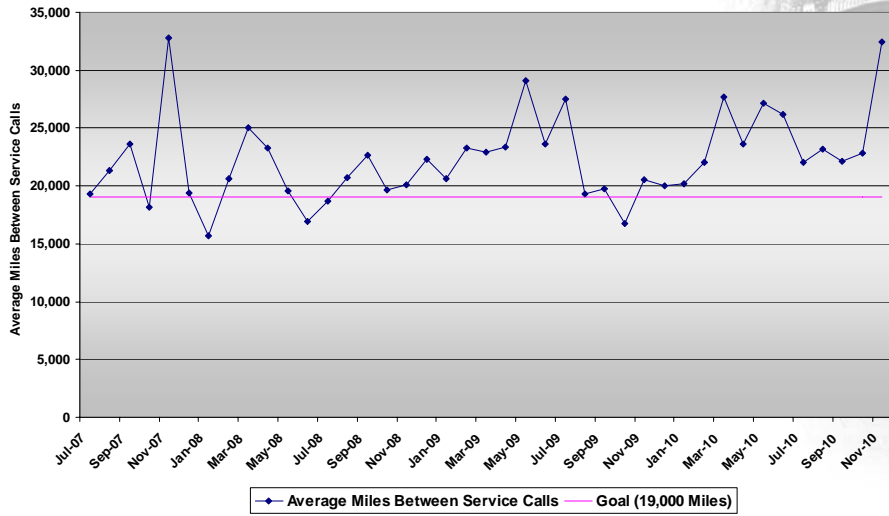
Missed Schedules



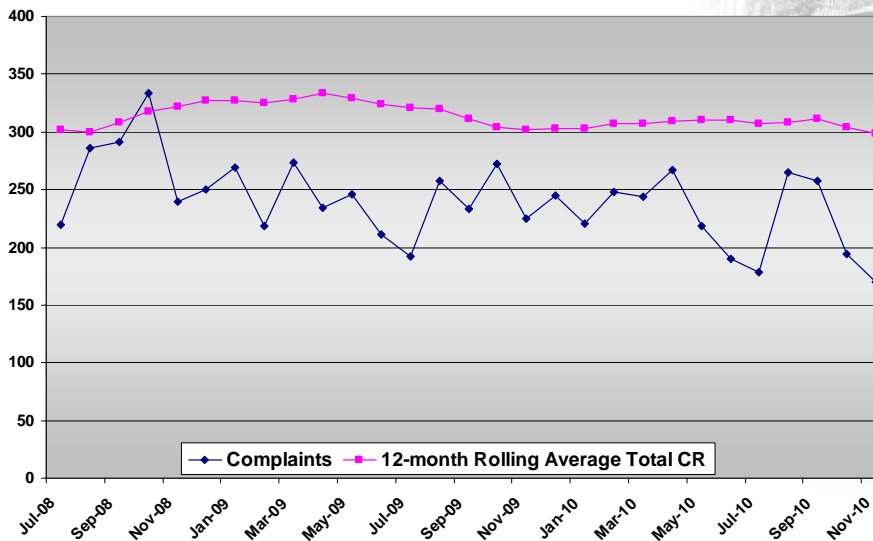
On-time Performance



Fleet Reliability



Consumer Reports



Human Capital Investment

samTrans

Strategic Plan goals include:

- Attract and retain quality employees
- Encourage excellence and innovative thinking
- Invest in employees' professional development

Leadership Program

- Next program in Spring 2011
- Interest from San Joaquin Regional Transit District
- Continual learning and development culture



Human Capital Investment

samTrans

Operations Training CY2010

<u>Hours</u>	<u>Description</u>
640	New Hire
4,036	DMV Mandated
3,421	Retraining
371	Clipper
6,681	Maintenance
<u>3,014</u>	Professional Development
18,163	Total



Projects Update

samTrans

135 New Buses

- 40-foot, all 91 in service
- 35-foot, all 40 in service
- 29-foot, all 4 in service

New Ad Bus Shelters

- 61 installed in the service area
- 20 installations scheduled this year
- Locations being determined

Predictive Arrival System

- Dec. – Installation at Millbrae
- Jan. – Installation at Daly City, Colma and Redwood City and begin testing
- Feb. – Final acceptance



Projects Update

samTrans

Clipper

- Soft launch December 2010
- Hard launch February 2011



Farebox Revenue Collection System

- Receipt of equipment – Dec. 2010
- Testing and training – 1st quarter 2011
- AVL integration – 1st quarter 2011
- Implementation – 2nd quarter 2011



Bus Service Contracts

samTrans

Dumbarton Express

- RFP in development on behalf of consortium

CUB Service

- In our 5th and final option year of the agreement
- Evaluating contract renewal options beyond September 2011

Coastside Service – Route 17

- In 1st of 2 option years (ending June 2011)
- Weekend service changes (merge of Routes 17 and 294)

SamCoast Service – Pescadero (demand-response)

- Working on renewal of MOU Agreement

Route 17

samTrans

New 29-foot buses in service Feb. 17; ridership up.

Total monthly trips:	<u>2009</u>	<u>2010</u>
• September up 14.9%	9,565	10,988
• October up 11.5%	9,923	11,067
• November up 12.3%	8,831	9,921



Sustainability Program

samTrans

- Greenhouse Gas Emissions Inventory Presentation Today
- Submission of APTA Bronze Level Recognition
- PG&E Comprehensive Audit
- Environmentally Preferred Procurement Policy



Summary

samTrans

- Bus ridership decline a continuing concern
- Strategic investment in Human Capital, infrastructure, technology and rolling stock
- Sustainability remains a growing priority
- Fiscal challenges continue into New Year

