SamTrans Service Plan
Open House Presentation
July 2011
Open House Agenda

- Welcome
- Presentation
- Survey
- Open House Stations
Open House Purpose

- Begin the public outreach portion of the SamTrans Service Plan
  - Introduce the SamTrans Service Plan
  - Begin extended public input process
- Complete Open House survey
- Visit Open House stations
- Provide written comments
SamTrans Overview

• Serves 22 cities and unincorporated areas (446 square miles)

• Operates 48 bus routes

• Provides Redi-Wheels & RediCoast paratransit services

• Supports shuttle service operations
Types of Routes

- Routes connect to:
  - BART stations
  - Caltrain stations
- Express route to SF
- Community routes
- Mainline El Camino Real
Ridership

SamTrans transports approximately:

- 50,000 customers each weekday
- 15 million customers each year
• An in-depth study of the SamTrans bus system
• Assess our current service and potential areas for growth and improvement
• Process includes extensive public and stakeholder input
• Last in-depth review of the service was in 1999
The Service Plan looks at:

- Transit Markets in the county
- Bus system performance
- Opportunities for improvement
- Connections with other transit services
- Linking transit, land use
- Providing the best service within financial resources
Guiding Principles

• Guiding Principles will help decision making for the SamTrans Service Plan

• Guiding Principles fall under five categories:
  - Service
  - Customer Experience
  - Markets
  - Financial Stability
  - Planning Coordination
Changing to Thrive

• Meet growing demand with limited resources
• Build the most robust system of services possible within these resources
• Develop a road map for SamTrans service for the future
Informing the Plan
Ridership Facts

- More than 33% of riders are:
  - Youth (age 13-17)
  - Young Adult (age 18-24)

- Senior ridership (7%) will likely grow as Baby Boomers age

Source: 2009 SamTrans Onboard Survey
Ridership Facts

SamTrans riders:
• Median yearly income of $36,600
• 64% do not have access to a car
• Top languages spoken are:
  – English
  – Spanish
  – Tagalog

Source: 2009 SamTrans Onboard Survey
People live and work in:

- North County (includes Daly City, South San Francisco and San Bruno)
- Central County (includes San Mateo and Foster City)
- South County (includes Redwood City and East Palo Alto)
- Coastside communities (includes Pacifica and Half Moon Bay)
Travel Patterns: County

• 40% of people who work in the county live in the county

• Nearly 60% of residents commute to work outside the county:
  - San Francisco County (17%)
  - Santa Clara County (14%)
  - Alameda County (10%)
  - Other Counties (19%)

Source: 2009 SamTrans Onboard Survey
**Travel Patterns: All**

- **High travel demand within cities:**
  - Daly City
  - South San Francisco
  - San Mateo
  - Redwood City

- **Significant travel movement to San Francisco from cities in north county**

- **Strong travel movement between cities:**
  - San Bruno – South San Francisco
  - San Carlos – Redwood City
  - Menlo Park – Redwood City
Travel Patterns: SamTrans

• Significant transit travel within cities:
  - Daly City
  - South San Francisco
  - San Bruno
  - San Mateo
  - Redwood City

• Significant transit travel between cities:
  - In north county
  - In south county

• Less transit travel from:
  - North to south county
  - South to north county
What we have learned

• Significant number of youth and young adults ride the buses
• Most county residents travel outside the county for work
• County has distinct transit travel patterns
Market Definitions

- San Mateo County is made up of unique neighborhoods and communities with varying travel needs
- Wide range of land uses, from rural areas to urban areas
- SamTrans must find the right balance to serve these diverse markets
## Market Types

<table>
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<tr>
<th>El Camino Corridor and Caltrain</th>
<th>Community Center</th>
<th>Auto-Oriented Center</th>
<th>Suburban</th>
<th>Coastside Rural</th>
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Auto-oriented Centers
Suburban Areas
Coastside/Rural Area
Next Steps
Service Plan Process

Guiding Principles
June

Community Input
July Open Houses

Data Analysis
July - September

Service Framework:
Criteria for Decision-making

Service Alternatives
September

Community Input
September Community Workshops

Draft Service Plan
December Board Meeting

Final Service Plan
Feb. Board Meeting (anticipated)
Provide Feedback Today

- Complete a Open House survey
- Visit Open House Stations
- Provide written comments on comment cards
Staying Involved

Public input is critical to creating a successful plan. Stay informed by:

• Visiting www.samtrans.com/ssp
• Calling us at 650-508-6338
• E-mailing ssp@samtrans.com
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