Project Background

Second phase of implementation will launch January 26

Scope:
• 14 new routes
• Frequency changes to 12 routes
• Alignment changes to 12 routes
• Elimination of 5 routes
• Two new pilot services
• Adjustments of some kind to every route
Pilot Services

Key element of the SSP
- Pacifica and San Carlos
- New way of delivering service
- Look beyond 40-foot bus
- Tailored to meet community needs
- Developed in concert with communities
- Evaluate to determine if appropriate for other communities

FLX Pacifica

- Flex-route service on weekdays
- Follows Route 14 alignment
- Every 45 minutes, 7:00 a.m. to 6:00 p.m.
- Service can deviate ½-mile from established route for curb-side service
- One deviation per trip
- Customers can call one day in advance
- 25-foot, 16-passenger vehicle
- Standard SamTrans fare structure
FLX Pacifica

- Hybrid service on weekdays
- Fixed-route circulator during peak hours
  - Links employment areas and residents with Caltrain
  - 6:45 a.m. to 9:30 a.m. and 3:00 p.m. to 6:30 p.m.
  - Four morning trips, five afternoon trips
- General-public dial-a-ride during midday
  - Provides critical mobility option for all of San Carlos
  - 9:30 a.m. to 3:00 p.m.
  - Customers can call one day in advance
- 25-foot, 16-passenger vehicle
- Standard SamTrans fare structure
Performance Measurement

SSP performance is distinct from SamTrans performance

- Staff regularly monitors dozens of District-wide indicators
  - Road calls
  - Preventable accidents
  - Customer complaints
- Not directly tied to service changes
- SSP consists of distinct recommendations built around new service concepts
Purpose of metrics:
• Do data-driven recommendations translate to real-world results?
• Does enhancing frequency pay off?
• Are customers willing/able to transfer between routes?
• Are pilot services achieving their goals?
• Where are growth markets?
• What changes fell flat?
Performance Measurement

Tiered performance metrics:
• Trunk/high frequency
• Local
• Coastside
• School-day only
• Late night
• FLX Pacifica/San Carlos

What happens if a route doesn’t meet goals?
• Performance standards act as triggers
• Initiates in-depth analysis of cause and possible solutions
• No predetermined outcome for poor performers

What happens if a route exceeds goals?
• What did we do right?
• Can we replicate it elsewhere?
• Should we enhance service?
Discussion

Comments/Questions?