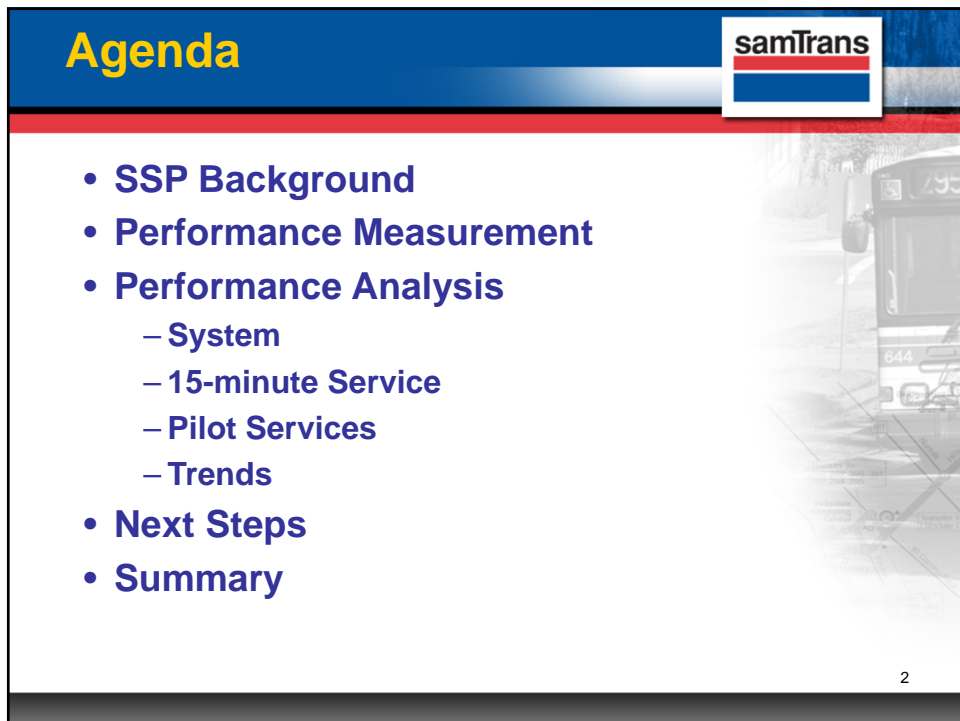



SamTrans Service Plan Progress Update

Board of Directors
September 3, 2014

San Mateo

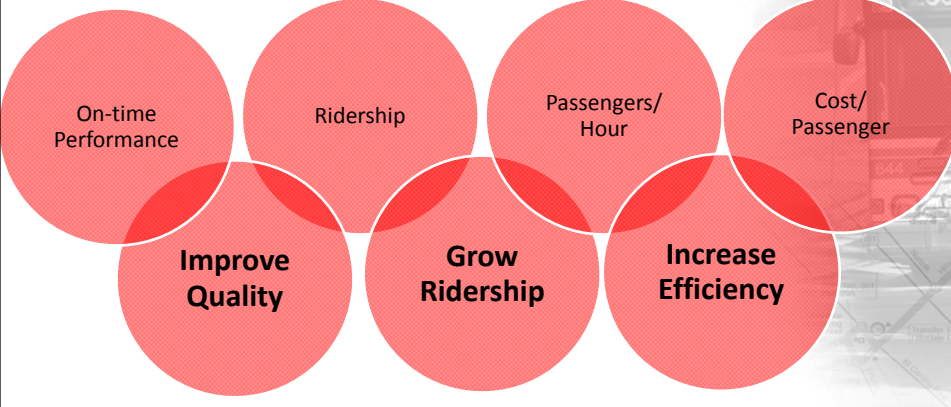
Agenda



- **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

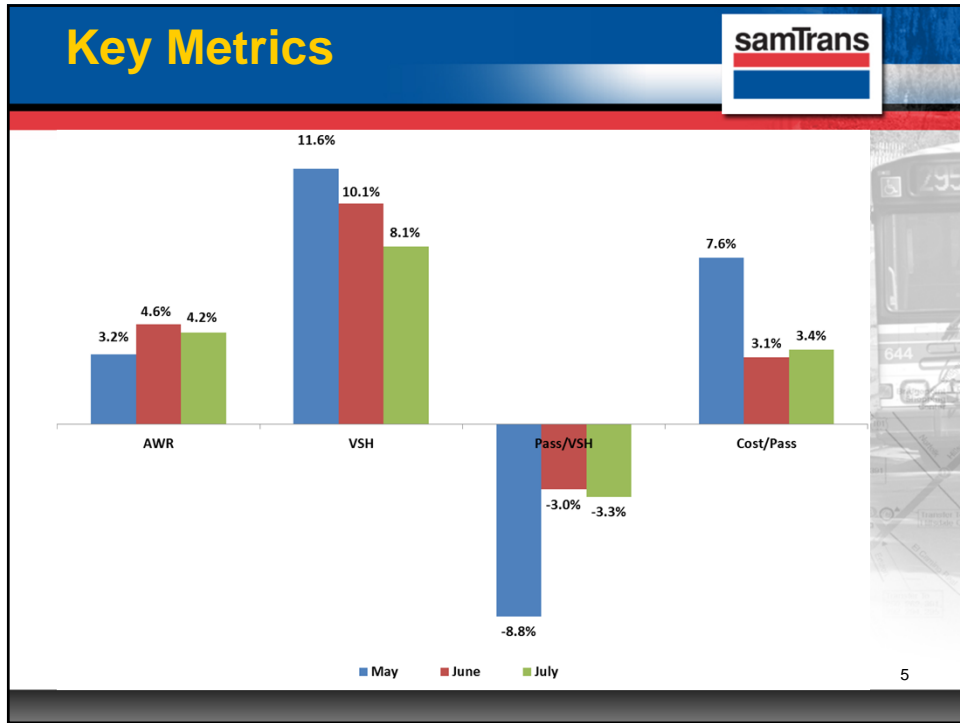
Improve Quality Grow Ridership Increase Efficiency

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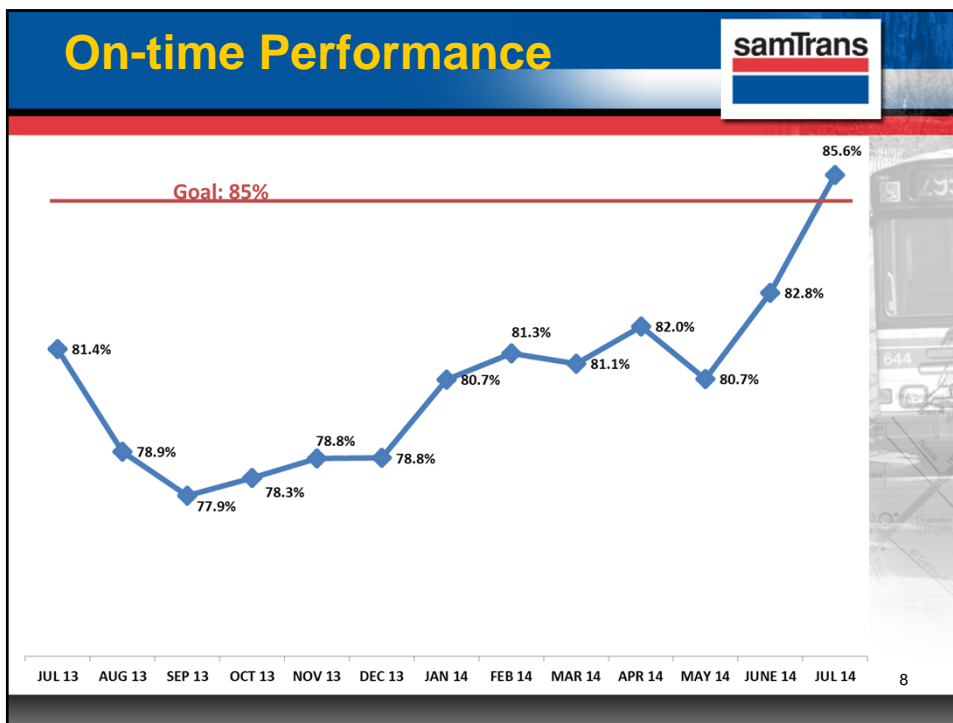
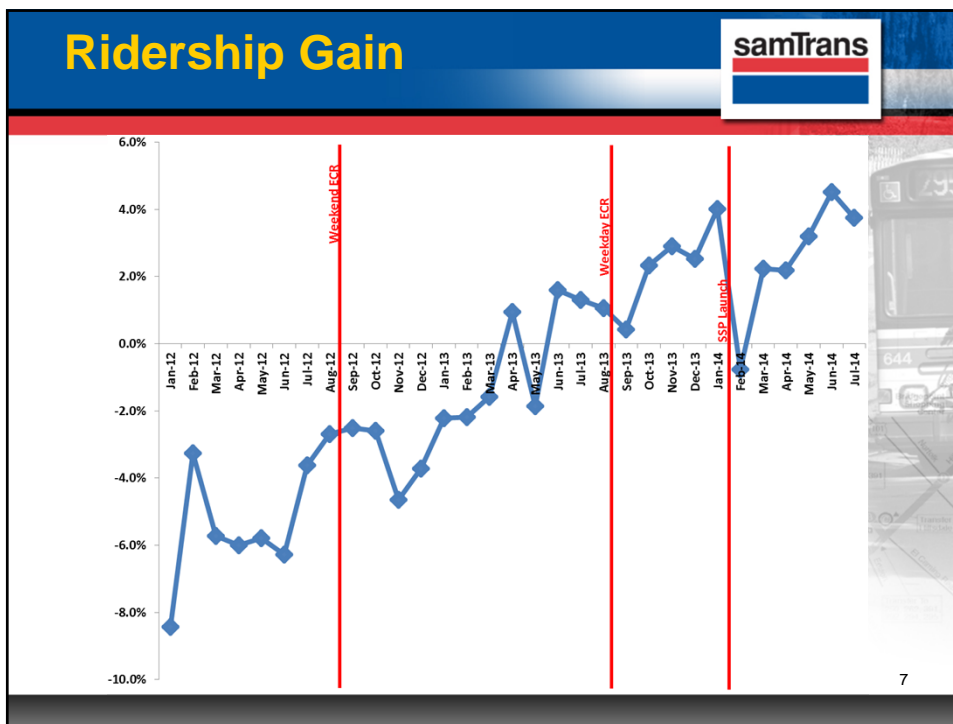
Three-month Summary

- **Total Ridership: up 4.3 percent**
 - Saturday up 4.7 percent & Sunday up 9.6 percent
- **Average Weekday Ridership: up 3.7 percent**
- **Passengers/Service Hour: down 5.2 percent**
- **Operating Cost/Passenger: up 4.8 percent**
- **On-time Performance: up 2.9 percent**


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- ## Six-month Summary
- Total Ridership: up 2.9 percent
 - Average Weekday Ridership: up 2.5 percent
 - Productivity and Operating Cost/Passenger are improving as the new system settles in
 - Vehicle Service Hours increased initially
 - Plans rarely match reality, actual service represented more service hours than planned
 - SSP launched with slack in the runcut to reduce stress on new system
 - Some concessions were made to address concerns
 - Staff has begun to tighten the runcut to improve efficiency.
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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 3,100 new riders each weekday; potentially 775,000 additional riders/year.



15-minute AWR Trend



Route/Category	AWR Trend (%)
120	13.6%
130/131	26.6%
281	30.8%
296	24.3%
ECR	13.4%
All High Frequency	14.6%
System	3.7%



Key Productivity Increases



Unproductive trips were cut:

- **Route 118: Cut 56% of cost, retained 50% of riders**
 - 15% increase in productivity
- **Route 132: Cut 96% of cost, retained 18% of riders**
 - 405% increase in productivity
- **Route 251: Cut 25% of cost, retained 88% of riders**
 - 18% increase in productivity
- **Route 262: Cut 58% of cost, retained 96% of riders**
 - 131% increase in productivity
- **Route 271: Cut 72% of cost, retained 47% of riders**
 - 111% increase in productivity

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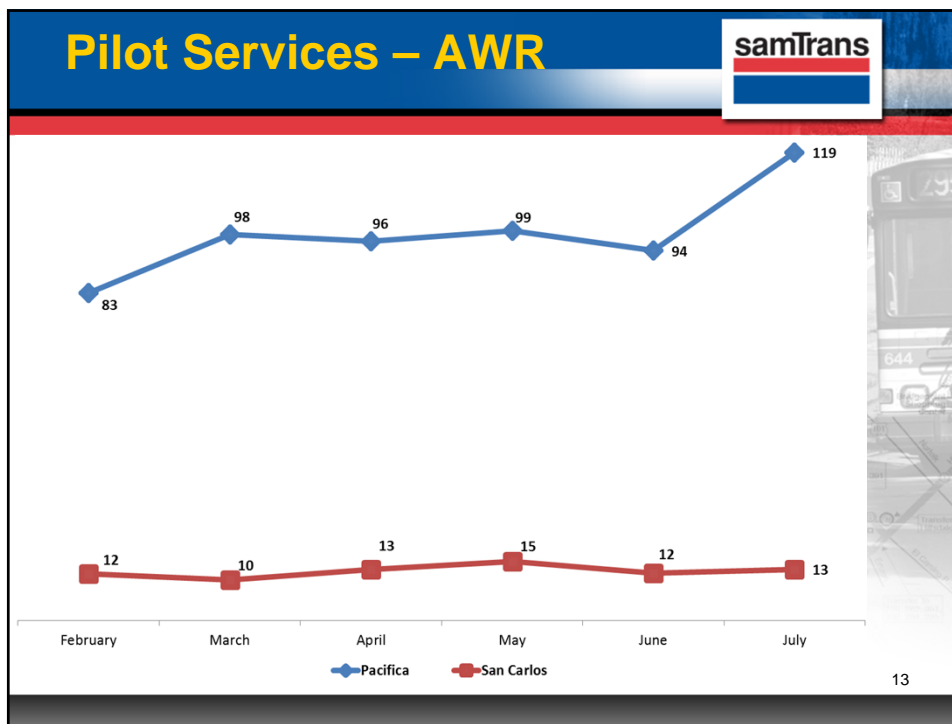
Pilot Services



Key element of the SSP

- **Pacifica and San Carlos**
- **New way of delivering service**
- **Look beyond 40-foot bus**
- **Tailored to meet community needs**
- **Flexible, demand-based service**
- **Evaluate after first year to determine if appropriate for other communities**

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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 improvements over next 9-12 months
- **Customers are getting used to changes to local service**
- **Use of Day Pass has increased significantly**
- **FLX Pacifica is very successful**

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Next Steps

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Monitor Service

- Review service reliability and make tweaks
- Coordinate service with key trip generators
- Evaluate underperforming services
- Monitor changed to Flex services, consider additional enhancements.

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Discussion

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Comments/Questions?

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