

**samTrans**

# Mobility Management: Fixed-route Bus Service

Board of Directors  
August 6, 2014

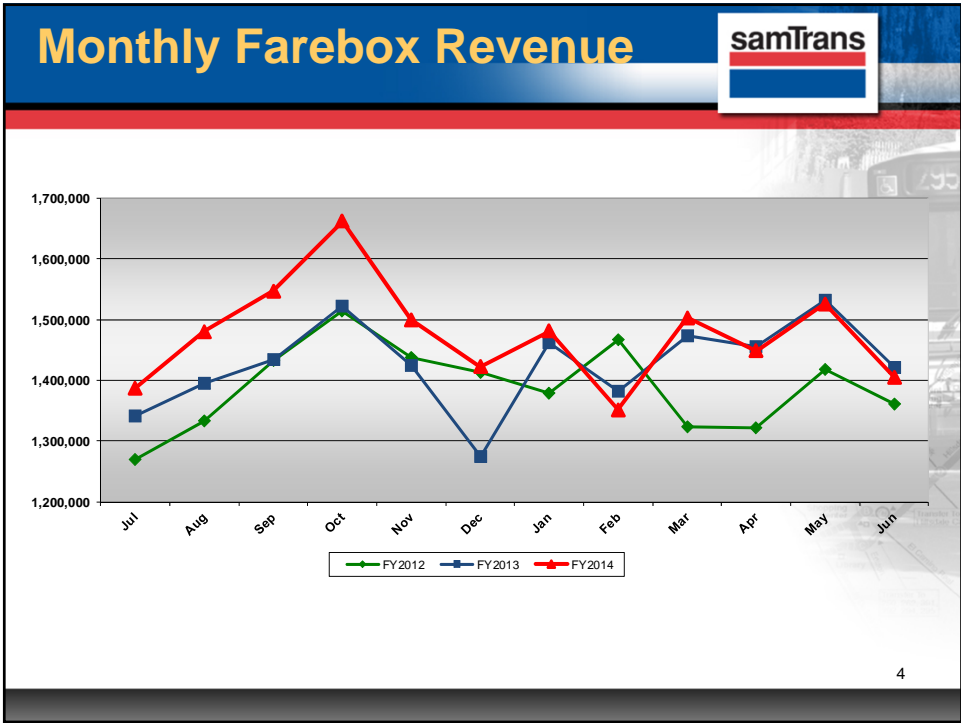
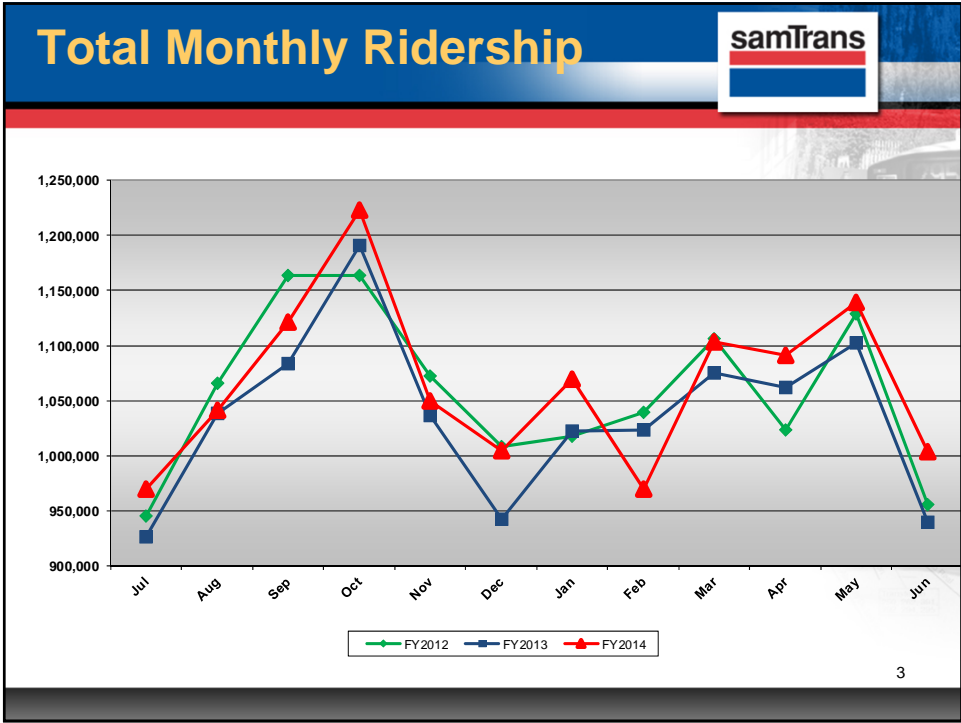
## Fixed-route Bus Service

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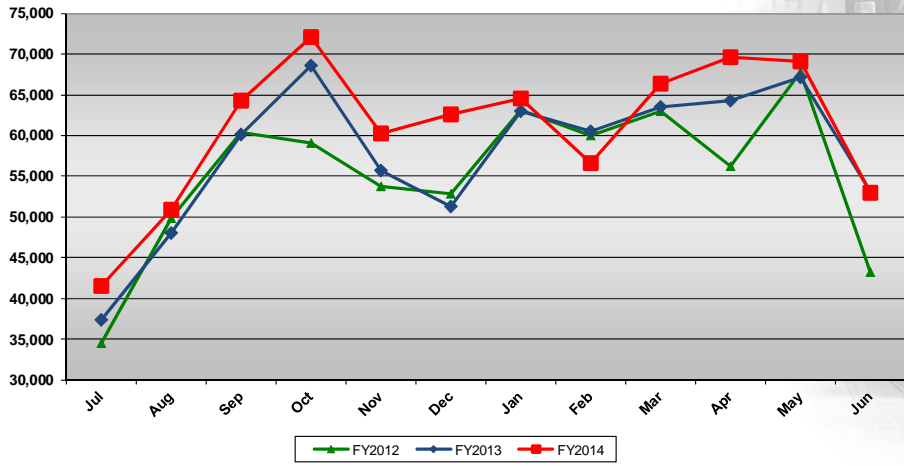
- Performance Statistics
- Service Quality
- Trip Planning Resources
- Employee Development & Training
- Continuous Improvement
- Summary



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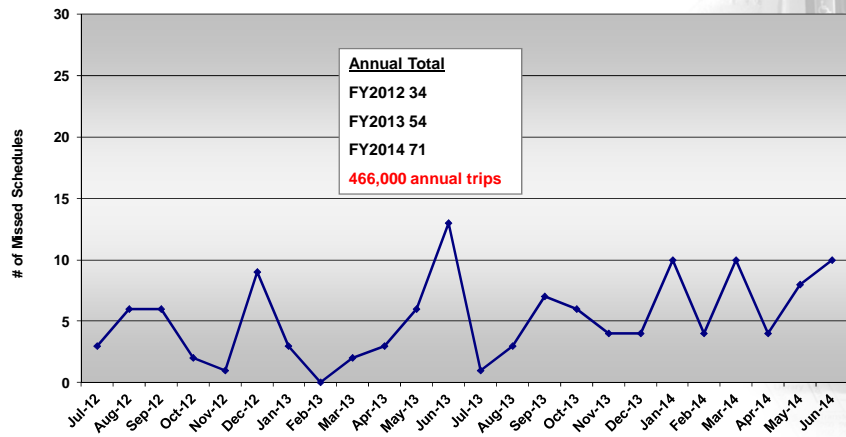


# Token Usage



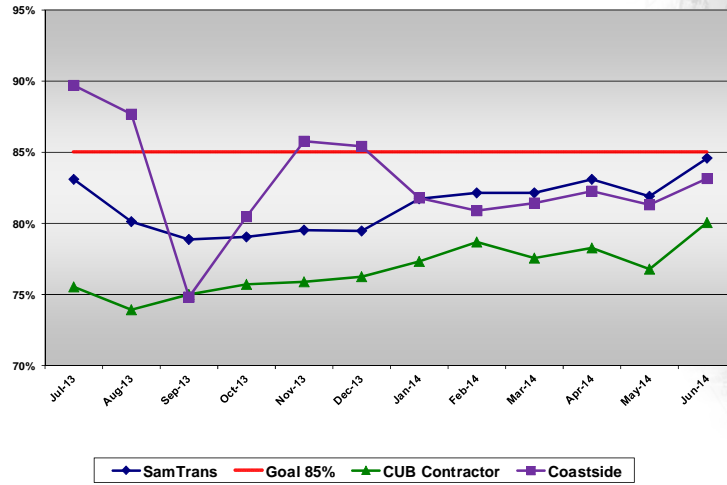
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# Missed Schedules



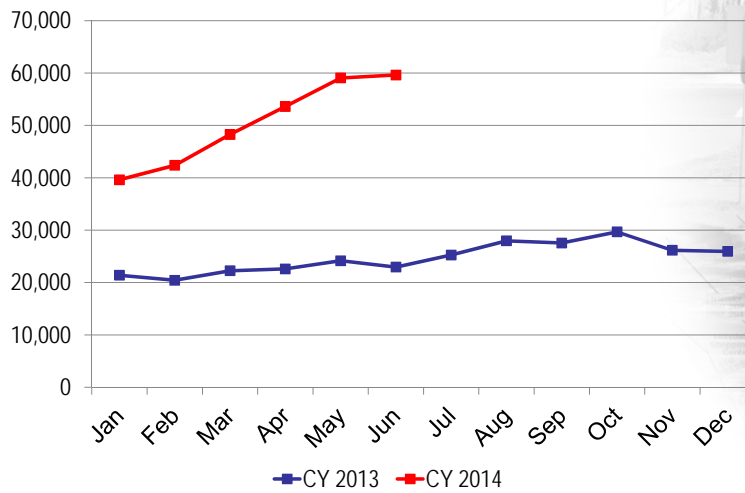
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# On-time Performance (OTP)



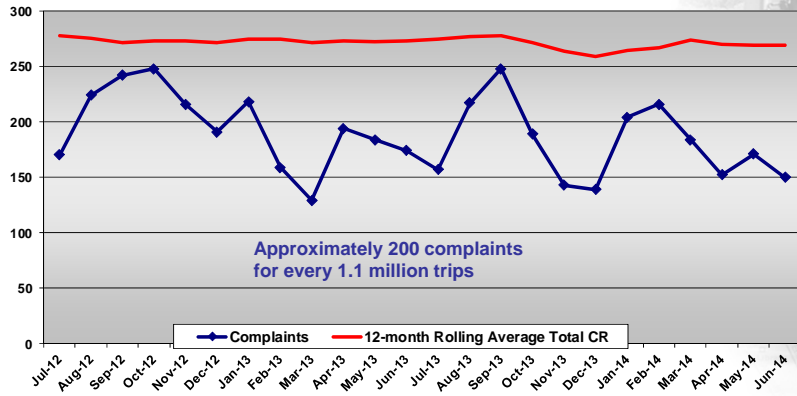
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# Day Pass Usage



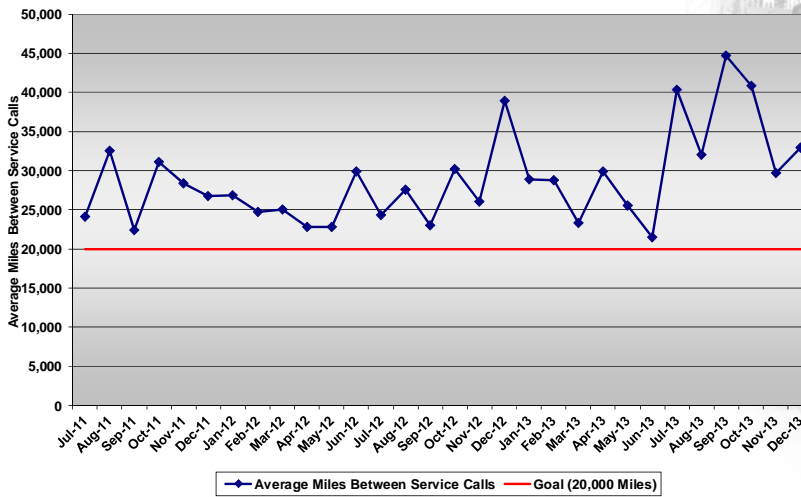
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# Consumer Reports



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# Fleet Reliability



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# Trip Planning Resources



Real time

Guide-a-ride

Daly City BART  
Colma BART  
RWC Caltrain  
Top of the Hill



Transfer Centers

# Trip Planning Resources



## QR Code



Shelter Map



Pocket System Map

# Trip Planning Resources

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## 511: Phone, Schedule, Real Time

The screenshot displays the 511 SF Bay website interface. At the top, there are navigation links for TRANSIT, TRAFFIC, RIDE SHARE, BICYCLING, and PARKING. Below this is a search bar for starting and ending addresses. The main content area is divided into several sections: 'Transit Trip Planner' with a 'Plan Trip' button, 'Real-Time Departures', 'Current Traffic Conditions' with a map of the Bay Area, and 'Announcements' featuring news about Bay Bridge closures and 2013 America's Cup. A sidebar on the right contains quick links like 'Find Real Time Transit Departures' and 'Get Driving Times'.

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# Employee Development & Training

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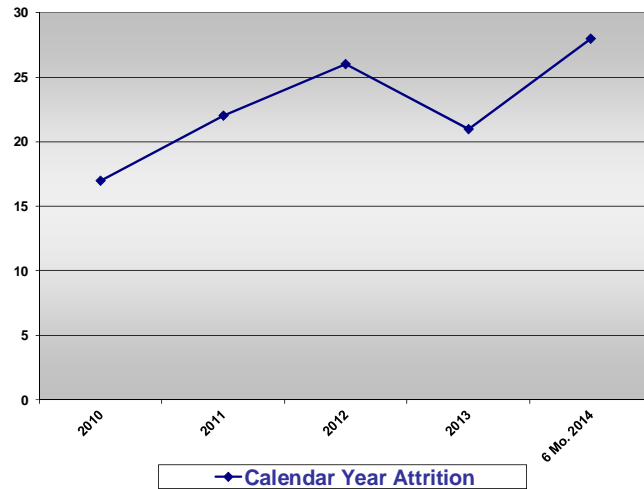
<u>Hours</u>	<u>Training During FY2014</u>
12,715	New Bus Operators (62)
1,071	Part-time to Full-time Bus Operator Training
216	New Supervisor Training
1,264	New Maintenance Orientation
3,405	DMV-mandated
1,758	Bus Operator Retraining
2,055	Professional Development
<u>7,172</u>	<u>Maintenance Technical</u>
<b>29,656</b>	<b>Total hours</b>
	(22,000 hours FY2013)



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## Bus Operator Attrition

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2014 Attrition

Resignation 14

Retirement 9

Termination 3

Promotion 2

Total 28

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## Continuous Improvement

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### Advanced Communication System (ACS) Automatic Passenger Count (APC)

- ACS records 250,000 OTP electronic data points each month
  - Former manual system recorded ~ 5,000 OTP data points
- APC records riders boarding/alighting at each stop
- ACS electronic data allows for extensive analysis to improve route design and scheduling to improve customer service

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## Summary

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- Ridership is increasing
- Farebox revenue is moderately increasing, despite discounted Day Pass
- Service quality is high
- Trip planning resources enhanced
- Extensive training delivered in FY 2014
- Increased Bus Operator attrition and forecasted retirement in Maintenance will require focus on recruitment and skills development over the next several years

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