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# Mobility Management: Fixed-route Bus Service

Community Relations Committee  
January 7, 2015  
San Mateo  
Agenda Item 7

## Fixed-route Bus Service

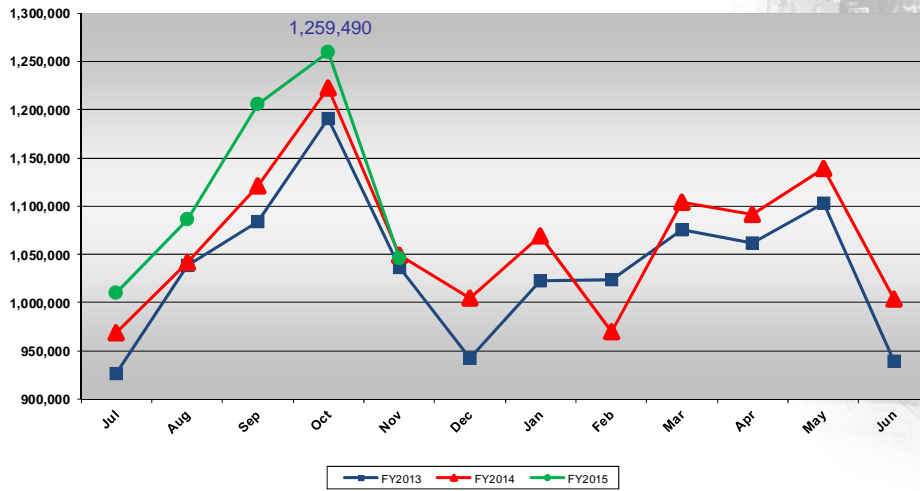
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- Performance Statistics
- Service Quality
- Employee Development & Training
- Apprenticeship Program
- Bus Inventory
- Summary



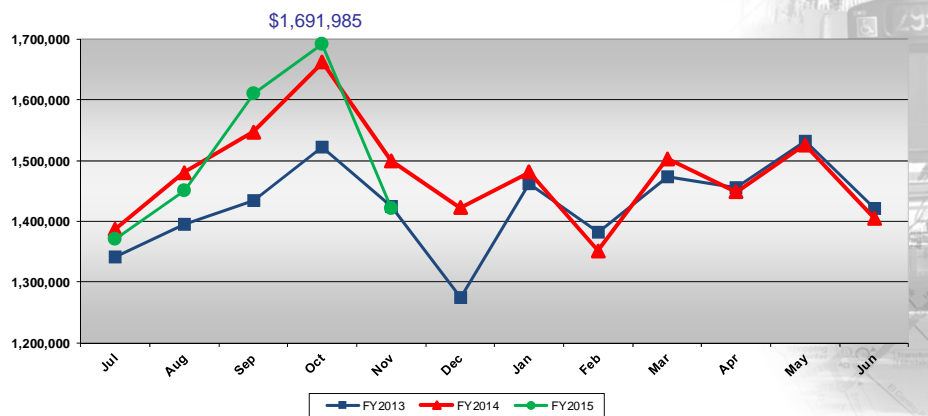
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# Total Monthly Ridership



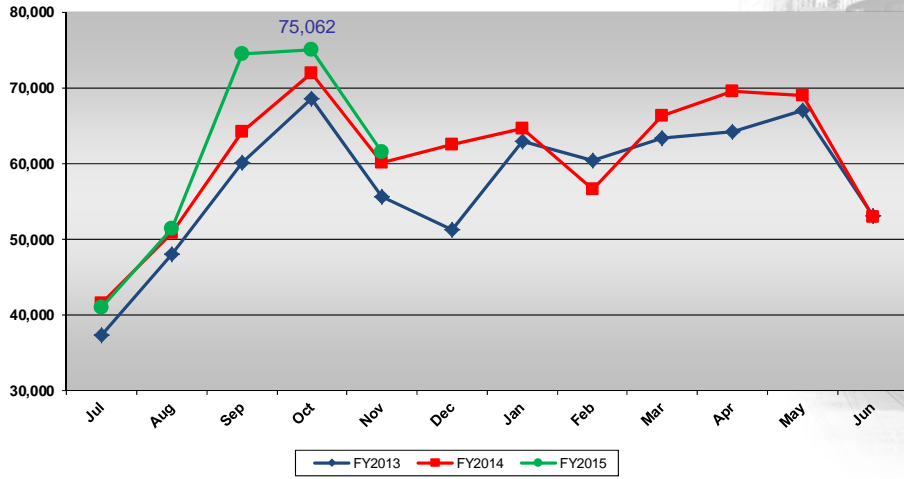
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# Monthly Farebox Revenue



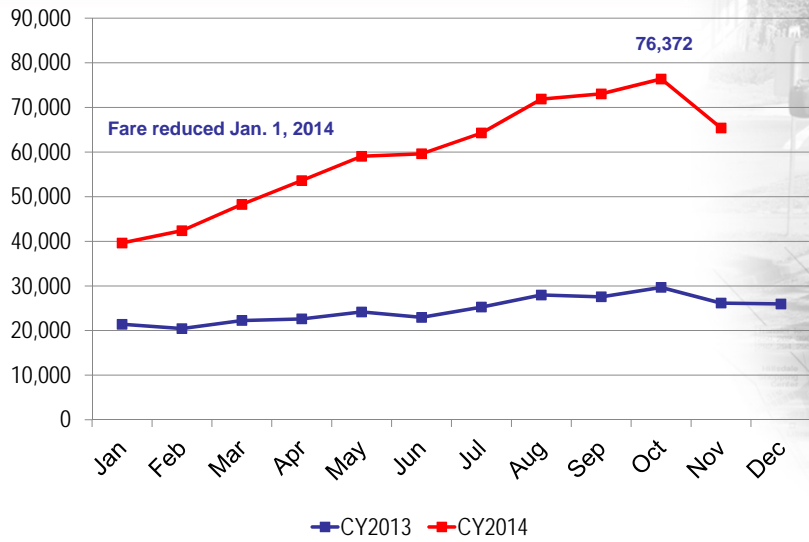
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# Token Usage



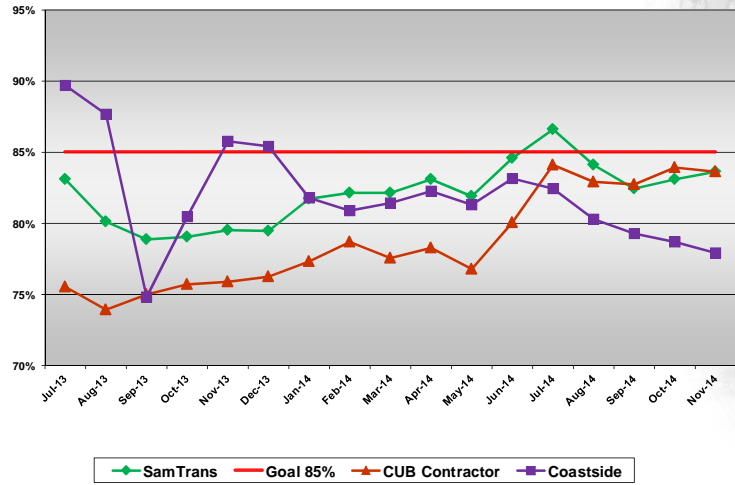
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# Day Pass Usage



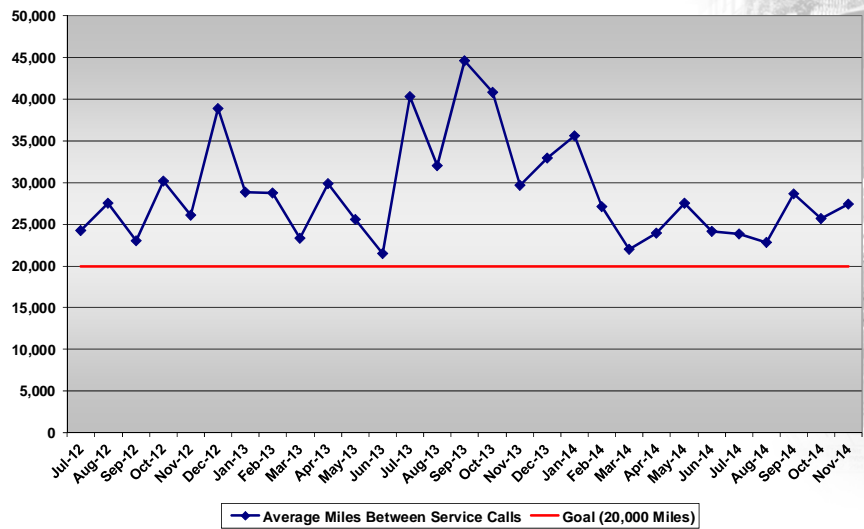
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# On-time Performance



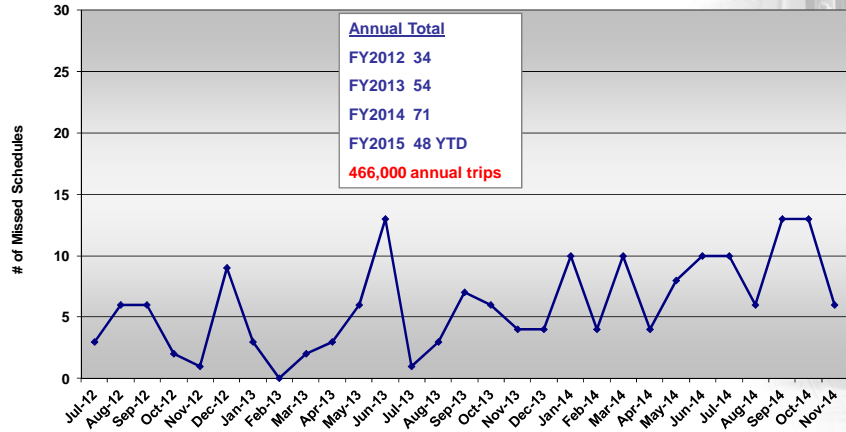
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# Fleet Reliability

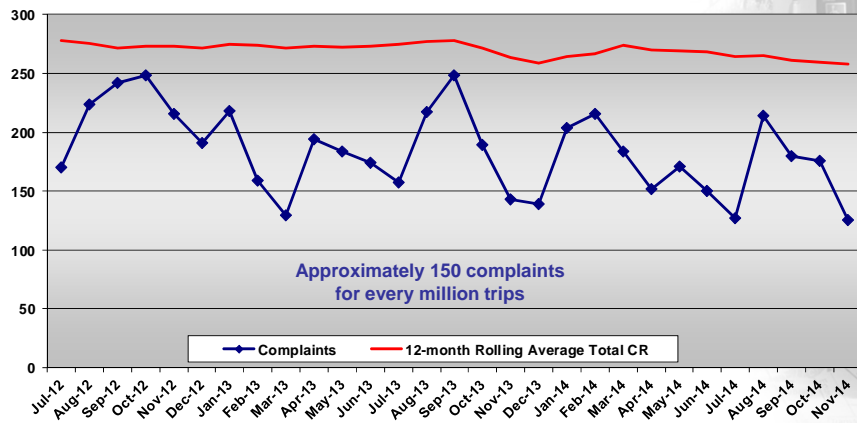


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# Missed Schedules



# Consumer Reports



## Employee Development & Training

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<u>Hours</u>	<u>Training During CY2014</u>
13,793	New Bus Operators (42 graduates)
664	Part-time to Full-time Bus Operator Training
96	New Supervisor Training
1,908	New Maintenance Orientation
3,236	DMV-mandated
1,883	Bus Operator Retraining
1,732	Professional Development
<u>5,906</u>	Maintenance Technical
<b>29,218</b>	<b>Total hours</b>

(19,327 hours in 2012 and 27,355 hours 2013)



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## Apprenticeship Program

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### Final Program in Development

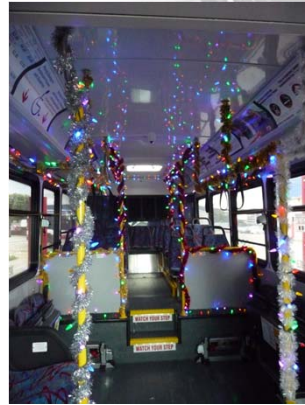
- **Joint Apprenticeship Committee**
  - Meets weekly establishing Apprenticeship Standards:
    - 4-year program
    - State-certified Apprenticeship program for Bus Mechanics
- **Classroom & on-the-job-training, 17 modules:**
  - 11 based on Core Curriculum
  - 6 to address future needs
- **Minimum capacity of 5 Apprentices per year for the next 4 years**

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## Bus Inventory

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<u>Number</u>	<u>Year</u>	<u>Model</u>	<u>Length</u> (feet)
55	2002	NABI	60
60	2003	Gillig	40
91	2009	Gillig	40
40	2009	Gillig	35
4	2009	Gillig	29
25	2013	Gillig (hybrid)	40
4	2013	Gillig	29
21	2014	Gillig	40
12	2014	Gillig	29



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## Summary

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- Ridership is increasing
- Farebox revenue is moderately increasing
- Service quality is high
- Human Capital Investment is a high priority
- Mechanic Apprenticeship Program development underway
- Next bus replacement projects will be for 2002 NABI 60-foot articulated buses and 2003 Gillig 40-foot buses

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