SamTrans Service Plan Revisions Draft Final Recommendations

Board of Directors
March 13, 2013

Presentation Outline

• Plan Purpose – Recap
• Draft Plan released August 2012, public outreach fall 2012
• Summary of comments
• Proposed Revisions – March 2013
• Next Steps
Plan Purpose

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
Crafting the Draft Plan

- Balance various elements of our guiding principles
- Focus the plan to improve efficiency, effectiveness, and ridership for the system as a whole
- Understand the tradeoffs needed to move SamTrans into the future

Weekday Ridership (2011)

Weekday Boardings

- El Camino
- Local
- Express
- Community

Weekday Ridership (2011)
Route Performance (2011)

Legend
- El Camino Real
- Local
- Express
- Community

Financial Effectiveness
Productivity

Draft Plan Resources

<table>
<thead>
<tr>
<th>Annual In-service Hours</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>Total</td>
<td>403,843</td>
<td>378,827</td>
<td>-6.2%</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

Public Feedback

- Engaged public provided extensive input
- 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
Route Comments

Comment Count

Route number

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
Response to Public Input

- We evaluated every comment
- For underperforming routes, major effort to meet customers needs
  - Careful analysis of options
  - Improve nearby routes (e.g., Route 275)
  - Use new information to improve service (e.g., Route 251)
- Our response to customers
  - Restored service where it’s appropriate

Final Draft Proposals

<table>
<thead>
<tr>
<th>Route</th>
<th>Proposed August 2012</th>
<th>Revised 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 off-peak and weekend service to SF</td>
</tr>
</tbody>
</table>
**Route 110 Revised**

August 2012 Draft: no changes

March 2013 Revision: early morning trips added; schedule starts at 6 a.m.

**Route 118 Revised**

August 2012 Draft: discontinue route

March 2013 Revision: peak-hour service restored; enhanced morning service from Route 110
**Route 121 Revised**

*August 2012 Draft:* discontinue some mid-day trips

*March 2013 Revision:* mid-day service restored

**Route 251 Revised**

*August 2012 Draft:* discontinue service to Beach Park

*March 2013 Revision:* restore service to Beach Park service restored.
Route 270 Revised

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

March 2013 Revision: service east of 101 restored

Route 275 Revised

August 2012 Draft: Add new service

March 2013 Revision: select Saturday trips to Cañada College (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

March 2013 Revision: service changes subject to East Palo Alto shuttle coordination
**Route 292 Revised**

August 2012 Draft: discontinue off-peak/weekend service; reduce service to SF

March 2013 Revision: Off-peak/weekend service to SF restored

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**Resource Estimates**

### Annual In-Service Hours (revised March 2013)

<table>
<thead>
<tr>
<th></th>
<th>Existing In-Service Hours</th>
<th>Draft Plan</th>
<th>Net Hours restored</th>
<th>Revised Draft Plan (March 2013)</th>
<th>Percent Differential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekday</td>
<td>335,505</td>
<td>311,208</td>
<td>1,342</td>
<td>317,914</td>
<td>-5.24%</td>
</tr>
<tr>
<td>Saturday</td>
<td>36,052</td>
<td>34,445</td>
<td>0</td>
<td>36,252</td>
<td>0.55%</td>
</tr>
<tr>
<td>Sunday</td>
<td>32,287</td>
<td>33,174</td>
<td>0</td>
<td>34,822</td>
<td>7.85%</td>
</tr>
<tr>
<td>Total</td>
<td>403,844</td>
<td>378,827</td>
<td>1,342</td>
<td>388,988</td>
<td>-3.68%</td>
</tr>
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</table>
Ridership Estimates

<table>
<thead>
<tr>
<th>Ridership Estimates</th>
<th>Existing Ridership</th>
<th>Draft Plan (August 2012)</th>
<th>Revised Draft Plan (March 2013)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly Ridership</td>
<td>237,060</td>
<td>241,790</td>
<td>244,220</td>
</tr>
<tr>
<td>Annual Ridership</td>
<td>12,327,310</td>
<td>12,572,900</td>
<td>12,699,600</td>
</tr>
<tr>
<td>Net Gain (Weekly)</td>
<td>--</td>
<td>4,720</td>
<td>7,160</td>
</tr>
<tr>
<td>Net Gain (Annual)</td>
<td>--</td>
<td>245,580</td>
<td>372,290</td>
</tr>
</tbody>
</table>

Next Steps

- March 13: Call for public hearing, release of draft final SSP, CEQA documents
- March: Five public meetings
- April 3: Board public hearing
- April 15: Comment period closes
- April: Revise draft final SSP as needed
- May 1: Board adoption of SSP, CEQA documents, Title VI analysis
- Fall 2013-Spring 2014: Phased implementation of changes subject to additional review
Questions

Alternative Service

Pacifica Alternatives
A. On-demand: curbside service with pick-up and drop off within a specific zone (similar to Redi-Wheels/RediCoast)
B. Modified on-demand: same as on-demand with additional scheduled stops (similar to the Brisbane Shuttle)
C. Expand Pacifica shuttle to weekdays
Alternative Service

San Carlos Alternatives
A. Flex-route: fixed route with deviations for pick-up and drop-off through a reservation system (e.g., San Joaquin RTD Hopper)

B. Modified on-demand: same as on-demand with additional scheduled stops (e.g., Brisbane Shuttle)

SF Service Mitigation

<table>
<thead>
<tr>
<th>Route</th>
<th>Walk Distance to Alternative</th>
<th>Fare (one way)</th>
<th>Travel Time (in minutes)</th>
<th>Time Difference (incl. walk and transfer time)</th>
<th>Fare Difference (one way)</th>
</tr>
</thead>
<tbody>
<tr>
<td>391 (Daly City- SF)</td>
<td>$2.00</td>
<td>32</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>BART @ Daly City</td>
<td>&lt;2 minutes</td>
<td>$3.00</td>
<td>17</td>
<td>-13</td>
<td>+ $3.00</td>
</tr>
<tr>
<td>14 – Muni</td>
<td>&lt;2 minutes</td>
<td>$2.00</td>
<td>39</td>
<td>+20</td>
<td>+ $2.00</td>
</tr>
<tr>
<td>14L – Muni</td>
<td>&lt;2 minutes</td>
<td>$2.00</td>
<td>48</td>
<td>10 to 14</td>
<td>+ $2.00</td>
</tr>
<tr>
<td>14X – Muni</td>
<td>&lt;2 minutes</td>
<td>$2.00</td>
<td>27</td>
<td>-5</td>
<td>+ $2.00</td>
</tr>
</tbody>
</table>
## SF Service Mitigation

<table>
<thead>
<tr>
<th>Route</th>
<th>Walk Distance to Alternative</th>
<th>Fare (one way)</th>
<th>Travel Time (in minutes)</th>
<th>Time Difference (incl. walk and est. transfer time)</th>
<th>Fare Difference (one way)</th>
</tr>
</thead>
<tbody>
<tr>
<td>KX (SFO-SF)</td>
<td></td>
<td>$5.00</td>
<td>41</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>292</td>
<td>&lt;1 minute</td>
<td>+ $2.00</td>
<td>67</td>
<td>+42</td>
<td>- $1.00*</td>
</tr>
<tr>
<td>BART @ SFO</td>
<td>&lt;7 minutes</td>
<td>+ $8.25</td>
<td>30</td>
<td>-2</td>
<td>+ $5.25*</td>
</tr>
</tbody>
</table>

*KX service to SFO from San Mateo County charges local fare*