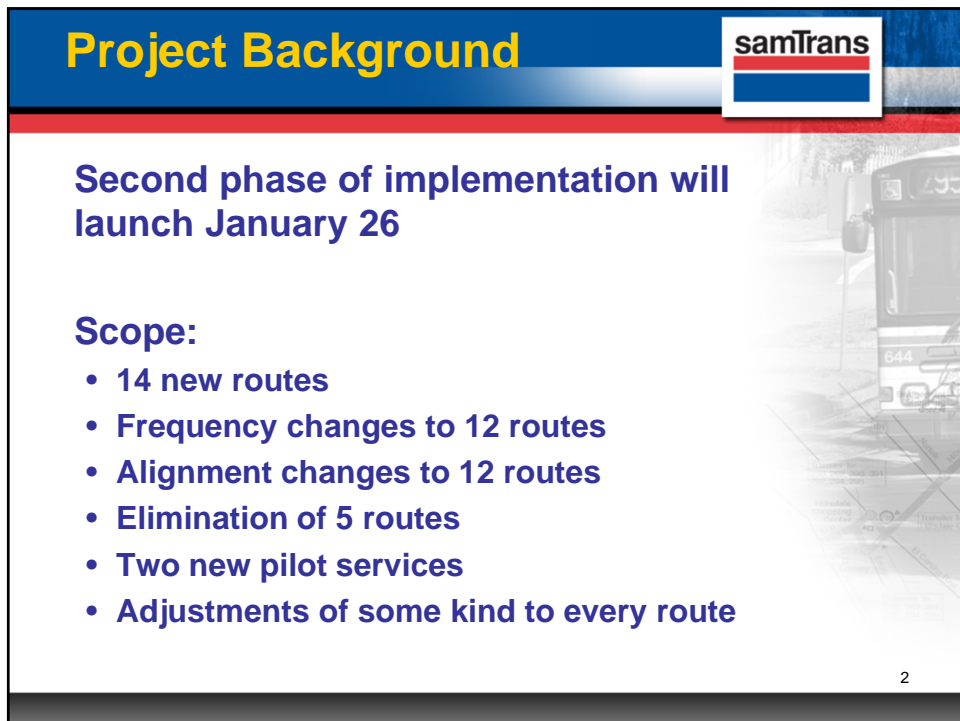



SamTrans Service Plan Progress Update

Board of Directors
January 8, 2014

San Mateo

Project Background

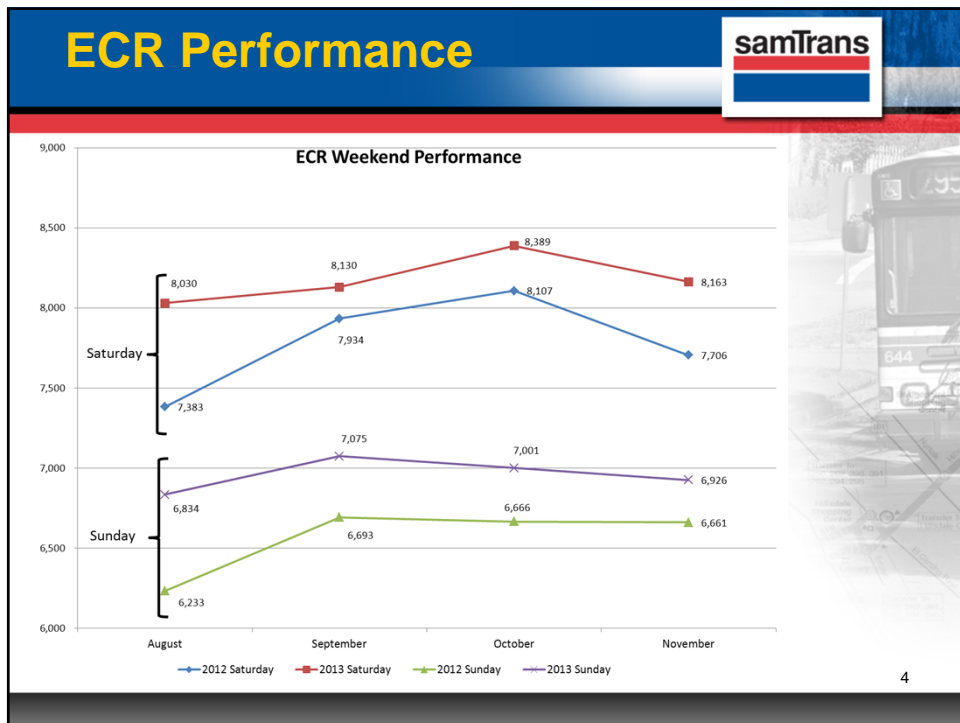
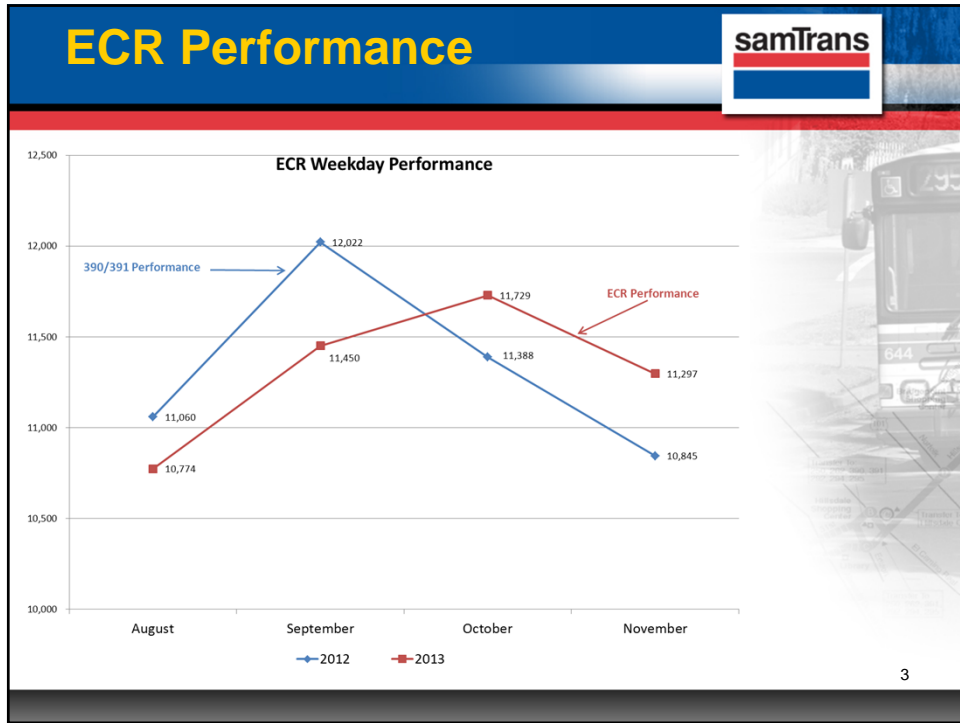


Second phase of implementation will launch January 26

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

2



Pilot Services

The logo for samTrans, featuring the text "samTrans" in a sans-serif font above a stylized graphic of three horizontal bars in blue, red, and blue.

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

5


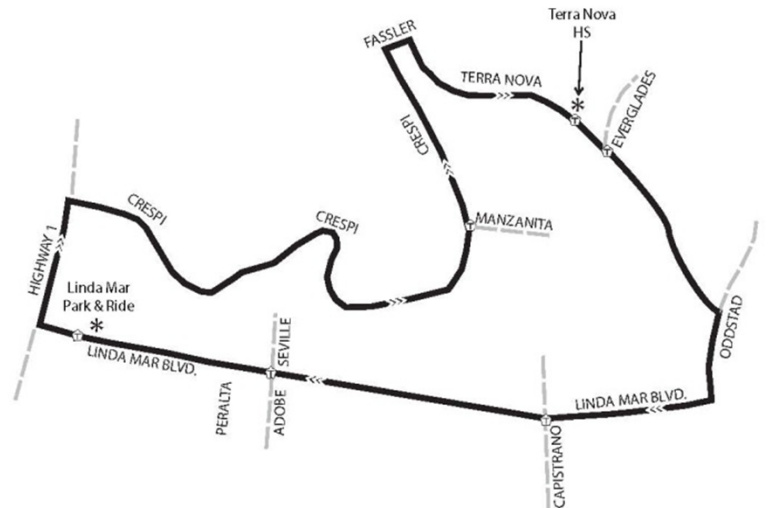
FLX Pacifica

The logo for samTrans, featuring the text "samTrans" in a sans-serif font above a stylized graphic of three horizontal bars in blue, red, and blue.

- Flex-route service on weekdays
- Follows Route 14 alignment
- Every 45 minutes, 7:00 a.m. to 6:00 p.m.
- Service can deviate $\frac{1}{2}$ -mile from established route for curbside service
- One deviation per trip
- Customers can call one day in advance
- 25-foot, 16-passenger vehicle
- Standard SamTrans fare structure


6

FLX Pacifica





7

FLX San Carlos



- **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**



8

FLX San Carlos

The map illustrates the FLX San Carlos route, a diamond-shaped path connecting several key locations. At the top, the route connects to Taylor and Old County streets, with directions for A.M. and P.M. travel. It then descends through San Carlos, Cedar, and Brittan streets. The route continues through Alameda de las Piagas and Brewster streets, with A.M. and P.M. directions indicated. Key landmarks include the San Carlos Caltrain station and El Camino Real. The SamTrans logo is visible in the top right corner.

9

Performance Measurement

The slide features a background image of a bus with the number 644. The main content is a list of bullet points explaining the distinction between SSP performance and SamTrans performance.

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

10

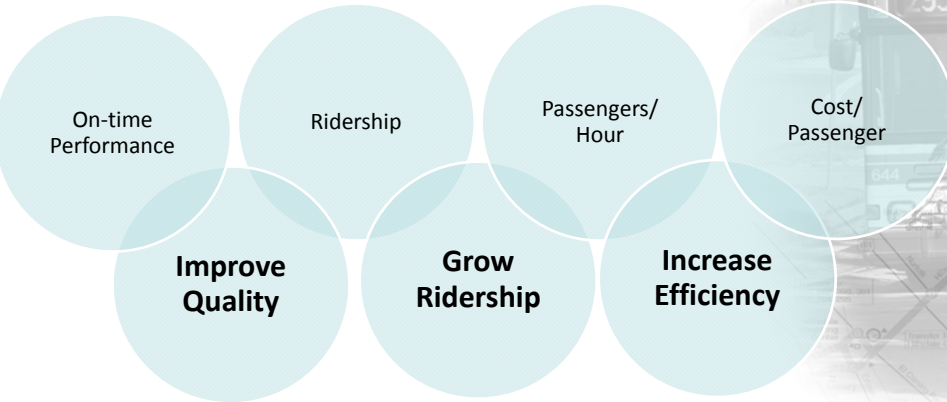
Performance Measurement

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?

11

Performance Measurement



On-time Performance Ridership Passengers/ Hour Cost/ Passenger

Improve Quality Grow Ridership Increase Efficiency

12

Performance Measurement



Tiered performance metrics:

- Trunk/high frequency
- Local
- Coastside
- School-day only
- Late night
- FLX Pacifica/San Carlos

13

Performance Measurement



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?

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Discussion



Comments/Questions?

