Project Background

- **On-time performance**
  - Weekend service falls below 85% standard
  - Buses as much as 30 minutes late
- **Unnecessary complexity**
  - Four different terminals
  - Alternating service to BART
- **Bus bunching**
  - Design constrains schedule recovery efforts
Goals

• Improve Customer Experience and Increase Ridership
  - Improve on-time performance along El Camino Real to 85 percent or better on weekends
  - Increase reliability
  - Simplify route structure and provide common terminals
  - Design facilitates schedule recovery efforts

• Ensure consistency with SamTrans Service Plan objectives
Service Solution

- Pilot weekend service from Palo Alto Caltrain to Daly City BART via Top of the Hill/Mission & Evergreen
- Offer service every 20 minutes
- Serve San Bruno and South San Francisco BART stations from stops on El Camino Real
- Distinct branding: “Route ECR”
- Implement Aug. 26, 2012
New Weekend Routing
Potential Impacts

• Transfer or walk necessary between El Camino Real and San Bruno BART station
• Walk necessary between El Camino Real and South San Francisco BART station
• Hourly Route KX customers may opt for frequency of Route ECR
• Serving Top of the Hill results in slightly extended travel time to/from Daly City BART
Benefits

- Increased frequency between Redwood City and Palo Alto Caltrain stations
- Improved operational effectiveness
- Simplified customer experience
- Updated running times
- Improved on-time performance
- Most cost-effective solution
- Enhanced connections
- Potential for increased ridership
Progress to Date

- Weekly Steering Committee meetings since early April
- Inventoried all bus stop signs along corridor
- Finalized route alignment
- Developed draft trip schedules
- Conducted simulated and live testing
Next Steps

• Finalize trip and operator schedules
• Conduct training
• Update bus stop signs, destination signs and on-board announcements
• Prepare customer communications and publications
• Promote new service