

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

# Mobility Management: Fixed-route Bus Service

San Mateo  
Board of Directors  
February 5, 2014

## Fixed-route Bus Service

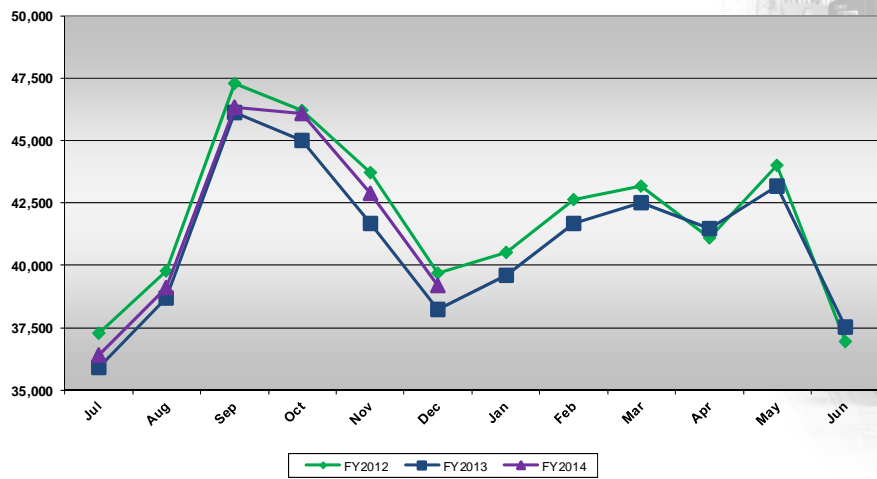
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- Performance Statistics
- SamTrans Service Plan
- Employee Development & Training
- Summary



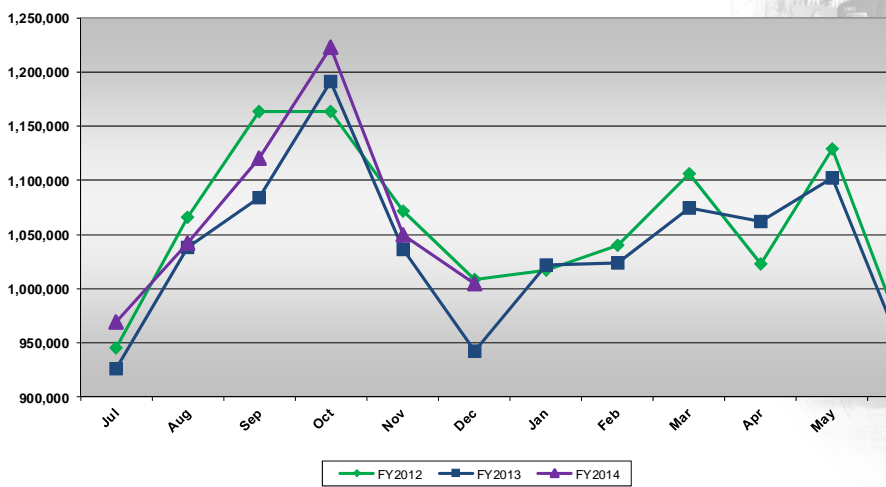
2

## Average Weekday Ridership



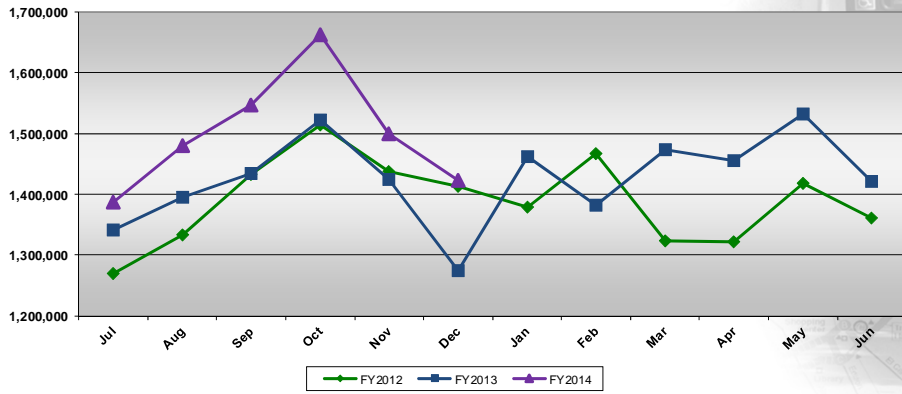
3

## Total Monthly Ridership



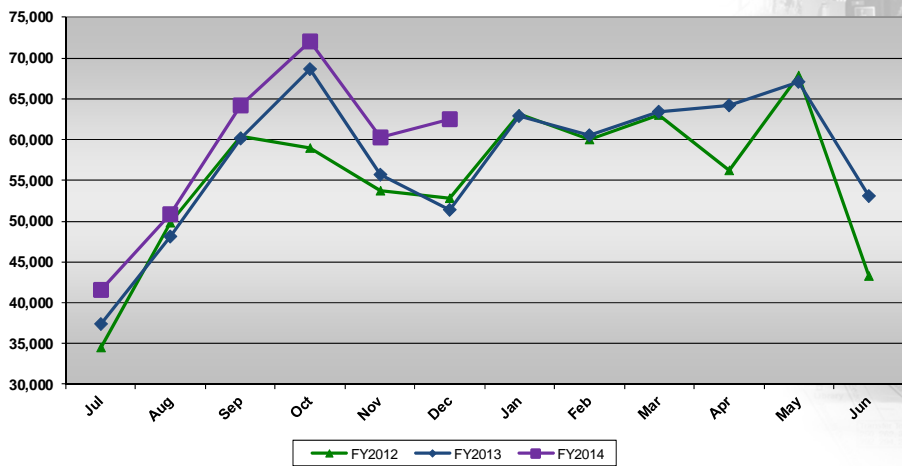
4

# Monthly Farebox Revenue



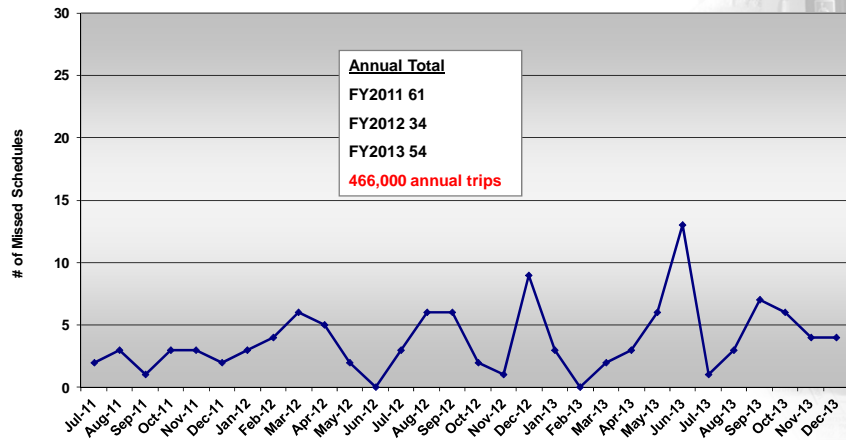
5

# Token Usage



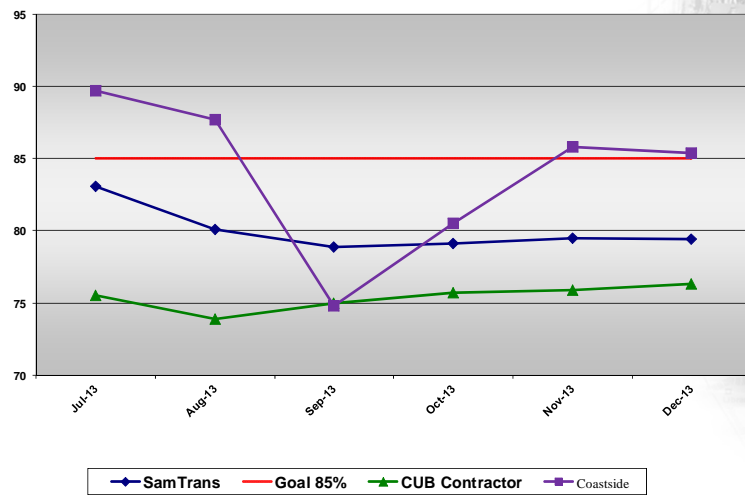
6

# Missed Schedules



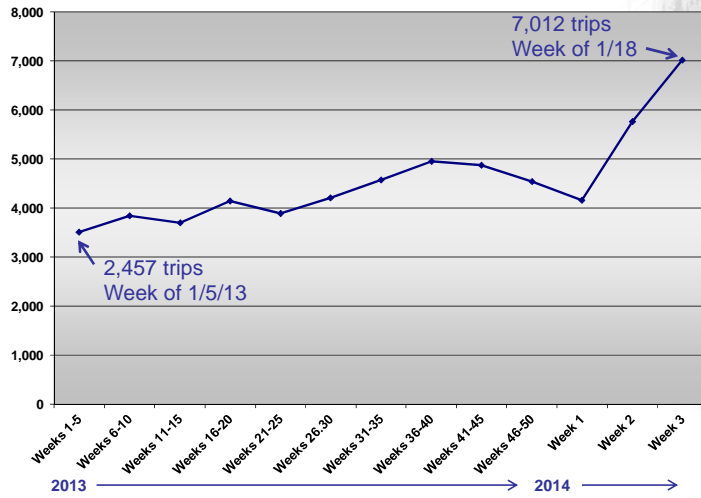
7

# On-time Performance



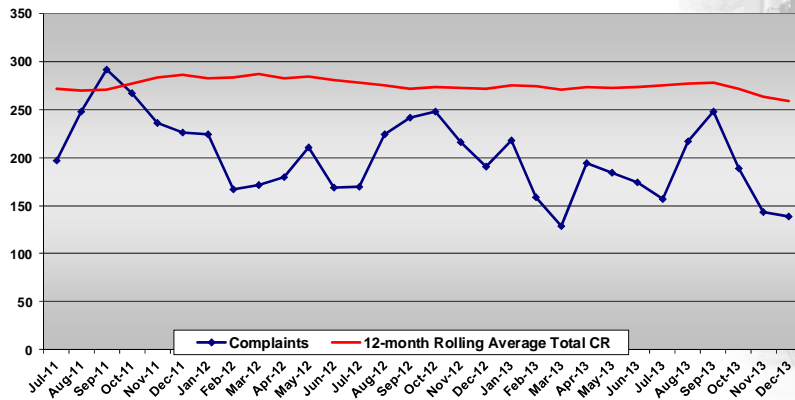
8

# Day Pass Usage



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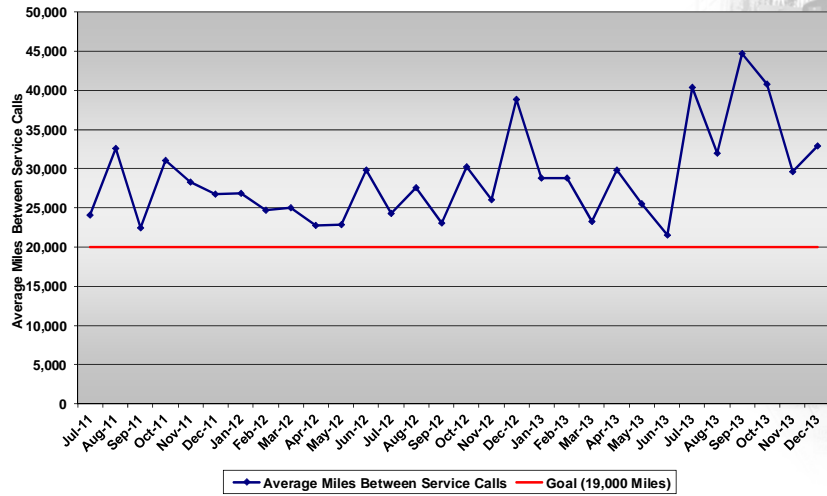
# Consumer Reports



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## Fleet Reliability

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## SSP: By the Numbers

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- 3 = number of years of development
- 49 = routes in June 2013
- 73 = routes in January 2014
- 999 = customer service calls on typical day
- 1,455 = customer service calls on 1/27/14
- 1,953 = stops touched by the service change

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## SSP: Issues

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### Bus stops

- Not all new stops installed on every route
- Incorrect signage at some locations
- Old stop designs being replaced through March

### Flex services

- Vehicle used in Pacifica not yet farebox-equipped
- Not all San Carlos stops in place for first day

### Service delivery

- 16 new Bus Operators
- Some Bus Operators made wrong turns (monitored and redirected by Radio Control)
- Lack of “focus and precision” – contractor missed trips & stops

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## Route ECR: 4-month Comparison

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	<u>FY2013*</u>	<u>FY2014*</u>	<u>Change</u>	<u>%Change</u>
Avg. Saturday	7,730	8,151	421	5.4%
Avg. Sunday	6,459	6,952	493	7.6%
Avg. Holiday	4,528	4,908	380	8.4%
Total Trips	268,233	278,410	10,177	3.8%
Avg. Weekday	11,051	11,308	257	2.3%
Total Trips	917,206	949,884	32,678	3.6%
# Weekdays	83	84	1	1.2%
<b>Total All Trips</b>	<b>1,185,439</b>	<b>1,228,294</b>	<b>42,855</b>	<b>3.6%</b>

\* September through December

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## Employee Development & Training

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<u>Hours</u>	<u>Training First 6 Months FY2014</u>
7,896	New Bus Operators (42)
1,775	Part-time to Full-time Bus Operator Training
64	New Maintenance Orientation
3,372	DMV mandated
880	Bus Operator retraining
573	Professional Development
<u>3,012</u>	Maintenance Technical
<b>15,917</b>	<b>Total hours</b>
	(22,000 hours for all of 2013)



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## Employee Development & Training

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### SamTrans Bus Maintenance Certificate Program

“A comprehensive training regimen that facilitates mechanic’s efforts to obtain industry-recognized certification of their knowledge and skills.”

- Eleven 40-hour courses
- Class capacity is 12
- 2013 program participants:
  - Monterey-Salinas 6
  - Santa Cruz Metro 31
  - MV Transportation 6
  - Veolia Transportation-Chico 5
  - SamTrans 94

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## Summary

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- SSP implemented Jan. 26 – successful launch
- Route ECR is a success
- Bus ridership is stable, and showing signs of increasing
- Monthly farebox revenue is up
- Missed schedules remains extremely low
- On-time performance now based on new technology
- Consumer Reports and Complaints are low
- Fleet reliability remains very high
- Continuing employee development & training