

# **Buses in a Multimodal Environment: Stepchild or Golden Child?**

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2011 Multimodal Operations  
Planning Workshop

# Sound Transit Bus Operations

- Stand Alone Services
- Operating Through Contractors
- Providing Supporting Services

# Sound Transit Bus Operations

- Stand Alone Services
  - 261 coaches operating 26 express routes
  - \$97 million 2011 operating budget (\$101 million proposed in 2012)
  - 13.8 million boardings in 2011
  - Anticipated \$24 million in farebox revenue in 2011

# Sound Transit Bus Operations

- Operating Through Contractors
  - ST contracts with 3 regional providers for daily service
    - Oversight
      - Safety
      - Quality
      - Protecting the Brand Name
    - Cross contractor consistency
    - Communication

# Sound Transit Bus Operations

- Support Services
  - Rail Bridging
    - Always an emergency
      - 9 days of mudslides
      - Bomb threats
      - Non-involved accidents
    - Planning for quick response
    - Lining up failsafe contingencies
    - Providing exceptional customer service
    - Keeping the edge sharp