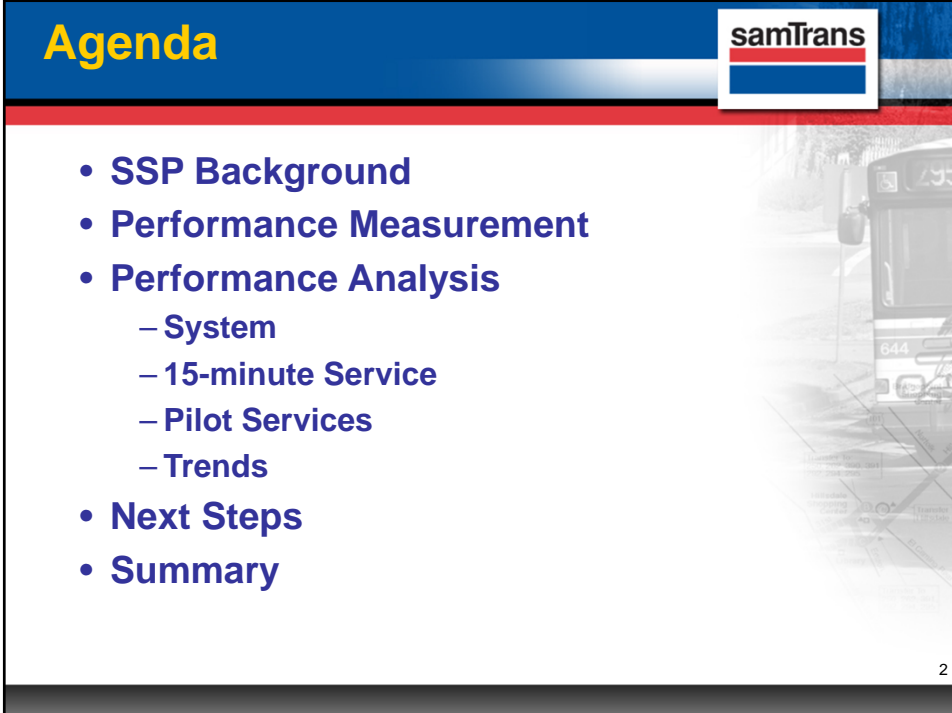





# SamTrans Service Plan Progress Update

Planning, Development, and Sustainability Committee  
San Mateo December 3, 2014  
Agenda Item #3

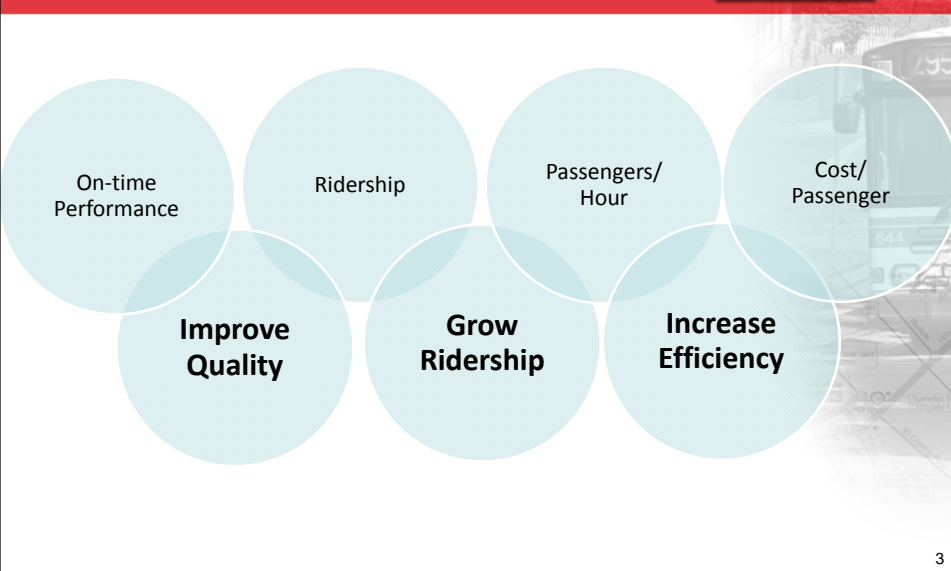
## Agenda



- SSP Background
- Performance Measurement
- Performance Analysis
  - System
  - 15-minute Service
  - Pilot Services
  - Trends
- Next Steps
- Summary

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## Performance Measurement



On-time Performance

Ridership

Passengers/ Hour

Cost/ Passenger

Improve Quality

Grow Ridership

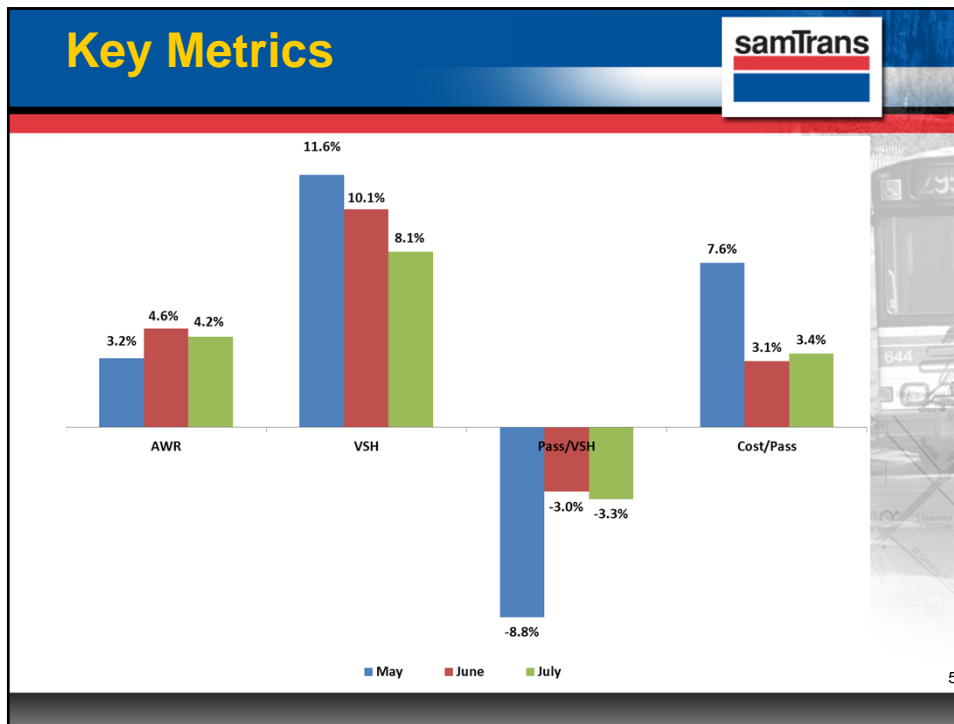
Increase Efficiency

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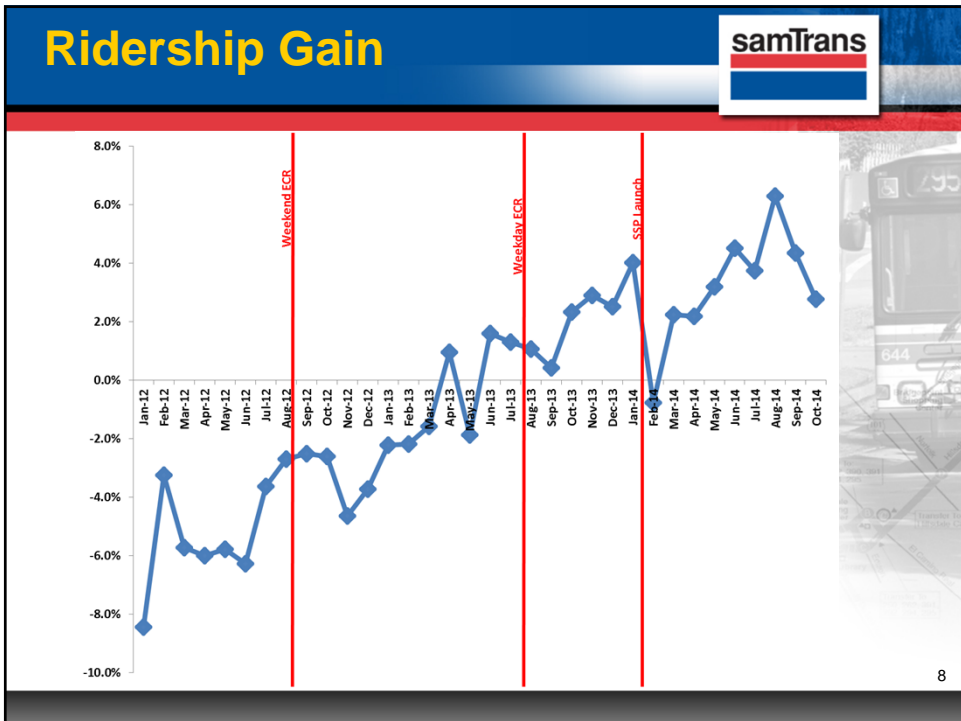
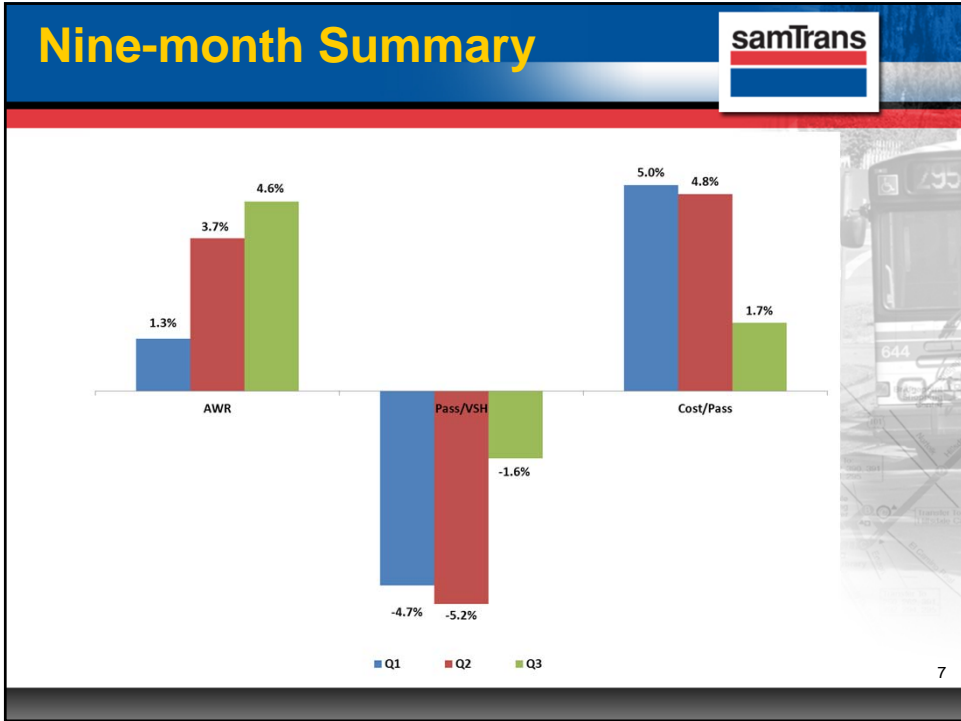
## Three-month Summary

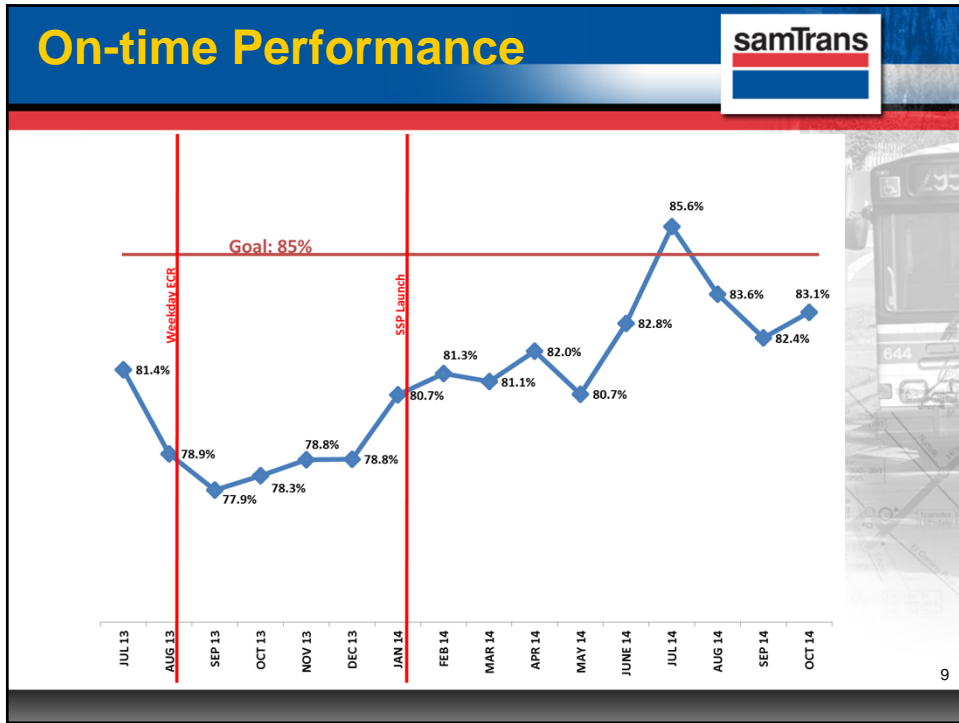
- **Total Ridership: up 4.9 percent**
  - Saturday up 4.9 percent & Sunday up 8.6 percent
- **Average Weekday Ridership: up 4.6 percent**
- **Passengers/Service Hour: down 1.6 percent**
- **Operating Cost/Passenger: up 1.7 percent**
- **On-time Performance: up 4.7 percentage points**

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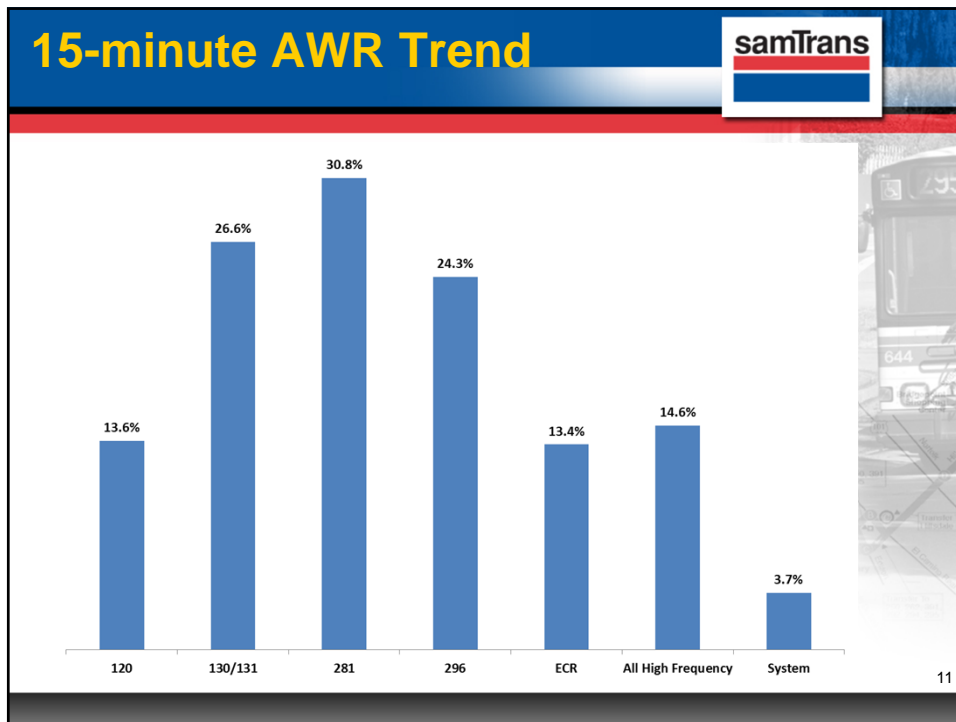
- ### Nine-month Summary
- Total Ridership: up 3.6 percent
  - Average Weekday Ridership: up 3.2 percent
  - Ridership and productivity have been improving each quarter
- 6





## 15-minute Service

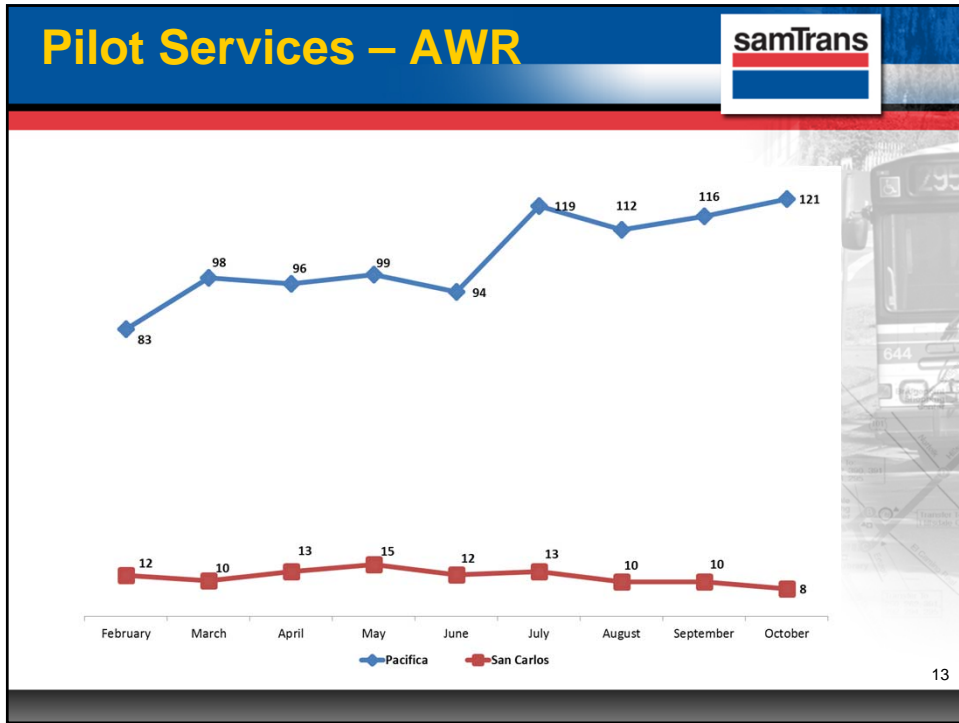
- 15-minute service along key corridors
- Prime opportunities for ridership growth
  - Route 120
  - Route 130
  - Route 131
  - Route 281
  - Route 296
  - Route ECR
- Account for 3,300 new riders each weekday; potentially 775,000 additional riders/year.



## Pilot Services

- **Key element of the SSP**
- **Pacifica service is operating effectively**
  - Within the same range as contracted shuttle services
  - Responded well to service span increase in June
- **San Carlos service is struggling**
  - Per-passenger costs are higher than for Redi-Wheels
  - Working with city and stakeholders to identify changes
- **Evaluate after first year to determine necessary adjustments.**

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- ## Summary
- **System-wide ridership is increasing**
    - Driven by 15-minute service
  - **Productivity and cost-effectiveness are rebounding**
    - Ridership increases should result in continued improvement
  - **Each quarter has yielded improvement**
  - **FLX Pacifica is meeting standards**
  - **Work is being done to better serve San Carlos with FLX San Carlos**
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## Next Steps



- **Services changes in January**
  - Improve reliability, respond to increased congestion
  - Enhance system efficiency
- **Perform system-wide analysis in February**
  - What's working
  - What isn't
  - Propose changes to address shortcomings, build on successes
  - This continuing analysis helps inform the budget process

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## Discussion



Comments/Questions?

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