

samTrans

Mobility Management: Fixed-route Bus Service

May 11, 2011

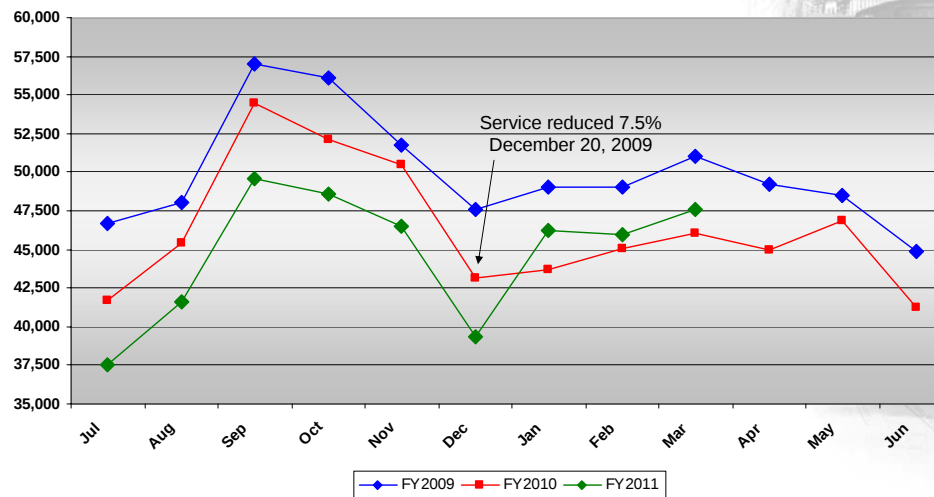
Fixed-route Bus Service

samTrans

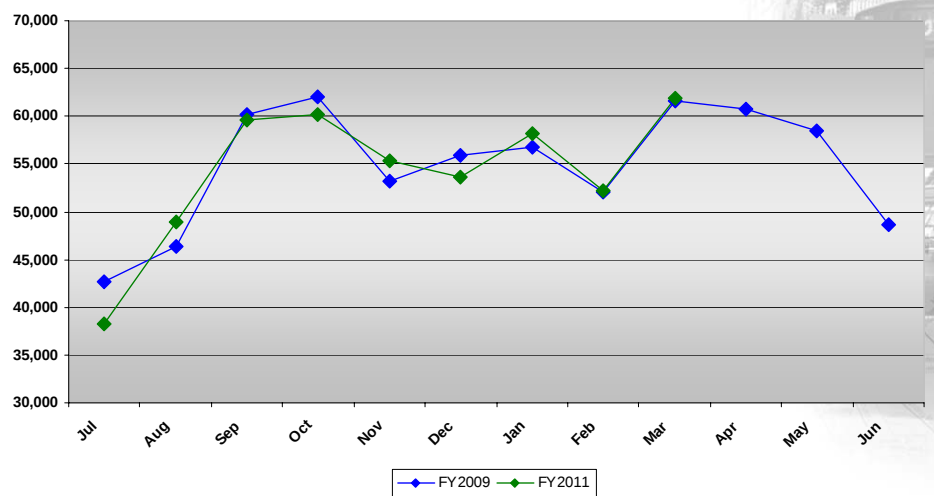
- Performance Statistics
- Human Capital Investment
- Projects Update
- Bus Service Contracts
- Key Initiatives – Financial Integrity
- Summary



Average Weekday Ridership

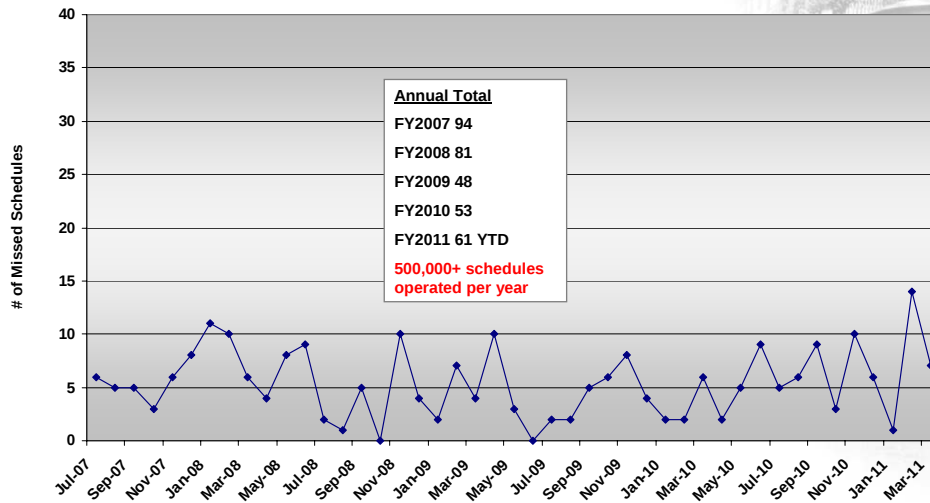


Token Usage



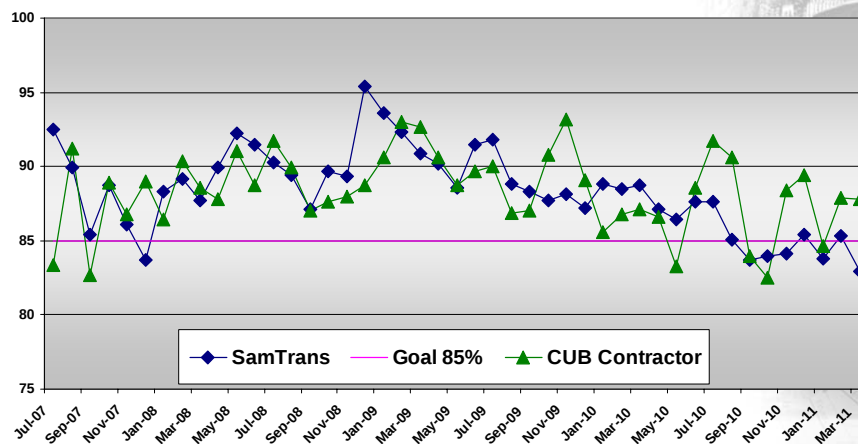
Missed Schedules

samTrans



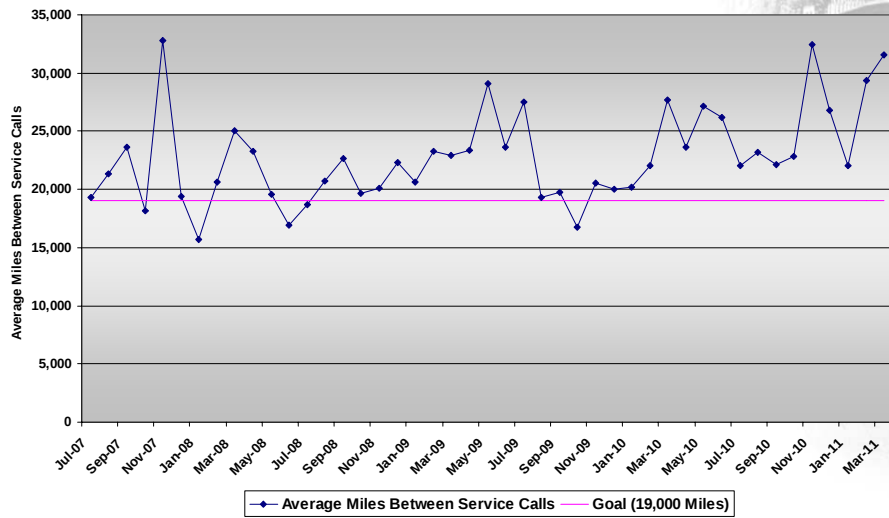
On-time Performance

samTrans



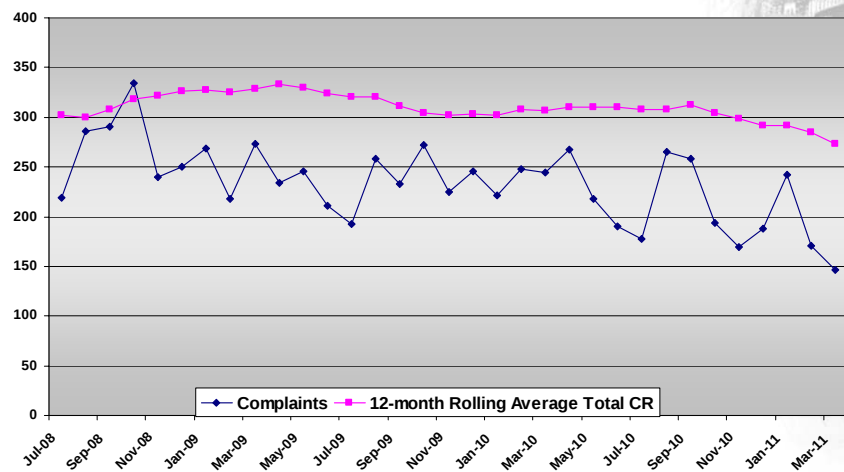
Fleet Reliability

samTrans



Consumer Reports

samTrans



Human Capital Investment

samTrans

Strategic Plan goals include:

- Attract and retain quality employees
- Encourage excellence and innovative thinking
- Invest in employees' professional development

Leadership Program

- 11 of 12 participants expected to complete all requirements and graduate June 15, 2011



Human Capital Investment

samTrans

Bus Operator Recall & Training Schedule:

- 10 returned to work Dec. 18, 2010
- 10 returned to work Apr. 4, 2011
- 10 scheduled to return to work June 17, 2011

UOP Transit & Paratransit Management Certificate Program

- 5 of 9 seminars have been completed
- The program is hosted by SamTrans at North Base
- 16 SamTrans employees and 8 from other agencies are expected to graduate June 10, 2011

Projects Update

samTrans

New Ad Bus Shelters

- 61 installed in the service area
- 20 installations scheduled this year
- Locations being determined



Predictive Arrival System

- Final acceptance on March 15
- Millbrae, Daly City, Colma and Redwood City in operation
- Future locations:
 - Top of the Hill, Daly City
 - Palo Alto Transit Center, joint effort with VTA



Projects Update

samTrans

Clipper

- Hard launch February 2011
- Customer education program
- Last month for paper passes Dec. 2011



Farebox Revenue Collection System

- Bus Operator training in progress
- 5 fareboxes in field for testing
- Scheduled deployment:
 - South Base June 18 & 19
 - MV - SF & Brewster June 20 thru 24
 - North Base June 25 & 26



Bus Service Contracts

samTrans

Dumbarton Express

- RFP completed and advertised
- Proposals due June 2011
- Contract approval August 2011
- Contract execution December 2011

CUB Service

- In our 5th and final option year of the agreement
- Evaluating contract renewal options beyond September 2011

Coastside Service – Route 17

- In 1st of 2 option years (ending June 2011)
- Weekend service changes (merge of Routes 17 and 294)

SamCoast Service – Pescadero (demand-response)

- Analyzing contracting options (currently operated by non-profit)

Key Initiatives – Financial Integrity

samTrans

- Comprehensive Operational Analysis (COA) now branded “SamTrans Service Plan – SSP”
- Metropolitan Transportation Commission – Transit Sustainability Project (MTC-TSP)
- SamTrans contribution levels to JPB to support Caltrain operations
- Labor negotiations with three bargaining units
- Updates to “Strategic Plan/Financial Capacity Ad Hoc Committee of the Board”

Summary

samTrans

- Bus ridership has turned around and is now increasing
- Strategic investment in Human Capital, infrastructure, technology and rolling stock
- Fiscal challenges continue into New Year

