

FAIRFIELD AND SUISUN TRANSIT FY20 STRATEGIC PLAN



FOUNDATION	<h2 style="text-align: center;">MISSION</h2> <p style="text-align: center;">To provide a safe and efficient transportation service for our community with a high standard of quality.</p>				<h2 style="text-align: center;">VISION</h2> <p>At FAST, we strive to:</p> <ul style="list-style-type: none"> • Provide sustainable and innovative service. • Have a positive impact on our community and environment. • Deliver convenient service so people will ride with us. 			
PRINCIPLES	<h3>STEWARDSHIP</h3> <p>We will appropriately manage taxpayer resources: time, money, people, and facilities to serve the community and improve our environment.</p>		<h3>SERVICE</h3> <p>We will provide our community with the highest quality service by focusing on safety, convenience, reliability, and sustainability.</p>		<h3>RELATIONS</h3> <p>We will work as a team to foster positive relations with each other, our customers, our community, and our stakeholders.</p>		<h3>POSITIVE OUTCOMES</h3> <p>We will proactively seek innovative improvements that result in positive and sustainable outcomes.</p>	
VALUES	<h3>COMMUNITY/CUSTOMERS</h3>	<h3>EMPLOYEES</h3>	<h3>FACILITIES</h3>	<h3>FINANCES</h3>	<h3>FLEET</h3>	<h3>OPERATIONS</h3>	<h3>SAFETY</h3>	<h3>SYSTEMS</h3>
GOALS	<ul style="list-style-type: none"> • Conduct annual FAST Customer Satisfaction Survey to monitor performance goals and evaluate service quality. • Educate customers and staff on NextBus real-time transit information system to increase use. • Support local agencies and community groups with transportation needs for seniors, youth, veterans, and low-income residents. • Partner with non-profit stakeholders and service groups to host a two-day 5th annual Stuff the Bus food drive. • Increase and continue community, school, and nonprofit outreach through social media, radio, paper media, and city events. • Increase promotions designed to increase ridership. • Meet with Travis Air Force Base personnel to strategize how to improve transit operations. 	<ul style="list-style-type: none"> • Hire Transportation Manager, Transit Operations Manager, Public Works Assistant, and Office Specialist to address workload demand. • Provide staff training through conference attendance, NTI training, webinars, etc. • Encourage networking and participation with industry associations and peer service providers. • Provide professional development opportunities for staff to publicly present our services. 	<ul style="list-style-type: none"> • Partner with City engineering staff to continue engineering, design, and construction efforts on the following key projects: <ul style="list-style-type: none"> - Parking Study for FTC, Oliver Road Park and Ride, and Red Top Road Park and Ride - Corporation Yard Electrification Project - West Texas Gateway - Parking Access and Revenue Control System (PARCS) - FTC Parking Structure Condition Assessment • Liquidate excess Red Top Road property and reinvest funds into transit infrastructure. • Adopt FAST Bus Stop Guidelines. • Install DART signage and bus stop improvements at key medical facilities. • Install real-time transit displays at Solano Town Center. 	<ul style="list-style-type: none"> • Seek and assist with applying for funding opportunities for fleet replacement, Fairfield-Vacaville Train Station: Phase II construction (additional parking and depot), and FTC parking garage expansion projects. • Prepare and coordinate 2019 FTA Triennial and annual financial audits. • Secure operating and capital funding to maintain budgeted targets. • Monitor existing awarded grants and prepare grant reports as required. • Monitor and update City Public Works Transportation Division budget. 	<ul style="list-style-type: none"> • Work with outside consultant and PG&E to develop an effective Fleet Ready Plan for the Corporation Yard. • Solicit bids/award contract for renewable diesel fuel. • Solicit proposals/award contract for bus wash design at the corporation yard (bid and build). • Update Transit Fleet Plan and Transit Facility Maintenance Plan and analyze the need for prioritizing paratransit fleet replacement and expansion. • Seek opportunities to leverage and order commuter buses. • Continue hybrid battery refresh rehabilitation project for local fixed-route buses. • Upgrade to Hanover headsign and stop enunciation system on remaining local and commuter fleet. 	<ul style="list-style-type: none"> • Conduct a Request for Proposal (RFP) for Transit Operations Services and award contract. • Complete a RFP identifying a consultant to initiate and complete a Comprehensive Operational Analysis (COA). • Monitor SolanoExpress and local service change impacts and implement adjustments as necessary. • Identify and implement strategies to improve DART paratransit service reliability. • Update and adopt FAST/SolanoExpress passenger Code of Conduct. • Analyze FAST subsidized Taxi Scrip Program and implement changes to maximize effectiveness. • Monitor fixed-route and paratransit revenue hour projections and make adjustments as needed. 	<ul style="list-style-type: none"> • Reduce preventable accident rate to meet contract safety standards. • Use DriveCam to continually improve safety. • Establish Emergency Operations Center contact/communications information in case of emergency. • Install new security cameras on buses and at the Fairfield Transportation Center (including the parking garage as appropriate). • Develop, complete, and obtain City Council approval of a Public Transportation Agency Safety Plan (PTASP) compliant with FTA regulations and guidance. 	<ul style="list-style-type: none"> • Award contract and implement an updated transit data management system. • Work with outside consultant to certify Automated Passenger Counters (APCs) by the Federal Transit Administration (FTA) to be the primary source of ridership data for National Transit Database (NTD) reporting and other purposes. • Identify FTA protocols and requirements to maximize utilization of Automated Vehicle Location (AVL) system (NextBus). • Identify opportunities to improve data and reporting from NextBus. • Monitor and maintain Opticom Traffic Control System on commuter fleet. • Identify and implement improvements to data collection, systems, and hardware at the Corporation Yard.