



TRANSPARENCY IN SERVICE DELIVERY

MV Transportation operates just 17 percent of the San Mateo County Transit District (SamTrans) fixed route fleet in the San Francisco Bay Area. As the provider of SamTrans' Contracted Urban Bus service, and SamTrans only contracted partner, it is critical that MV delivers service quality that appropriately represents the District - seamlessly and transparently.

Challenge

A decade ago, SamTrans selected MV Transportation as its Contracted Urban Bus (CUB) service provider to carry out its mission of "supply[ing] the public with a high-quality, safe and efficient transportation system that should enhance quality of life by increasing access and mobility, reducing congestion, improving the environment and promoting economic vitality".

MV's goal was to provide service that is of the same high caliber of that performed by SamTrans itself ... service so consistent that passenger does not know any difference between MV and SamTrans-operated service.

Solution

After award of contract, MV set to work on constructing a San Francisco-based operating facility from which to run its service. This new location helped minimize deadhead and improve service reliability by remaining central to route start and endpoints.

The CUB service runs from its northern limit of San Francisco down to its Southern limit in Palo Alto, 24 hours a day, 7 days a day a week.

MV's team of more than 20 professional maintenance and cleaning personnel keep the fleet of 18 articulated and 40 40' transit buses in safe operating condition. Their work is proven with strong miles between roadcalls ratios and like-new appearance of the fleet.

Of particular importance is the excellent safety record of CUB. MV averages more than 250,000 miles between chargeable accidents - a superior ratio for any bus service, especially one operating in an urban environment.