Presentation Outline

• Plan Purpose
• Draft Plan released August 2012
• Public outreach fall 2012
• Summary of comments
• Proposed revisions
• Next Steps
More of what works
  • Improve service where our customers need it

Less of what doesn’t work
  • Discontinue routes or segments that aren’t working

Try new things
  • Try innovative ways of delivering transportation services
Plan Approach

SSP Framework

- Guiding Principles
  - Customers
  - Service
  - Service Markets
  - Financial Stability
  - Coordinated Planning

Understanding our service performance

Taking customers where they want to go

Providing service where it’s needed
Weekday Ridership (2011)

Weekday Boardings

El Camino  Local  Express  Community

Weekday Ridership (2011)
## Annual In-service Hours

<table>
<thead>
<tr>
<th>Day</th>
<th>Existing</th>
<th>Draft Plan Aug 2012</th>
<th>Percent Differential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekday</td>
<td>335,505</td>
<td>311,208</td>
<td>-7.24%</td>
</tr>
<tr>
<td>Saturday</td>
<td>36,052</td>
<td>34,445</td>
<td>-4.5%</td>
</tr>
<tr>
<td>Sunday</td>
<td>32,287</td>
<td>33,174</td>
<td>2.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>403,843</strong></td>
<td><strong>378,826</strong></td>
<td><strong>-6.2%</strong></td>
</tr>
</tbody>
</table>
Engaging the Community

- Involved the community in locally-focused conversations
- Utilized community organization partnerships to create additional awareness
- Engaged all levels of the community in the process:
  - SamTrans riders
  - Public
  - Operators
  - Stakeholders
  - City Councils
Outreach in fall 2012 yielded more than 1,200 comments:

- 9 public meetings
- E-mail and U.S. mail
- Multiple operator outreach sessions
- Online survey
- 16 City Council meetings
- Dedicated project phone line
- 3 tabling events
Public Feedback

Locally, 17 Meetings Since 2011:

- July 2011: 4 Open Houses
- Fall 2011: 3 Outreach Meetings
- Fall 2012: 10 Outreach Meetings
Major Comment Themes

• Route-specific
  - Keep route the same
  - Change the route in a different way
  - Expand route and increase frequency
  - Concern about how changes to route will impact specific populations

• General
  - Amenities
  - Customer service
  - Outreach
<table>
<thead>
<tr>
<th>Route</th>
<th>Proposed change August 2012</th>
<th>Revised change March 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>110</td>
<td>no change</td>
<td>added morning schedule</td>
</tr>
<tr>
<td>118</td>
<td>discontinue</td>
<td>restore peak hour service</td>
</tr>
<tr>
<td>121</td>
<td>discontinue mid-day service</td>
<td>restore mid-day service</td>
</tr>
<tr>
<td>251</td>
<td>route change: no service to Beach Park</td>
<td>restore service to Beach Park</td>
</tr>
<tr>
<td>270</td>
<td>route change: no service east of 101, no Saturday service</td>
<td>maintain service east of 101 and provide service to new county jail</td>
</tr>
<tr>
<td>275</td>
<td>new route</td>
<td>Saturday trips to Canada College</td>
</tr>
<tr>
<td>280</td>
<td>discontinue</td>
<td>no changes without East Palo Alto shuttle coordination</td>
</tr>
<tr>
<td>281</td>
<td>increased frequency</td>
<td>no changes without East Palo Alto shuttle coordination</td>
</tr>
<tr>
<td>292</td>
<td>Discontinue off-peak &amp; weekend service to SF</td>
<td>restore route</td>
</tr>
</tbody>
</table>
South County Route Proposals – revised from Draft Plan
Route 270 - revised

August 2012 Draft: change route, no service east of 101

March 2013 Revision: majority of service east of 101 restored
Route 275 - revised

August 2012 Draft: Add new service

March 2013 Revision: select Saturday trips to Cañada College added (subject to performance of this segment in the future)
Route 280 - revised

August 2012 Draft: discontinue route

March 2013 Revision: service changes subject to East Palo Alto shuttle coordination
Route 281 - revised

August 2012 Draft: increase frequency, minor route realignment

March 2013 Revision: service changes subject to East Palo Alto shuttle coordination
August 2012 Draft: discontinue off-peak/weekend service; reduce service to SF

March 2013 Revision: Off-peak/weekend service to SF restored
South County Route Proposals – same as Draft Plan
Recommendation:
- Discontinue southern portion due to low ridership
- Select school day trips along Brittan Ave.
- Route will serve San Mateo County Hospital directly via 37th
- New Route 272 will serve Woodside Rd
- San Carlos area considered for pilot dial-a-ride service
Route KX

Recommendation:

- Discontinue off-peak service to SF, discontinue service south of Redwood City
- Low ridership and multiple alternative services are available including Muni, Caltrain, and improved ECR service
Recommendation:

- New consolidated route (former 390/391) along El Camino Real from Daly City to Palo Alto
- Discontinue service to San Francisco due to low performance
- Alternatives include BART, Caltrain, Muni
- Service will have fifteen minute frequencies seven days a week
No change proposed
Route 271

Recommendation:
- Operate select trips on school days only
- Low ridership during non-school time periods
Route 274

Recommendation:

• Discontinue Saturday service

• Maintain Saturday link to Canada College with Route 275
Recommendation:

- Improve to 15 minute frequency (weekday), 30 minute frequency (Saturday) due to strong performance
No change proposed
Route 73

No change proposed
Route 83

No change proposed
No change proposed
Route 297

No change proposed
SSP Project Schedule

March
- Final Draft Released
- Call for Public Hearing

April
- Public Outreach/Comments
- Public Hearing
- Revise Plan

May
- Adopt Plan
Let’s Hear from You!

• Remaining Public Meetings:
  • Tuesday, 3/19 @ 6PM – SamTrans, San Carlos
  • Wednesday, 3/20 @ Noon – SamTrans, San Carlos
  • Wednesday, 3/20 @ 6PM – Brisbane City Hall

• Email: ssp@samtrans.com

• Phone: 650-508-6338

Find meeting information and download final draft plan at: www.samtrans.com/ssp