

SamTrans Service Plan

Final Adopted Recommendations



Adopted May 1, 2013



May 2013





Table of Contents

| | |
|---|------|
| Executive Summary | i |
| Introduction | 1 |
| Plan Background | 3 |
| Plan Framework | 6 |
| Service Plan Development | 10 |
| SamTrans Service Plan | 21 |
| Next Steps | 31 |
| Appendix A: | |
| SamTrans Service Plan Route Recommendations | A-33 |
| Appendix B: | |
| SamTrans Service Plan Route Maps..... | B-38 |
| Appendix C: | |
| Outreach Summaries | C-91 |



Acknowledgments

Board of Directors 2013

Carole Groom, Chair
Jeff Gee, Vice Chair
Jerry Deal
Rose Guilbault
Shirley Harris
Zoe Kersteen-Tucker
Arthur L. Lloyd
Karyl Matsumoto
Adrienne Tissier

General Manager/CEO

Michael J. Scanlon

Executive Staff

Gigi Harrington, Deputy CEO
Chuck Harvey, Deputy CEO
April Chan, Executive Officer, Planning & Development
Rita Haskin, Executive Officer, Customer Services & Marketing
Marian Lee, Executive Officer, Caltrain Modernization Program
Mark Simon, Executive Officer, Public Affairs
Martha Martinez, District Secretary
David Miller, Hanson Bridgett, Legal Counsel
Joan Cassman, Hanson Bridgett, Legal Counsel

Project Team

April Chan, Executive Officer, Planning & Development
Chuck Harvey, Deputy CEO
Douglas Kim, Director, Planning

Staff Working Group Participants

Michael Eshleman, Planner
Jim Famolare, Scheduler
Eric Harris, Manager, Operations Planning
Christiane Kwok, Market Research Specialist
Paul Lee, Manager, Bus Contracts
Chester Patton III, Director, Bus Transportation

Consultant Support

Lauren Dong, Arup
Aidan Hughes, Arup
Darby Watson, Arup
Marie Lewis, Transportation, Management & Design
Joan Chaplick, MIG
Diana Sherman, MIG
Maria Mayer, MIG



THIS PAGE IS INTENTIONALLY LEFT BLANK.



Executive Summary

SamTrans faces an uncertain future. The District's debt obligations significantly impact its financial well-being now and in the long term. New business responsibilities, including federal requirements to provide paratransit services, investments in BART extension, and a lead role in the Caltrain partnership contributed to a structural deficit that threatens the District's ability to provide transit services at current levels.

In the face of these issues, SamTrans is embarked on a long-range plan to rethink, reinvigorate, and reinvent transit services in San Mateo County - a vision that addresses SamTrans' role as a mobility manager and builds on the agency's work to improve performance while acknowledging its fiscal issues in order to set a course toward greater service efficiency and use of resources.

This effort is embodied in the SamTrans Service Plan (SSP), which is guided by a simple premise: Do more of what works, less of what doesn't, and try new things. The goal is a foundation for immediate and long-term growth and financial stability for the bus system within current budget constraints.

The SamTrans Service Plan has three parts:

- The Vision
- The Service Plan
- Actions for Performance Improvement


THE VISION

The SamTrans Strategic Plan 2009-2013, adopted by the Board of Directors in 2008, defines the District as a mobility leader, envisioning transportation choices and a sustainable future that meets the needs of the County's diverse communities. Grounded in this vision, the SSP seeks to affirm and expand on the role of the District as a mobility manager.

The Service Plan is the first step toward achieving this vision. The Plan strives to increase ridership and revenues at no additional operating cost. It includes a series of route recommendations to better serve customers. The objective is to increase ridership with more efficient and effective service while providing stronger and more coordinated mobility services that directly address the needs of the diverse communities the District serves.

Specific goals set to achieve the vision include:

- Assess the effectiveness of the District's family of services, programs and planning initiatives;

- 
- Continue to meet the needs of transit-dependent communities;
 - Improve the quality of life and transportation mobility for the community;
 - Begin to address east-west connectivity; and
 - Actively engage cities and local and regional stakeholders, including the bus operators.

The desired outcomes are service recommendations and a framework for future service improvement decision making. A performance monitoring and Action Plan will be developed to guide current and future decisions. Performance monitoring will track a variety of standards that seek to provide objective data for service assessment. This effort will be complimentary to the Metropolitan Transportation Commission's proposed performance measures and targets contained in its recently completed regional Transit Sustainability Project.

THE SERVICE PLAN

The Service Plan recommendations are the result of in-depth research, including the identification and assessment of market segments within San Mateo County; service evaluation of all fixed-route service, substantial public outreach that included numerous public meetings and opportunities for stakeholder input; and service scenario development.

Recommendations

Following the release of the Draft Service Plan in August 2012, recommendations were refined to reflect public and stakeholder comment. The Service Plan recommendations are grouped into themes:

Improve El Camino Real Service

Based on an analysis of the performance of the north-south spine of the San Mateo County transit network, improving service and frequency along the El Camino Corridor is a priority. By consolidating Routes 390 and 391, a simpler, more reliable service will be provided. This will result in 15-minute frequency between Palo Alto and Daly City.

Routes improved include: 390, 391, ECR

Create an Enhanced Core Market Bus Network

Based on research demonstrating strong levels of bus ridership activity and opportunities for ridership growth, improved weekday service is recommended in the core market areas of Daly City, South San Francisco, Redwood City and East Palo Alto to at least a 15-minute service and to improve east-west connectivity to El Camino Real.

Routes enhanced include: 120, 130, 281, 296*

** Changes to Route 281 are contingent upon coordination with the City of East Palo Alto's shuttle service*

Modify Services

Based on analysis of current service and areas for possible efficiencies, it is recommended to improve service performance by modifying routes where possible. A route recommended for modification falls into one of three categories:

1) Consolidate Services

Duplicative and overlapping routes reduce efficiency. Duplicative services are consolidated into a single route to simplify the system for customers. Additional streamlining recommendations include making some routes straighter to improve travel time.

2) Modify Route Alignments and/or Frequency

A route's alignment is modified to address issues such as:

- Creating a more direct route
- Shortening a route to capture higher ridership areas
- Duplication with other routes

A route's frequency is modified to reflect:

- Higher ridership time periods
- Lower ridership time periods
- New ridership market opportunities

3) Modify San Francisco Service

Currently, four SamTrans routes (Routes KX, 292, 391, and 397) serve downtown San Francisco. Other transit options, including Caltrain, BART, and Muni, compete effectively with many of the SamTrans bus routes. A major reduction of SamTrans service into downtown San Francisco is proposed to allow for the reallocation of resources towards stronger performing services within San Mateo County.

Routes modified include: 14, 17, 58, 72, 110, 118, 122, 132, 133, 140, 141, 250, 251, 252, 260, 262, 270, 271, 274, 275, 281, 294, 295, 397, KX*

Discontinue Services

Based on an analysis of current ridership patterns and route structures, it is recommended to discontinue a number of routes that duplicate other SamTrans routes or that have low ridership and low productivity. The majority of riders on discontinued routes have other transit options available.

Routes discontinued include: 123, 280, 359*

** Changes to Routes 280 and 281 are contingent upon coordination with the City of East Palo Alto's shuttle service*



Introduce Alternative Service Pilot Program

Based on market and customer usage research, it is recommended to introduce two pilot projects to test an alternative model with a flexible, demand response service. The proposed pilot areas are San Carlos and Pacifica. The alternative service options offer SamTrans a new opportunity to investigate how to better match service to markets where traditional fixed - route service is not as effective. The new service types can be more flexible and responsive to community needs.

ACTIONS FOR PERFORMANCE IMPROVEMENT

The actions for performance improvement provide a pathway for implementation. The creation of a performance monitoring and action plan will help guide the District as it reviews the performance of the service recommendations and will assist in future service decision making. The performance monitoring will track a variety of metrics and will be consistent with the Metropolitan Transportation Commission's performance measures and targets in its Transit Sustainability Project.

Elements of the performance monitoring and improvement program will include:

- Implementing a monitoring dashboard to review and report on an annual basis service performance by route that covers:
 - Ridership
 - Weekday passengers per revenue hour
 - Subsidy per passenger boarding
 - Farebox recovery ratio
- Developing an Action Plan for performance improvement based on the above
- Reviewing all transit services, including paratransit and shuttle services
- Reviewing potential land use changes, particularly along the Grand Boulevard Initiative corridor, to match transit service with changing land use patterns
- Working with local, regional and federal agencies to identify sources of funding to support ongoing investment
- Implementing the findings from the upcoming El Camino Real Bus Rapid Transit Study
- Coordinating with MTC on sharing and implementing best practices, coordinating with other regional transit providers and seeking ongoing cost efficiencies associated with transit operations
- Coordinating with cities and countywide agencies on accessible service programs and initiatives
- Working with the San Mateo County Transportation Authority, City/County Association of Governments of San Mateo (C/CAG) and the Peninsula Traffic Congestion Relief



Alliance (Alliance) on implementing the findings of the shuttle best practices initiative

- Working with cities to implement alternative service models

It is anticipated that the implementation of the Service Plan recommendations will result in an overall net increase in ridership with healthy increases expected on El Camino Real routes, in the core market areas, and on the routes that are being modified. Ridership increases will help SamTrans better serve its customers and provide a more stable financial foundations for future improvements.

Public outreach was conducted for the Draft Plan in Fall 2012 and Spring 2013. These Final Recommendations reflect revisions based on that public input. A Title VI analysis has been completed to ensure that the recommendations do not disproportionately affect low-income and minority communities.

Implementation of the route recommendations is anticipated for late 2013 to early 2014.



THIS PAGE IS INTENTIONALLY LEFT BLANK.



Introduction


Within the last 10 years, the San Mateo County transit network has significantly expanded with the extension of BART from Colma to Millbrae and the San Francisco International Airport, and the introduction of faster Peninsula rail service with Caltrain's Baby Bullet trains. In addition, the county has experienced changes in its demographics, reflecting an aging population and changes to land use, particularly in the more urbanized areas. Over this period, there also has been renewed interest in the transit and land use potential of El Camino Real. The Grand Boulevard Initiative has successfully engaged community leaders along the corridor in a vision of increasing density and the creation of livable, walkable communities. El Camino Real continues to be one of the most traveled roadways in the county and the spine of the San Mateo County transit network.

Other changes have been less positive. In the midst of a challenging economy, the San Mateo County Transit District (District) is facing a structural deficit: transportation funding from local, state, and federal sources has continued to decrease. And while Caltrain transit ridership is growing at a record pace, SamTrans bus ridership is trending downward. The rising costs of providing SamTrans bus, paratransit, and shuttle services, coupled with the District's commitment to meeting its debt obligations and providing contributions to support Caltrain, are significantly impacting the long-term financial condition of the District. The uncertainty surrounding the structural deficit threatens the District's ability to provide transit services at current levels.

Given this compelling combination of factors, it is critical that the District engage in long-term planning that will include an assessment of current services and identification of areas for comprehensive efficiencies, and establish a platform for future change and a more sustainable future.

The SamTrans Service Plan (SSP) is intended to accomplish these objectives and help the District achieve the vision laid out in the SamTrans Strategic Plan 2009-2013, which was adopted by the Board of Directors in 2008 and is scheduled for renewal in the coming months. The Strategic Plan envisions the District as a mobility leader, providing transportation choices and a sustainable future that meets the needs of the county's diverse communities.

To achieve this vision, the District must increase ridership through more effective, efficient service. This service must provide stronger and more coordinated mobility services; directly address the specific needs of the county's diverse communities, including those that rely on transit for access to jobs and services; respond to the county's different travel markets by including new service types and delivery; and be responsive to land use changes and the needs of the District's various stakeholders. The goal is to broaden the District's focus beyond simply



operating transit to addressing mobility more broadly, enhancing people's quality of life, and promoting sustainability.

The SSP has three parts:

- The Vision
- The Service Plan
- Actions for Performance Improvement

The vision is the long-term goal for the District; it addresses the SamTrans family of services, programs and planning initiatives and recognizes SamTrans' key role as the mobility manager for the County. Realizing the vision entails meeting the needs of transit dependent communities; improving quality of life and transportation mobility; beginning to address east-west connectivity; and actively engaging cities and local and regional stakeholders.

The creation, evaluation, and implementation of a Service Plan is the first step toward achieving the vision. The Service Plan comprises a series of route recommendations including improvements to some routes, modification of other routes to better serve the riders. The implementation of the Plan will increase ridership and revenues within the current cost structure of the SamTrans budget.

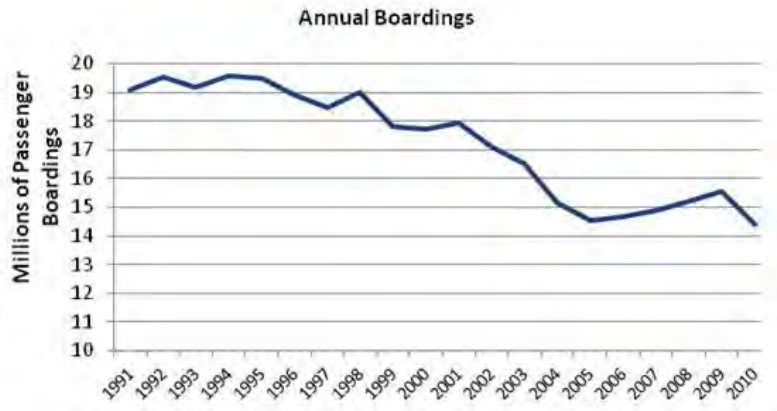
The actions for performance improvement provide a pathway for implementation. The creation of a performance monitoring and action plan will help guide the District as it reviews the performance of the service recommendations and will assist in future service decision making. The performance monitoring will track a variety of metrics and will be consistent with the Metropolitan Transportation Commission's performance measures and targets in its Transit Sustainability Project.

The Service Plan is critical in establishing the basis for achieving the District's long-term goals of effective service and financial stability. The Service Plan must be undertaken and implemented within the current budgetary constraints reflecting the District's fiscal circumstances. The proposed improvements to service described in the Plan are achieved by addressing the inefficiencies in lower performing routes—modifying some and discontinuing others—and by seeking growth in those market segments that have been identified as having potential for increased ridership and revenue.

Plan Background

The SSP is grounded in the District's Strategic Plan, which was adopted in 2008. This document outlined a policy framework of goals and initiatives over a five-year time period (2009 to 2013) to guide future District investments as well as address the structural deficit. The goals and initiatives are organized around a set of focus areas that help the District achieve its vision. The development of the SSP was one of the key initiatives to emerge from the Strategic Plan.

Annual Transit Boardings Nationally, 1991 to 2010



Source: National Transit Database

STRATEGIC PLAN FOCUS AREAS

The Strategic Plan outlines a comprehensive approach for managing and delivering its services. The policy framework defined by the Strategic Plan identifies six focus areas:

- Financial Integrity
- Multimodal Services
- Transportation and Land Use
- Customers
- Business Practices
- Employees

Each Focus Area has a set of goals, initiatives, and performance indicator examples. The goals give overall policy direction, while the initiatives define how the goals can be achieved. The SSP guiding principles, described in the next section, directly relate to these Focus areas and to the initiatives identified in the Strategic Plan. These are the most relevant Strategic Plan Focus Areas, goals, and initiatives for the SSP follow.

Financial Integrity

- Address the District's structural deficit.
- Financially support the District's reinvention of its family of services.
 - Increase cost efficiency.



Multimodal Services

Reinvent the District's services.

- Along El Camino Corridor, develop a service plan in conjunction with the Grand Boulevard Initiative.
- Form local and regional partnerships to integrate the District's family of services with complementary services by other providers.
- Ensure a service network that addresses the growing mobility needs of senior citizens, customers with disabilities and low income patrons.

Transportation and Land Use

- Create livable corridors and community centers that enhance transportation choices.
- Continue to build support for the Grand Boulevard Initiative vision and guiding principles which include transit-oriented development, economic investment, and housing opportunities to create a livable and walkable El Camino Real corridor.

Customers

- Attract and retain new riders.
- Incorporate community outreach efforts into District projects and initiatives.

Business Practices

- Establish sustainable policies and practices
- Advance the role of enhanced technologies while maximizing operational efficiencies

Employees

- Invest in employee development and achieve continual improvement
- Attract and retain quality employees



THIS PAGE IS INTENTIONALLY LEFT BLANK.



Plan Framework

MISSION

The SamTrans Service Plan provides the framework to begin addressing a number of policy issues that guide SamTrans' role as a mobility manager. These include understanding the different transit markets in the County and how to match the markets with appropriate service. All of these issues will be considered in the context of SamTrans' current financial realities.

GUIDING PRINCIPLES

The guiding principles for the SSP were adopted by the SamTrans Board of Directors and build upon the focus areas, goals, and initiatives from the Strategic Plan.

Service

- Increase service frequency where demand warrants it.
- Design routes to respond to market demand.
- Maintain service quality, particularly safety, along with any service modifications.

Customer Focus

- Deliver quality service that maximizes the customer experience.
- Retain current riders and attract new riders.

Markets

- Maintain core service to markets that serve transit dependent populations, seniors and persons with disabilities.
- Provide service to meet the needs of discretionary riders.
- Explore alternative mobility options.

Financial Stability

- Maximize available resources to ensure service delivery over the long term.
- Maximize efficiency while maintaining high quality service.
- Identify potential future funding.

Coordinated Planning

- Link transit service planning with land use planning.
- Support regional sustainability strategies that strengthen integrated planning to achieve climate protection goals.
- Capture environmental benefits by supporting the development of livable and sustainable communities.

ASSESSMENT CRITERIA

Assessment criteria were developed to support the Guiding Principles. The criteria are a series of evaluation tools used to measure the Plan's effectiveness in meeting its objectives. They consist of both quantitative, or measurable, and qualitative, or subjective, elements.

Quantitative

Service Productivity: Service Productivity assesses how well a route is performing. Typical criteria used to measure the productivity include the frequency of the service, the service's route design, whether it makes any intermodal connections, competes with other transit services, and the overall quality of the route.

Market Matching: Matching a service to the appropriate transit market is key to a successful route. The criteria includes whether the route maintains existing riders and/or captures new riders, whether it serves the key destinations in the area, and whether it is the appropriate service type for the community.

Financial Stability: Maintaining financial stability is a key factor given SamTrans' current financial constraints. This criterion helps seek to assess the financial costs associated with providing transit service. The criterion measures a route's capital investment, operation and maintenance costs and overall funding requirements.

Qualitative

Rider Experience: The rider experience is important because it can affect the success of a route. Measuring a positive rider experience includes considering whether a route is easy to understand, whether the route is direct and uncomplicated, and if it takes people where they want to go.

Other Planning Efforts

Ongoing or future projects or developments may be a factor in assessing a route's success. Planning efforts along the Grand Boulevard Corridor will hopefully help attract new riders along the El Camino Corridor as land uses intensify.

FAMILY OF SERVICES

The District provides a broad range of transit services in the County and is also a leader in transportation-related programs and planning initiatives. Under the District's "family of services" umbrella, SamTrans operates multiple transit service options and conducts a number of transportation service programs aimed at providing mobility to those most in need. In addition to operating services and managing programs, the District is continually engaged with local and regional stakeholders to provide transportation access and mobility throughout San Mateo County. A brief description of the District's family of services follows.

Transit Operations

- Fixed Route Bus Service: SamTrans operates 48 bus routes throughout San Mateo County



and into parts of San Francisco and Palo Alto.

- Paratransit: SamTrans provides service for persons with mobility impairments through its Redi-Wheels and RediCoast program. The service regularly provides more than 1,000 trips in a day.
- Rail: Caltrain serves 32 stations along 77 miles with a mix of local, limited, and express (Baby Bullet) trains. Since 1992, Caltrain has also provided shuttle services between stations and employment sites in San Mateo, Santa Clara, and San Francisco counties.
- Shuttles: Transit station shuttle services operated or funded by the District connect employment centers in San Mateo County to BART or Caltrain stations. Community shuttles connect residential areas to retail and recreational destinations. In addition to providing SamTrans-funded shuttles, SamTrans is coordinating with a number of other agencies to better organize other shuttle services in the County through the Shuttle Best Practices Program.

Planning Initiatives

- Grand Boulevard Initiative: The Grand Boulevard Initiative is a regional collaboration focused on linking transit service to areas with increased land use densities. Partners in the initiative include the District, VTA, Joint Venture: Silicon Valley Network, San Mateo City/County Association of Governments (C/CAG), and SAMCEDA (San Mateo Economic Development Association).
- Community-Based Transportation Plans: Launched in 2002 by the Metropolitan Transportation Commission (MTC), the Community-Based Transportation Plan initiative is designed to identify transportation needs, as well as solutions to address them. In San Mateo County, four “communities of concern” were identified: Bayshore, East Palo Alto, North Central San Mateo and San Bruno/South San Francisco.
- Countywide Transportation Plan for Low Income Populations: Supplementing the work completed by the Community-Based Transportation Plans, the Countywide Transportation Plan for Low-Income Populations program is intended to identify, assess, and develop strategies to bridge gaps in the transportation needs of these disadvantaged communities at a countywide level.
- Senior Programs: SamTrans is engaged in projects aimed at reducing barriers to transportation services and expanding transportation mobility options available to seniors and people with disabilities. Current projects include:
 - Mobility Ambassadors;
 - Senior Mobility Guide;
 - Vehicle Sharing Demonstration Program;
 - Volunteer Driver; and
 - Telephone Information and Assistance Individual Mobility Assessments.



Regional Stakeholder Coordination

The District works closely with a number of agencies to increase transit access and work toward creating a truly intermodal network. Partners include:

- Local Cities
- Peninsula Congestion Relief Alliance: Funded by a consortium of San Mateo County stakeholders, the Alliance is San Mateo County's Transportation Demand Management Agency. The Alliance manages a number of programs to reduce single occupancy vehicles and vehicle emissions resulting in improved air quality.
- MTC Transit Sustainability Project (TSP): Led by MTC, the TSP looks to establish a framework and implementation plan for a more robust, financially viable transit system that is both cost-effective and customer-focused. The SSP is SamTrans' local process to inform this regional effort.
- County of San Mateo: The County, through its Area Plan 2012-2016, supports increased mobility as an important transportation issue for older adults and adults with disabilities. The Area Plan identifies several objectives to help promote transportation options as well as explore partnerships and collaborations to improve mobility and access.
- National Park Service: The National Park Service administers the Golden Gate National Recreational Area (GGNRA), with 6,500 acres of park within San Mateo County. GGNRA is currently developing its Long Range Transportation Plan, and the District will continue to work together to assess opportunities for future partnerships to improve access and mobility.
- Partner Transit Agencies:
 - Bay Area Rapid Transit District (BART)
 - San Francisco Municipal Transportation Authority (MUNI)
 - Santa Clara Valley Transportation Authority (VTA)

Service Plan Development

The SamTrans Service Plan was developed through a comprehensive data analysis, testing of alternatives, and a significant public outreach effort. The SSP development process included:

- Market Assessment: The market assessment examined the County's demographics, travel patterns, market types, and ridership profile.
- Service Evaluation: The service evaluation reviewed the performance of the SamTrans fixed route bus network.
- Service Scenarios: Developed from the data analysis and the public outreach input, three service scenarios were developed to test public responses on potential Service Plan outcomes.
- Public Outreach: Public input received during multiple public outreach efforts supported the data analysis. Public outreach events gathered community responses for input into the service plan development.

MARKET ASSESSMENT

Developing a comprehensive understanding of the market allows SamTrans to match its service with the needs of current and future riders. Rider demographics, including population, employment, age, and income levels, provide a well-rounded picture of a typical SamTrans rider. These indicators give insight into why riders are using the bus, where they are taking the bus, and how they are using the system. These indicators include:

- Population and Employment: Where people live and where they work is closely tied to how likely they are to use bus service and other forms of transit.
- Age: Different age groups use the bus for different reasons and at different times of the day.
- Income: Income is often used as a predictor of bus usage, with low-income households (defined as households below 200 percent of the federal poverty rate) more likely to use transit than households of other income levels.

Market Types

San Mateo County is defined by its unique geography and characterized by a wide variety of community types. The County's coastside communities along the Pacific Ocean are a mix of rural areas, open space, and small towns where agriculture and local business form the heart of the economy. Cities along the San Francisco Bay are home to a mix of job centers and residential areas in suburban downtowns and town centers, with suburban single-family residential developments dotting the hillsides. San Francisco International Airport and major employment centers in South San Francisco and Redwood City also attract people from neighboring San Francisco, Santa Clara, and Alameda counties.

SamTrans Rider Profile Quick Facts

- 44% of riders use the bus to get to work.
- 41% of riders earned less than \$25,000 per year.
- 37% of riders are youth or young adults (13 to 24 years old).
- 8% of San Mateo County seniors are SamTrans riders.
- 17% of SamTrans riders are from Daly City or Colma.
- 1% of riders are from Half Moon Bay.
- 11% of riders indicated they would get to their destinations by bike if no SamTrans bus were available.

-SamTrans Triennial Customer Survey (2009)

Five key market types were identified in the County:

1. El Camino Real/Caltrain

Corridor: A major corridor that runs the length of the County, the El Camino Real/Caltrain Corridor has a mix of low to medium density residential and commercial development.

2. Community Centers: Often located near the El Camino Real/Caltrain Corridor, community centers are compact, walkable areas that support local businesses and commercial centers.

3. Auto-Oriented Centers: Auto-oriented centers contain job centers and campus-style office developments or residential

developments. While these centers may be fairly dense, they are designed around automobile travel and may be difficult to serve with transit.

4. Suburban Areas: Suburban areas are characterized by lower density single-family residential developments.

5. Coastside/Rural Areas: Coastside and rural areas have low population densities, with employment centers located near rural and open spaces.

Understanding the different market types in San Mateo County allows SamTrans to match appropriate service types with the markets so that transit services are tailored to how people live and travel.

Core Markets

Core Markets are transit-supportive areas that are characterized by high concentrations of residents and jobs. Core Markets can be made up of different Market Types. The County has a number of distinct core markets, with the most significant being the El Camino Real corridor, which runs through multiple cities. Other core markets include Daly City; South San Francisco; San Bruno; and parts of San Mateo, Redwood City, and East Palo Alto.¹

¹Project Working Paper: Market Assessment (2011).

Market Key Findings

- Approximately one - third of SamTrans riders are youth, which is reflected in the large number of Community Routes and specific route deviations provided to directly serve schools.
- The average household income level of a SamTrans rider is significantly lower than the County's median household income level, indicating that SamTrans provides an important transportation service to many low-income County residents.
- The County can be categorized into five different market types, which describe what makes up the diverse neighborhoods, communities, and cities. Categorizing the County into Market Types allows SamTrans to begin to match its transit services to the different needs of the market types.
- The County is made up of a number of Core Markets, areas that are highly transit-supportive. Transit performs well in the Core Markets, indicating where transit improvements and enhancements would be greatly beneficial.

Service to Schools

SamTrans operates a number of routes in the community that provide service to nearby schools. As funding for school transportation has dwindled, school-aged riders have increasingly turned to SamTrans as a means to get to and from school. Federal regulations explicitly prohibit public transit from providing dedicated bus service to schools, but SamTrans has accommodated school requests for services as much as possible within allowable levels. SamTrans currently provides two types of school-serving routes: community routes and "trippers" (supplemental school services). While buses on these routes may be filled during school arrival and dismissal times, they are often empty outside of these periods, and the cost to provide this service may be too high for SamTrans to accommodate in the future. Administrative and operational costs to plan and provide service to schools are higher than costs for a typical SamTrans route.

SERVICE EVALUATION

An in-depth analysis of SamTrans fixed route bus service was undertaken to provide a system wide performance overview. Analysis of the efficiency of individual bus routes was based on two primary factors: ridership and service effectiveness. The Service Evaluation included an assessment of each individual route, examining each stop, the volume of passengers boarding or alighting, major destinations served, and the route's proximity to other transit connections.²

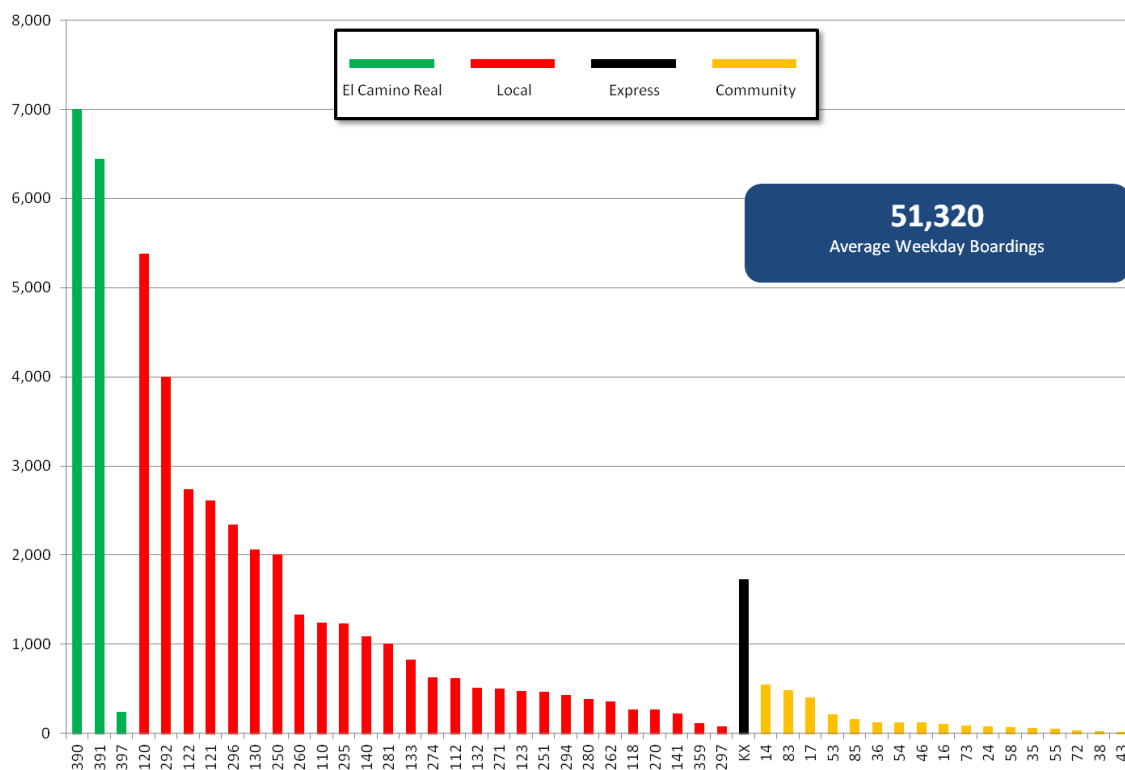
²Project Working Paper: Service Analysis (2011).

Ridership

Based on 2011 data, SamTrans riders make an average of 51,320 bus boardings each weekday, with 24,501 boardings on Saturdays and 17,573 boardings on Sundays.³ The highest weekday ridership is along the El Camino Real corridor (55 percent), with riders using SamTrans bus service to reach BART stations in North County and Caltrain stations in Central and South County.

Nearly half of all SamTrans bus trips are made on just four routes, which have ridership levels that are significantly higher than those of any other routes in the system. Notably, the route with the fourth highest ridership (Route 292) provides over 1,200 more daily trips than the route with the fifth highest ridership (Route 122).

Chart 1: Average Weekday Ridership by Route



The four highest ridership routes are Routes 390, 391, 292, and 120. Routes 390 and 391 travel north and south along El Camino Real throughout the County; Route 292 is a multi-city route from San Mateo to downtown San Francisco; and Route 120 serves Daly City. Together, these routes can be considered the core network of SamTrans bus service. Combined, they represent 45 percent of all weekday bus boardings in the system, and over 60 percent of weekend boardings. Passengers use the routes all day every day. The core network is a key opportunity area for increased investment, as improvements to these routes would benefit nearly half of all existing

³Not all routes run on weekends.

SamTrans riders and have the potential to attract new riders.

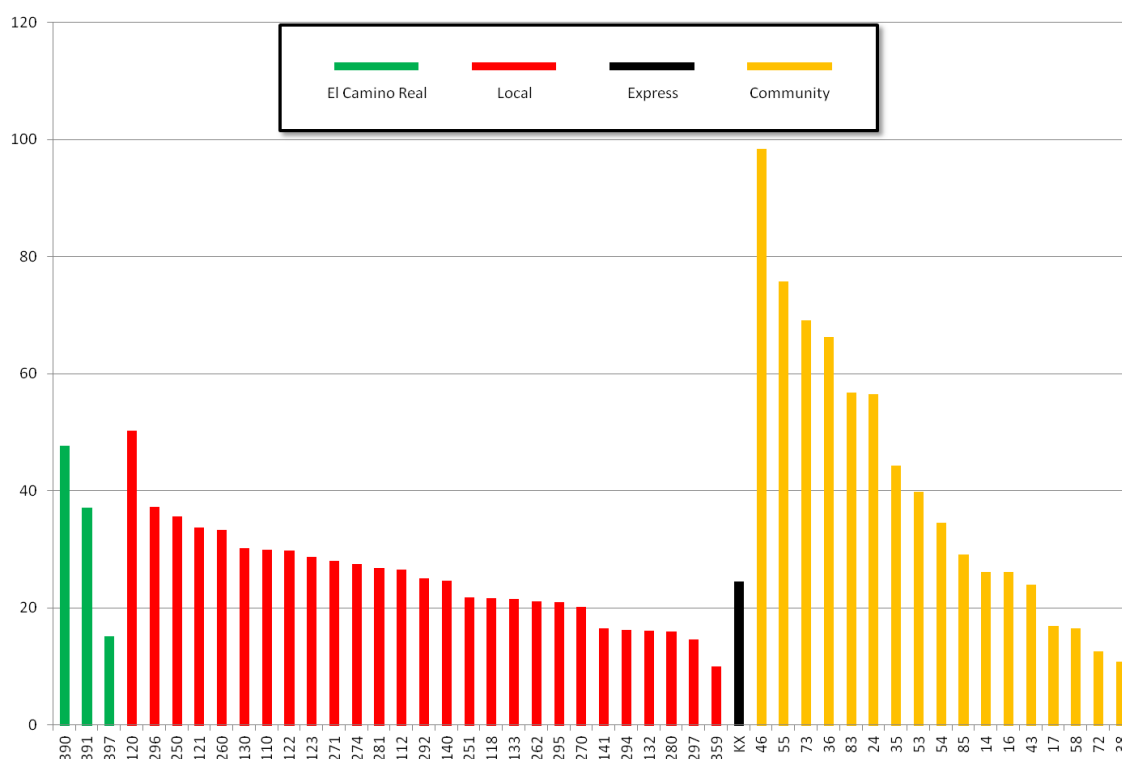
Service Effectiveness

Evaluating service effectiveness provides information on the financial health of a bus system by looking at both the cost to operate and deliver service. SamTrans uses metrics to measure service effectiveness that is common in the transit industry including passengers per revenue hour, subsidy per passenger boarding, and farebox recovery.

Weekday Passengers per Revenue Hour

A revenue hour is defined as an hour in which a vehicle is available to the general public and there is an expectation of carrying passengers.⁴ All SamTrans routes were examined to tally

Chart 2: Average Weekday Passengers per Revenue Hour of Service



the system wide average of passengers per revenue hour. On average, the SamTrans system carries 31.3 passengers per revenue hour each weekday. However, averages vary by individual route and by type of route. In addition, some community routes perform well but only operate for a limited number of hours per day.

⁴National Transit Database

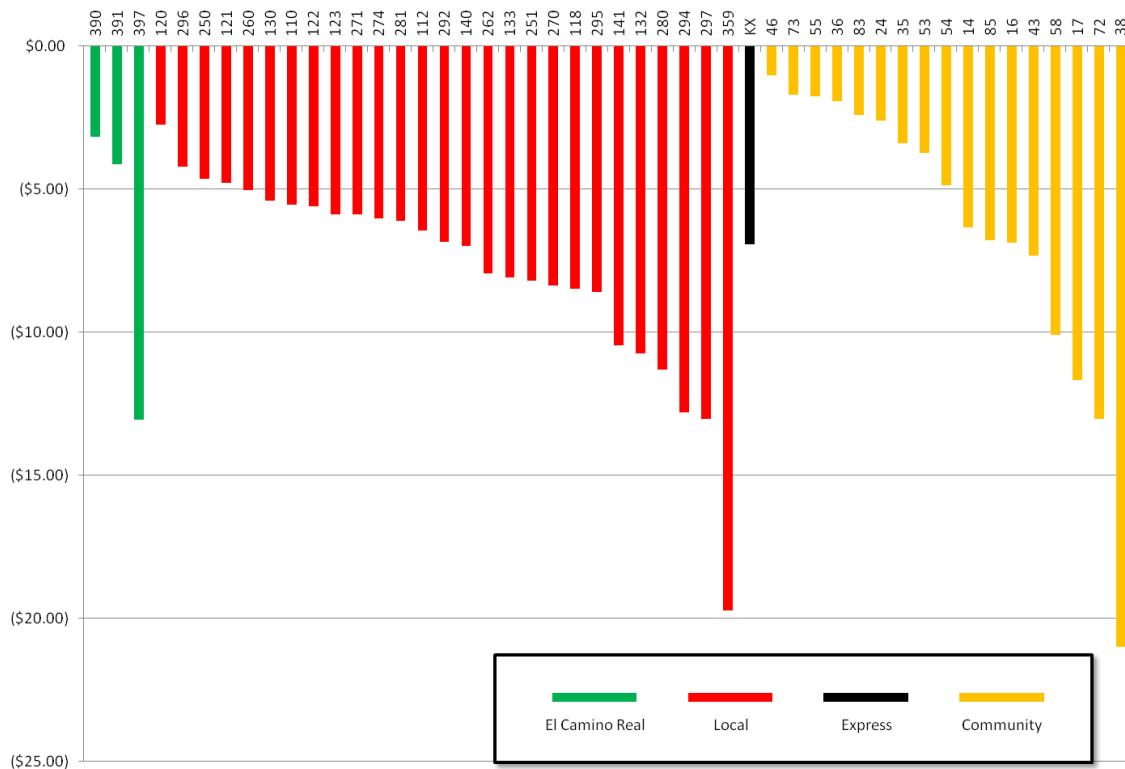
Subsidy per Passenger Boarding

It is rare that a transit agency can pay for the cost to operate its services with passenger fares alone; most transit operations are subsidized by some level of government financial assistance. SamTrans' goal is to minimize the amount of subsidy needed as much as possible to ensure that the system is financially sustainable. However, some routes may, by nature, require more subsidy than others.

Subsidy per passenger boarding measures the amount of subsidy required every time a passenger boards a bus. For SamTrans, the average subsidy per passenger boarding is \$5.23. As with the passengers per revenue hour measure, the average subsidy per passenger varies depending on the ridership levels for each route. Typically, the higher the ridership on a route, the lower the subsidy required per passenger boarding.

The graphic below shows the average subsidy per passenger boarding by individual route. Using an industry threshold of \$10 per boarding, the graphic highlights which routes are the

Chart 3: Average Weekday Subsidy per Passenger Boarding

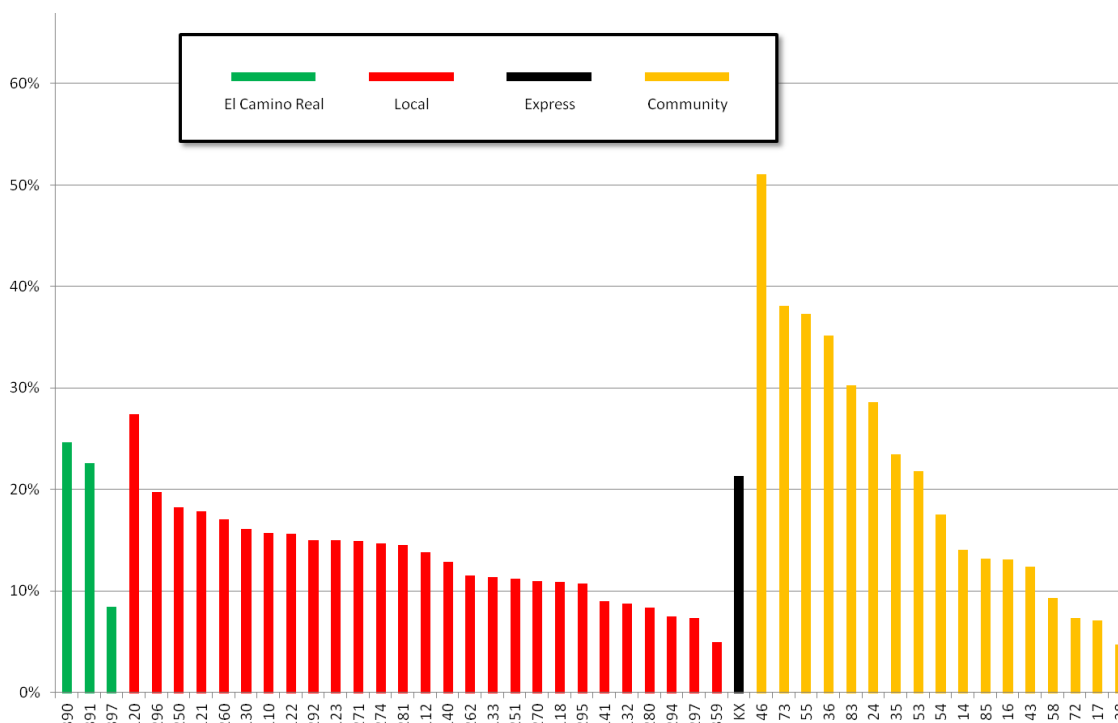


most financially effective. Routes that require a subsidy greater than \$10 are among the most expensive to provide.

Farebox Recovery Ratio

Farebox recovery is the proportion of operating expenses that are covered by passenger fares. The farebox recovery ratio is typically represented as a percentage. The SamTrans system average farebox recovery ratio is 18.6 percent, which means that for every passenger fare collected, 18.6 percent of that fare is received as revenue for SamTrans. This ratio is low compared to those of other Bay Area transit operators, and is an area highlighted for improvement through the Service Plan.

Chart 4: Average Weekday Farebox Recovery Ratio



Service Key Findings

- The weekday passengers per revenue hour graph (Chart 2) shows that three of the top four routes in ridership perform towards the top of this metric. Route 120, 390, and 391 lead the other El Camino and Local routes in this category.
- While a number of the Community Routes score high against this metric, a number of factors should be taken into consideration. Community Routes do not operate as long as other local and El Camino Routes during the day. Also, for the limited time that Community Routes are in service, those trips may be full, giving a higher boardings average. Overall, while the passenger per revenue hour gives good information on individual routes, it does not allow for accurate comparison between service types.

- A number of SamTrans routes currently require subsidies greater than \$10.00, and are not financially effective. These routes are noted for consideration to be adjusted and modified to possibly reduce costs and match appropriately to market types.

SERVICE SCENARIOS

Three service scenarios highlighting potential policy choices were developed to test the following different service policy options.

Maintain current service levels.

This scenario highlighted the policy option of continuing SamTrans services at current schedules and frequencies without improvements to either productive routes or efficiencies on low performing routes.

Improve service along El Camino Real.

This scenario highlighted the policy option of focusing resources gained from efficiencies within the network and implementing improvements on routes along the El Camino Real corridor. Improvements would be made within SamTrans current resources, but would not focus on other parts of the network.

Improve service along El Camino Real and core markets.

This scenario highlighted the policy option of focusing improvements on both the El Camino Real corridor and core market areas within the network. Improvements would utilize not only resources gained from efficiencies from elsewhere in the network but also require additional funding not yet identified.

Public Outreach

An extensive public outreach effort was held to support the development of the service plan. Public outreach meetings and events were held with both peer agency stakeholders and the public:

- Peer Agency Stakeholders: SamTrans staff met with staff from the San Francisco Municipal Transportation Agency, Santa Clara Valley Transportation Authority (VTA), Water Emergency Transit Authority, San Mateo County planning department, and the San Francisco International Airport. The interviews solicited best practices from stakeholders.
- Public Open Houses: In July 2011, SamTrans hosted a series of public open houses to introduce the SSP project process and get initial feedback on SamTrans service. During the open houses, the public was asked to identify areas for improvement as well as to rank transit service related priorities. Both of these outreach effort gathered input that helped shape the development of the service scenarios.

- Presenting Service Scenarios: In Fall 2011, SamTrans hosted a series of public workshops to present three service scenarios looking at the choices and trade-offs between increasing services on some routes and modifying and reducing service on other routes. In all, SamTrans hosted seven public workshops at a variety of locations around the County.

Overall, no service scenario emerged as a favorite; instead, the public responded to individual aspects of each of the three plans. Community members responded positively to the idea of implementing some service improvements and changes while ensuring that the core network is retained. The public also expressed caution towards some of the more aggressive service changes proposed due to SamTrans' current fiscal constraints. These types of responses were gathered from each workshop and helped provide important background for the Service Plan development.

Plan Development Key Findings

Key findings from the data analysis, public outreach and service scenarios include:

- *It is important to understand SamTrans' transit market.* Just as in any business, transit services must match the needs of its customer, the rider. And understanding the rider's needs is to know who the rider is, how they travel, where core markets are and how they are organized. SamTrans can use this understanding to best match transit services with markets to be as successful as possible.
- *It is important to understand the role of each route in the community.* Transit routes exist to move people around, yet they can serve very different markets. Some routes move large numbers of people, such as those on El Camino Real, while others serve local communities. Understanding each route's role gives SamTrans the opportunity to make adjustments whenever necessary to benefit the network, whether it is improving or modifying a route.
- *Public input provides key project direction.* Public input provides critical guidance during the project development phase. The service plan should be responsive to its riders and transit dependent communities; the public outreach process is an important step towards ensuring that the needs and concerns from the public are reflected in the plan.

Draft Plan - August 2012

Following the release of the Draft Plan in August 2012, a public outreach program was conducted to solicit feedback on the draft recommendations. This was the third phase of public outreach activities and focused on presenting a preliminary set of proposed service changes to the community. Public engagement activities included nine community meetings, sixteen city council presentations, three tabling events, multiple outreach events for operators, a project website comment box, an online survey, a dedicated phone line and project e-mail. SamTrans received more than 1,200 comments. During this review several routes were revised to reflect community concerns. Those revisions are included in these Final Recommendations.



Revisions - March 2013

Public meetings were held around the county in late March 2013 to review key route recommendations that had been made based on the Fall 2012 outreach. These Final Recommendations contain key revisions that were made as a direct result of community outreach. These are summarized below:

Route 85: service increased

Route 110: morning service increased

Route 118: peak hour service restored

Route 121: restore mid-day service

Route 140: provide new service to San Francisco International Airport (SFO) AirTrain Station (pending coordination with SFO)

Route 251: restore service to Beach Park

Route 260: maintain Saturday service but shorten alignment from Cipriani/Continental to San Carlos Caltrain Station via Bridge Parkway (pending coordination with potential City of Belmont shuttle service)

Route 270: maintain service east of 101 and serve the new San Mateo County jail

Route 275: Saturday service to Cañada College via Alameda de las Pulgas and Farm Hill Boulevard

Route 280: coordinate changes with City of East Palo Alto shuttle service*

Route 281: service improvements*

Route 292: restore service

Route 296: change alignment to better serve Pulgas Avenue in East Palo Alto and increase Sunday service to 30 minutes

Route KX: extend off-peak service to San Bruno BART Station

Detailed information about comments and responses for each route is provided in Appendix C: Outreach Summary.

* Changes to Routes 280 and 281 are contingent upon coordination with the City of East Palo Alto's shuttle service



THIS PAGE IS INTENTIONALLY LEFT BLANK.



SamTrans Service Plan

SamTrans' vision aims to establish itself as a mobility manager in the County, beginning with fixed route services. It anticipates growth in ridership and the opportunity to secure investments in new and improved services. The vision includes more robust and productive fixed route service, anticipates growth in ridership and the opportunity to secure investments in new and improved services, and services more tailored to the unique communities in the County.

The vision for SamTrans includes:

- Significant improvement to El Camino Real service, including the potential for new service types along the corridor
- Frequency and service improvements within the core SamTrans network
- Opportunity to secure investments in new and improved services
- Alternative service programs offering new service types to better match service with market demand


These services would be complementary to the District's:

- Paratransit services
- SamTrans and county wide shuttle services
- Senior mobility programs
- Grand Boulevard Initiative
- Caltrain services
- Other ongoing planning initiatives

Combined, the family of services, ongoing programs and planning initiatives provide a comprehensive approach to mobility in the County. SamTrans will continue to be actively engaged in regional and local planning efforts, coordinate with local and regional partners for future investment opportunities, and monitor transit integration with emerging land use plans.

SERVICE PLAN RECOMMENDATIONS

The Service Plan comprises several route recommendations to be implemented in the short term, as well as a series of action items to provide a pathway to achieve the long term vision. The Service Plan is intentionally "cost neutral": holding costs at current levels and recognizing the District's financial constraints. The Service Plan also includes a pilot program to test new service types and new ways of delivering service.



The Service Plan service recommendations look to gain service efficiencies and improved ridership and revenue in the near term. They are organized around the following themes:

- Improve El Camino Real Service
- Create an Enhanced Core Market Bus Network
- Modify Services
 - Consolidate Services
 - Modify Route Alignments and/or Frequency
 - Modify San Francisco Service
- Discontinue Services
- Introduce Alternative Service Pilot Program

Each service strategy is outlined in more detail below. The complete list of service plan recommendations can be found in Appendix A with accompanying maps in Appendix B.

Improve El Camino Real Service

El Camino Real is the most dominant corridor in the county, contains major activity centers, core markets, and high population and employment densities. El Camino Real functions as the “spine” of the SamTrans network. High levels of ridership along El Camino Real corridor generate significant revenue for SamTrans, helping to support transit services elsewhere in the system. Fifty-five percent of SamTrans boardings take place along El Camino Real.

Current bus service is not convenient enough to truly meet rider needs. Routes 390 and 391 each operate at 30-minute intervals, and together provide bus service every 15 minutes. However, operating two separate routes does not allow for consistent headways⁵, and when buses fall behind schedule, the 15-minute frequency cannot be consistently achieved. Furthermore, service at current levels is not frequent enough for customers to feel comfortable riding the bus without planning ahead for a trip. A bus arriving consistently every fifteen minutes or better is a goal for El Camino Real service because service at this level has the potential to attract more riders to the system.

The Service Plan recommendation for El Camino Real is to:

- Consolidate Routes 390 and 391 into a single Local bus route. Consolidating the two routes into one will make the service easier to understand, and will also improve frequency between Redwood City and Palo Alto. The consolidated bus service will operate every 15 minutes between Daly City and Palo Alto seven days a week.
- Discontinue 391 service into San Francisco. Under this recommendation the new consolidated route will no longer operate into San Francisco. This is to maintain the critical 15-minute headways along El Camino Real. Other SamTrans routes (292, KX)

** Changes to Routes 280 and 281 are contingent upon coordination with the City of East Palo Alto's shuttle service*

⁵A headway is defined as the interval between bus departures at the start of a given route.

will continue to provide service into San Francisco as well as connection options to MUNI, BART and Caltrain.

The El Camino Real recommendation is a first step towards introducing enhanced service along the corridor. Potential improvements for the corridor beyond consolidated service include higher frequencies, limited-stop service, and an option for Bus Rapid Transit. The Service Plan recommendations for consolidated, more convenient service provide a strong baseline with which to develop the corridor in the future with improved frequencies, travel speeds, and quality of service.

Create an Enhanced Core Market Bus Network

An enhanced core market bus network benefits the service improvements along El Camino Real, forming a and provides a backbone for the rest of the SamTrans network. The core market bus network acts as both important local services and as feeders to the El Camino Real corridor. An enhanced bus network would provide more frequent and direct service, attract new riders, and allow for investment in other parts of the SamTrans system.

Frequency improvements are proposed in the Daly City and South San Francisco areas (Route 130), as well as in Redwood City and East Palo Alto (Routes 296 and 281*). In these areas, routes that previously operated at 30-minute headways are proposed to operate at 15-minute headways, providing additional capacity and improving convenience for passengers. All of these services currently have high ridership and productivity. Table 1 highlights the enhanced bus network route improvements. Improving service to frequencies of fifteen-minute intervals or better in these areas in addition to the El Camino Real corridor allows customers to use SamTrans conveniently.

Table 1: Enhanced Core Market Bus Network

| Route | Current Route Description | Route Change | Route Change Description |
|-------|---|--|---|
| 120 | Local route serving Daly City every 10 minutes on weekdays, every 15 minutes on Saturdays, and every 20 minutes on Sundays. | Increase Sunday service frequency to 15 minutes; extend weekend evening service. | Increased frequency and extended hours of operation are proposed for weekends to serve the all-week transit demand in Daly City. Route 120 is currently the most productive route in the SamTrans system. |

* Changes to Routes 280 and 281 are contingent upon coordination with the City of East Palo Alto's shuttle service

Table 1 (continued): Enhanced Core Market Bus Network

| Route | Current Route Description | Route Change | Route Change Description |
|-------|---|--|--|
| 130 | Local route serving South San Francisco, South San Francisco BART, Colma BART, Daly City BART | 15-minute all-day frequency with 30-minute frequency in the evenings. Every 30 minutes on the weekends. Discontinue alignment south of Colma BART Station. | Route 130 will travel between Colma BART Station and Daly City BART Station along Hillsdale Boulevard. Several time-consuming deviations in Colma would be streamlined to ensure a more direct and convenient ride for SamTrans customers while still providing coverage to these neighborhoods. |
| 131 | New local route. | 15-minute all day frequency on weekdays with 30-minute frequency in the evenings; every 30 minutes on weekends. | New local route. Route 131 will follow the Route 130 existing alignment until it reaches the South San Francisco BART Station, where it will travel to Serramonte Shopping Center, a regional destination and SamTrans connection location. |
| 281* | Local route serving East Palo Alto connecting to El Camino Real and the Palo Alto Caltrain Station/Stanford Shopping Center every 30 minutes on weekdays and weekends | Every 15 minutes on weekdays | To complement the increase in frequency, minor alignment modifications are proposed for Route 281, including terminating the route at Palo Alto Caltrain and straightening the alignment along Newbridge Street in East Palo Alto. |
| 296 | Local route serving Redwood City and East Palo Alto along Middlefield Road every 30 minutes on weekdays and 60 minutes on weekends | Every 15 minutes on weekdays and 30 minutes during Saturday daytime service, change alignment to serve Pulgas Avenue | One of the most productive Local routes in the SamTrans system, connecting core markets on this route is key to maintaining strong demand along this corridor. |

Modify Services

Modifying low-performing services is key to improving overall ridership and efficiency while helping move service to areas of higher need. When considering performance, an analysis was undertaken not only of whole routes but also of segments of routes.

** Changes to Routes 280 and 281 are contingent upon coordination with the City of East Palo Alto's shuttle service*

Consolidate Services

Some communities and neighborhoods are served by overlapping transit routes. When ridership is split between routes, and neither route maximizes its full ridership potential. In many cases, riders can be served more efficiently by one route (while potentially increasing service frequency). With streamlining, duplicative services are consolidated into a single route wherever feasible to reduce overlapping routes and to simplify the system for customers. Additional streamlining recommendations suggest making some routes more direct to improve travel time for passengers.

The recommendations for streamlined service affect three groups of routes: Routes 17 and 294 serving the coastside from Half Moon Bay to Pacifica; Routes 110, 112, and 118 in the Pacifica area; and Routes 280*, 281*, and 296 serving Redwood City to East Palo Alto.

Table 2: Consolidated Service Groups

| Route Grouping | Current Service Coverage | Streamlined Service |
|----------------|--|---|
| 17, 294 | Route 17 runs between Pacifica and areas south of Half Moon Bay. Route 294 runs between San Mateo and Half Moon Bay via Highway 92, then north to Pacifica. | Where the two routes overlap between Half Moon Bay and Pacifica, the service plan recommends shortening Route 294 to operate only between San Mateo and Half Moon Bay. Route 17 continues to operate between Pacifica and Half Moon Bay with increased frequency. Riders can connect between the two routes in Half Moon Bay. This adds new weekend service between Half Moon Bay and San Mateo. Peak weekday trips on the 294 from Half Moon Bay will include new service to the College of San Mateo. Minimize transfer time between Route 17 and Route 294 |
| 110, 112, 118 | Route 110 runs between Linda Mar Shopping Center in Pacifica and Daly City BART. Route 112 runs between Linda Mar Shopping Center and Colma BART. Route 118 runs between Linda Mar Shopping Center and Colma BART. | Route 118 schedule reduced due to low ridership, and duplicates service on Routes 110 and 112. Route 110 service to Linda Mar Park and Ride to begin earlier to compensate for fewer 118 trips. Route 118 will continue service during peak times in the peak direction. |

* Changes to Routes 280 and 281 are contingent upon coordination with the City of East Palo Alto's shuttle service

Table 2 (continued): Consolidated Service Groups

| Route Grouping | Current Service Coverage | Streamlined Service |
|-----------------|--|---|
| 274, 275 | Route 274 serves Cañada College on Saturdays. | Discontinue Route 274 Saturday service, new Route 275 will replace Saturday service to Cañada College via Alameda de las Pulgas to Farm Hill Boulevard. |
| 280*, 281*, 296 | Route 280 runs between East Palo Alto and Stanford Shopping Center. Route 281 runs between Menlo Park through East Palo Alto to Stanford Shopping Center. Route 296 runs between Redwood City and East Palo Alto | Where the three routes overlap in East Palo Alto, the SSP recommends Route 280 as a candidate for discontinuation due to low ridership and overlap with routes 281, 296 and the East Palo Alto shuttle. Proposed service improvements to Route 296 and Route 281 alignment modifications are intended to better serve the East Palo Alto service area.* |

Modified Route Alignments and/or Frequency

A modified route alignment can bring both positive and negative changes. A modified route alignment may take less time to make a trip because its path makes fewer turns, or it may run more frequently because the route is shorter. However, a modified route alignment may also reduce access to bus service if route segments are eliminated. These changes are intended to leverage the high ridership segments of each route to make service as successful as possible. Increasing or decreasing service frequency to match the market will also help SamTrans make routes more efficient in providing service to customers.

After modification, these routes will continue to be monitored on a watch list, as more aggressive modifications may be recommended if ridership and service productivity do not improve.

Table 3: Modified Route Candidates

| Route | Route Modification |
|-------|---|
| 14 | Operate selected trips on school days and Saturdays only and discontinue all other trips. |
| 17 | Extend route from its current northern terminal in Montara to the Linda Mar Park and Ride in Pacifica on weekdays, matching the current weekend alignment. Increase frequency to 60 minutes. Minimize transfer time with Route 294. |
| 85 | Add 2 additional trips in both the AM and PM peaks. |
| 118 | Operate peak hour/peak direction only service. |
| 121 | No schedule changes, realign route in the Crocker/Southern Hills area. |

* Changes to Routes 280 and 281 are contingent upon coordination with the City of East Palo Alto's shuttle service

Table 3 (continued): Modified Route Candidate

| Route | Route Modification |
|-------|--|
| 122 | Faster travel times and a less circuitous trip through the Westborough area. |
| 132 | Operate selected trips on school days only along Linden Avenue, Grand Avenue, Orange Avenue, Del Monte Avenue. |
| 133 | Increase service frequency to 30 minutes on weekdays and Saturdays and to 60 minutes on Sundays between Airport Boulevard/Linden Avenue and San Bruno BART; discontinue route segment between Serramonte Shopping Center and Spruce Avenue/ Huntington Avenue. |
| 140 | Extend route alignment to SFO AirTrain Station at the rental car center (pending coordination with SFO). |
| 141 | Realign route via San Mateo Avenue to more directly serve the San Bruno BART Station. Limited school-day trips only on segments along 3 rd Avenue. |
| 250 | Split into two new routes. Route 250 will continue to serve downtown San Mateo directly from Norfolk Street via 3 rd Avenue. |
| 251 | Serve Foster City by operating morning clockwise service through Metro Center Boulevard and Bridgepointe Circle before serving Foster City neighborhoods, including Beach Park Boulevard, Shell Boulevard, and Edgewater Boulevard. Afternoon service would operate counter- clockwise. Mid-day service will alternate directions. |
| 252 | A new route split from Route 250, Route 252 will link the Humboldt Avenue/ Monte Diablo area to downtown San Mateo, the San Mateo Caltrain Station, and El Camino Real. |
| 260 | Saturday service alignment will be truncated from Cipriani/Continental in Belmont to San Carlos Caltrain Station via Bridge Parkway and Belmont Caltrain Station. Weekday service remains the same. |
| 262 | Operate limited trips on school days only and discontinue other trips. |
| 270 | Operate 30 minute service southbound and 60 minute northbound connecting Marsh Road via Veterans, Broadway and Bay; and 60 minute northbound service from Marsh Road via East Bayshore and Veterans. Discontinue service to Seaport Center office park. |
| 271 | Operate limited trips on school days only and discontinue other trips. |
| 281* | Minor route adjustments including terminating route at Palo Alto Transit Center and straightening the alignment along Newbridge Street in East Palo Alto. Weekday frequency increased to 15 minutes. |
| 294 | Discontinue duplicative service with Route 17 north of Half Moon Bay. Increase weekday frequency to every 60 minutes. Serve College of San Mateo on selected trips and realign route to serve San Mateo Medical Center on every trip. Introduce 120-minute weekend frequency. |
| 295 | Discontinue service south of San Carlos Caltrain Station. Operate selected school day trips along Brittan Avenue and Alameda de las Pulgas in San Carlos. |

* Changes to Routes 280 and 281 are contingent upon coordination with the City of East Palo Alto's shuttle service

Table 3 (continued): Modified Route Candidates

| Route | Route Modification |
|-------|--|
| KX | Shorten route to operate between Redwood City Sequoia Station and San Bruno BART Station with service to San Francisco International Airport (SFO) all day with weekday peak only service into San Francisco (peak service will serve SFO but not San Bruno BART). Hourly service between Redwood City and San Bruno BART (including SFO) on weekends. |

Modify San Francisco Service

Currently three SamTrans routes (Routes KX, 292, and 391) serve downtown San Francisco. While these routes provide a connection into San Francisco and do not require connections to other transit systems, they generally do not have strong ridership due to the availability of other transit options into San Francisco, including Caltrain, BART, and MUNI. In addition, the slow travel speed on US 101 results in a longer bus trip and increases the cost required to operate these services. A major reduction of SamTrans service into downtown San Francisco is proposed to allow for the reallocation of resources towards stronger performing services within San Mateo County. Recommended changes to San Francisco service include:


- Route KX: A shorter route operating all day service between Sequoia Station in Redwood City and San Bruno BART (includes service to SFO) with peak only service into San Francisco. The service currently has high ridership during weekday peak periods, but during the rest of the day, ridership is very low, with fewer than 18 boardings per revenue hour on weekdays, and a subsidy per passenger boarding of over \$10.00.
- Route 391: Discontinuation of service into Downtown San Francisco. The consolidated El Camino Real Local routes will terminate at Daly City BART Station, where there will be several alternative options for riders to access San Francisco, including BART and MUNI.

Discontinued Service

Three routes are proposed for discontinuation either as a result of low ridership and high subsidy cost or, in some cases, because they duplicate other routes. The candidate routes are shown in Table 4. Implications of eliminating these routes were considered extensively as part of the SSP process. Discontinuing routes allows resources that are not adequately benefitting SamTrans

| Route | Reason for Recommended Discontinuation |
|-------|---|
| 123 | Duplicative of the more productive Route 121 |
| 280* | Low service performance and duplicative of Route 281, Route 296, and the East Palo Alto Shuttle |
| 359 | Very low ridership and service performance |

* Changes to Routes 280 and 281 are contingent upon coordination with the City of East Palo Alto's shuttle service



riders to be reinvested in the SamTrans system in accordance with the SSP Guiding Principles.

Table 4: Discontinued Route Recommendations

Alternative Service Pilot Program

Alternative service options offer SamTrans a new opportunity to investigate how to better match service to markets. In markets where traditional fixed route service doesn't match, alternative services can introduce new service types that can be more flexible and responsive to the communities' needs.

An alternative service pilot program is recommended to complement the fixed route network. A number of communities in the county emerged as potential candidates for a pilot program. The service plan recommends Pacifica and San Carlos as the first pilot program candidates. A brief description of the proposed alternative service includes:

- Pacifica: A potential alternative service would provide service coverage to the area containing Crespi, Linda Mar, and Park Plaza shopping centers on a call and ride or flex-route basis.
- San Carlos: A potential alternative service would provide service coverage to the area between San Carlos Caltrain and Redwood City Caltrain stations, extending west to Alameda Del Las Pulgas and a bit beyond. Service would be provided on a call and ride or flex-route basis.


Other candidate communities for future consideration within a pilot program include Foster City and Menlo Park. The program's governing operational and management structure will be developed over the next six to nine months in conjunction with the service plan implementation effort.

ACTIONS FOR PERFORMANCE IMPROVEMENT

The pathway from the Service Plan to the vision will be established through a series of action items that will be formally monitored over time and reported to the SamTrans Board. The detailed monitoring and reporting program will be developed over the next six to nine months in conjunction with the Service Plan implementation. It is anticipated that over time, beginning with the Service Plan, an improving SamTrans network will be a catalyst to begin moving towards achieving elements of the vision. The monitoring system will provide critical checkpoints to measure when appropriate actions for additional improvements can be made.

Elements of the monitoring and improvement program will include:

- Implementing a monitoring dashboard to review and report on an annual basis service performance by route that covers:
 - Ridership

- 
- Weekday passengers per revenue hour
 - Subsidy per passenger boarding
 - Farebox recovery ratios
 - An Action Plan for performance improvement based on the above
 - In time, this review to cover the family of transit services including paratransit and shuttle services
 - Review of potential land use changes particularly along the GBI corridor to match transit service with changing land use patterns
 - Working with local, regional and federal agencies to identify sources of funding to support ongoing investment
 - Implementing the findings from the upcoming El Camino Real Bus Rapid Transit Study
 - Coordination with MTC on sharing and implementing best practices, coordinating with other regional transit providers and seeking ongoing cost efficiencies associated with transit operations
 - Coordination with cities and county-wide agencies on accessible service programs and initiatives
 - Working with the Transportation Authority, CCAG and the Alliance on implementing the findings of the shuttle best practices initiative
 - Working with cities to implement alternative service models



Next Steps

A public hearing was held on April 3, 2013, after which the Plan is scheduled for adoption by the SamTrans Board of Directors on May 1, 2013. Following adoption, the Service Plan enters the implementation phase, which will include:

- Financial analysis of the route recommendations;
- New route schedule development;
- Alternative service program development; and
- Monitoring program development.

All implementation will be accompanied by a robust campaign of outreach, education, and marketing to maximize the communication of route changes. The implementation of the route recommendations is expected to take effect late 2013 and into 2014.



THIS PAGE IS INTENTIONALLY LEFT BLANK.

Appendix A: SamTrans Service Plan Route Recommendations

Route-by-route recommendations are organized geographically. Each route with a recommended change is accompanied by a route map highlighting the proposed change. Note: “service span” is the range of time that a service will operate and “limited” trips means one to multiple trips in a specific span of time but not enough trips to provide a standard frequency such as 60 minutes apart.

El Camino Real Service

The SSP includes the recommendations for El Camino Real service.

North San Mateo County

For the purposes of the SSP, North San Mateo County spans from the San Mateo County-San Francisco County border south to Hillsborough, and includes the cities of Daly City, Colma, Brisbane, San Bruno, South San Francisco, Millbrae, Burlingame and Hillsborough. The SSP recommendations for North County appear in the table below.

Table 5: North San Mateo County Route Recommendations

| Route | Service Plan Route Recommendation |
|-------|--|
| 24 | No change recommended. |
| 35 | No change recommended. |
| 36 | No change recommended. |
| 38 | No change recommended. |
| 43 | No change recommended. |
| 46 | No change recommended. |
| 120 | Improve weekday and weekend service span. Operate more frequent Sunday service. |
| 121 | Realign route in the Crocker/Southern Hills area, no changes to schedule or frequency. |
| 122 | Alignment change to provide faster travel times and a less circuitous trip for customers riding through the Westborough area. |
| 123 | Recommended for discontinuation. |
| 130 | This route will be split into two routes with the new 130 limited to the northern area of the current alignment. This route will travel between Colma BART Station and Daly City BART Station along Hillsdale Boulevard. |
| | |

Table 5 (continued): North San Mateo County Route Recommendations

| Route | Service Plan Route Recommendation |
|-------|--|
| 131 | New route will follow Route 130's existing alignment from Airport/Linden in South San Francisco until it reaches South San Francisco BART Station, where it will travel to Serramonte Shopping Center. |
| 132 | Operate limited trips on school days only along Linden Avenue, Grands Avenue, Orange Avenue, Del Monte Avenue. |
| 133 | Increase service frequency to 30 minutes on weekday and Saturdays and 60 minutes on Sundays between Airport Boulevard/Linden Avenue and San Bruno BART and discontinue route segment between Serramonte Shopping Center and intersection of Spruce Avenue/Huntington Avenue. |
| 140 | Extend route alignment from San Bruno BART Station and all trips will continue along San Bruno and McDonald to SFO's AirTrain Station at the Rental Car Center (pending coordination with SFO). |
| 141 | Realign route via San Mateo Avenue to more directly serve the San Bruno BART Station. Limited school-day trips only on segments along 3 rd Avenue. |

Central San Mateo County

Central San Mateo County extends from the City of San Mateo south to San Carlos, covering the cities of San Mateo, Foster City, Belmont, and San Carlos. The SSP recommendations for Central County are shown in the table below.

Table 6: Central San Mateo County Route Recommendations

| Route | Service Plan Route Recommendation |
|-------|--|
| 53 | No change recommended. |
| 54 | No change recommended. |
| 55 | No change recommended. |
| 58 | No change recommended. |
| 250 | Split into two new routes, 250 and 252. Route 250 will continue to serve downtown San Mateo directly from Norfolk Street via 3 rd Avenue. See Route 252. |
| 251 | Serve Foster City by operating morning clockwise service through Metro Center Boulevard and Bridgepointe Circle before serving Foster City neighborhoods; including Beach Park Boulevard, Shell Boulevard, and Edgewater Boulevard. Mid-day service would alternate direction. |
| 252 | A new route split from Route 250, Route 252 will link the Humboldt Avenue/Monte Diablo Avenue area to downtown San Mateo, the San Mateo Caltrain Station, and El Camino Real. |
| 260 | Truncate Saturday service from Cipriani/Continental to San Carlos Caltrain Station via Bridge Parkway and Belmont CalTrain Station; weekday schedule remains the same. |
| 262 | Operate limited trips on school days only and discontinue other trips. |
| 359 | Recommended for discontinuation. |

South San Mateo County

South San Mateo County extends from San Carlos south to the San Mateo County-Santa Clara County border, including the cities of Redwood City, Atherton, Woodside, Menlo Park, East Palo Alto, and Portola Valley. The SSP recommendations for South County are shown in the table below.

Table 7: South San Mateo County Route Recommendations

| Route | Service Plan Route Recommendation |
|-------|--|
| 72 | No change recommended. |
| 73 | No change recommended. |
| 83 | No change recommended. |
| 85 | Add 2 additional trips to both AM and PM peaks. |
| 270 | Operate every 30 minutes southbound and 60 minutes northbound to Marsh Road via Veterans, Broadway and Bay; and 60 minute northbound-only service from Marsh Road via East Bayshore and Veterans. Discontinue service to Seaport Center office park. |
| 271 | Operate limited trips on school days only and discontinue other trips. Discontinue service north of Roosevelt to Redwood City Caltrain Station. |
| 274 | Discontinue Saturday service. |
| 275 | A new route will replace a portion of the existing Route 295 along Woodside Road and operate at 30-minute daytime frequency on weekdays, with limited Saturday service to Cañada College via Alameda de las Pulgas and Farm Hill Boulevard. |
| 280* | Recommended for discontinuation. |
| 281* | Route adjustments including terminating the route at Palo Alto Caltrain Station and straightening the alignment along Newbridge Street in East Palo Alto. Weekday frequency increased to 15 minutes. |

* Changes to Routes 280 and 281 are contingent upon coordination with the City of East Palo Alto's shuttle service

Coastside Service

The Coastside spans from communities south of Half Moon Bay north to Pacifica along Highway 1. The SSP recommendations for the Coastside are shown in Table 8.

Table 8: Coastside Route Recommendations

| Route | Service Plan Route Recommendation |
|-------|---|
| 14 | Operate limited trips on school days and discontinue other trips. |
| 16 | No change recommended. |
| 17 | Extend route from its current northern terminal in Montara to the Linda Mar Park and Ride on weekdays, matching the current weekend alignment. Increase frequency to every 60 minutes. Minimize transfer time with Route 294. |
| 110 | Improve morning service with additional trips. |
| 112 | No change recommended. |
| 118 | Operate peak hour/peak direction only service. |

Multi-city Service

A number of SamTrans bus routes serve multiple cities in one route. The recommendations for these routes are shown in the table below.

Table 9: Multi-city Route Recommendations

| Route | Service Plan Route Recommendation |
|----------------|---|
| KX | Shorten off-peak route to operate between Redwood City Sequoia Station and San Bruno BART Station via San Francisco International Airport (SFO) with weekday peak-only service into San Francisco. Hourly service between Redwood City and San Bruno BART Station via SFO on weekends. |
| 292 | Minor alignment change from B Street to Delaware Street, no schedule changes. |
| 294 | Discontinue duplication of service with route 17 north of Half Moon Bay. Increase weekday frequency to 60 minutes. Serve college of San Mateo on selected trips and realign route to serve San Mateo Medical Center on every trip. Introduce 90-minute weekend frequency. Minimize transfer time with Route 17. |
| 295 | Discontinue service south of San Carlos Caltrain Station. Operate limited school day only trips along Brittain Avenue and Alameda de las Pulgas in San Carlos. |
| 296 | Improve service to every 15 minutes on weekdays and every 30 minutes on Saturdays. Change alignment to serve Pulgas Avenue. |
| 297 | No change recommended. |
| ECR, 390 & 391 | Consolidate Routes 390 and 391 into a single Local bus route (Route ECR). The consolidated bus service will operate every 15 minutes between Daly City and Palo Alto. Extend the consolidated route from Daly City to Palo Alto on weekends with 20-minute frequency during the day. |
| 397 | No change recommended. |



THIS PAGE IS INTENTIONALLY LEFT BLANK.

Appendix B: SamTrans Service Plan Route Maps

General Overview

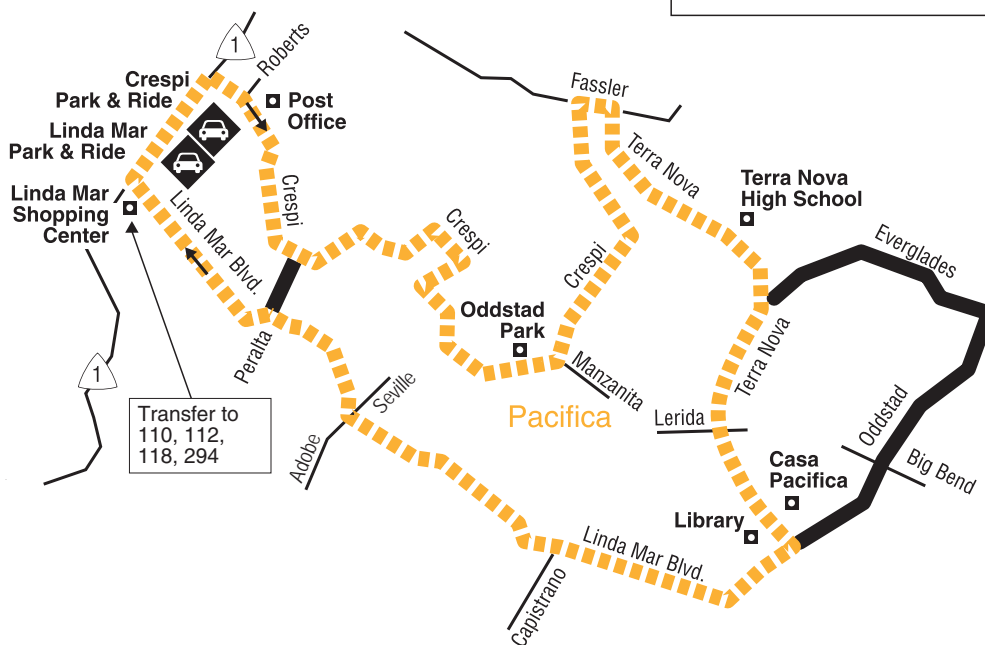
Maps showing the SamTrans Service Plan route recommendations are located in Appendix B. All 49 SamTrans routes are provided in map form and each route map provides identical information. This page provides general instructions on how to read each map.

- 1) Each route is recommended for either No Change, Recommended Change, Discontinuation, or New Route. Changes are noted whether they are schedule or alignment changes or both.
- 2) Existing and proposed service frequencies are provided for comparison. Changes in service frequencies are highlighted in red.
- 3) Span-of-service hours are shown based on a 24-hour clock for weekdays and Saturdays and Sundays.
- 4) Weekday peak period definitions can vary. SamTrans defines peak periods as follows:
 - a. “AM Peak” is from 6 am to 9 am.
 - b. “Midday” is from 9 am to 3 pm.
 - c. “PM Peak” is from 3 pm to 6 pm.
 - d. “Peak-Only” includes both the AM and PM peaks combined.
 - e. “Evening” is from 6 pm to 9 pm.
- 5) “Limited” service means that for that portion of the alignment- service is less than the standard frequency. These services are often designed to support a specific ridership such as college students or to provide gap services when other transportation services are not available.

NOTE: Transfer options reflect current routing configurations and will be updated as part of the implementation phase.

Recommended Change - Schedule & Alignment

Route 14



Existing

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | 60 | 30 | 60 | 60 | 60 |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------------|
| 6:00 - 22:00 | 9:00 - 21:00 | 9:00 - 18:00 |

Proposed

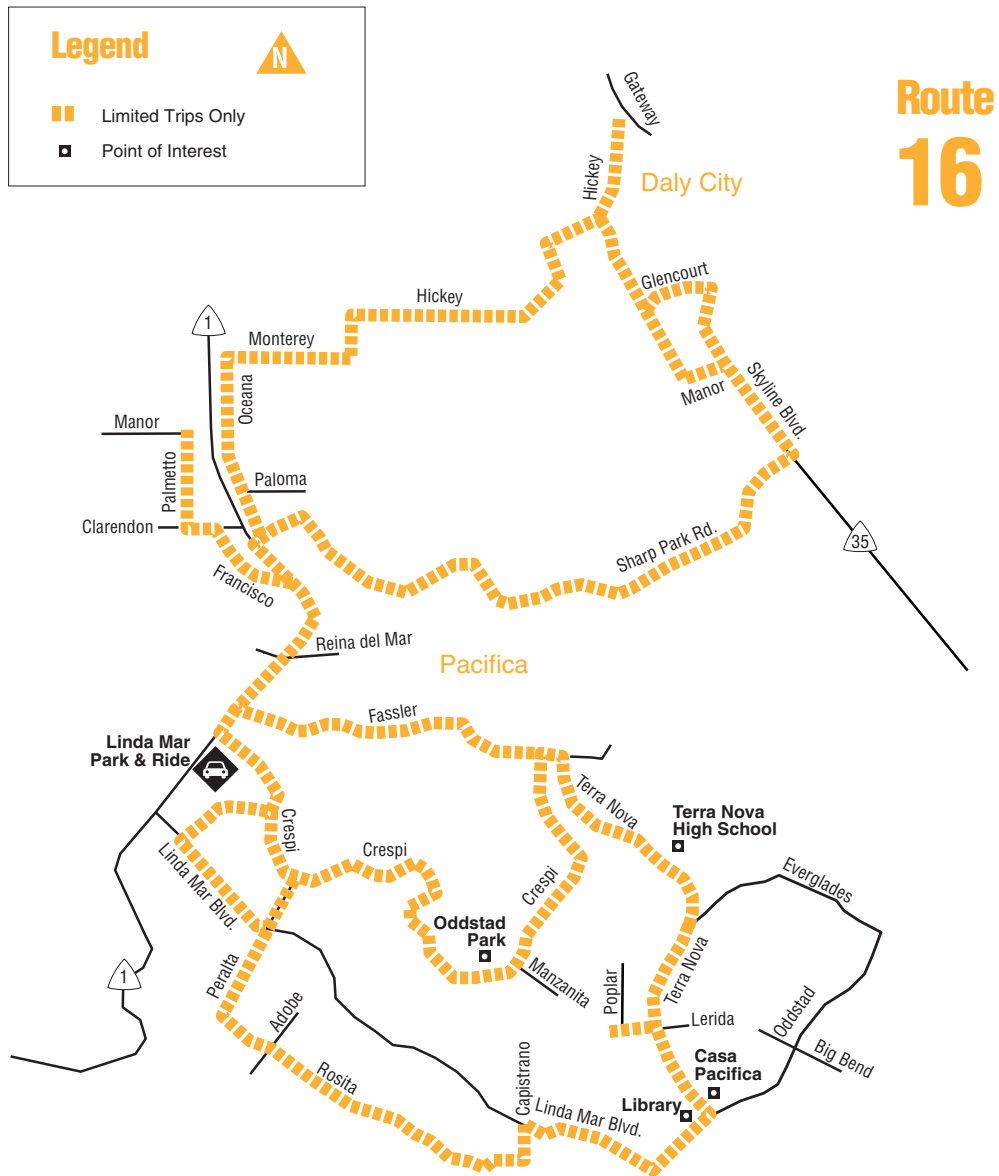
Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 3 Trips | -- | 3 Trips | -- | 60 | -- |

Span of Service (24-hour clock)

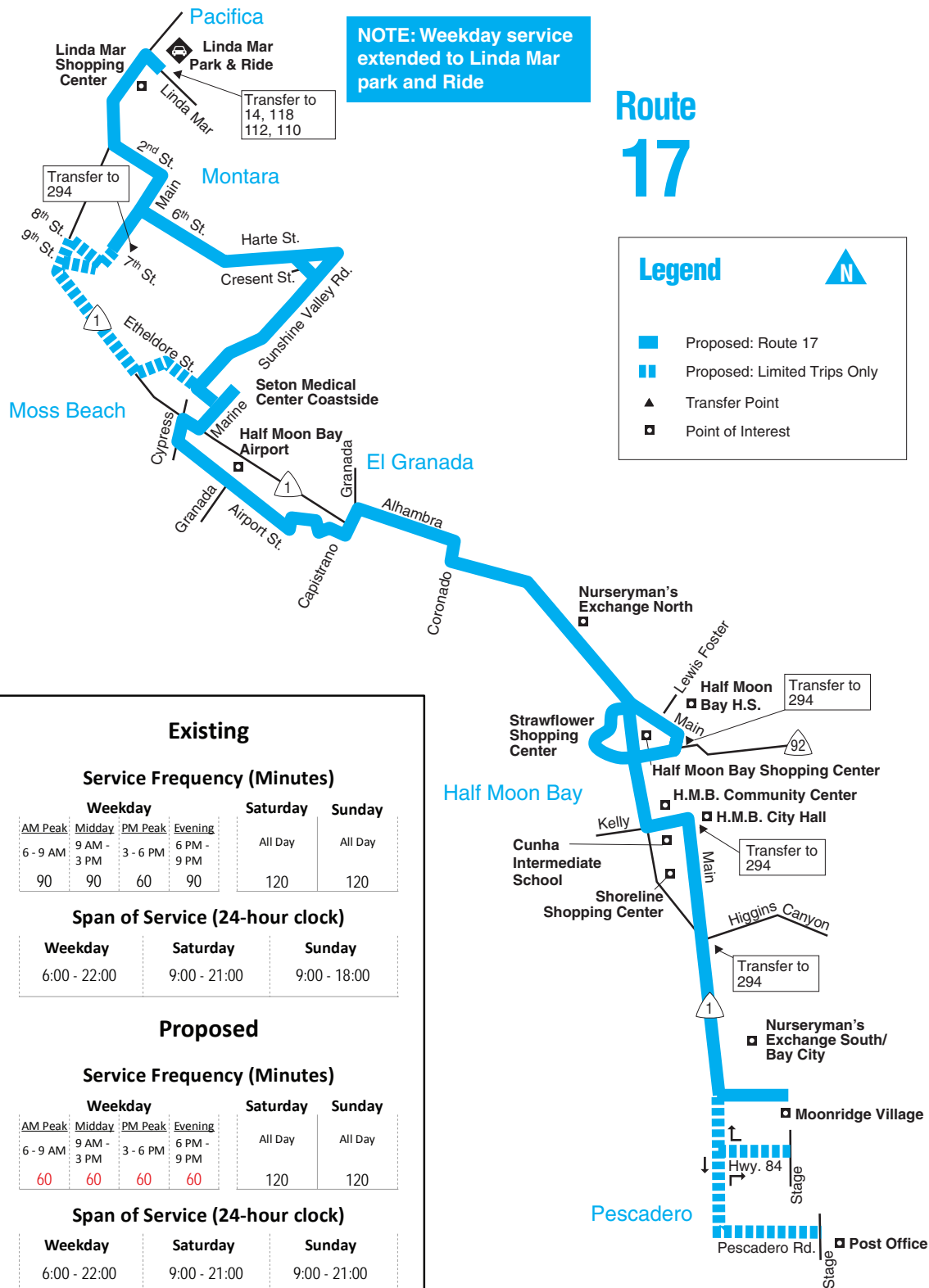
| Weekday | Saturday | Sunday |
|-----------|--------------|--------|
| Peak Only | 9:00 - 21:00 | -- |

No Change



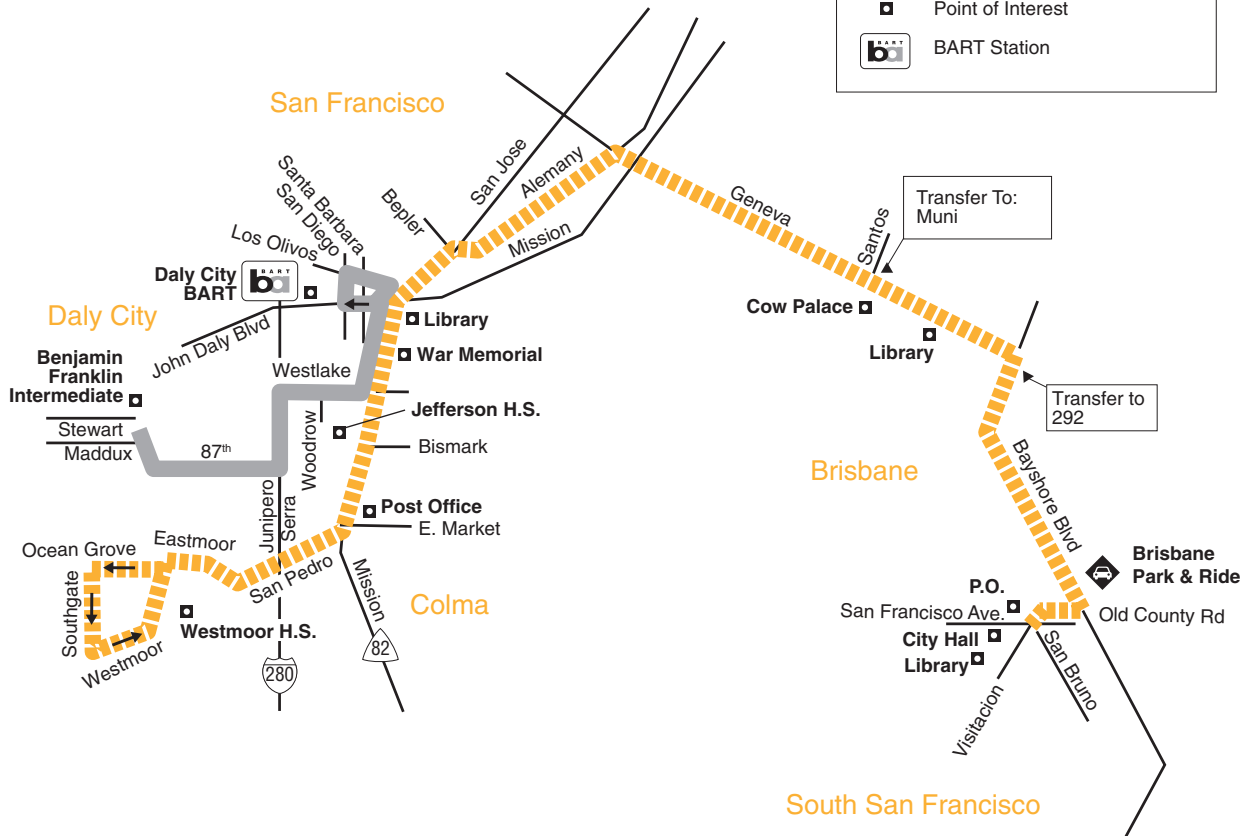
| Service Frequency (Minutes) | | | | | |
|---------------------------------|-------------|----------|-------------|----------|---------|
| Weekday | | | | Saturday | Sunday |
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 4 Trips | -- | 4 Trips | -- | -- | -- |
| Span of Service (24-hour clock) | | | | | |
| Weekday | | Saturday | | Sunday | |
| Peak Only | | -- | | -- | |

Recommended Change - Schedule



No Change

Route 24



| Service Frequency (Minutes) | | | | | |
|---------------------------------|-------------|----------|-------------|----------|---------|
| Weekday | | | | Saturday | Sunday |
| AM Peak | Midday | PM Peak | Evening | All Day | All Day |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | | |
| 1 Trip | -- | 2 Trips | -- | | |
| Span of Service (24-hour clock) | | | | | |
| Weekday | | Saturday | | Sunday | |
| Peak Only | | -- | | -- | |

No Change

Route
35

Route
36



Route 35

Service Frequency (Minutes)

Weekday

AM Peak

Midday

PM Peak

Evening

6 - 9 AM

9 AM - 3 PM

3 - 6 PM

6 PM - 9 PM

2 Trips

--

2 Trips

--

Saturday

Sunday

All Day

All Day

--

--

Span of Service (24-hour clock)

Weekday

Saturday

Sunday

--

--

--

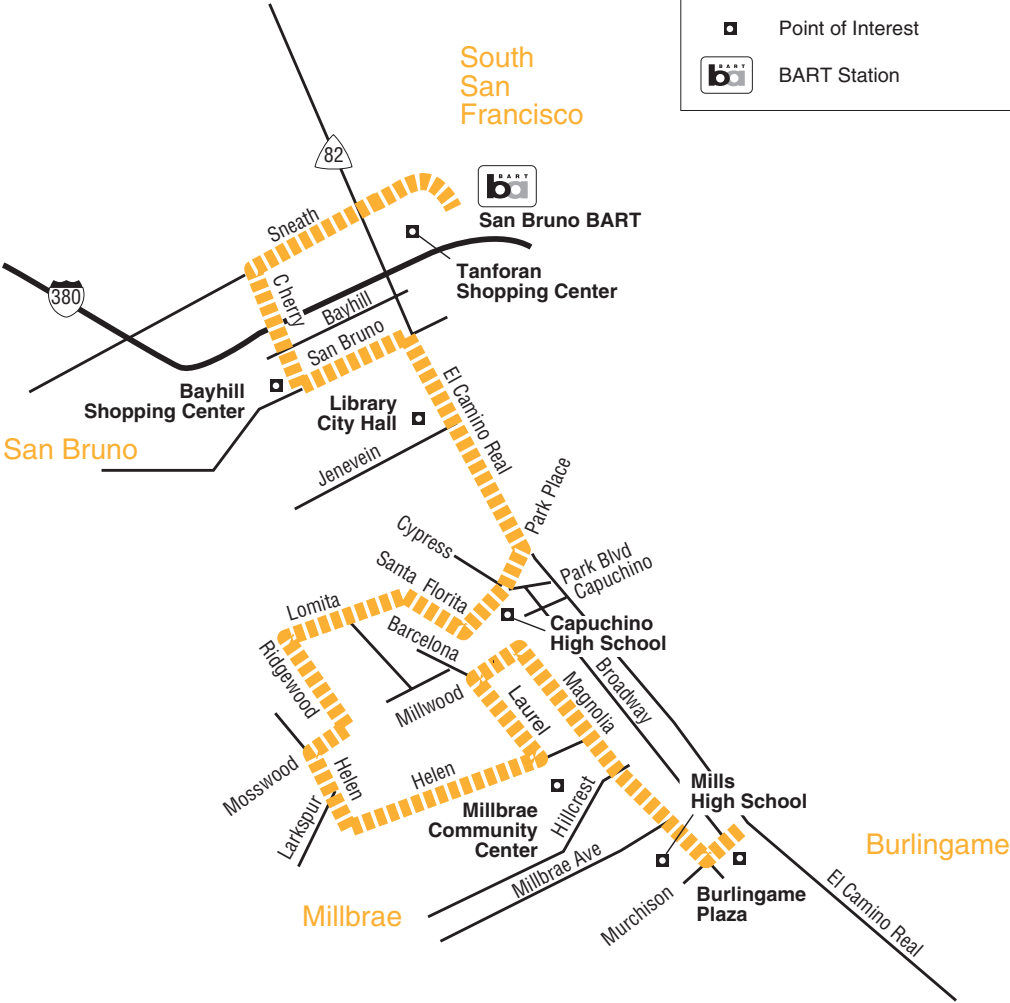
| Route 36 | | | | | |
|---------------------------------|-------------|----------|-------------|----------|---------|
| Service Frequency (Minutes) | | | | | |
| Weekday | | | | Saturday | Sunday |
| AM Peak | Midday | PM Peak | Evening | All Day | All Day |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | | |
| 3 Trips | -- | 3 Trips | -- | | |
| Span of Service (24-hour clock) | | | | | |
| Weekday | | Saturday | | Sunday | |
| -- | | -- | | -- | |



*See schedule for exact trip times

No Change

Route 43







| Service Frequency (Minutes) | | | | | | |
|---------------------------------|-------------|----------|-------------|----------|--------|---------|
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | All Day | | All Day |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | | | |
| -- | -- | 1 Trip | -- | -- | -- | -- |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| Peak Only | | -- | | -- | | |

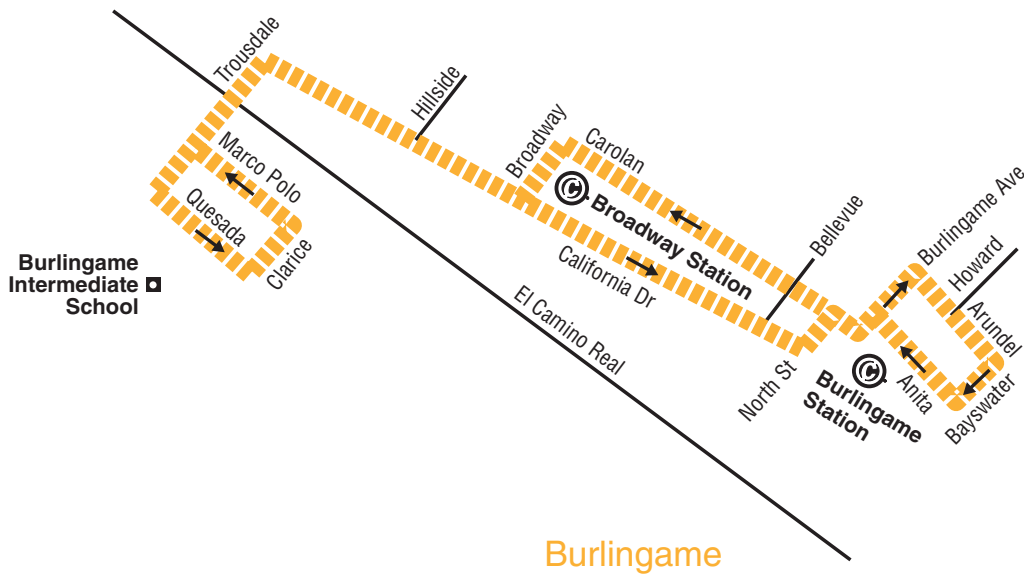
No Change

Route 46

Legend



-  Route 46
-  Transfer Point
-  Caltrain Station
-  Point of Interest



Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 2 Trips | -- | 3 Trips | -- | -- | -- |

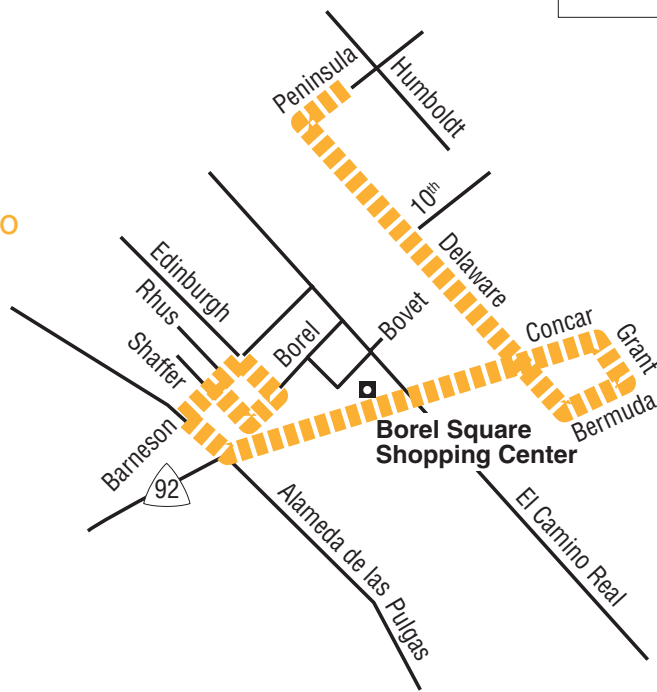
Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|-----------|----------|--------|
| Peak Only | -- | -- |

No Change

Route
53

San Mateo



Service Frequency (Minutes)

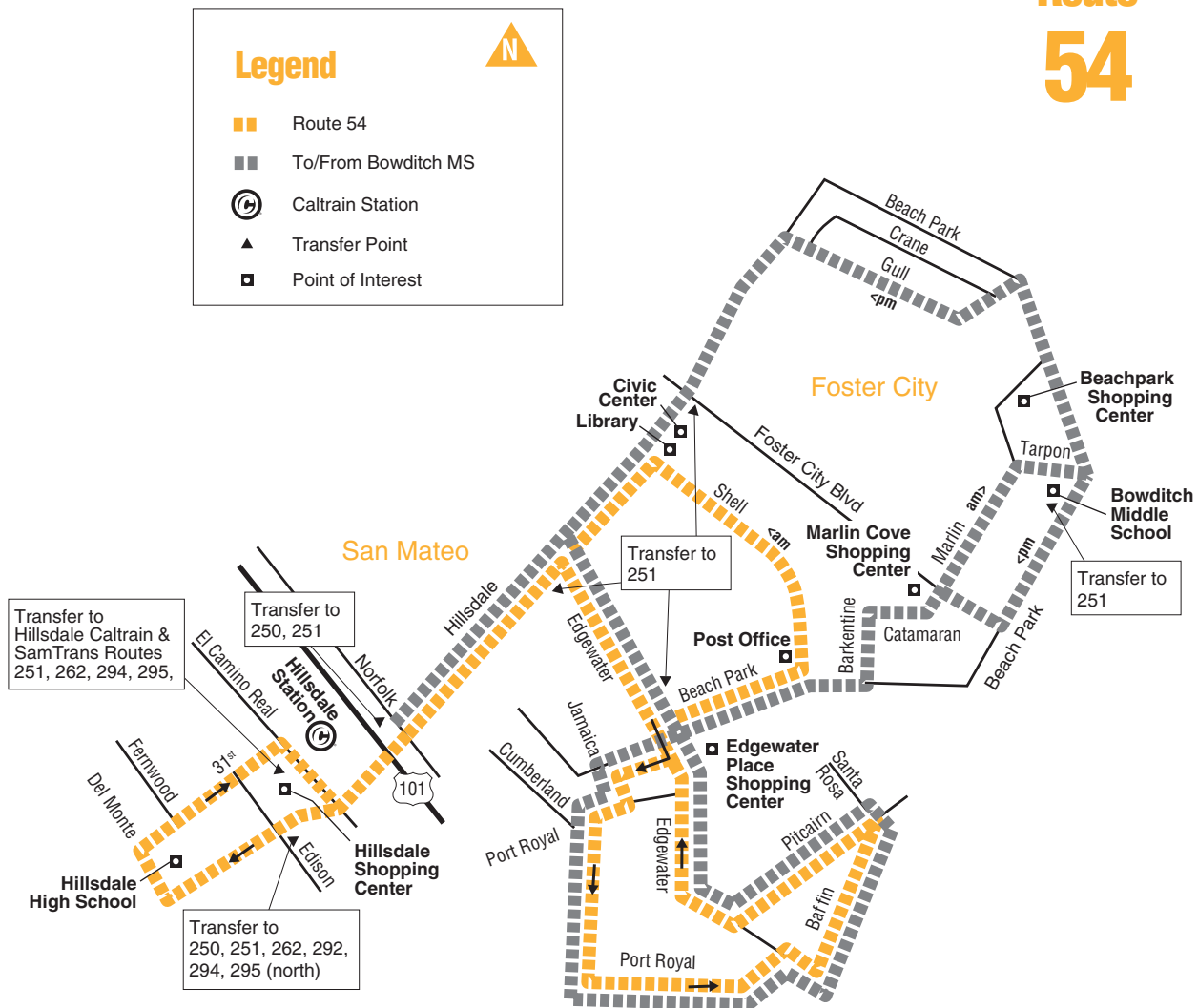
| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 1 Trip | 3 Trips | -- | -- | -- | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|-----------|----------|--------|
| Peak Only | -- | -- |

No Change

Route 54



| Service Frequency (Minutes) | | | | | |
|-----------------------------|-------------|----------|-------------|----------|---------|
| Weekday | | | | Saturday | Sunday |
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 4 Trips | -- | 4 Trips | -- | -- | -- |

| Span of Service (24-hour clock) | | |
|---------------------------------|----------|--------|
| Weekday | Saturday | Sunday |
| Peak Only | -- | -- |

No Change

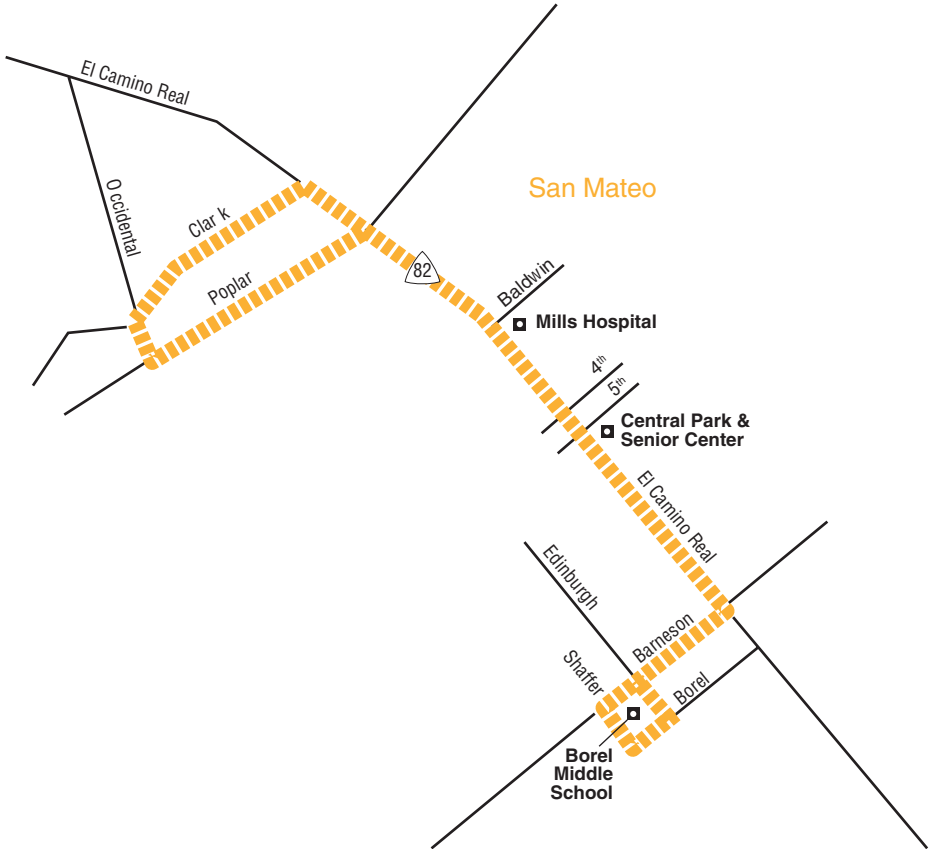
Route 55

Legend

Route 55

Point of Interest

N



| Service Frequency (Minutes) | | | | | | |
|-----------------------------|-------------|----------|-------------|----------|--------|---------|
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | All Day | | All Day |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | -- | | -- |
| 1 Trip | 2 Trips | -- | -- | -- | | -- |

| Span of Service (24-hour clock) | | |
|---------------------------------|----------|--------|
| Weekday | Saturday | Sunday |
| Peak Only | -- | -- |

No Change

Route 58



Legend



- Route 58
- Point of Interest

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 1 Trip | -- | 2 Trips | -- | -- | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|-----------|----------|--------|
| Peak Only | -- | -- |

No Change

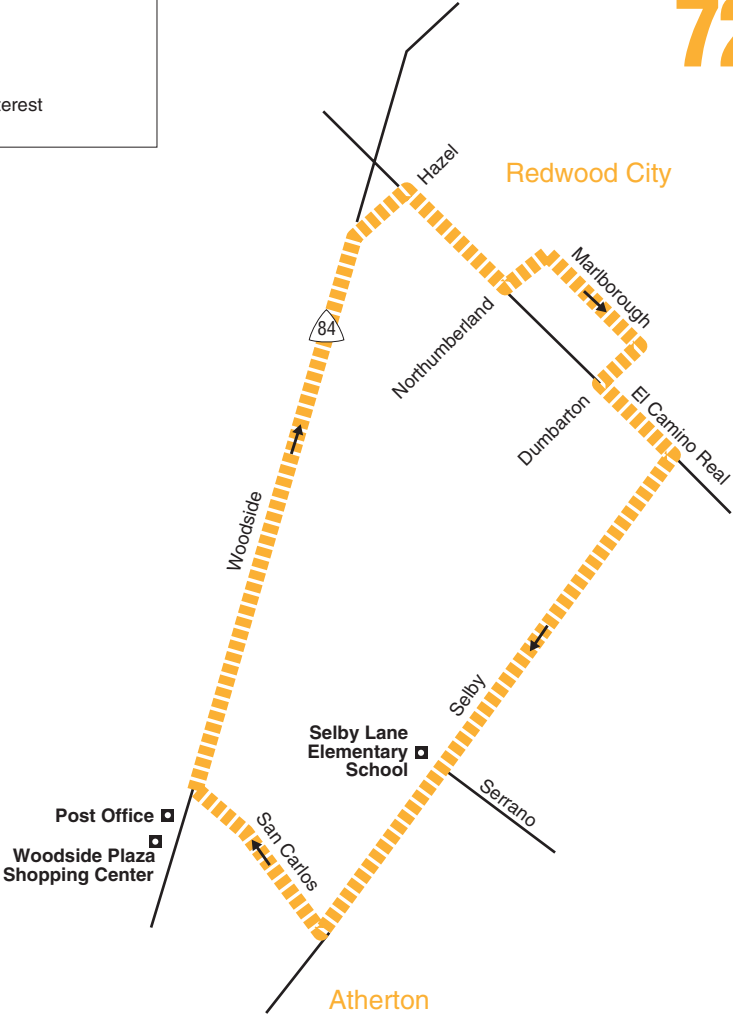
Legend

Route 72

Point of Interest







Route 72



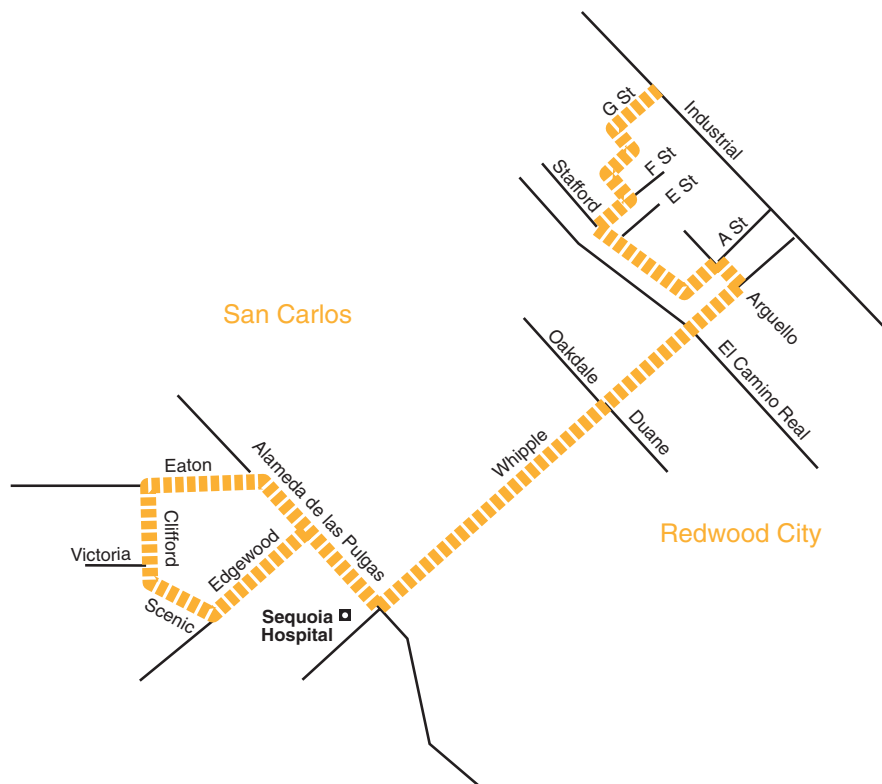
| Service Frequency (Minutes) | | | | | | |
|---------------------------------|-------------|----------|-------------|----------|---------|--|
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | All Day | All Day | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | | | |
| 1 Trip | -- | 3 Trips | -- | | | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| Peak Only | | -- | | -- | | |

No Change

Legend


 Route 73
 Transfer Point
 Point of Interest


Route 73



| Service Frequency (Minutes) | | | | | |
|-----------------------------|---------------|----------------|----------------|----------|---------|
| Weekday | | | | Saturday | Sunday |
| <u>AM Peak</u> | <u>Midday</u> | <u>PM Peak</u> | <u>Evening</u> | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 1 Trip | -- | 2 Trips | -- | -- | -- |

| Span of Service (24-hour clock) | | |
|---------------------------------|----------|--------|
| Weekday | Saturday | Sunday |
| Peak Only | -- | -- |

No Change

Legend 


- Route 83
- Transfer Point
- Caltrain Station
- Point of Interest

Route 83



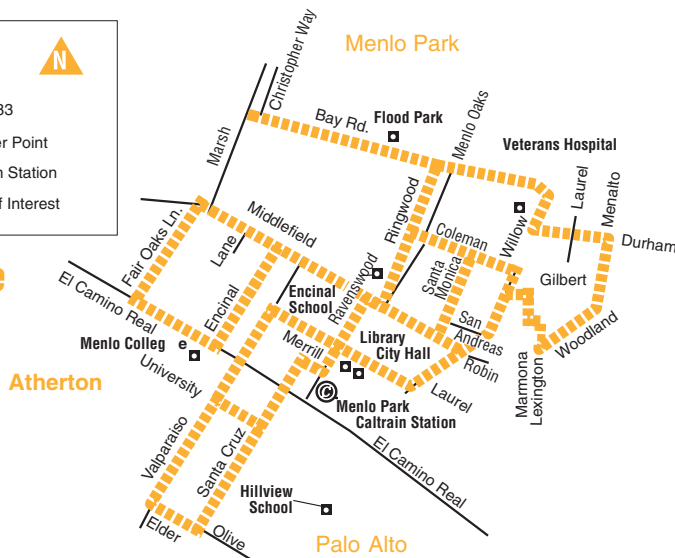
| Service Frequency (Minutes) | | | | | | |
|-----------------------------|-------------|----------|-------------|----------|--------|---------|
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | All Day | | All Day |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | -- | | -- |
| -- | -- | 1 Trip | -- | -- | | -- |

| Span of Service (24-hour clock) | | |
|---------------------------------|----------|--------|
| Weekday | Saturday | Sunday |
| Peak Only | -- | -- |

Legend 


- Route 83
- Transfer Point
- Caltrain Station
- Point of Interest

Route 83



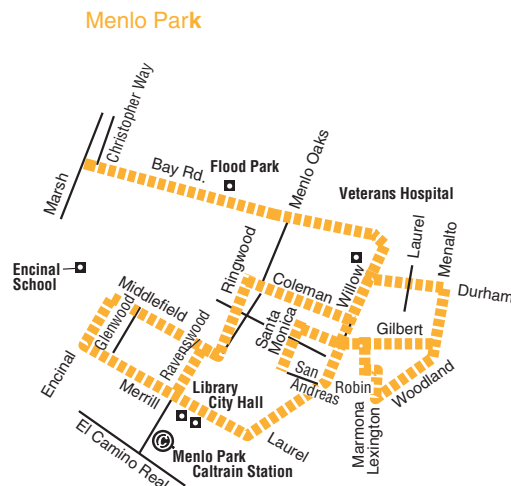
| Service Frequency (Minutes) | | | | | | |
|-----------------------------|-------------|----------|-------------|----------|--------|---------|
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | All Day | | All Day |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | -- | | -- |
| 4 Trips | -- | 4 Trips | -- | -- | | -- |

| Span of Service (24-hour clock) | | |
|---------------------------------|----------|--------|
| Weekday | Saturday | Sunday |
| Peak Only | -- | -- |

Legend 

- Route 83
- Transfer Point
- Caltrain Station
- Point of Interest

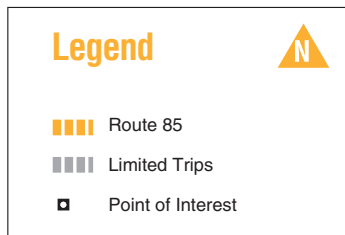
Route 83



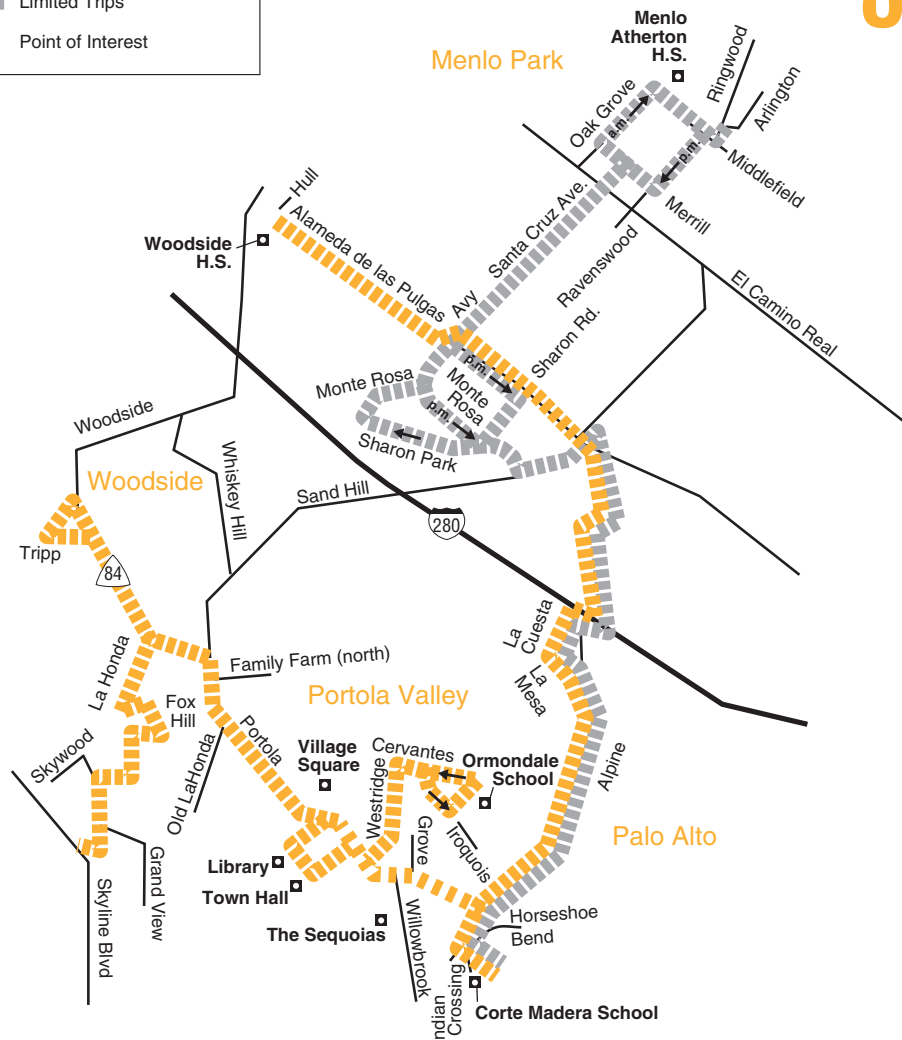
| Service Frequency (Minutes) | | | | | | |
|-----------------------------|-------------|----------|-------------|----------|--------|---------|
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | All Day | | All Day |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | -- | | -- |
| 1 Trip | -- | 2 Trips | -- | -- | | -- |

| Span of Service (24-hour clock) | | |
|---------------------------------|----------|--------|
| Weekday | Saturday | Sunday |
| Peak Only | -- | -- |

Recommended Change - Schedule



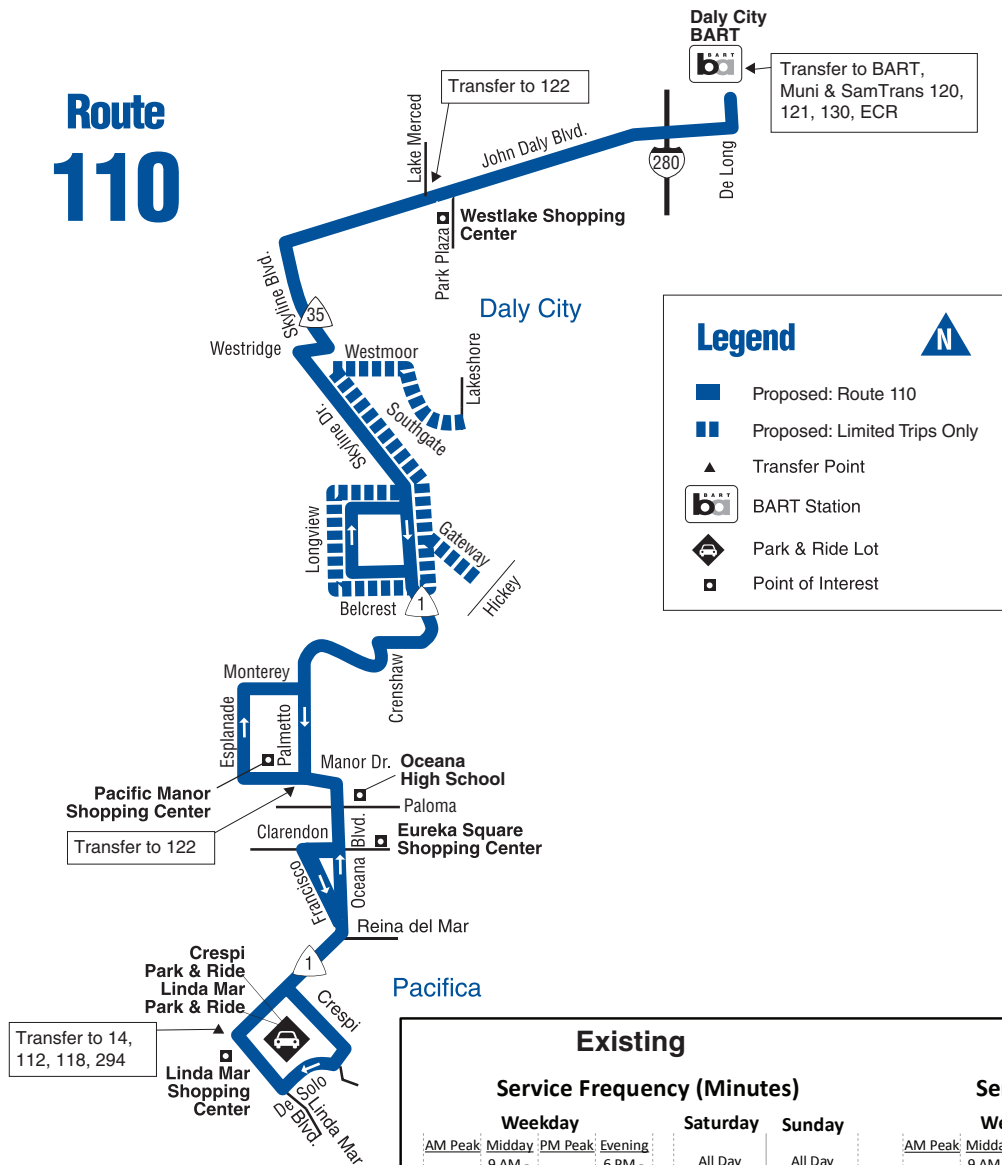
Route
85



| Existing | | | | | | | Proposed | | | | | | |
|---------------------------------|-------------|----------|-------------|----------|---------|--|---------------------------------|-------------|----------|-------------|----------|---------|--|
| Service Frequency (Minutes) | | | | | | | Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | | Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | | | | AM Peak | Midday | PM Peak | Evening | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | | 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | |
| 3 Trips | -- | 4 Trips | -- | -- | -- | | 5 Trips | -- | 6 Trips | -- | -- | -- | |
| Span of Service (24-hour clock) | | | | | | | Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | | Weekday | | Saturday | | Sunday | | |
| Peak Only | | -- | | -- | | | Peak Only | | -- | | -- | | |

Recommended Change - Schedule

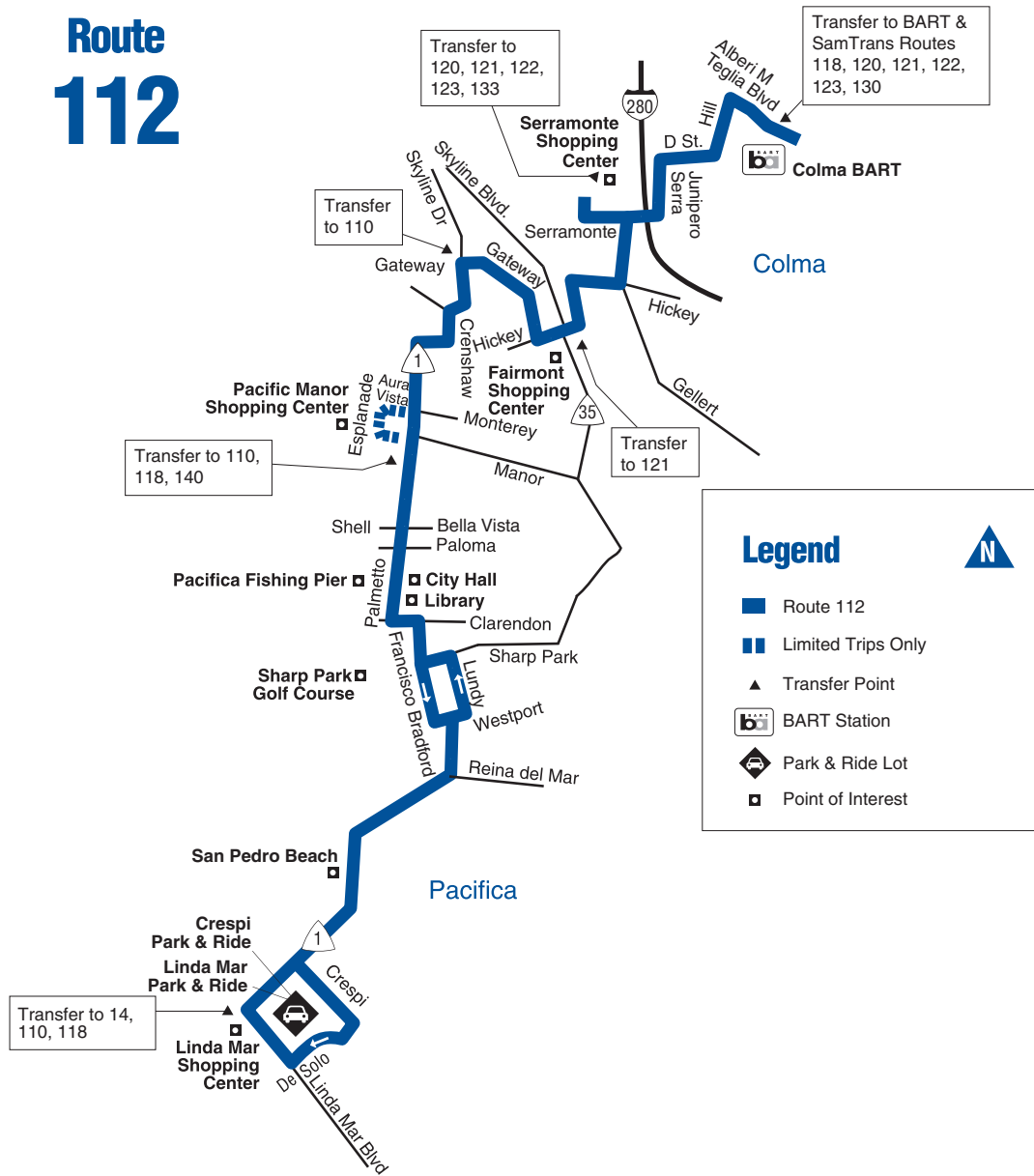
Route 110



| Existing | | | | | | | Proposed | | | | | | |
|---------------------------------|---------------|----------------|----------------|----------|---------------|--|---------------------------------|---------------|----------------|----------------|----------|---------------|--|
| Service Frequency (Minutes) | | | | | | | Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | | Weekday | | | | Saturday | Sunday | |
| <u>AM Peak</u> | <u>Midday</u> | <u>PM Peak</u> | <u>Evening</u> | | | | <u>AM Peak</u> | <u>Midday</u> | <u>PM Peak</u> | <u>Evening</u> | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | | 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | |
| 30 | 60 | 30 | 60 | 60 | 90 | | 30 | 60 | 30 | 60 | 60 | 90 | |
| Span of Service (24-hour clock) | | | | | | | Span of Service (24-hour clock) | | | | | | |
| Weekday | | | Saturday | | Sunday | | Weekday | | | Saturday | | Sunday | |
| 6:00 - 23:00 | | | 6:00 - 20:00 | | 10:00 - 18:00 | | 5:45 - 23:00 | | | 6:00 - 20:00 | | 10:00 - 18:00 | |

No Change

Route 112



| Service Frequency (Minutes) | | | | | |
|---------------------------------|-------------|--------------|-------------|--------------|---------|
| Weekday | | | | Saturday | Sunday |
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 60 | 60 | 60 | 60 | 60 | 60 |
| Span of Service (24-hour clock) | | | | | |
| Weekday | | Saturday | | Sunday | |
| 6:00 - 19:00 | | 9:00 - 18:00 | | 9:00 - 18:00 | |

Recommended Change - Schedule

Route 118

Legend

Proposed: Limited Trips Only

Transfer Point

BART Station

Park & Ride Lot

Point of Interest



Transfer to
BART & SamTrans
Routes 112, 120, 121,
122, 130, ECR

Colma BART

Daly City

Pacific Manor
Shopping Center

Transfer to
110, 140

Manor Dr.

Clarendon

Eureka Square
Shopping Center

Ocean Ave.

Reina del Mar

Pacifica

Crespi Park & Ride
Linda Mar Park & Ride

Transfer to
14, 110, 294

Linda Mar
Shopping Center

De Soto Blvd.

Existing Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | All Day | All Day |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | | |
| 60 | -- | 60 | 60 | -- | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|----------|--------|
| 6:00 - 23:00 | -- | -- |

Proposed Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | All Day | All Day |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | | |
| 3 Trips* | -- | 3 Trips* | -- | -- | -- |

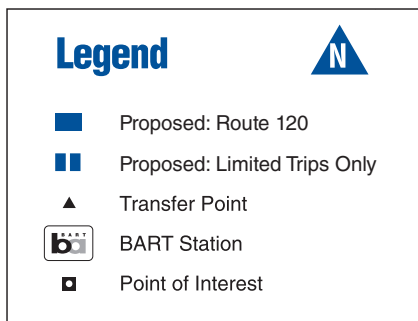
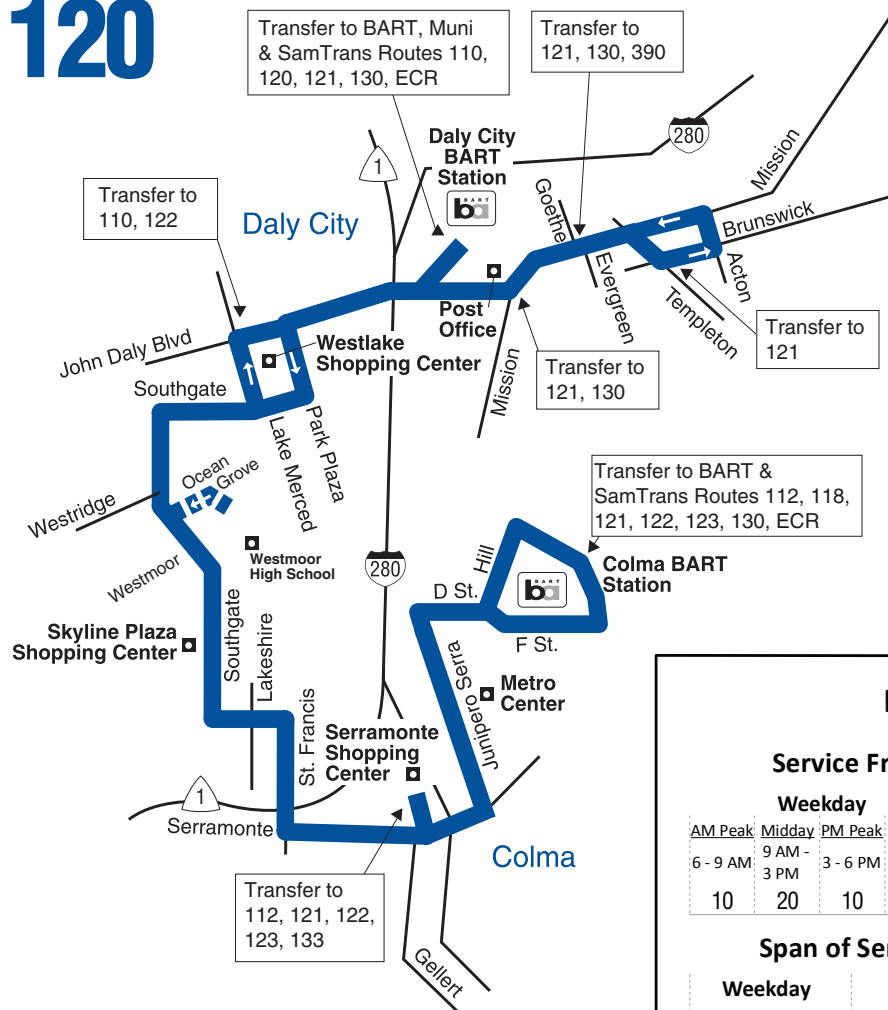
Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|---------|----------|--------|
| -- | -- | -- |

*Trips are only in the northbound direction
+Trips are only in the southbound direction

Recommended Change - Schedule

Route 120



Existing

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 10 | 20 | 10 | 30 | 15* | 20* |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------------|
| 5:00 - 22:00 | 7:00 - 21:00 | 7:00 - 19:00 |

Proposed

Service Frequency (Minutes)

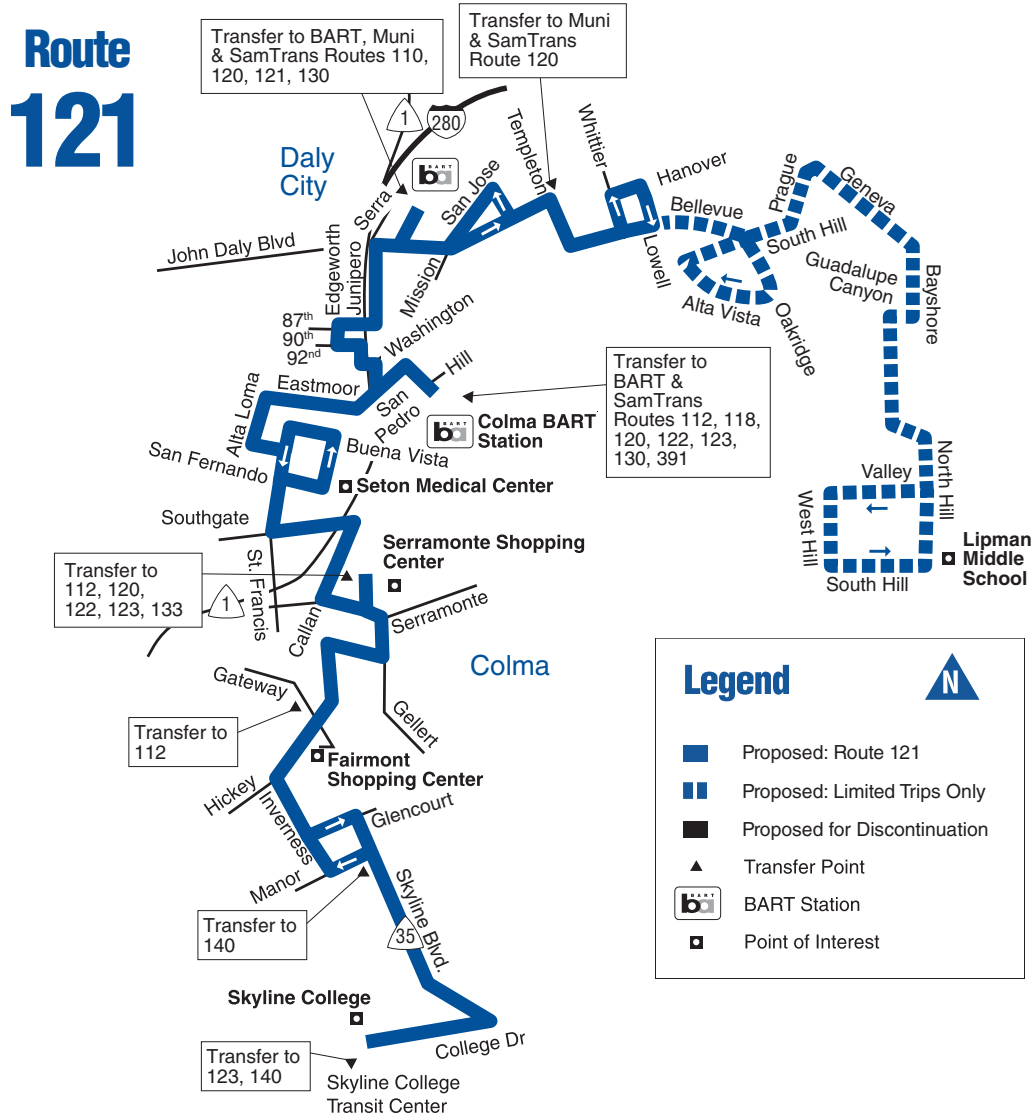
| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 10 | 20 | 10 | 30 | 15* | 15* |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------------|
| 5:00 - 23:00 | 5:30 - 23:00 | 6:00 - 22:00 |

*Route 120 weekend frequencies currently vary by time of day -- see SSP recommendations for details.

Recommended Change - Alignment

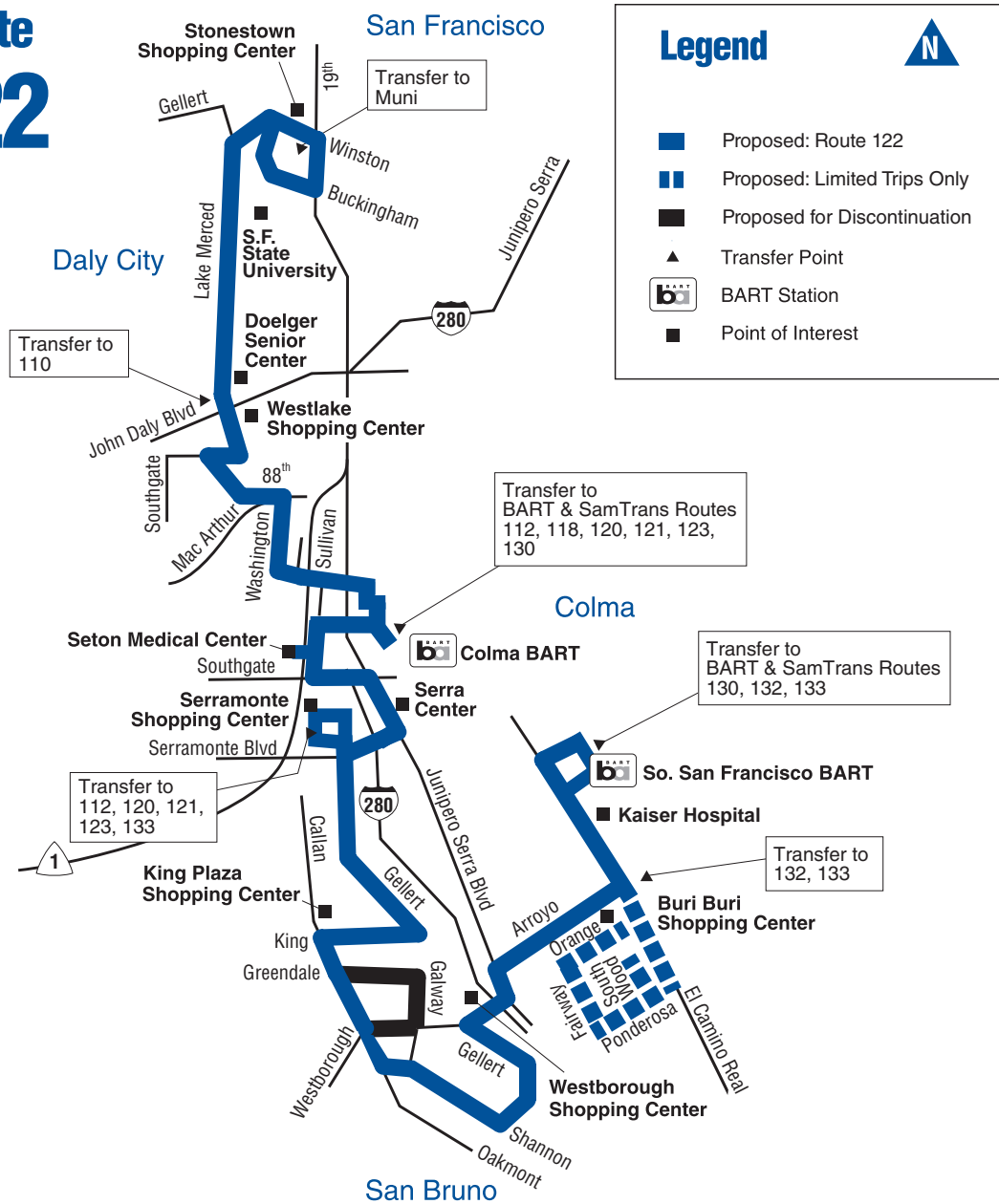


| Service Frequency (Minutes) | | | | | | |
|-----------------------------|-------------|----------|-------------|----------|--------|---------|
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | | All Day |
| 20 | 30 | 30 | 30 | 60 | 60 | |

| Span of Service (24-hour clock) | | |
|---------------------------------|--------------|--------------|
| Weekday | Saturday | Sunday |
| 5:00 - 22:00 | 8:00 - 22:00 | 8:00 - 19:00 |

Recommended Change - Alignment

Route 122



| Service Frequency (Minutes) | | | | | |
|-----------------------------|---------------|----------------|----------------|----------|---------|
| Weekday | | | | Saturday | Sunday |
| <u>AM Peak</u> | <u>Midday</u> | <u>PM Peak</u> | <u>Evening</u> | All Day | All Day |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | | |
| 20 | 30 | 20 | 30 | 30 | 30 |

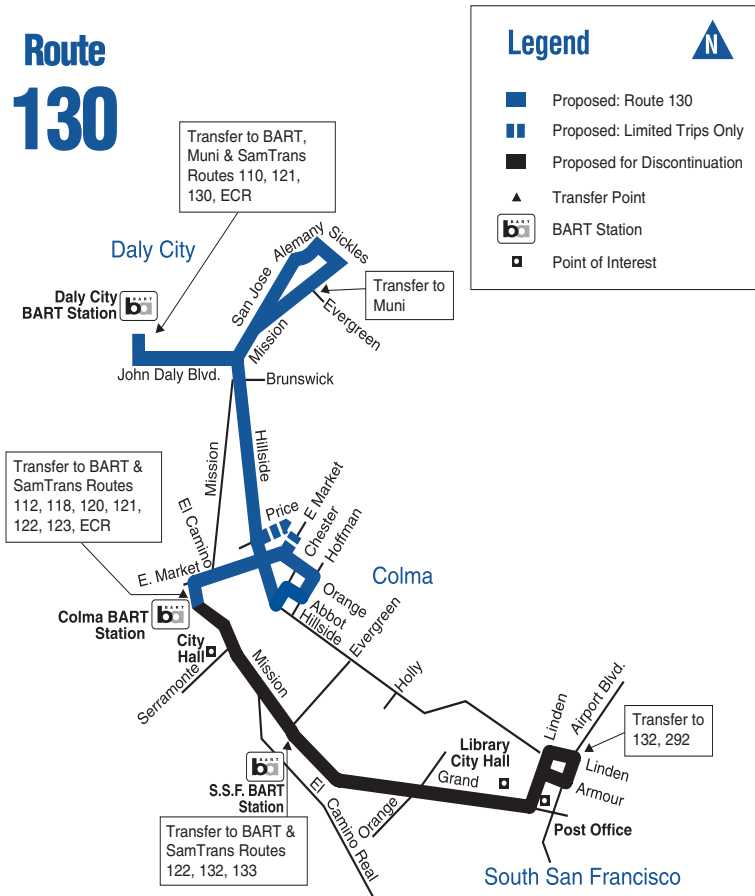
| Span of Service (24-hour clock) | | |
|---------------------------------|--------------|--------------|
| Weekday | Saturday | Sunday |
| 6:00 - 21:00 | 6:00 - 18:00 | 9:00 - 18:00 |

Discontinuation



| Existing | | | | | | |
|---------------------------------|---------------|----------------|----------------|----------|--------|---------|
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| <u>AM Peak</u> | <u>Midday</u> | <u>PM Peak</u> | <u>Evening</u> | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | | All Day |
| 30 | 60 | 30 | -- | -- | -- | |
| | | | | | | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| 6:00 - 19:00 | | -- | | -- | | |
| | | | | | | |
| Proposed | | | | | | |
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| <u>AM Peak</u> | <u>Midday</u> | <u>PM Peak</u> | <u>Evening</u> | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | | All Day |
| -- | -- | -- | -- | -- | -- | |
| | | | | | | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| -- | | -- | | -- | | |

Recommended Change - Schedule & Alignment

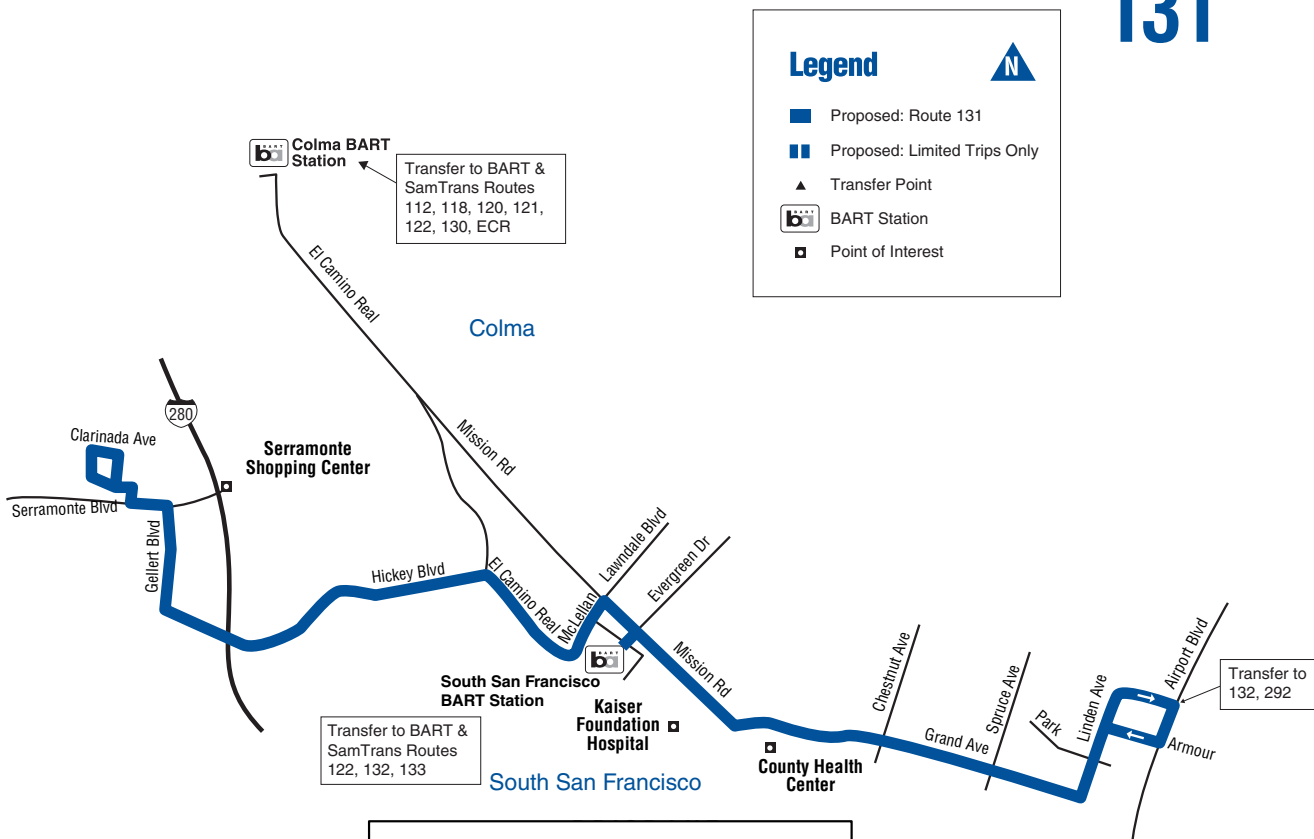


| Existing | | | | | | |
|---------------------------------|-------------|--------------|-------------|--------------|---------|--|
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | |
| 20 | 30 | 20 | 60 | 30 | 60 | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| 6:00 - 23:00 | | 7:30 - 20:30 | | 9:00 - 18:00 | | |

| Proposed | | | | | | |
|---------------------------------|-------------|--------------|-------------|--------------|---------|--|
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | |
| 15 | 15 | 15 | 30 | 30 | 30 | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| 6:00 - 23:00 | | 7:00 - 20:30 | | 9:00 - 19:00 | | |

New Route

Route 131



Existing*

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|--------|
| AM Peak | Midday | PM Peak | Evening | All Day | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | |
| 20 | 30 | 20 | 60 | 30 | 30 |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------------|
| 6:00 - 23:00 | 9:00 - 18:00 | 9:00 - 18:00 |

Proposed

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|--------|
| AM Peak | Midday | PM Peak | Evening | All Day | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | |
| 15 | 15 | 15 | 30 | 30 | 30 |

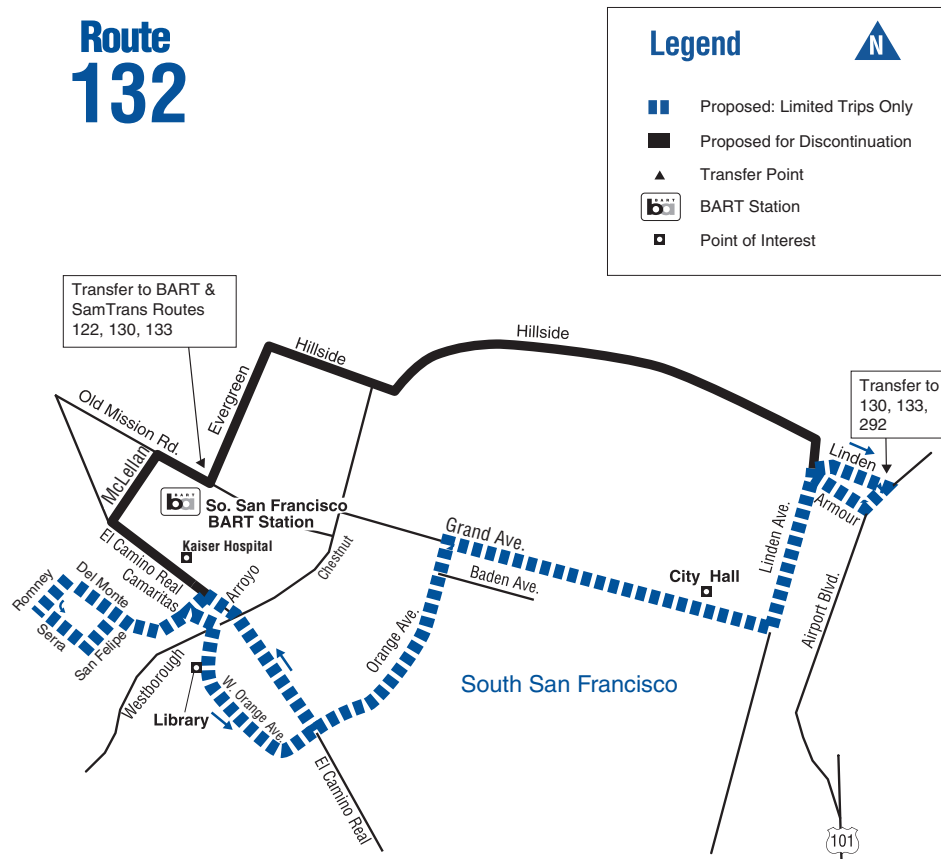
Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------------|
| 6:00 - 23:00 | 7:00 - 19:00 | 9:00 - 19:00 |

*shows schedule for Route 131

Recommended Change - Schedule & Alignment

Route 132



Existing

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | 60 | 30 | -- | 60 | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------|
| 5:00 - 19:00 | 8:00 - 17:00 | -- |

Proposed

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| -- | 1 Trip | -- | 1 Trip | -- | -- |

Span of Service (24-hour clock)

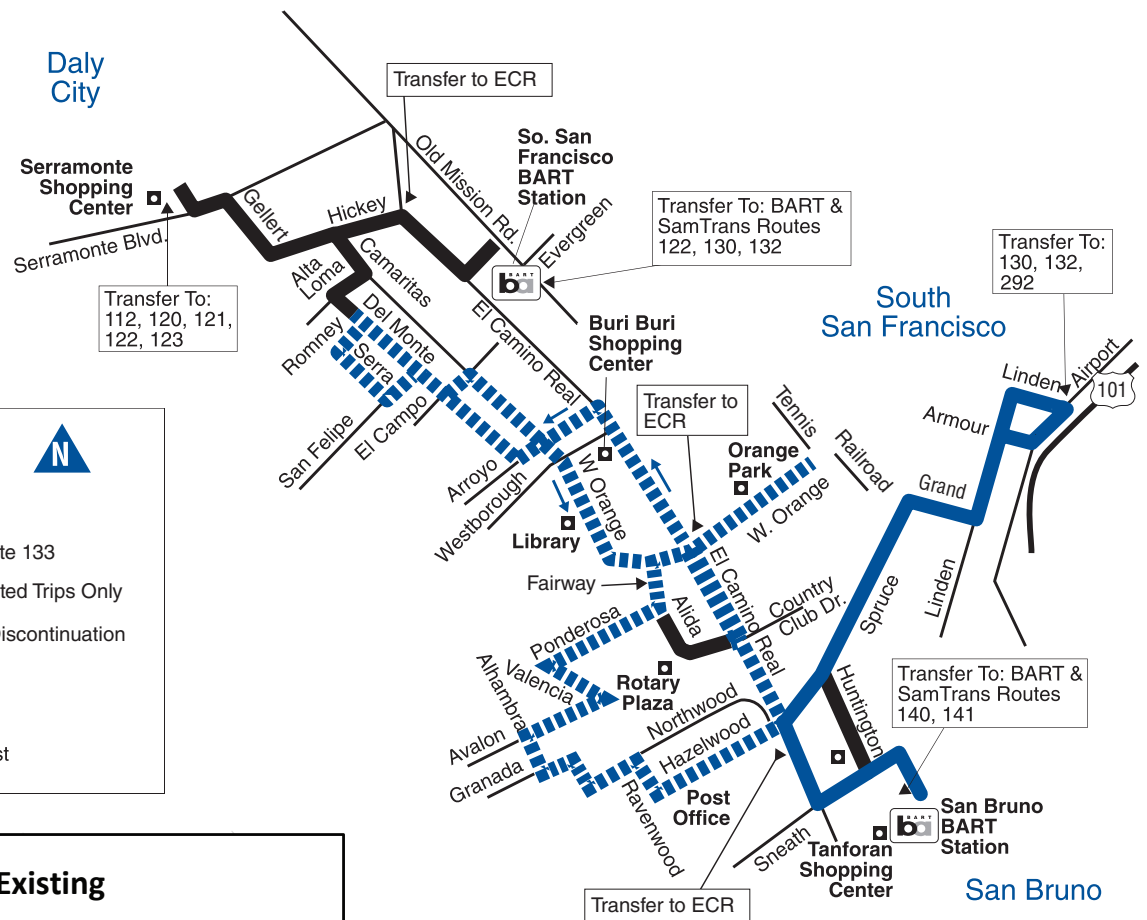
| Weekday | Saturday | Sunday |
|---------|----------|--------|
| -- | -- | -- |

Recommended Change - Schedule & Alignment

Route 133

Legend

Proposed: Route 133
 Proposed: Limited Trips Only
 Proposed for Discontinuation
 Transfer Point
 BART Station
 Point of Interest



Existing

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | 60 | 30 | -- | 60 | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------|
| 6:00 - 19:00 | 9:00 - 18:00 | -- |

Proposed

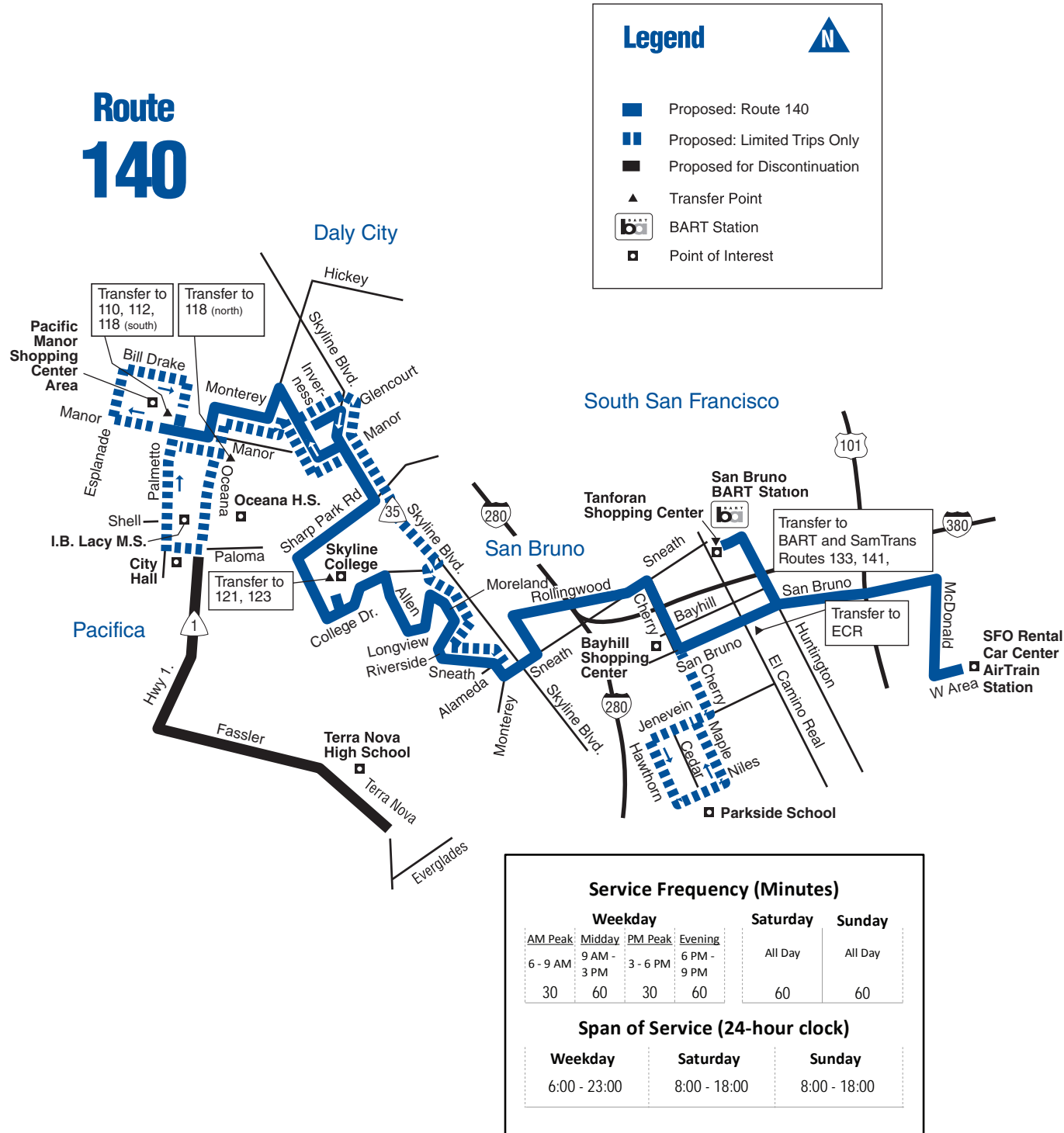
Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | 30 | 30 | 30 | 30 | 60 |

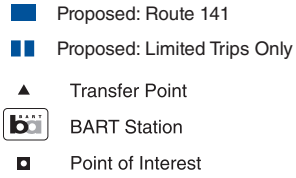
Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------------|
| 6:00 - 19:00 | 9:00 - 18:00 | 9:00 - 18:00 |

Recommended Change - Schedule & Alignment



Legend

APPENDIX B | B-67

Route 250



Weekday

Span of Service (24-hour clock)

Weekday

Proposed

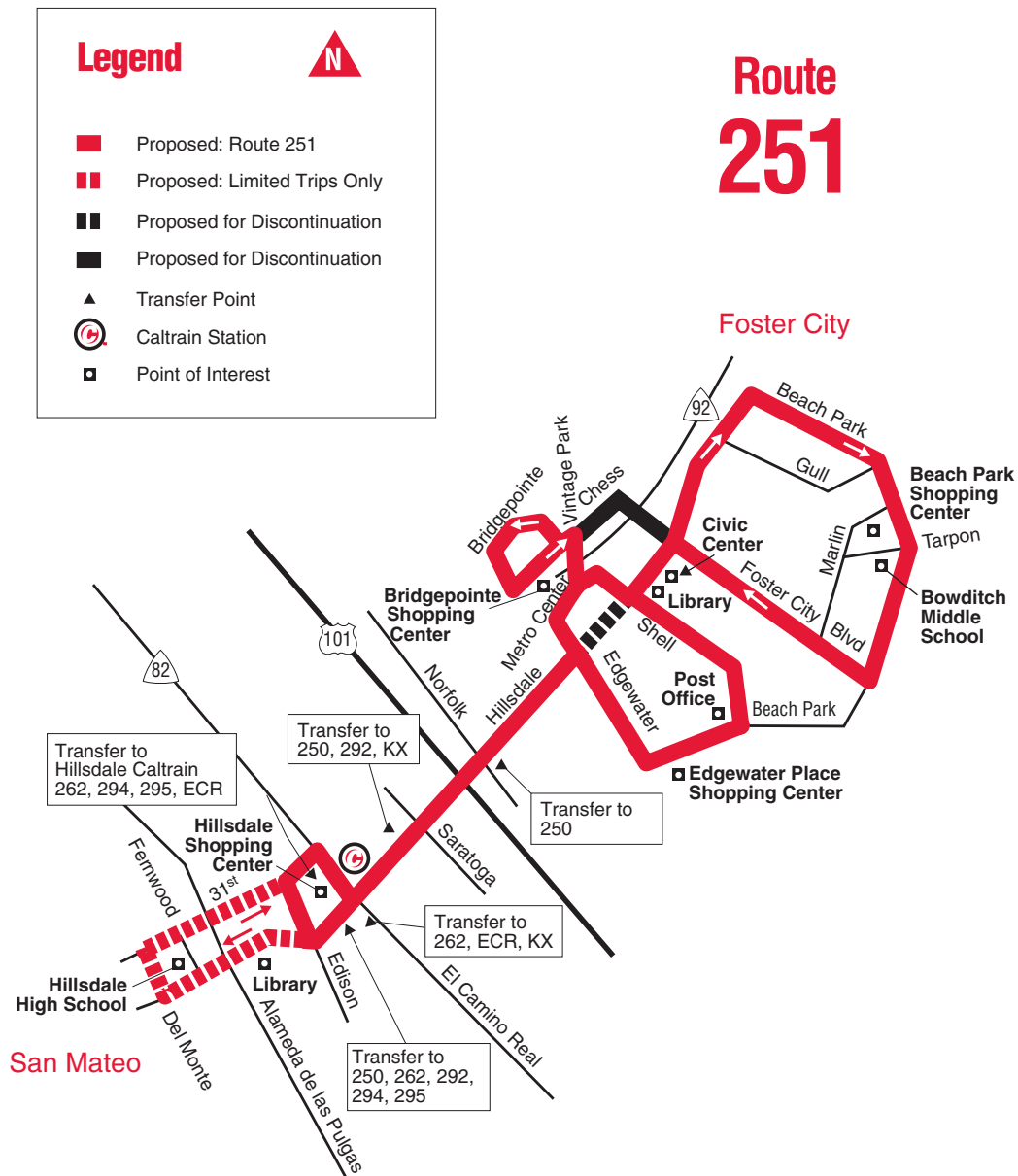
Weekday

Span of Service (24-hour clock)

Weekday

B-68 | SAMTRANS SERVICE PLAN - MAY 2013

Recommended Change - Alignment



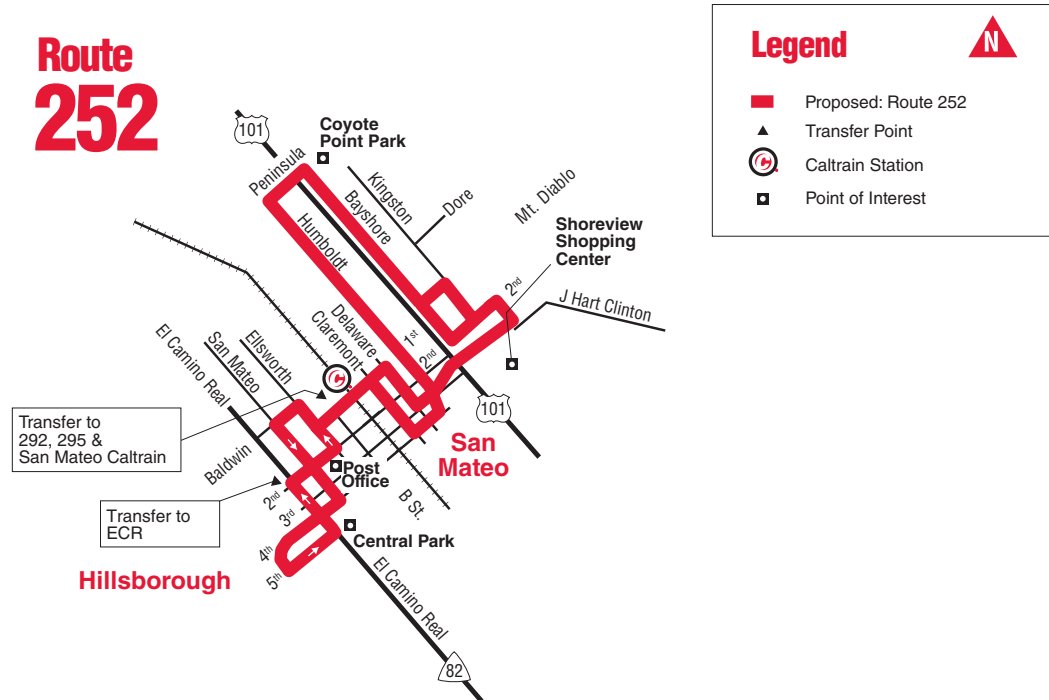
Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 60 | 60 | 60 | 60 | 60 | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------|
| 6:00 - 19:00 | 8:00 - 19:00 | -- |

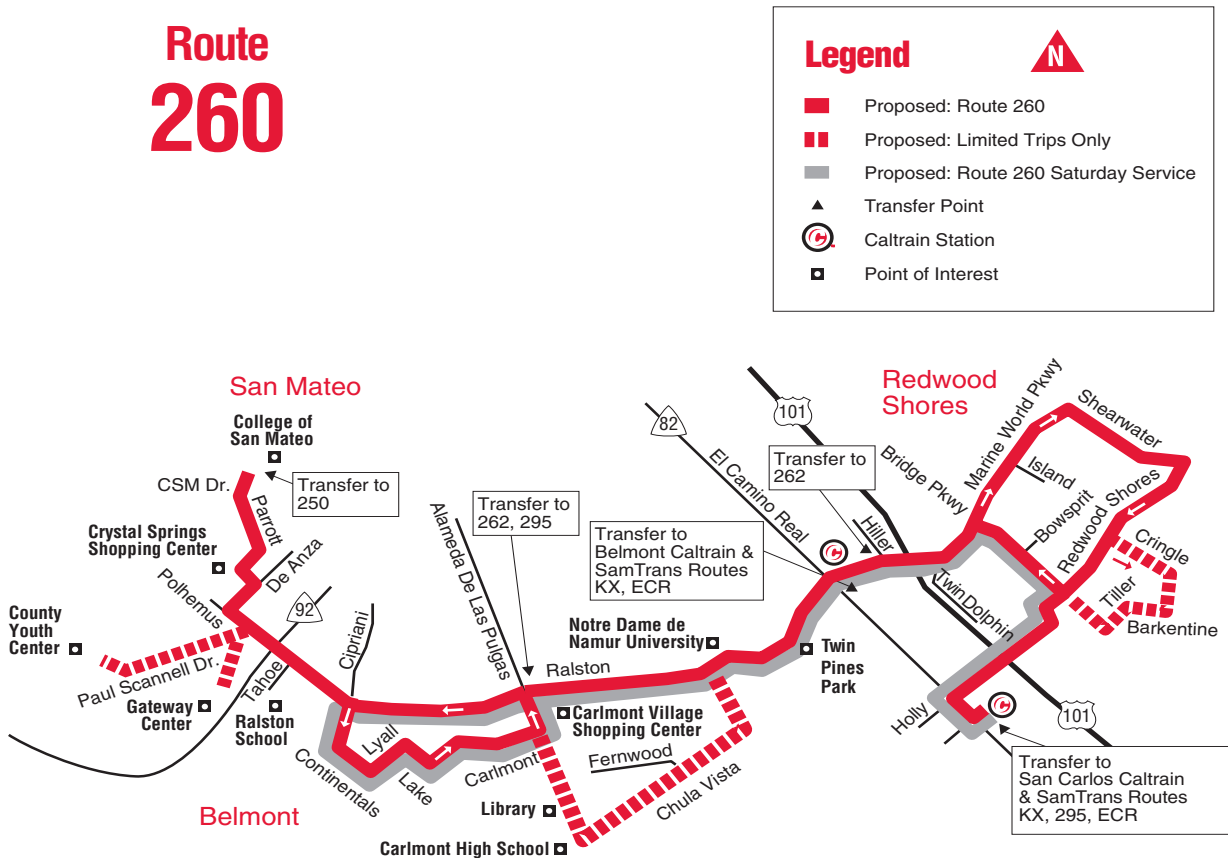
New Route



| Existing | | | | | | |
|---------------------------------|---------------|----------------|----------------|----------|---------|--|
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| <u>AM Peak</u> | <u>Midday</u> | <u>PM Peak</u> | <u>Evening</u> | All Day | All Day | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | -- | -- | |
| -- | -- | -- | -- | | | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| -- | | -- | | -- | | |

| Proposed | | | | | | |
|---------------------------------|---------------|----------------|----------------|----------|---------|--|
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| <u>AM Peak</u> | <u>Midday</u> | <u>PM Peak</u> | <u>Evening</u> | All Day | All Day | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | -- | -- | |
| 60 | 60 | 60 | 60 | | | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| 6:00 - 19:00 | | -- | | -- | | |

Recommended Change - Schedule



Note Box: Saturday Service to operate only between Carlmont and San Carlos Caltrain via Bridge Parkway. Saturday service will not be provided east of Bridge Parkway in Redwood Shores.

Existing

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------------|---------------|----------------|----------------|----------|---------|
| <u>AM Peak</u> | <u>Midday</u> | <u>PM Peak</u> | <u>Evening</u> | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | 60 | 30 | -- | 60 | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------|
| 6:00 - 18:00 | 9:00 - 19:00 | -- |

Proposed

Service Frequency (Minutes)

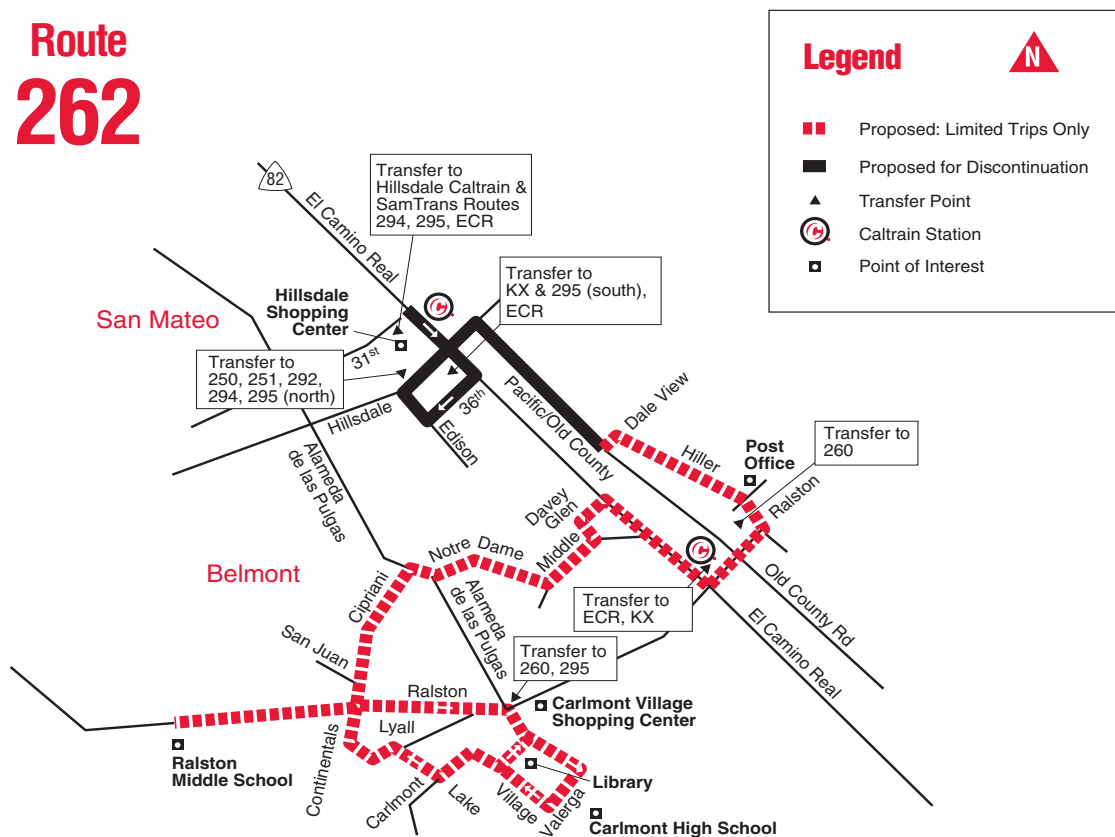
| Weekday | | | | Saturday | Sunday |
|----------------|---------------|----------------|----------------|----------|---------|
| <u>AM Peak</u> | <u>Midday</u> | <u>PM Peak</u> | <u>Evening</u> | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | 60 | 30 | -- | 60 | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------|
| 6:00 - 22:00 | 7:00 - 19:00 | -- |

Recommended Change - Schedule & Alignment

Route 262



Existing

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 60 | 60 | 60 | 60 | -- | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|----------|--------|
| 6:00 - 22:00 | -- | -- |

Proposed

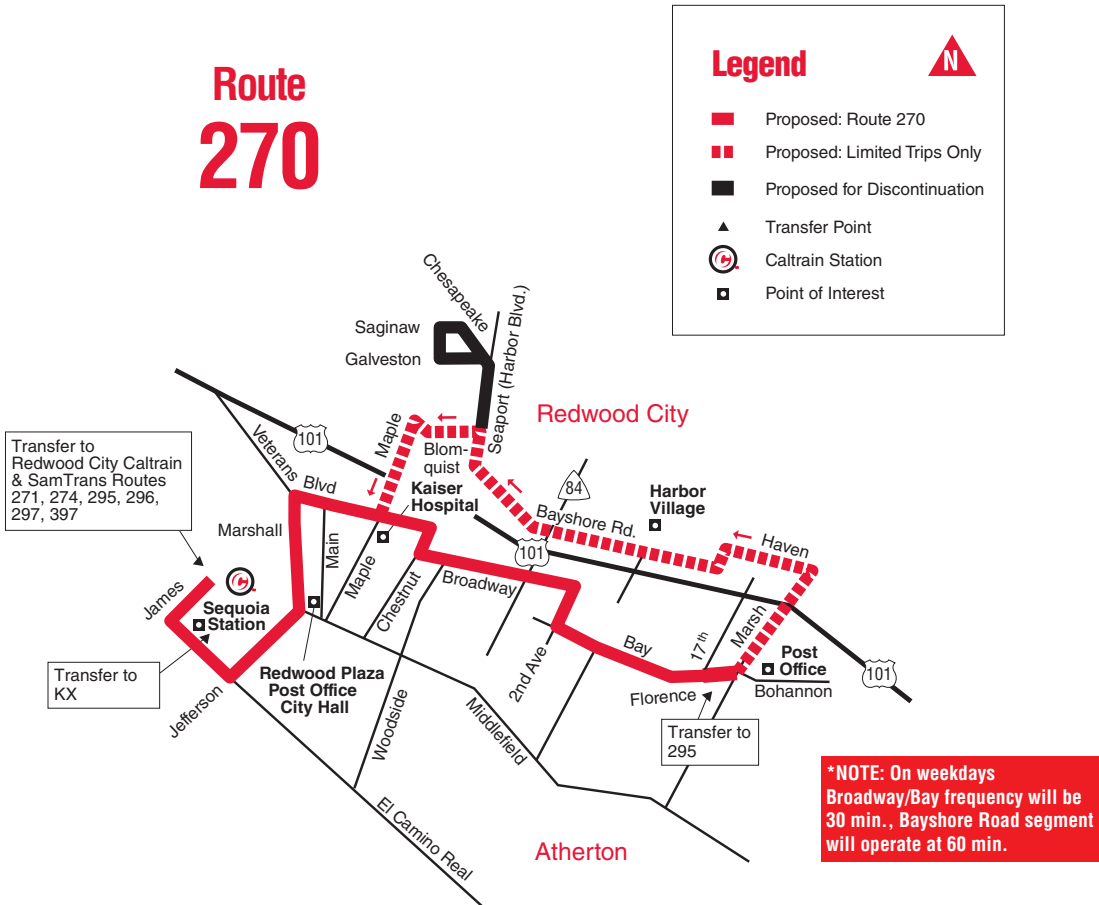
Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 2 Trips | -- | 3 Trips | -- | -- | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|---------|----------|--------|
| -- | -- | -- |

Recommended Change - Schedule & Alignment



| Existing | | | | | | |
|---------------------------------|-------------|---------------|-------------|----------|---------|--|
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | |
| 60 | 60 | 60 | — | 60 | — | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| 7:00 - 18:00 | | 10:00 - 18:00 | | — | | |

| Proposed | | | | | | |
|---------------------------------|-------------|---------------|-------------|----------|---------|--|
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | |
| 30* | 30* | 30* | 30* | 60 | — | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| 7:00 - 18:00 | | 10:00 - 18:00 | | — | | |

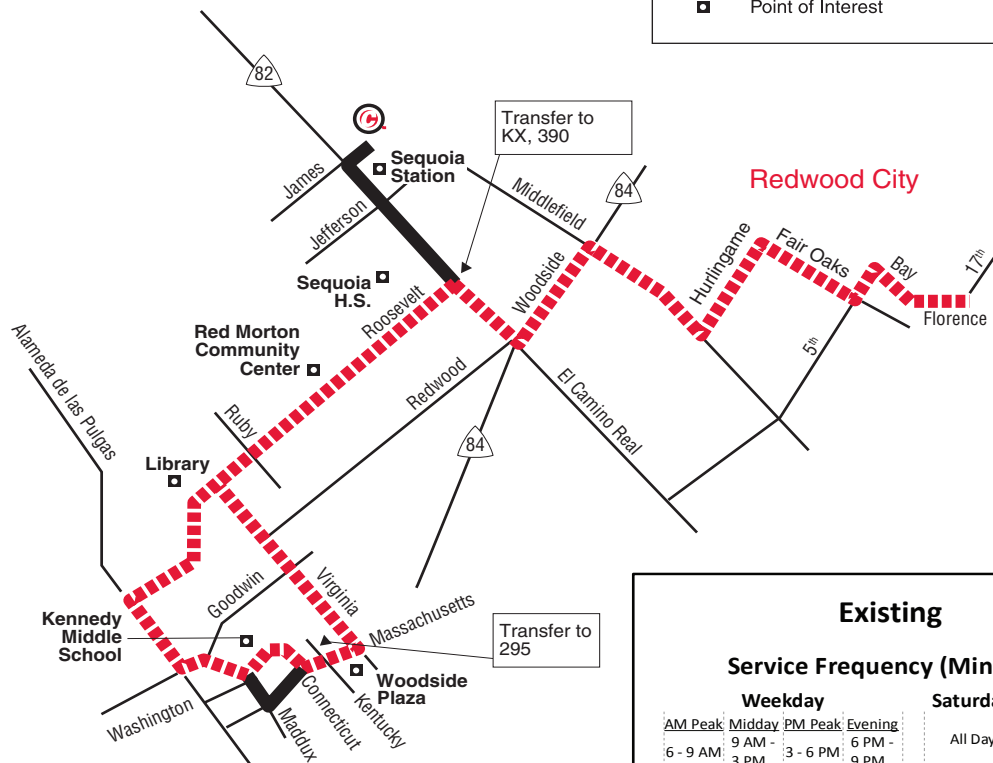
Recommended Change - Schedule & Alignment

Route 271

Legend



- Proposed: Limited Trips Only
- Proposed for Discontinuation
- ▲ Transfer Point
- Caltrain Station
- Point of Interest



Existing

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | 30 | 30 | — | — | — |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|----------|--------|
| 7:00 - 18:00 | — | — |

Proposed

Service Frequency (Minutes)

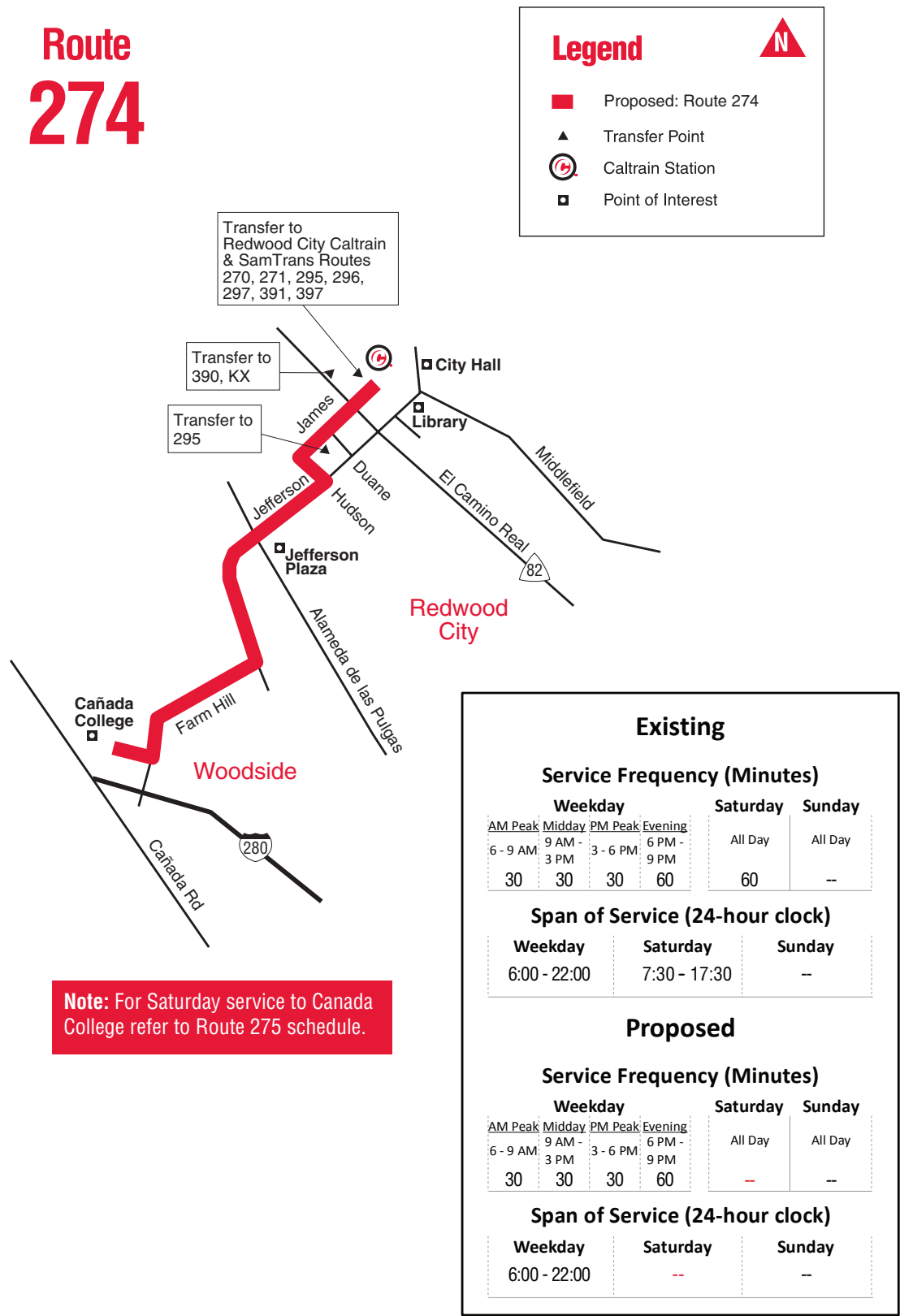
| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 3 Trips | — | 4 Trips | — | — | — |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|---------|----------|--------|
| — | — | — |

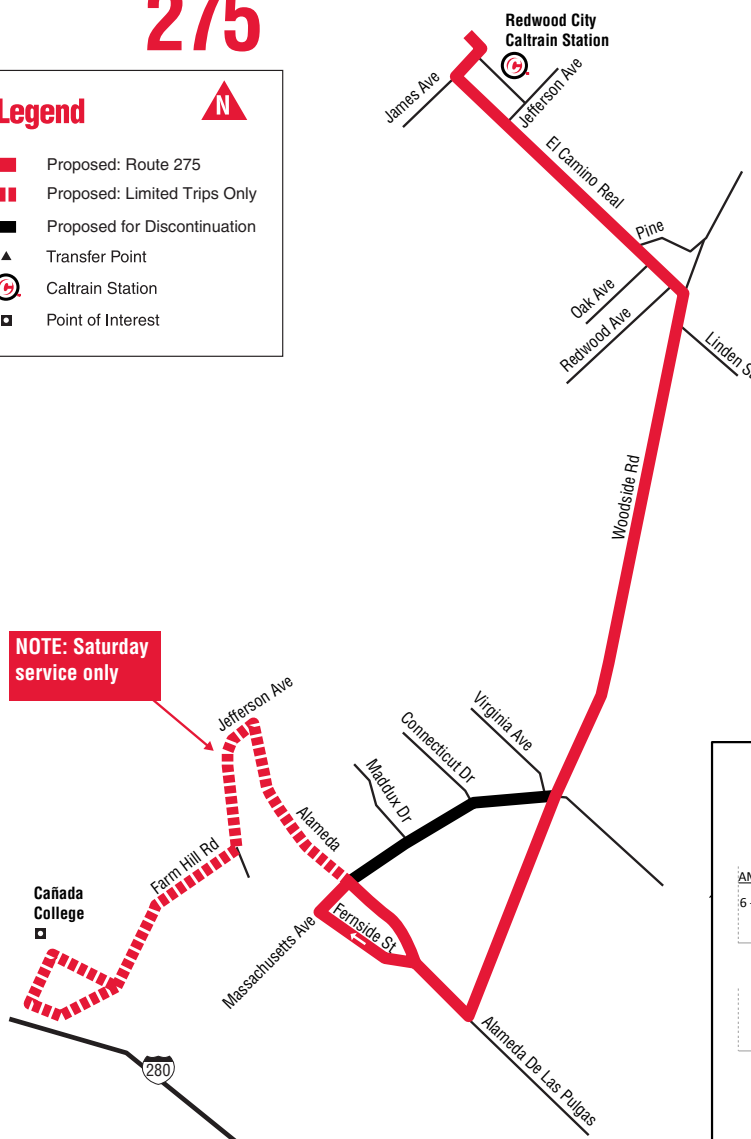
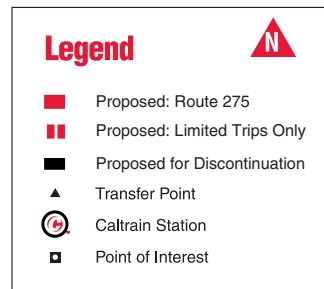
Recommended Change - Schedule

Route 274



Recommended Change - Schedule & Alignment

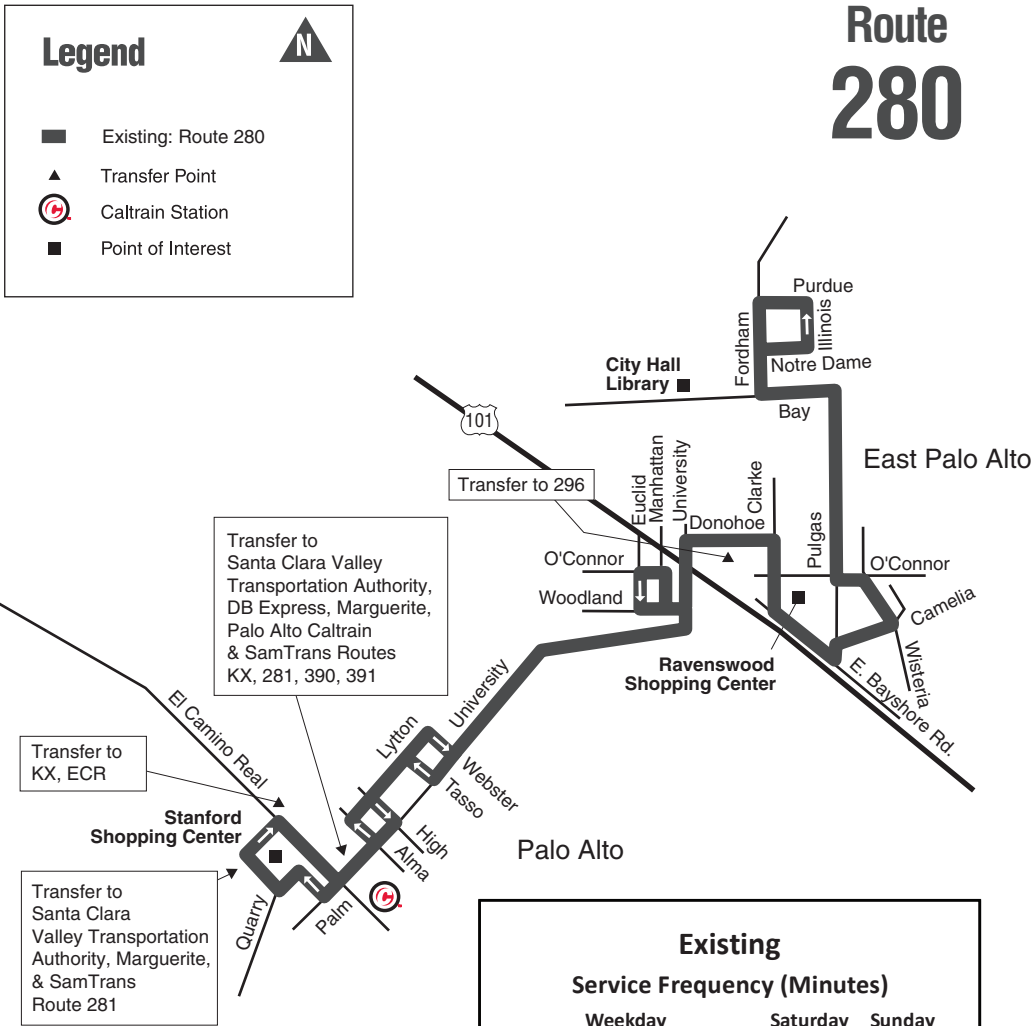
Route 275



| Existing* | | | | | | |
|---------------------------------|--------------|----------|-------------|----------|---------|--|
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | |
| 30 | 60 | 60 | -- | -- | -- | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | Saturday | Sunday | | | | |
| 6:00 - 19:00 | -- | -- | -- | -- | -- | |
| Proposed | | | | | | |
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | |
| 30 | 30 | 30 | 30 | 60 | -- | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | Saturday | Sunday | | | | |
| 6:00 - 19:00 | 7:30 - 19:00 | -- | -- | -- | -- | |

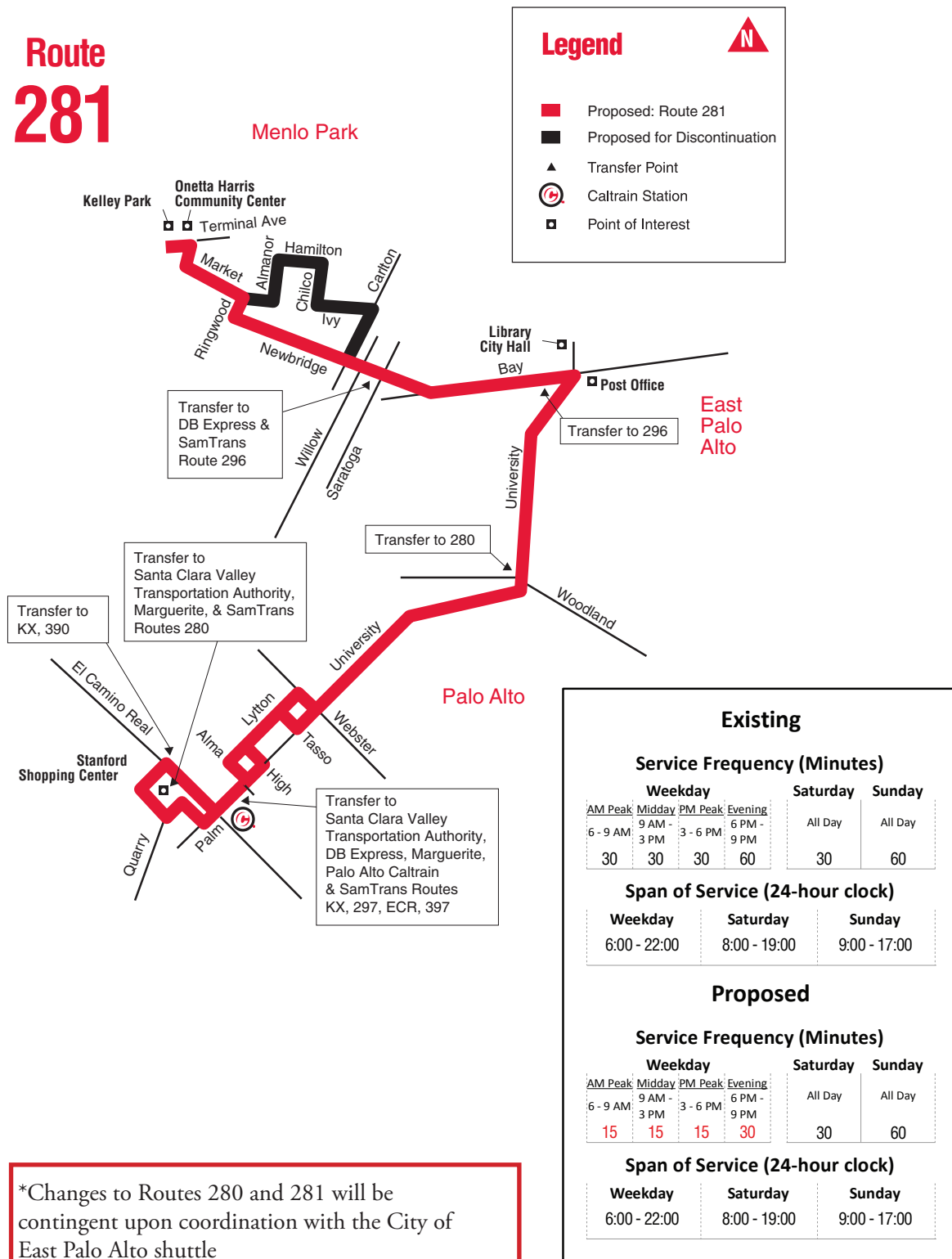
*showing schedule for Route 295

Discontinuation*



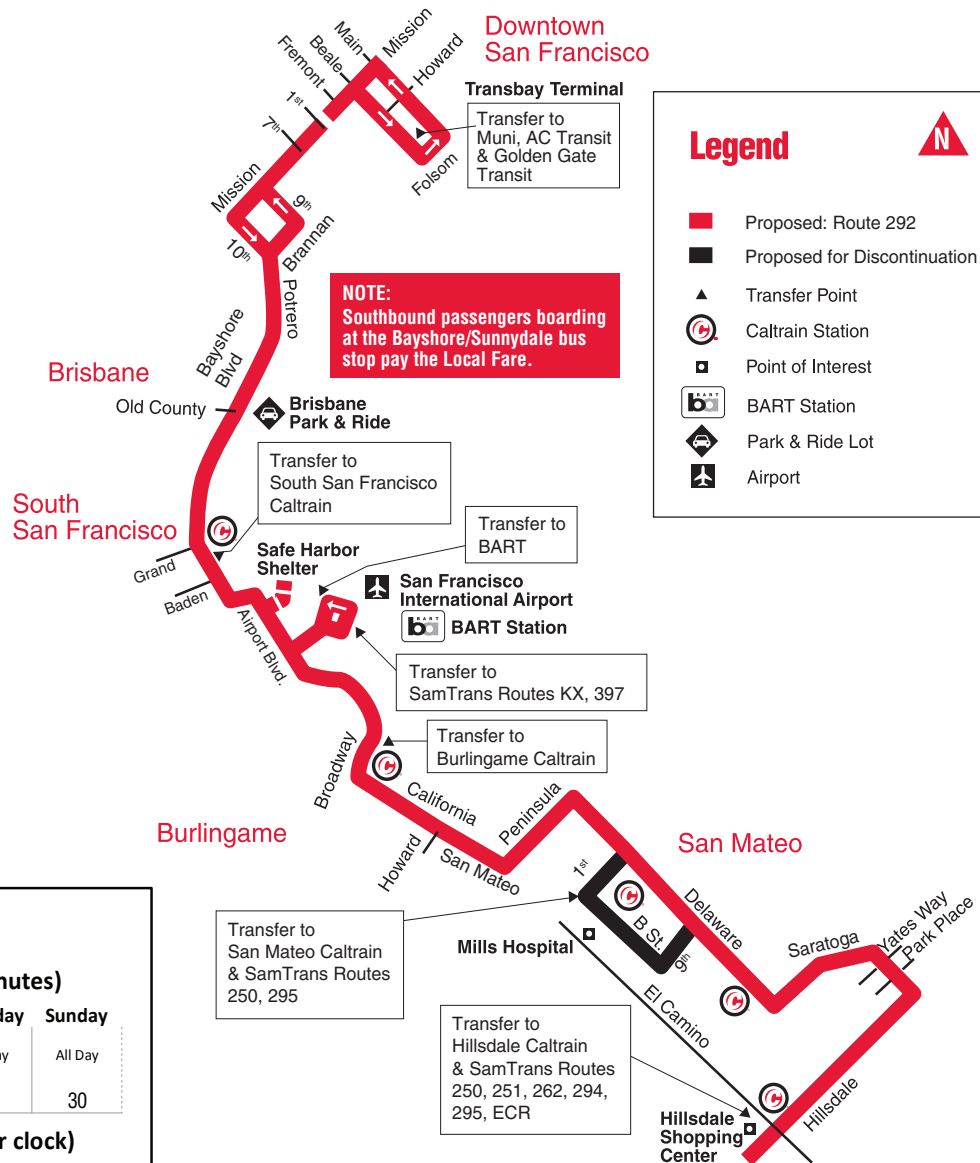
Recommended Change* - Schedule & Alignment

Route 281



Recommended Change - Alignment

Route 292



Existing

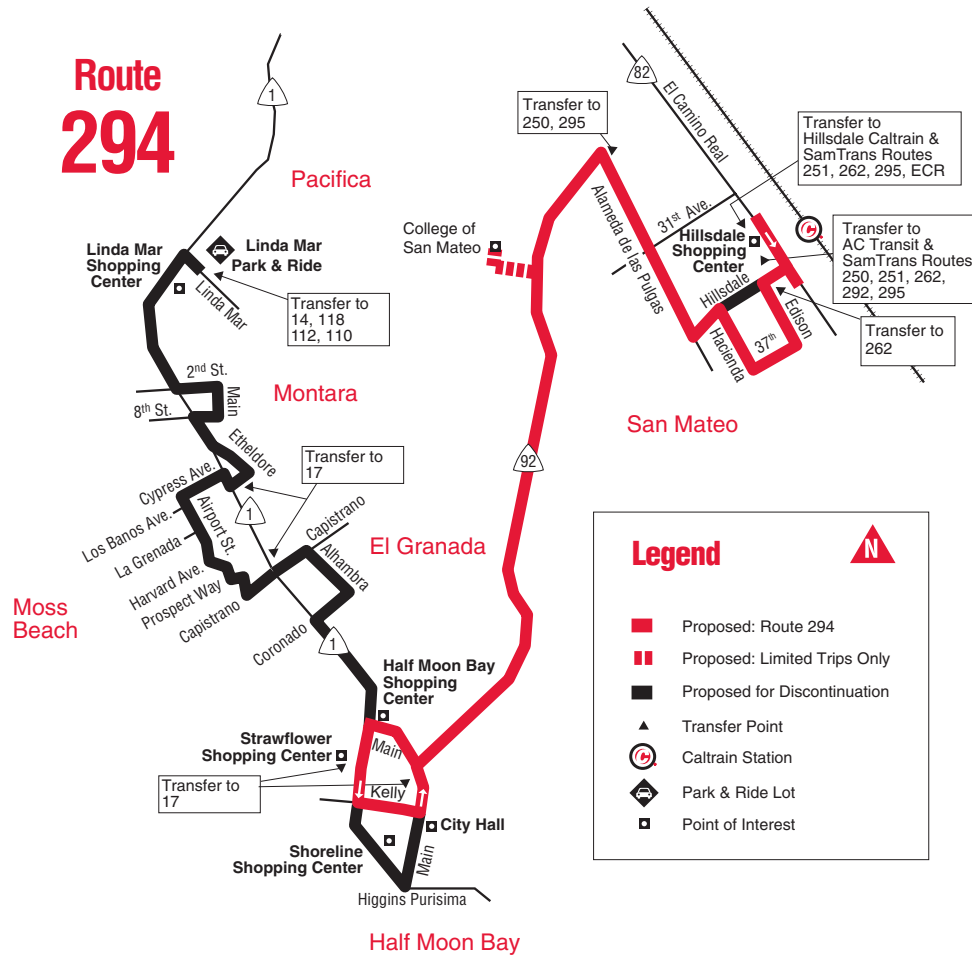
Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | 30 | 30 | 60 | 30 | 30 |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|-------------|-------------|-------------|
| 5:00 - 1:00 | 5:00 - 1:00 | 5:00 - 1:00 |

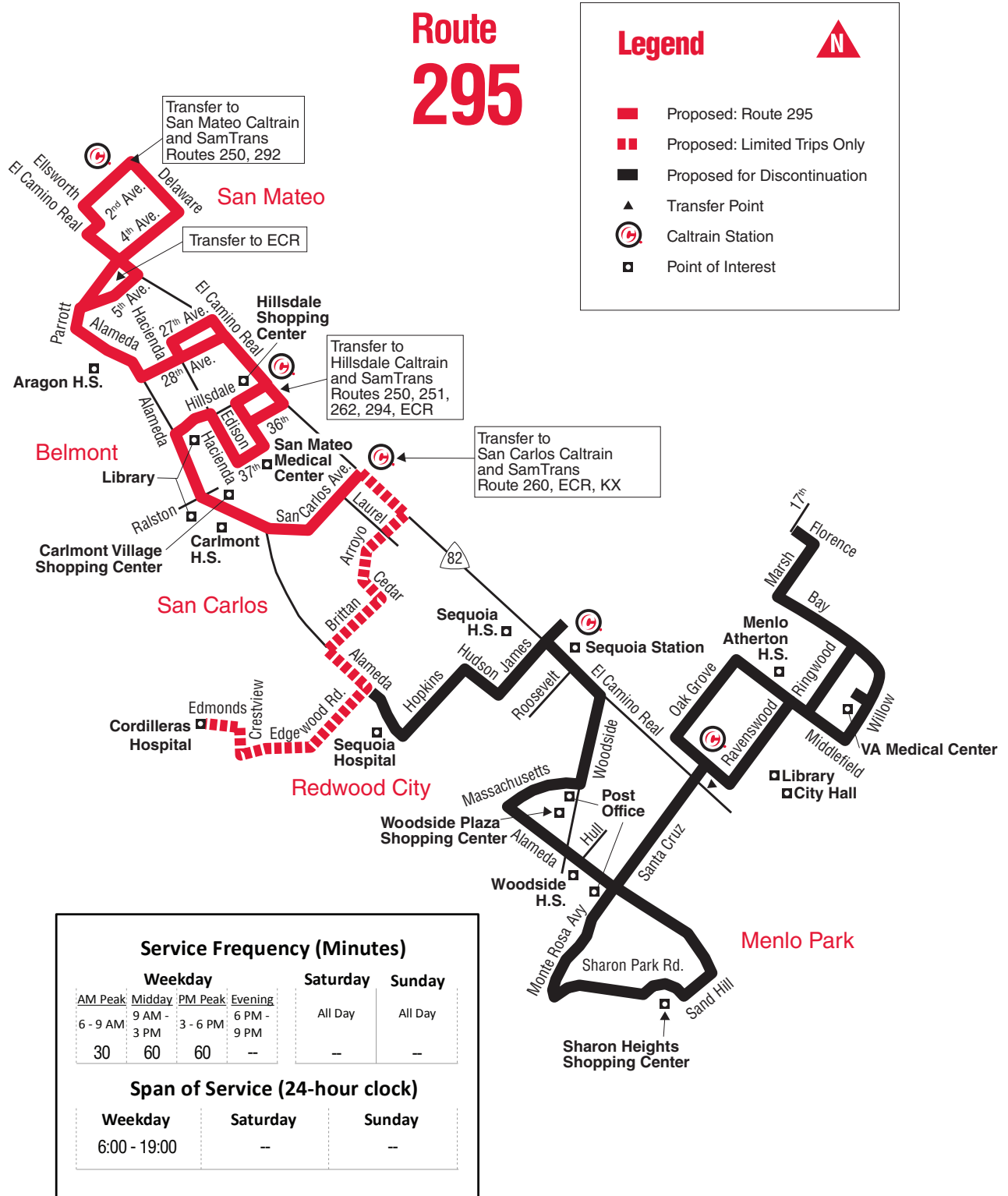
Recommended Change - Schedule & Alignment



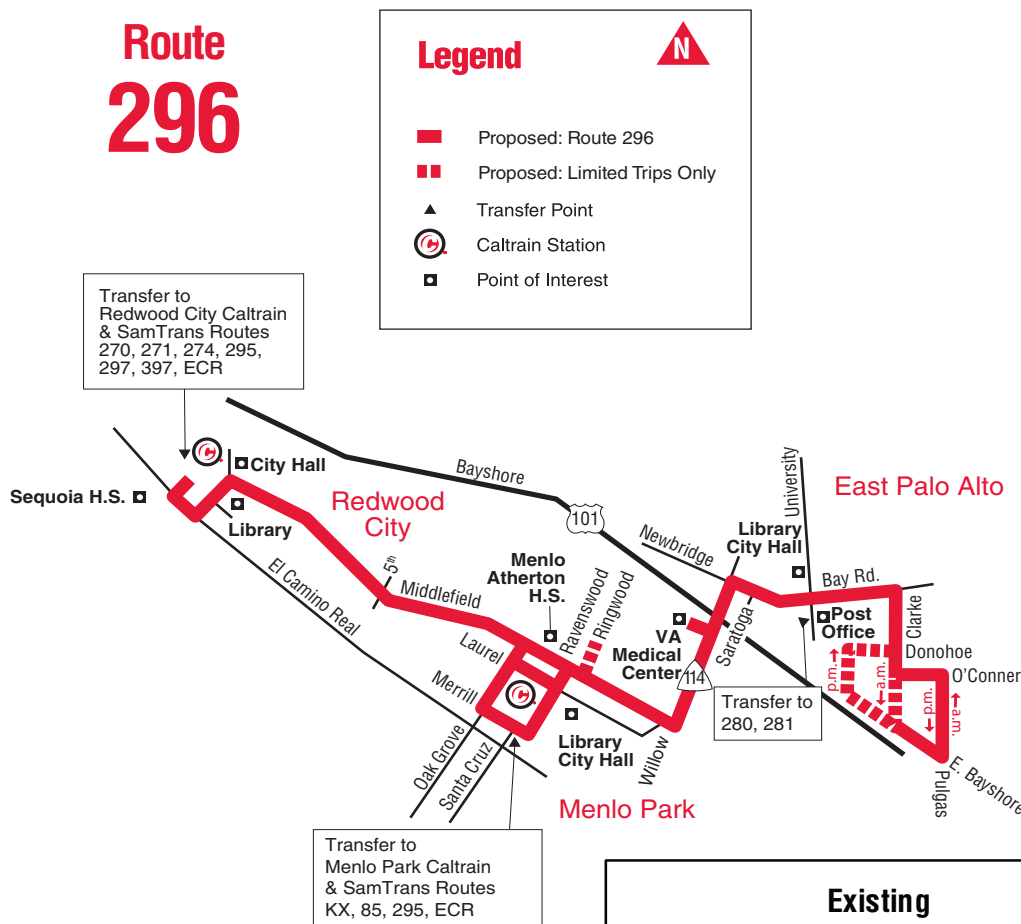
| Existing | | | | | | |
|---------------------------------|-------------|----------|-------------|----------|---------|--|
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | |
| 90 | 90 | 90 | 90 | -- | -- | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| 6:00 - 20:00 | | -- | | -- | | |

| Proposed | | | | | | |
|---------------------------------|-------------|--------------|-------------|--------------|---------|--|
| Service Frequency (Minutes) | | | | | | |
| Weekday | | | | Saturday | Sunday | |
| AM Peak | Midday | PM Peak | Evening | | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day | |
| 60 | 60 | 60 | 60 | 120 | 120 | |
| Span of Service (24-hour clock) | | | | | | |
| Weekday | | Saturday | | Sunday | | |
| 6:00 - 20:00 | | 9:00 - 18:00 | | 9:00 - 18:00 | | |

Recommended Change - Alignment



Recommended Change - Schedule & Alignment



Existing

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | 30 | 30 | 60 | 60 | 60 |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|--------------|--------------|--------------|
| 6:00 - 22:00 | 9:00 - 19:00 | 9:00 - 19:00 |

Proposed

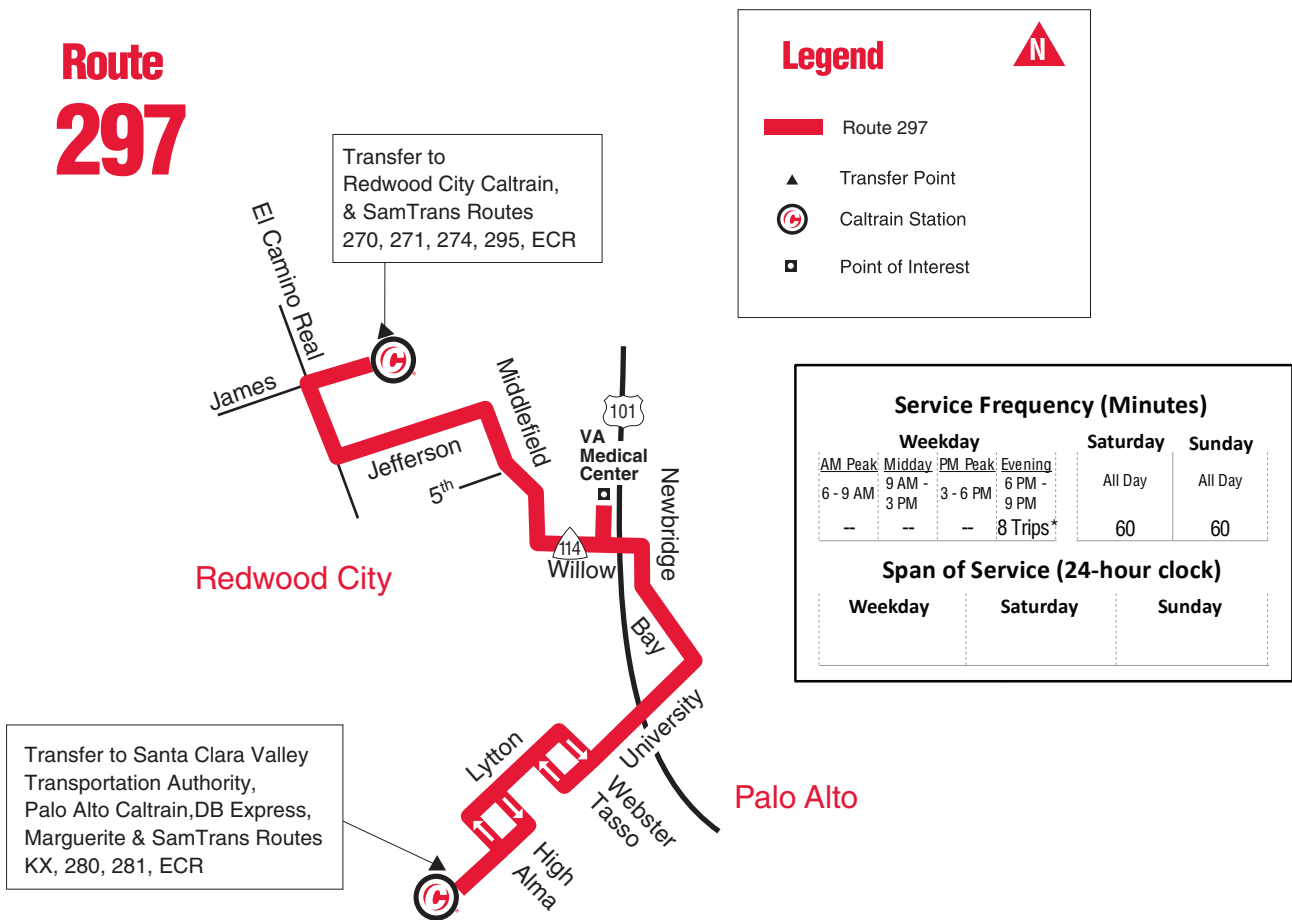
Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 15 | 15 | 15 | 30 | 30 | 30 |

Span of Service (24-hour clock)




| Weekday | Saturday | Sunday |
|--------------|--------------|--------------|
| 6:00 - 22:00 | 9:00 - 19:00 | 9:00 - 19:00 |

No Change

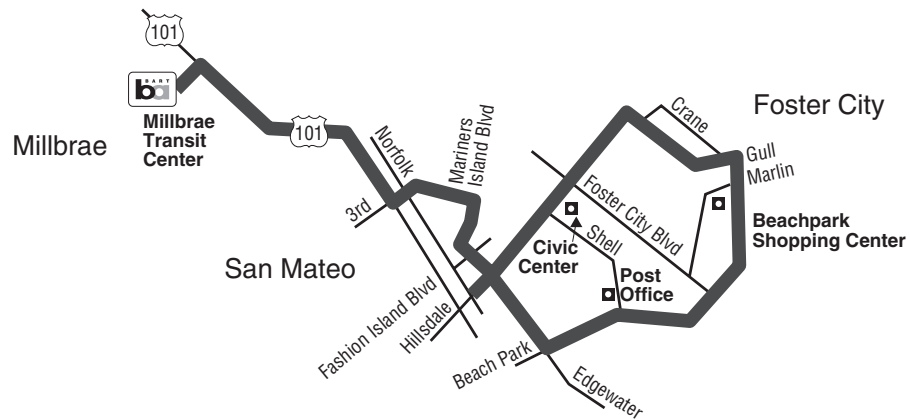


Discontinuation

Legend

 Proposed for Discontinuation
 BART Station
 Point of Interest

Route 359



Existing Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | -- | 30 | -- | -- | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|-----------|----------|--------|
| Peak Only | -- | -- |

Proposed Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------|-------------|----------|-------------|----------|---------|
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| -- | -- | -- | -- | -- | -- |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|---------|----------|--------|
| -- | -- | -- |

Discontinuation (See ECR replacement route)

Route 390

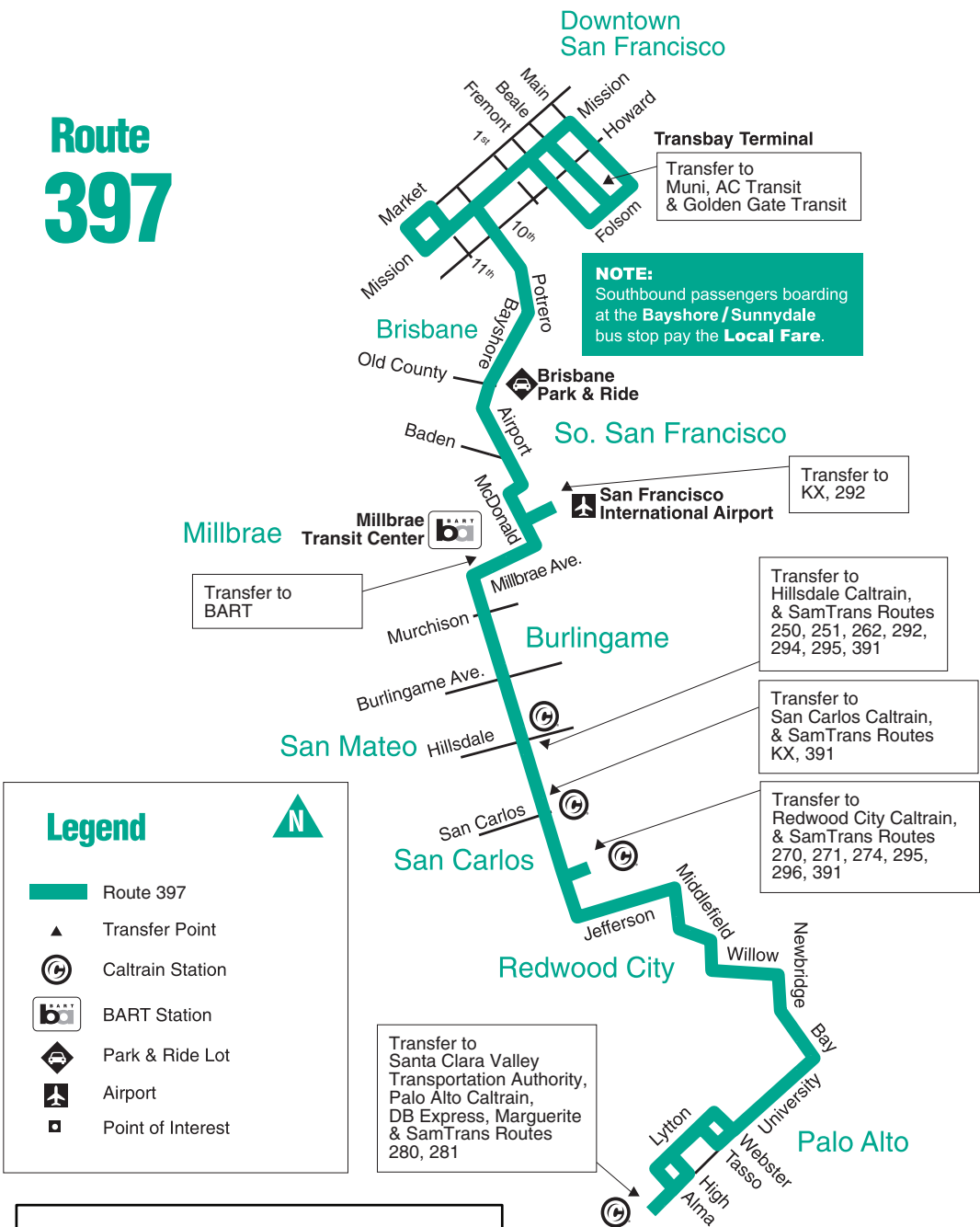


Discontinuation (See ECR replacement route)



No Change

Route 397





| Service Frequency (Minutes) | | | | | |
|-----------------------------|-------------|----------|-------------|----------|---------|
| Weekday | | | | Saturday | Sunday |
| AM Peak | Midday | PM Peak | Evening | All Day | All Day |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | | |
| -- | -- | -- | 60 | | |

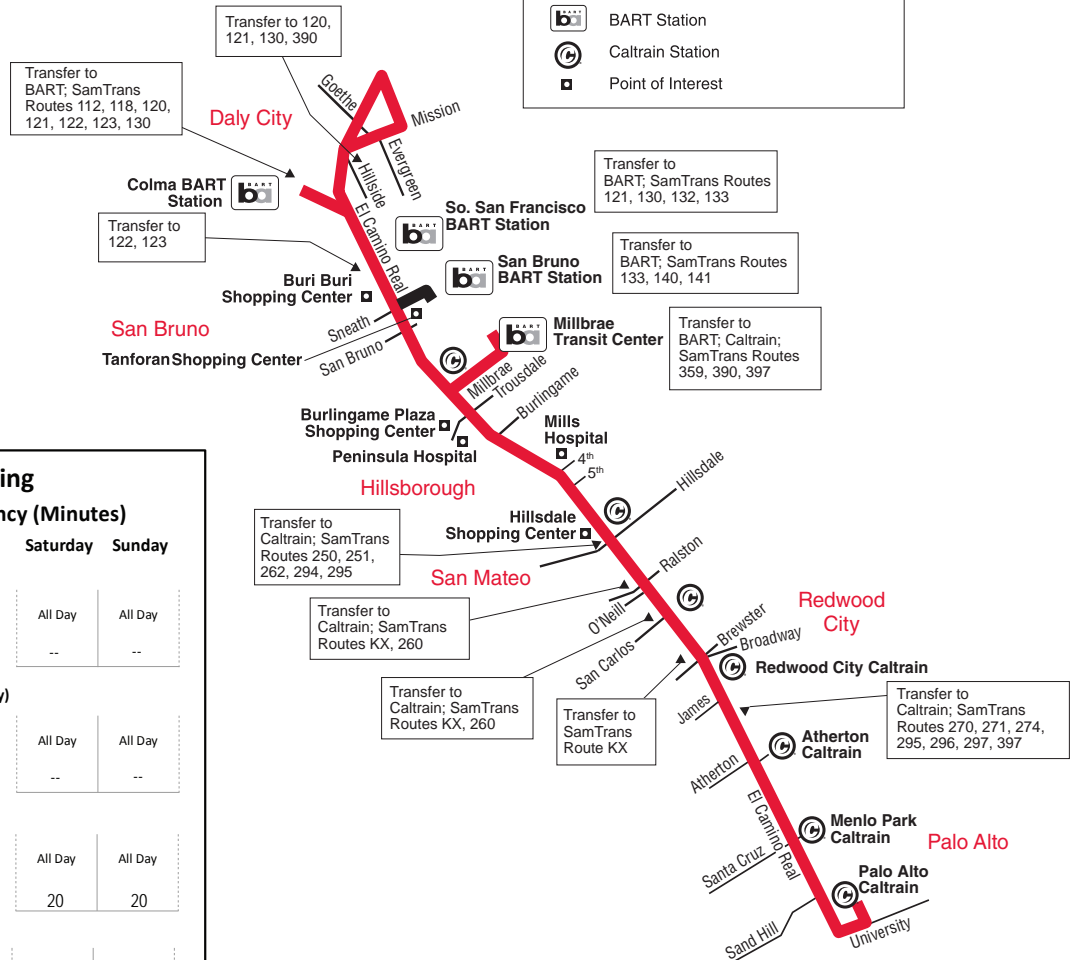
| Span of Service (24-hour clock) | | |
|---------------------------------|-------------|-------------|
| Weekday | Saturday | Sunday |
| 1:00 - 4:00 | 1:00 - 4:00 | 1:00 - 4:00 |

Recommended Change - Schedule

Route ECR

Legend

- █ Route ECR
- Proposed for Weekday Discontinuation
- ▲ Transfer Point
-  BART Station
-  Caltrain Station
- Point of Interest



Existing

Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|---------------------------------|-------------|----------|-------------|----------|---------|
| 390 (Palo Alto to Daly City) | | | | | |
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | 30 | 30 | 60 | -- | -- |
| 391 (Redwood City to Daly City) | | | | | |
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 30 | 30 | 30 | 60 | -- | -- |
| ECR (weekend service) | | | | | |
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| -- | -- | -- | -- | 20 | 20 |
| TOTAL | | | | | |
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 15 | 15 | 15 | 30 | 20 | 20 |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|-------------|-------------|-------------|
| 4:00 - 1:00 | 5:00 - 1:00 | 5:00 - 1:00 |

Proposed

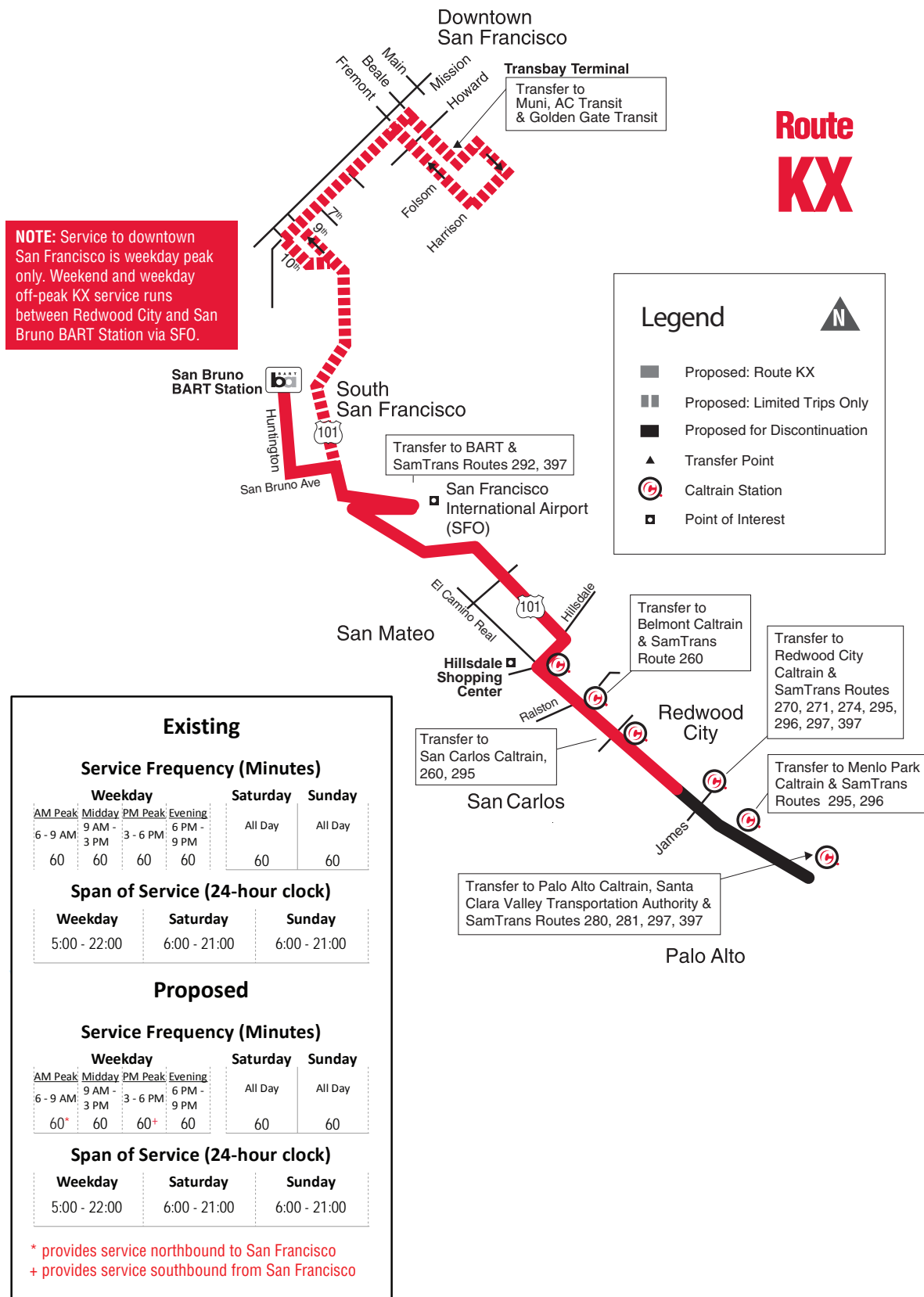
Service Frequency (Minutes)

| Weekday | | | | Saturday | Sunday |
|----------------------------------|-------------|----------|-------------|----------|---------|
| ECR 400 (Palo Alto to Daly City) | | | | | |
| AM Peak | Midday | PM Peak | Evening | | |
| 6 - 9 AM | 9 AM - 3 PM | 3 - 6 PM | 6 PM - 9 PM | All Day | All Day |
| 15 | 15 | 15 | 30 | 20 | 20 |

Span of Service (24-hour clock)

| Weekday | Saturday | Sunday |
|-------------|-------------|-------------|
| 4:00 - 1:00 | 5:00 - 1:00 | 5:00 - 1:00 |

Recommended Change - Schedule & Alignment





THIS PAGE IS INTENTIONALLY LEFT BLANK.



Appendix C: SamTrans Service Plan Outreach Summary

January 3, 2013



Summary of Service Plan Phase III Community Outreach October-November 2012

Prepared by:



800 Hearst Avenue
Berkeley, CA 94710

I. Introduction

During October and November 2012, SamTrans conducted a program of public outreach and engagement to solicit customer and community input into the SamTrans Service Plan (SSP), an in-depth study of its fixed-route bus system. When completed, the SSP will develop a road map for future SamTrans service to build the most robust system possible within available resources. SamTrans last conducted a similar service plan analysis in 1999.

This is the third phase of public outreach activities, following Open Houses hosted in July 2011 to introduce the project to the public, and a series of public workshops held in the fall of 2011. This third phase focused on presenting a preliminary set of proposed service changes to the community. The public engagement activities included:

- Nine Community Meetings (seven Rider Forums¹, two Public Workshops)
- Sixteen City Council presentations
- An online survey
- Tabling events at community colleges, senior centers and community centers
- Operator outreach events

A revised Final Draft Service Plan, based on input from this phase of public input, is anticipated to be released in Spring 2013 for public review and comment, with a final Service Plan scheduled for adoption in mid-2013.

The nine Community Meetings were as follows:

| Table 1: SamTrans Fall 2012 Community Meetings | | | |
|---|-------------------------------------|---|--------------------------------------|
| Location | Date and Time | # of Attendees (per sign-in sheets) | Translation Services Provided |
| Sharp Park Library <i>104 Hilton Way Pacifica</i> | Saturday, October 6 10:30am-noon | 14 | None |
| St. Bruno's Parish Hall <i>555 W. San Bruno Avenue San Bruno</i> | Thursday, October 11 7-8:30pm | 20 | Spanish |
| Fair Oaks Community | Saturday, October 13 | 1* | Spanish |

¹ Rider Forums are meetings open to the general public with a focus on the proposals specific to the local community where the forum is held.

| Table 1: SamTrans Fall 2012 Community Meetings | | | |
|--|-----------------------------------|---|--------------------------------------|
| Location | Date and Time | # of Attendees (per sign-in sheets) | Translation Services Provided |
| Center <i>2600 Middlefield Road Redwood City</i> | 1-2:30pm | | |
| Main Street Park <i>1101 Main Street Half Moon Bay</i> | Tuesday, October 16 6-7:30pm | 19 | Spanish Chinese |
| Peninsula Station <i>2901 S. El Camino Real San Mateo</i> | Thursday, October 18 6-7:30pm | 21 | Spanish |
| War Memorial Community Center <i>6655 Mission Street Daly City</i> | Tuesday, October 23 6-7:30pm | 34 | None |
| YMCA <i>550 Bell Street East Palo Alto</i> | Wednesday, October 24 6-7:30pm | 22 | Spanish |
| SamTrans Auditorium <i>1250 San Carlos Avenue San Carlos</i> | Thursday, October 25 1:30-3pm | 13 | None |
| Magnolia Senior Center <i>601 Grand Avenue South San Francisco</i> | Thursday, November 1 6:30-8pm | 68 | Spanish |
| TOTAL ATTENDANCE | | 212 | |

**Due to minimal attendance at the Redwood City meeting, SamTrans and MIG staff returned to the Fair Oaks Community Center on Tuesday, October 30, during open hours and surveyed community members who were there to receive services. 23 individuals filled out questionnaires during that time.*

All meeting locations were accessible to people with disabilities and were served by SamTrans bus routes. Individuals requiring special accommodation were requested to contact SamTrans up to 72 hours in advance of each Community Meeting.

Community members were also able to submit comments on the Service Plan by phone, e-mail or postal mail.

II. Outreach

SamTrans conducted a robust outreach program to publicize the Community Meetings and invite participation. SamTrans reached out to a number of community-based organizations (CBOs) to assist with identifying meeting venues, dates, and times that would be most conducive to community participation. CBOs also assisted with promoting the meetings among their constituents through a variety of methods, including emails, announcements at meetings, posting flyers in and around their facilities, and word of mouth. The dedicated project website, www.samtrans.com/ssp, announced all workshop dates, times and locations and a prominent link appeared on the SamTrans website home page. A dedicated email and phone message line was available for questions and comments, including requests for translation services. Other outreach activities announcing the public workshops included:

- **“Take One” flyers available on board the buses**
- Onboard electronic messages
- Newspaper notices
- **Announcements via the agency’s social media accounts (Twitter, Facebook, Google+)**
- Announcements at SamTrans Board meetings and other stakeholder meetings, as well as other community notices
- Email blasts

The Community Meetings received coverage through the following online local news resources:

- Belmont Patch
- City of San Mateo CityNews Community Newsletter
- Mass Transit Magazine
- Menlo Park Patch
- Mercury News
- Pacifica Tribune
- Redwood City e-Blast
- San Carlos Patch
- San Mateo Patch

- The Daily Journal (San Mateo County)
- VTA Watch Blog

The project website also provides detailed project information, such as previous project plans and PowerPoint presentations, in addition to public outreach information.

III. Results

A. Community Meetings

Format

Phase 3 outreach involved two different approaches to setting up the Community Meetings. The majority of the Community Meetings were **organized as “Rider Forums.”** Rider Forums are meetings open to the general public with a focus on the proposals specific to the local community where the forum is held. These meetings were planned in coordination with and co-hosted by local CBOs, and were, **when possible, held at the organizations’** facilities to make it as easy as possible for community members to attend. Emphasis was placed on working with CBOs whose clientele include members of low-income, minority and limited English proficient communities, who often are transit-dependent and traditionally may be less likely to attend public meetings.

The remainder of the Community Meetings (those held in Daly City and San Carlos) were organized as Public Workshops. These meetings had a broader focus and were intended to draw participation from throughout the County.

Both events had the same format: an informational presentation on the **SSP’s background, objectives and preliminary service change proposals**, followed by a question and answer period. Each participant received a questionnaire requesting details of their SamTrans ridership and demographic information, as well as a comment card soliciting both comments on specific bus routes and general comments on SamTrans service. Because of the similar nature of these two types of meetings, the results are presented in a combined manner in this report.

Attendees were encouraged to discuss their opinions and provide additional comments throughout the course of each meeting.

The meetings concluded by explaining the next steps in the process and giving participants contact information to stay informed and continue to give input to SamTrans.

Content

The purpose of the Community Meetings was to present preliminary service change proposals related to specific routes in the SamTrans system. Some proposals were for modifications to route alignment, frequency, and/or service hours; others suggested elimination of routes where there was

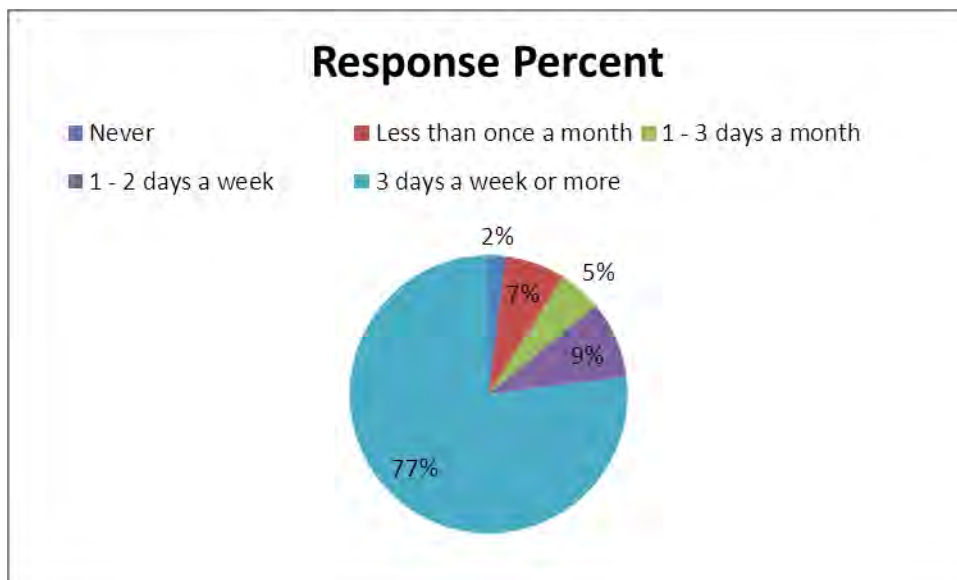
duplication or overlap. Alternative service options were also presented. These represent potential service ideas beyond traditional fixed route bus service that may work in San Mateo County, such as shuttles and dial-a-ride programs.

Community Meeting Participation

As shown in Table 1, more than 200 stakeholders and community members attended and participated in the Community Meetings. A total of 160 questionnaires were submitted by Community Meeting participants. Information given in this section does not necessarily include all attendees since some attendees chose not to fill out the questionnaire. Respondents were not required to answer every question. Percentages given below include only the subset of those who answered each question.

Community Meeting participants were asked how frequently they ride SamTrans, and whether or not they have access to a car. As shown in Tables 2 and 3, the vast majority of Community Meeting questionnaire respondents are frequent SamTrans riders, and over half do not have access to a car.

| Table 2: Community Meeting Questionnaire Respondents How often do you usually ride SamTrans buses? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Never | 2% | 3 |
| Less than once a month | 7% | 12 |
| 1 - 3 days a month | 5% | 8 |
| 1 - 2 days a week | 9% | 14 |
| 3 days a week or more | 77% | 121 |
| TOTAL | 100% | 158 |



| Table 3: Community Meeting Questionnaire Respondents Do you have access to a car? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Yes | 42% | 63 |
| No | 58% | 88 |
| TOTAL | 100% | 151 |

Participants were also asked to indicate the purposes for which they make trips on SamTrans. As demonstrated in Table 4, the most common purposes for which Community Meeting questionnaire respondents ride SamTrans are shopping and traveling to work.

| Table 4: Community Meeting Questionnaire Respondents When you ride SamTrans buses, what is the purpose of your trip? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Travel to work | 59% | 92 |
| Travel to school | 29% | 45 |
| Medical appointment (doctor, dentist, etc.) | 46% | 72 |
| Shopping | 60% | 94 |
| Recreation or entertainment | 43% | 68 |
| Do not ride SamTrans | 1% | 1 |
| Other | 10% | 15 |

| | | |
|--------------|------------------------|------------------------|
| TOTAL | N/A¹ | 157¹ |
|--------------|------------------------|------------------------|

¹ Note that since respondents were asked to check all responses that apply, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question.

Purposes specified under "Other:"

- Board meetings
- Church (x3)
- Looking for work
- Physical therapy
- Return to SF in late evening or early trip to San Jose on Sunday before BART begins at 8 am
- Route 292 to the airport
- Storage unit clean out!
- To pick up and drop off my child
- Travel during working hours
- Visit friends
- Visit with my family
- Volunteer work
- Would ride it if it were more user friendly in regard to various destinations

Participants were also asked which cities they travel from and which cities they travel to on SamTrans. Responses varied widely and spanned the entire Peninsula from San Francisco all the way to the south end of the county. The most commonly named departure-destination pairs were South San Francisco to San Francisco (17% of respondents), Brisbane to San Francisco (14% of respondents) and South San Francisco to San Mateo (7% of respondents).

Respondents also indicated the routes they use or routes they ride regularly. Again, a wide variety of routes were specified, with the most common being Routes 292, 390 and 391, as shown in Table 5.

| Table 5: Community Meeting Questionnaire Respondents Please indicate the SamTrans route or routes that you ride regularly | | |
|--|-------------------------|------------------------|
| Routes | Response Percent | Response Count |
| 292 | 39% | 54 |
| 390 | 27% | 37 |
| 391 | 20% | 28 |
| 130 | 17% | 23 |
| 132 | 15% | 21 |
| 133 | 14% | 19 |
| KX | 13% | 18 |
| 121, 280 | 11% | 15 |
| 250, 281, 294 | 9% | 12 |
| 118, 296 | 8% | 11 |
| 17, 110, 295, 297 | 6% | 8 |
| 120, 140 | 5% | 7 |
| ECR, 112, 122 | 4% | 6 |
| 270, 397 | 3% | 4 |
| 14, 260 | 2% | 3 |
| 24, 123, 251, 274 | 1% | 2 |
| 35, 85, 141, 262, 271, 272 | 1% | 1 |
| TOTAL | N/A² | 138² |

² Note that since respondents were asked to name all routes that they ride regularly, the percentages of each response add up to more than 100%, and the response count total is larger than the number of respondents to the question.

Community Meeting participants were asked to indicate their level of satisfaction with **SamTrans' current service**. As shown in Table 6, the majority of Community Meeting questionnaire respondents are somewhat satisfied with current service.

| Table 6: Community Meeting Questionnaire Respondents How satisfied are you with SamTrans' current service? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very satisfied | 52% | 78 |
| Somewhat satisfied | 32% | 48 |
| Neither satisfied or dissatisfied | 3% | 5 |
| Somewhat dissatisfied | 8% | 13 |
| Very dissatisfied | 3% | 5 |
| TOTAL | 100% | 149 |

In order to gauge the effectiveness of various outreach methods, Community Meeting participants were asked how they heard about the project and/or the public meetings. Table 7 details their responses.

| Table 7: Community Meeting Questionnaire Respondents How did you hear about the project/public meeting? | | |
|--|-------------------------|------------------------|
| Answer Options | Response Percent | Response Count |
| SamTrans website | 12% | 17 |
| Information on bus | 32% | 45 |
| Newspaper/media | 9% | 12 |
| Internet blogs, etc. | 3% | 4 |
| Other | 65% | 91 |
| TOTAL | N/A³ | 141³ |

³ Note that since respondents were asked to check all responses that apply, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question.

Methods specified under "Other: "

- Through schools, PTA or school district (x10); schools specified: Parkside Middle School (x2), Cunha School (x2), Lipman Middle School
- Flyers posted at bus stops/shelters or train stations (x9)
- Through Mid-Peninsula building management (x7)
- Word of mouth from bus riders or drivers (x7)
- Word of mouth from friend (x2), neighbor (x2) or co-worker (x2)
- City of Brisbane (x6); specified: signs posted at Brisbane Park or elsewhere (x3), televised City Council presentation (x3)
- Senior center (x5); identified: Magnolia Senior Center (x3), senior fair at San Mateo Senior Center
- Through SamTrans staff or SamTrans committee meetings (x5)
- Church (x3)
- Community organization (x3)
- South San Francisco Community Learning Center (x2)
- Hired as childcare provider for meeting (x2)
- Board member – Southern Hills Homeowners
- City Council meeting (city not specified)
- Notice left on car
- Walk-in
- Website (after hearing from bus rider)

The questionnaires also included a series of demographic questions. Tables 8-12 summarize responses received from Community Meeting questionnaire respondents.

| Table 8: Community Meeting Questionnaire Respondents Race or Ethnic Identification | | |
|---|-------------------------|------------------------|
| Answer Options | Response Percent | Response Count |
| American Indian or Alaska Native | 1% | 2 |
| Asian or Pacific Islander | 10% | 14 |
| Black/African American | 5% | 7 |
| Spanish, Hispanic or Latino | 37% | 53 |
| White | 39% | 55 |
| Other | 7% | 10 |
| Prefer not to answer | 3% | 4 |
| TOTAL | N/A⁴ | 143⁴ |

⁴ Note that since respondents were asked to check all responses that apply, the percentages of each response selected add up to more than 100%.

| Table 9: Community Meeting Questionnaire Respondents Total Annual Household Income (Before Taxes) | | |
|--|-----------------------------|---------------------------|
| Answer Options | Response Percent | Response Count |
| Under \$25,000 | 34% | 48 |
| \$25,000 - \$40,000 | 21% | 29 |
| \$41,000 - \$75,000 | 11% | 16 |
| Over \$75,000 | 13% | 19 |
| Prefer not to answer | 21% | 29 |
| TOTAL | 100% | 141 |

| Table 10: Community Meeting Questionnaire Respondents Age | | |
|--|-----------------------------|---------------------------|
| Answer Options | Response Percent | Response Count |
| Age 17 and younger | 10% | 14 |
| 18-64 | 73% | 105 |
| 65 and over | 13% | 19 |
| Prefer not to answer | 4% | 5 |
| TOTAL | 100% | 143 |

| Table 11: Community Meeting Questionnaire Respondents Gender | | |
|---|-----------------------------|---------------------------|
| Answer Options | Response Percent | Response Count |
| Male | 33% | 45 |
| Female | 64% | 87 |
| Prefer not to answer | 3% | 4 |
| TOTAL | 100% | 136 |

| Table 12: Community Meeting Questionnaire Respondents Questionnaire Language | | |
|---|----------------|--------------|
| Options | Percent | Count |
| English | 80% | 128 |
| Spanish | 20% | 32 |
| TOTAL | 100% | 160 |

Community Meeting Input on Proposed Service Changes

At each Community Meeting, participants had an opportunity to provide feedback on route-specific service change proposals, as well as on the alternative service options presented. Participants gave feedback through discussion during the meeting as well as on the comment cards provided; some participants also submitted written letters.

Over 500 route-specific comments were received. A number of routes received a high level of input (25 or more comments): 118, 121, 130, 132, 280, 292, 294 and KX. Following are summaries of comments made regarding those routes receiving the highest level of input (in descending order beginning with the route most often commented upon).

Route 292 (total comments 253)

Participants noted that the 292 is the only connection for Brisbane to San Francisco and back. Many participants felt that the proposed route change makes getting to and from San Francisco outside of commute times difficult. It was not clear to respondents that an on-demand service option would work for San Francisco access. There were concerns **that Route 292 also brings people to Brisbane's commercial park**, and that this may represent significant revenue for the County. Participants noted that they felt that Route 292 is different from KX service in that it takes people along Bayshore and Potrero Boulevards in San Francisco, which is where the jobs are. Participants felt that MUNI alternatives are not safe, are often crowded, and require waiting in unsafe areas at off-peak hours.

Route 121 (total comments 66)

Participants turned out in force to speak in favor of retaining this route because of student ridership to and from Lipman Middle School. Parents and students spoke of the safety and reliability of having this transportation and that elimination of the service would present a significant hardship to working families who are transit-dependent members of this community.

Route 130 (total comments 44)

Concerns about changes to this route had to do with potentially having to pay two fares, since there are currently no transfer tickets offered. Participants also spoke of the value of this route in connecting to Tanforan Park and Serramonte Shopping Centers, as well as to medical appointments and senior centers.

Route 280 (total comments 44)

Much of the discussion regarding service changes on this route had to do with making the municipal shuttle service more reliable and responsive to community needs. For example, workers need more service during early and late shifts; safety issues are a concern; and there needs to be a better connection with Caltrain.

Route KX (total comments 74)

Many people spoke at the meetings about changes to this route. Some advocated for allowing luggage on the bus since it goes to SFO, as this is allowed on other routes. Others suggested re-aligning the route to run to Ralston Ave in Belmont before linking to Highway 101. Some also noted that the run from Palo Alto to San Francisco takes a long time.

Route 132 (total comments 43)

Participants were concerned that they would lose service to the library and to Kaiser. Some had concerns about how school students would be impacted by this service change.

Route 118 (total comments 67)

Participants describe this route as essential to their commute from Pacifica to San Francisco. Participants felt that alternate service (Routes 110 and 112) does not begin early enough to serve commuters. People would rather see a reduction in frequency (off-peak) than outright elimination of this route.

Route 294 (total comments 51)

In general, participants were uncertain that the proposed change would be effective in maintaining a good level of service for Coastside residents. They appreciate the current reliability of Route 294 on-time performance and are concerned that connecting to Route 17 would degrade that reliability, as well as increase travel time for those in the northern part of the service area.

Other routes that received a moderate level of input (between 10 and 24 comments), included: 14, 17, 110, 112, 133, 140, 250, 262, 270, 271, 274, 295, 296, 390, 391, ECR. These included comments concerning maintaining adequate bus service in the Coastside area in general.

Finally, some routes received very little or no input during the workshops, either because no changes to their service were proposed, or there was not a great deal of interest in the proposals. These routes included: 16, 24, 35,

36, 38, 43, 46, 53, 54, 55, 58, 72, 73, 83, 85, 120, 122, 123, 141, 251, 260, 281, 297, 359 and 397.

For more detail on route-specific comments, see the matrix at the end of this document.

Community Meeting Input on Alternative Service Options

The Alternative Service Options described in the Draft SamTrans Service Plan included pilot programs for on-demand shuttle service in two areas in San Mateo County – San Carlos and Pacifica.

Some participants felt that teenagers, who represent a significant group of current bus system users, likely would not utilize a dial-ahead type of service. There was also a suggestion that evenings and weekends needed to be included in the proposed schedules for the shuttles.

Community Meeting Input - General Comments

Participants also asked questions or gave input regarding general issues during the meeting discussions or in comment cards and letters.

There were many comments related to the issue of ridership, including some who felt that service reductions and changes would result in a loss of ridership, which would in turn lead to further reductions. Advocates for school and youth users pointed out that these populations are important to serve in that they grow up to become adult/lifetime transit riders.

Many suggested that SamTrans reduce the number of buses on a route and/or the number of stops rather than eliminate or consolidate routes entirely. Others advocated for more service between San Mateo County and San Francisco, including off-peak to accommodate all work shifts. There were also those who felt that service to education and employment destinations were a priority and wished to see current gaps filled. As an example, it was pointed out that more transit was needed along the Highway 92 employment corridor.

Some participants applauded the agency for the quality of its current service, as well as for its approach to consolidate and/or reduce service on under-performing routes. Participants also suggested that better coordination between transit agencies would make travel more efficient.

A number of participants called for improvements to buses and improved amenities at bus stops, including benches, shelters and a better level of maintenance. A few participants also expressed concerns regarding bus driver courtesy.

Participants also expressed their appreciation for SamTrans' **outreach** efforts regarding the Service Plan, although a few noted that greater availability of information about meetings, more follow-up with outreach participants, and expanding outreach in languages other than English (such as Chinese), would be helpful.

B. Online Survey

Another method of gauging interest in, and receiving input on, the Draft SamTrans Service Plan was an online survey that was available on the Service Plan website from October 9 through November 1, 2012. A total of 62 responses were tallied for the online survey. Not all respondents answered every question, so all percentages given below include only those who answered the question, and the number who did respond is provided.

Online Survey Participation

The online survey contained the same questions regarding SamTrans ridership and demographics as the questionnaire distributed during Community Meetings.

As with the Community Meetings, the majority of online survey respondents are frequent SamTrans riders, shown in Table 13. However, unlike Community Meeting questionnaire respondents, online survey respondents who had access to a car were slightly in the majority, as demonstrated in Table 14.

| Table 13: Online Survey Respondents How often do you usually ride SamTrans buses? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Never | 2% | 1 |
| Less than once a month | 2% | 1 |
| 1 - 3 days a month | 8% | 5 |
| 1 - 2 days a week | 13% | 8 |
| 3 days a week or more | 75% | 47 |
| TOTAL | 100% | 62 |

| Table 14: Online Survey Respondents Do you have access to a car? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Yes | 52% | 32 |
| No | 48% | 30 |
| TOTAL | 100% | 62 |

Online survey respondents were much more likely to ride SamTrans in order to travel to work than for other purposes, although at least half also ride the bus for recreation or entertainment or to shop, as shown in Table 15.

| Table 15: Online Survey Respondents When you ride SamTrans buses, what is the purpose of your trip? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Travel to work | 71% | 44 |
| Travel to school | 26% | 16 |
| Medical appointment (doctor, dentist, etc.) | 39% | 24 |
| Shopping | 50% | 31 |
| Recreation or entertainment | 55% | 34 |
| Do not ride SamTrans | 2% | 1 |
| Other | 7% | 4 |
| TOTAL | N/A⁵ | 62⁵ |

⁵ Note that since respondents were asked to check all responses that apply, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question.

Purposes specified under "Other:"

- Carry home groceries
- Personal
- Travel to or from airport

Online survey responses to the question regarding which cities respondents travel from and which cities they travel to on SamTrans again varied widely and spanned the entire county. No routes were named by more than 10% of respondents. Colma to San Mateo was the most commonly indicated (10% of respondents), followed by Menlo Park to Redwood City and South San Francisco to San Francisco (both 8%).

Online survey respondents indicated a wide variety of routes as those they ride regularly. The most commonly indicated routes were 390, 391 and 292, as shown in Table 16.

| Table 16: Online Survey Respondents Please indicate the SamTrans route or routes that you ride regularly | | |
|---|-------------------------|-----------------------|
| Routes | Response Percent | Response Count |
| 390 | 31% | 18 |
| 391 | 27% | 16 |
| 292 | 25% | 15 |
| KX | 17% | 10 |
| 120, 295 | 14% | 8 |
| ECR | 10% | 6 |
| 121, 122, 132, 260 | 7% | 4 |
| 118, 130, 250, 281 | 5% | 3 |
| 17, 280, 294, 359 | 3% | 2 |
| 85, 110, 112, 123, 140, 270, 274, 296 | 2% | 1 |
| TOTAL | N/A⁶ | 59⁶ |

⁶ Note that since respondents were asked to name all routes that they ride regularly, the percentages of each response add up to more than 100%, and the response count total is larger than the number of respondents to the question.

The majority of online survey respondents, asked how satisfied they are with SamTrans' current service, replied that they are somewhat satisfied, as shown in Table 17.

| Table 17: Online Survey Respondents How satisfied are you with SamTrans' current service? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very satisfied | 33% | 20 |
| Somewhat satisfied | 43% | 26 |
| Neither satisfied or dissatisfied | 5% | 3 |
| Somewhat dissatisfied | 13% | 8 |
| Very dissatisfied | 6% | 4 |
| TOTAL | 100% | 61 |

Online survey responses to the question of how they heard about the project and/or the public meetings are detailed in Table 18.

| Table 18: Online Survey Respondents How did you hear about the project/public meeting? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| SamTrans website | 58% | 34 |
| Information on bus | 32% | 19 |
| Newspaper/media | 9% | 5 |
| Internet blogs, etc. | 10% | 6 |
| Other | 25% | 15 |
| TOTAL | N/A⁷ | 59⁷ |

⁷ Note that since respondents were asked to check all responses that apply, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question.

Methods specified under "Other: "

- Word of mouth from bus riders or drivers (x6); specified Route 292 (x2)
- Flyers at bus stop (x3)
- LED banner on bus
- City of Brisbane website
- Friend who is a SamTrans bus driver
- Parent
- SamTrans CAC meeting
- Work

Finally, Tables 19-22 summarize demographic information supplied by online survey respondents.

| Table 19: Online Survey Respondents Race or Ethnic Identification | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| American Indian or Alaska Native | 2% | 1 |
| Asian or Pacific Islander | 32% | 19 |
| Black/African American | 0% | 0 |
| Spanish, Hispanic or Latino | 5% | 3 |
| White | 58% | 35 |
| Other | 0% | 0 |
| Prefer not to answer | 5% | 3 |
| TOTAL | N/A⁸ | 60⁸ |

⁸ Note that since respondents were asked to check all responses that apply, the percentages of each response selected add up to more than 100%.

| Table 20: Online Survey Respondents Total Annual Household Income (Before Taxes) | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Under \$25,000 | 17% | 10 |
| \$25,000 - \$40,000 | 13% | 8 |
| \$41,000 - \$75,000 | 13% | 8 |
| Over \$75,000 | 35% | 21 |
| Prefer not to answer | 22% | 13 |
| TOTAL | 100% | 60 |

| Table 21: Online Survey Respondents Age | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Age 17 and younger | 7% | 4 |
| 18-64 | 80% | 47 |
| 65 and over | 12% | 7 |
| Prefer not to answer | 1% | 1 |
| TOTAL | 100% | 59 |

| Table 22: Community Meeting Questionnaire Respondents Gender | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Male | 57% | 34 |
| Female | 40% | 24 |
| Prefer not to answer | 3% | 2 |
| TOTAL | 100% | 60 |

Online Survey Input on Proposed Service Changes

The online survey also gave participants an opportunity to make comments on proposed route-specific service changes and alternative service options. It should be noted that online survey participants were not provided with the presentation of proposed service changes that helped to inform participants in the Community Meetings. For this reason, the online comments reflect **respondents'** desires for service modifications based on the draft plan as a stand-alone document.

Fewer than 100 route-specific comments were provided by online survey respondents. Of those, two routes – 292 and KX - received more 10 or more comments, which are summarized below.

Route 292

Online survey respondents who commented on this route indicated that they rely on it to get to and from work in San Francisco, and that their jobs do not necessarily end at 6 pm. They requested that neither the route nor its frequency be changed. They also noted that Route 292 supplies transportation for commuters **to Brisbane's commercial** park, and also convenient access to San Francisco city attractions for tourists taking advantage of the many hotels and other tourism-oriented businesses along Airport Boulevard. Some respondents were concerned that changing this service would significantly reduce County revenue and undermine its hospitality industry. Respondents felt that Caltrain and Muni do not provide a safe or convenient alternative; the most efficient Muni alternative is a high ridership line that is crowded even off-peak and on weekends.

Route KX (insert total # of online comments on this route)

Online survey respondents commented on how much they appreciate this route, requesting that peak hour schedules to and from San Francisco be maintained, and also that SamTrans consider running service to the airport later in the evening. Respondents also made suggestions for alternative changes to the service, such as: routing it through Millbrae Intermodal to allow riders to transfer to BART without needing to take Caltrain or pay a premium; or providing faster express service on El Camino between South County and the Airport.

The following routes received a moderate number of comments (at least 7) from online survey respondents: 17, 112, 118, 132, 250, 295, 359, 390 and 391. Finally, a small number of comments (5 or fewer) were made about the following routes: 85, 120, 121, 122, 130, 131, 260, 280, 281, 294, 296, 397 and ECR. For more detail on route-specific comments, the end of this document.

Online Survey Input - General Comments

Online survey respondents also provided comments on general issues.

Several online survey respondents requested a service similar to **Muni's** NextBus that gives real-time transit information. Others requested improvements to buses, such as the installation of gradually dimming lights like those on newer buses, or seats that are easier to clean so as to improve

the cleanliness of the buses (although several complimented their cleanliness).

Some online respondents complimented the courtesy of the bus drivers; others commented that drivers were rude or failed to watch for passengers who just got off BART running to catch the bus.

In general, online commenters expressed gratitude for SamTrans service. Several particularly noted their appreciation of various alternative fare payment options such as the all day pass, bus tokens and cooperation with the BART Plus ticket, and asked that these programs be continued. They also **appreciated SamTrans' outreach efforts and requested greater availability of** information regarding community meeting and other public involvement opportunities.

C. Tabling Events

In addition to the Community Meetings and online survey, outreach tables were held at local Community Colleges, at senior centers, and also at the Fair Oaks Community Center in Redwood City, with the goal of distributing information about the SamTrans Service Plan. At these events, participants were provided the same questionnaires and comment cards as Community Meeting participants.

The tabling event at the Fair Oaks Community Center was held in response to minimal attendance at the Redwood City meeting held on October 13th. In order to better capture input from the Redwood City community, staff returned to the Community Center during open hours and surveyed community members who were there to receive services.

Only two questionnaires and no comment cards were received from participants during the community college tabling events; most response was provided verbally to staff. Comments received at these events are summarized at the end of this section. Tabling events at the Senior Centers were carried out separately and those results are summarized separately as well.

Fair Oaks Community Center Tabling Event Participation

During the Fair Oaks Community Center (FOCC) tabling event, 23 individuals filled out questionnaires. Similarly to the Community Meeting attendees, some tabling event respondents chose not to fill out the questionnaire, so information given in this section does not necessarily include all participants. Since not all respondents answered every question, all percentages given below include only those who answered the question, and the number who did respond is provided.

The majority of FOCC tabling event questionnaire respondents ride SamTrans at least occasionally, but respondents also included a number who do not ride SamTrans, as shown in Table 23. As demonstrated in Table 24, the majority do not have access to a car. Table 25 shows the reasons FOCC tabling event questionnaire respondents ride SamTrans, which are fairly diverse.

| Table 23: FOCC Tabling Event Questionnaire Respondents How often do you usually ride SamTrans buses? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Never | 26% | 6 |
| Less than once a month | 4% | 1 |
| 1 - 3 days a month | 17% | 4 |
| 1 - 2 days a week | 4% | 1 |
| 3 days a week or more | 48% | 11 |
| TOTAL | 100% | 23 |

| Table 24: FOCC Tabling Event Questionnaire Respondents Do you have access to a car? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Yes | 30% | 6 |
| No | 70% | 14 |
| TOTAL | 100% | 20 |

| Table 25: FOCC Tabling Event Questionnaire Respondents When you ride SamTrans buses, what is the purpose of your trip? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Travel to work | 17% | 3 |
| Travel to school | 6% | 1 |
| Medical appointment (doctor, dentist, etc.) | 50% | 9 |
| Shopping | 44% | 8 |
| Recreation or entertainment | 28% | 5 |
| Do not ride SamTrans | 6% | 1 |
| Other | 17% | 3 |
| TOTAL | N/A⁹ | 18⁹ |

⁹ Note that since respondents were asked to check all responses that apply, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question.

Purposes specified under "Other:"

- Community Center (x3)
- Everywhere

Because the majority of participants at the FOCC tabling event came from Redwood City, results for the questions about which cities respondents travel from and to, and which routes they ride regularly, were focused on that area. Redwood City to San Mateo was the commute most commonly indicated, although none indicated by more than a handful. The most commonly named routes that FOCC tabling event respondents ride regularly are Routes KX and 390, as shown in Table 26.

| Table 26: FOCC Tabling Event Questionnaire Respondents Please indicate the SamTrans route or routes that you ride regularly | | |
|--|-------------------------|------------------------|
| Routes | Response Percent | Response Count |
| KX | 54% | 7 |
| 390 | 46% | 6 |
| 296, 391 | 38% | 5 |
| 270 | 23% | 3 |
| 260, 295, ECR | 15% | 2 |
| 72, 271, 280, 292 | 8% | 1 |
| TOTAL | N/A¹⁰ | 13¹⁰ |

¹⁰ Note that since respondents were asked to name all routes that they ride regularly, the percentages of each response add up to more than 100%, and the response count total is larger than the number of respondents to the question.

FOCC tabling event questionnaire respondents were for the most part satisfied with SamTrans' current service, as shown in Table 27.

| Table 27: FOCC Tabling Event Questionnaire Respondents How satisfied are you with SamTrans' current service? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Very satisfied | 37% | 7 |
| Somewhat satisfied | 47% | 9 |
| Neither satisfied or dissatisfied | 11% | 2 |
| Somewhat dissatisfied | 0% | 0 |
| Very dissatisfied | 5% | 1 |
| TOTAL | 100% | 19 |

FOCC tabling event questionnaire responses to the question of how they heard about the project and/or the public meetings are detailed in Table 28.

| Table 28: FOCC Tabling Event Questionnaire Respondents How did you hear about the project/public meeting? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| SamTrans website | 18% | 2 |
| Information on bus | 18% | 2 |
| Newspaper/media | 0% | 0 |
| Internet blogs, etc. | 0% | 0 |
| Other | 45% | 5 |
| TOTAL | N/A¹¹ | 9¹¹ |

¹¹ Note that since respondents were asked to check all responses that apply, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question.

Methods specified under "Other: "

- Community services
- Fair Oaks presentation
- Library

Tables 29-33 summarize demographic information supplied by FOCC tabling event questionnaire respondents.

| Table 29: FOCC Tabling Event Questionnaire Respondents Race or Ethnic Identification | | |
|---|-------------------------|------------------------|
| Answer Options | Response Percent | Response Count |
| American Indian or Alaska Native | 0% | 0 |
| Asian or Pacific Islander | 5% | 1 |
| Black/African American | 10% | 2 |
| Spanish, Hispanic or Latino | 65% | 13 |
| White | 10% | 2 |
| Other | 10% | 2 |
| Prefer not to answer | 0% | 0 |
| TOTAL | N/A¹² | 20¹² |

¹² Note that since respondents were asked to check all responses that apply, the percentages of each response selected add up to more than 100%.

| Table 30: FOCC Tabling Event Questionnaire Respondents Total Annual Household Income (Before Taxes) | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Under \$25,000 | 79% | 15 |
| \$25,000 - \$40,000 | 11% | 2 |
| \$41,000 - \$75,000 | 0% | 0 |
| Over \$75,000 | 5% | 1 |
| Prefer not to answer | 5% | 1 |
| TOTAL | 100% | 19 |

| Table 31: FOCC Tabling Event Questionnaire Respondents Age | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Age 17 and younger | 5% | 1 |
| 18-64 | 47% | 9 |
| 65 and over | 47% | 9 |
| Prefer not to answer | 0% | 0 |
| TOTAL | 100% | 19 |

| Table 32: FOCC Tabling Event Questionnaire Respondents Gender | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Male | 25% | 5 |
| Female | 75% | 15 |
| Prefer not to answer | 0% | 0 |
| TOTAL | 100% | 20 |

| Table 33: FOCC Tabling Event Questionnaire Respondents Questionnaire Languages | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| English | 48% | 11 |
| Spanish | 52% | 12 |
| TOTAL | 100% | 23 |

Fair Oaks Community Center Tabling Event Input on Proposed Service Changes and General Comments

Only a few comments regarding route-specific service changes were submitted by participants at the Fair Oaks Community Center. Participants commented on Routes 262, 270, 295, 296, 390 and KX. Most were satisfied with the changes proposed to these routes, particularly those that involve increasing service. A few commented that the loss of Saturday service on Route 270 would be a problem for them.

A few Fair Oaks Community Center participants commented that fares are too expensive.

Community College Participation and Input on Proposed Service Changes

Outreach tables were held at Skyline College, Cañada College and San Mateo College, on October 6th, 9th and 10th respectively. All outreach efforts were conducted in late morning to early afternoon when campuses had the most students present. A table was set up at a point of interest on campus chosen for the likelihood of high student foot traffic (i.e. student center, campus book store). Information including a list of proposed route changes, maps of relevant bus routes and brochures about upcoming community workshops were supplied by SamTrans, in addition to questionnaires and comment cards. Only two questionnaires and no comment cards were received, participation and comments from Community College tabling event participants are summarized below.

Skyline College: The outreach team spoke with approximately 30 - 40 students and staff. A theme among student comments was that schedule coordination between SamTrans and Caltrain could be improved. Many students commuting from San Francisco stated that they often have to wait 40 to 50 minutes to at the San Bruno Caltrain station to catch their connecting bus or Caltrain.

Cañada College: This site had the greatest involvement; about 95 - 115 students came to the information table. The high turnout could be attributed, in part, to the Cañada student body association who put up banners publicizing **SamTran's outreach table and distributed their own** SamTrans comment cards. Concern about proposed changes to the 274 route also drove student participation. Most students expressed a desire to retain Saturday service on the 274. Linda Martinez, president of the Student Body Association, commented that over 40 college courses are offered on Saturdays and many sports teams have Saturday practices on campus.

Concern about schedule coordination between SamTrans and Caltrain was also mentioned numerous times.

San Mateo College: We spoke with approximately 15 - 20 students. The lower turnout could be due to the student club fair that was taking place in the same plaza as the outreach table. At least 80% of students we talked to drove to campus.

Senior Center Participation and Input

Specialized outreach was conducted for seniors in the county including outreach to more 14 senior centers with fliers about meetings, articles in senior newsletters, and information at senior center festivals and fundraisers.

IV. Next Steps

Following completion of this phase of outreach, SamTrans staff will prepare a Final Draft Service Plan, based on community input and any additional technical information. There will be a public hearing on this Final Draft to receive further comments. The SamTrans Board is expected to take action to approve the Final Service Plan in the mid-2013.

Fall 2012 Public Outreach Comment Summary

Following the release of the Draft Plan, 9 public meetings were held along with multiple meetings with local City Councils and stakeholder outreach sessions were held to garner input and support discussion about the proposed changes.

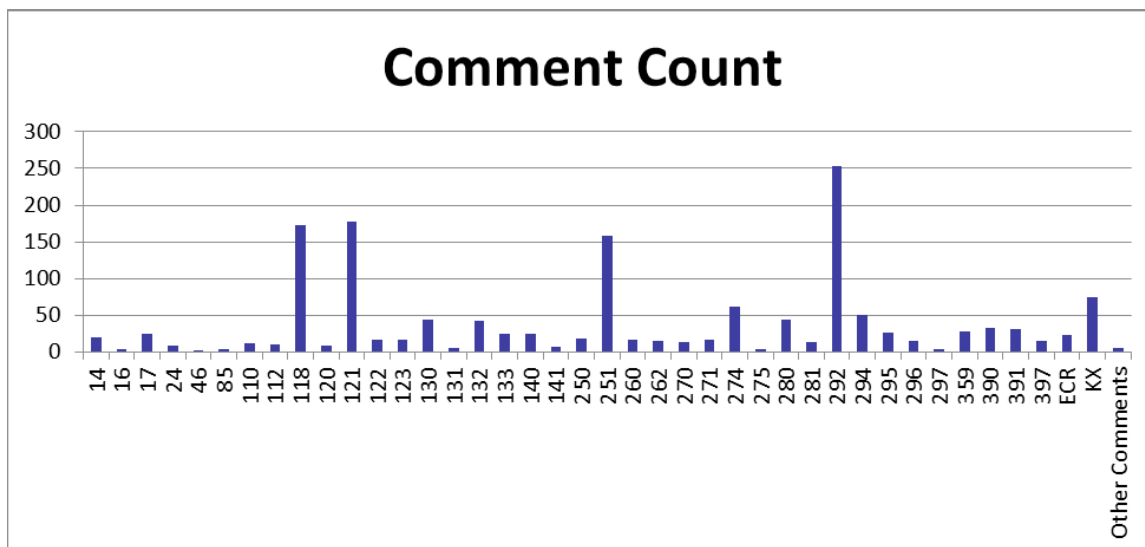
Outreach in Fall 2012 yielded more than 1,200 comments from:

- 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

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

The following spreadsheet summarizes key comment themes per route and SamTrans' responses to the comments.



| Phase III Comment Themes | | | | | Additional Improvements and Alternatives | |
|--------------------------|---|-------------------------|--|---|---|--|
| Route | SSP Proposed Change | Total Comments Received | Comment Themes | Responses | | |
| North County | | | | | | |
| 24 | No change recommended. | 8 | Extend the route to serve Westmoor High School | Route 121 provides service within 1/2 mile of Westmoor High School. | | |
| 46 | No change recommended. | 1 | Need better control of school kids who ride the route | not addressed in the Service Plan | | |
| 120 | Extend and increase frequency for weekend service hours | 8 | Extend hours, increase frequencies | As discussed in the Service Plan, the route will have increased frequencies and extended evening and weekend service. | Increased frequencies and extended evening and weekend service for the route. | |
| 121 | Realign route in the Crocker/Southern Hills areas and discontinue school trippers in Daly City. | 178 | Impact on children/ schools - at Lipman Middle School Extend hours (improve weekend service), increase frequencies | The revised Service Plan will restore school trippers The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. | The revised Service Plan will restore school trippers | |
| 122 | Faster travel times and a less circuitous trip for customers riding through the Westborough area. | 16 | Modify route - make more direct/less stops, reroute suggestions Modify route - Westborough/Olympic is a dangerous turn (and other suggestions) Extend hours (evenings and weekends), improve timings (with 110, 390) | We will continue to monitor the route and look for more efficient stop spacing and route improvements We will continue to monitor the route and look for more efficient and safe route improvements The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. | Faster travel times and a less circuitous trip for customers riding through the Westborough area. | |
| 123 | Candidate for discontinuation. | 16 | Suggestions - if change is made, modify 121 (reroute and add capacity/frequency) to compensate for loss Keep route as is / do not change Keep route as is / do not change - instead cut down on 390 or 391 | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 123 is duplicative of the more productive Route 121. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 123 is duplicative of the more productive Route 121. | Alternative routes include Route 121 and Route 122. Route 122 will have faster travel times and a less circuitous trip for customers riding through the Westborough area | |
| 130 | New route split from current Route 130 to travel between Colma BART Station and Daly City BART Station along Hillside Blvd. Weekday frequencies will improve to 15 min headways (and 30 min in the evenings). Weekend service will extend 1 hour on Saturday and 3 hours on Sunday. | 44 | Keep route as is / do not change Extend hours (including weekends), increase frequencies Keep as is - split route requires transfer (slower) and double payment | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Weekday frequencies will improve to 15 min headways (and 30 min in the evenings). Weekend service will extend 1 hr on Saturday and 3 hrs on Sunday. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. To reduce the cost of transfers, SamTrans riders have the option to purchase daily or monthly passes. | Weekday frequencies will improve to 15 min headways (and 30 min in the evenings). Weekend service will extend 1 hour on Saturday and 3 hours on Sunday. | |
| 131 | New route will follow Route 130 existing alignment until it reaches the South San Francisco BART Station, where it will now travel directly to Serramonte Shopping Center | 5 | Modify route, extend route - go to Rotary Plaza | Route 133 serves Rotary Plaza (w/in half a block) on limited service (and 30 minutes in the evenings). Weekend service will extend 1 hr on Saturday and 3 hours on Sunday. | Weekday frequencies will improve to 15 minutes (and 30 minutes in the evenings). Weekend service will extend 1 hour on Saturday and 3 hours on Sunday. | |
| 132 | Operate selected trips on school days only along Linden, Grand, Orange, and Del Monte avenues. Discontinue all-day schedule. | 43 | Keep route as is / do not change Dependent on route to access Library (SSF Main) and Hospital (Kaiser) Keep as is - no other options | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 131 will have frequencies of 15 minutes and 30 minutes in the evenings (compared to Route 132's frequencies of 30 minutes and 60 minutes). Route 131 will have weekend service with frequencies of 30 minutes the entire weekend (compared to Route 132's frequency of 60 minutes on Saturday only). ECR will provide all day, weekday and weekend service with frequency of 15 minutes. | Route 131 and ECR are alternatives to Route 132 Route 131 will have frequencies of 15 minutes and 30 minutes in the evenings (compared to Route 132's frequencies of 30 minutes and 60 minutes). Route 131 will have weekend service with frequencies of 30 minutes the entire weekend (compared to Route 132's frequency of 60 minutes on Saturday only). ECR will provide all day, weekday and weekend service with frequency of 15 minutes. | |

| Route | SSP Proposed Change | Total Comments Received | Comment Themes | Responses | Additional Improvements and Alternatives |
|-----------------------|---|-------------------------|--|---|---|
| 133 | Increase service frequency to 30 minutes on weekdays and Saturdays and 60 minutes on Sunday between Airport Blvd/Linden Ave and San Bruno BART; discontinue route segment between Serramonte Shopping Center and Spruce Ave/Huntington Ave. | 24 | Keep route as is / do not change | The Service Plan is intended to increase ridership and revenues within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 131 and ECR are alternatives to Route 133. | This route will increase service frequency to 30 minutes on weekdays and Saturdays and 60 minutes on Sunday. Route 131 and ECR are alternatives to Route 133. Route 131 will have frequencies of 15 minutes and 30 minutes in the evenings (compared to Route 132's frequencies of 30 minutes and 60 minutes). Route 131 will have weekend service with frequencies of 30 minutes the entire weekend. ECR will provide all day weekday and weekend service with frequency of 15 minutes. |
| 140 | Straighten route along Sneath Lane between Cherry Ave and the San Bruno BART Station and along Longview Dr. | 24 | Impact on seniors - Rotary Plaza, Winston Manor Impact on children / schools (Parkside School) | Route 133 and 122 serve Rotary Plaza (within half a block) on limited service. The new alignment of Route 131 will serve Winston Manor, along Hickey Blvd. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 140 will continue to provide service to Parkside Middle School. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 43 and 141 will serve the Bayhill Shopping Center. Cherry Ave and Bayhill is served by other routes including shuttle services. | |
| 141 | Realign route via San Bruno Ave rather than Jenevlin Ave to serve Shelter Creek riders more directly from the San Bruno BART station. Run only school trippers on segments along San Mateo Ave and 3rd Ave. | 7 | Extend hours - to serve Senior Center | Updated route schedule (as of 1/13/13) has a stop at 3:45PM | |
| Other Routes | N/A | 2 | Brisbane/Bayshore Senior Shuttle - increase service | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. | |
| Central County | | | | | |
| 250 | Split into two new routes. Route 250 will continue to serve downtown San Mateo directly from Norfolk St via 3rd Ave. | 18 | Keep route as is / do not change | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. The new Route 252 will better serve the San Mateo Monte Diablo neighborhood. | Route 250 will increase frequency from 60 minutes to 30 minutes in the evening. The new Route 252 will better serve the San Mateo Monte Diablo neighborhood. |
| 251 | Discontinue the Beach Park Boulevard/East Hillsdale Boulevard loop in Foster City. The new alignment would travel from Bridgepointe Shopping Center to Hillsdale Mall via Foster City Boulevard, Beach Park Boulevard, Edgewater Boulevard, and Hillsdale Boulevard | 158 | Increase service/add capacity (crowded at school times), improve timings (with Caltrain) Impact on seniors and/or disabled populations - developmentally disabled group home and senior center on old route, high % of seniors in Foster City | Route 250 will increase frequency from 60 minutes to 30 minutes in the evening. We will keep track of ridership and make frequency changes to respond to increased ridership as possible. Route 251 along Beach Park Blvd will be restored. Route 54 will continue to provide peak service to Foster City. | |
| 260 | Remove the Bridge Parkway loop in Redwood Shores. Discontinue Saturday service. | 17 | Keep route as is / do not change | Route 251 along Beach Park Blvd will be restored. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | |
| 260 | | | Increase service/frequency (Sunday service) | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. | |
| 260 | | | Keep route as is / do not change - do not reroute, do not remove Saturday service | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | |
| 260 | | | Impact on seniors / disabled | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | |

| Route | SSP Proposed Change | Total Comments Received | Comment Themes | Responses | Additional Improvements and Alternatives |
|---------------------|---|-------------------------|--|--|--|
| 262 | Operate for school trips only and discontinue all-day service. | 15 | Route takes too long (school kids can't make it to school on time) Modify route - to serve more school children | We monitor routes and work closely with the schools to time services with school schedules. Please let us know if a current schedule does not support school times. We will continue to monitor the route and look for opportunities to increase ridership. | |
| 359 | Candidate for discontinuation. | 27 | Keep as is - no other direct route to BART | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 359 has very low ridership and service performance. Route 54 or 251 to the KX provides service to BART. | |
| | | | Suggestions - reduce the number of runs to peak periods but do not eliminate. If eliminated, increase frequency of 251 | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 359 has very low ridership and service performance. We will monitor ridership and make changes to frequency based on need when possible. | |
| Other Routes | N/A | 2 | Restore FX | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 54 or 251 to the KX provides service to BART. | |
| South County | No change recommended. | 3 | Route should cover more areas and provide better evening and weekend service | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. | |
| 85 | | | | | |
| 270 | Realign route between Redwood City Caltrain and Florence/17th along Marshall St, Broadway, and Bay Rd. increasing frequency to 30 minutes. Discontinue the route segment near Bayside Road. Discontinue Saturday service. | 13 | Keep route as is / do not change - keep Saturday service | Service east of 101 has been restored and enhanced on weekdays. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | |
| 271 | Operate school trips only and discontinue all-day schedule. | 16 | Modify route - have it serve part of 271 route if 271 is being reduced Keep route as is / do not change - do not reduce service | We will continue to monitor the route and look for opportunities to improve service through modifying the route. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | |
| 274 | Discontinue Saturday service. | 62 | Impact on seniors - need access to Woodside Plaza and Community Center Impact on children / schools - Canada College has Saturday courses and other school programs Suggestions - cut Saturday service down to arrive/depart at the college at 8 a.m., 9 a.m., 12 p.m., 4 p.m. & 5 p.m. This would cut the service by 50% Improve timings with Caltrain | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 274 serves the Red Morton Community Center and the new route 275 serves Woodside Plaza. Route 275 will be improved to provide Saturday service to Canada College via Woodside Road and the 280 freeway. Route 275 will be improved to provide Saturday service to Canada College via Woodside Road and the 280 freeway. | |
| 275 | A new route will replace the most productive portion of the existing Route 295 along Woodside Rd and operate at 30 minute daytime frequency on weekdays. | 3 | Extend route | We will monitor the schedule and look for ways to improve timed transfers with Caltrain The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | |
| 280 | Candidate for discontinuation. | 44 | Keep as is - no other options - Rt 281 and shuttle do not adequately serve area Increase frequencies, improve timings with Caltrain and shuttle | While the route is still a candidate for discontinuation, SamTrans will not make changes until coordination with the City of East Palo Alto's shuttle service occurs. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. We will monitor the schedule and look for ways to improve timed transfers with Caltrain Route has been restored. | |
| 280 | | | Suggestions - if 280 cut, need to improve 281 and shuttle service | | |

| Route | SSP Proposed Change | Total Comments Received | Comment Themes | Responses | Additional Improvements and Alternatives |
|-------------------|---|-------------------------|---|---|---|
| 281 | Minor route adjustments, including terminating the route at Palo Alto Transit Center and straightening the alignment along Newbridge Street in East Palo Alto. Weekday frequency increased to 15 minutes. | 13 | Suggestions - if 280 cut, need to improve 281 (start earlier, modify route) | SanTrans will not make changes until coordination with the City of East Palo Alto's shuttle service occurs. | |
| Coastside | | | | | |
| 14 | Run peak-only weekday school trips and discontinue all-day service. Discontinue Sunday Service. | 19 | Impacts on seniors and/or disabled populations - seniors use this route, connections to senior centers and church Keep route as is / do not change Clarifying questions on how the alternative pilot will work Increase service to compensate for Route 14 service cuts. | Sunday ridership is low but the Pacifica Alternative Service Pilot will be provided. Sunday ridership is low but the Pacifica Alternative Service Pilot will be provided. Pacifica Alternative Service Pilot should provide all-day service at a lower cost than traditional bus service. Alternative pilot in Pacifica should provide all-day service. | The new Pacifica Alternative Service Pilot will provide all-day service at a lower cost than traditional bus service and cover the area containing Crespi, Linda Mar, and Park Plaza shopping centers on a call and ride basis. |
| 16 | No change recommended. | 3 | | | The new Pacifica Alternative Service Pilot will provide all-day service at a lower cost than traditional bus service and cover the area containing Crespi, Linda Mar, and Park Plaza shopping centers on a call and ride basis. |
| 17 | Extend route to Linda Mar Park and Ride on weekdays, matching the current weekend alignment. Improve frequencies on weekdays. | 24 | Impact on children / schools (if consolidated with route 294, no add'l capacity available) Suggestions - increase bus capacity (assumed spillover from 294) Keep route as is / do not change - do not consolidate route with 294. | To compensate for new 294 transfer riders, route will see increased frequencies from 90 minutes to 60 minutes on the weekdays. To compensate for new 294 transfer riders, route will see increased frequencies from 90 minutes to 60 minutes on the weekdays. The Service Plan is intended to increase ridership and revenues within the current cost structure of the SanTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | Route 17 will be extended to Linda Mar Park and Ride on weekdays, matching the current weekend alignment. Improve frequencies from 90 minutes to 60 minutes on the weekdays. |
| 110 | No change recommended. | 12 | extend hours (earlier and later) to compensate for 118 loss Improve timings with other routes (112, 122) modify route - to reduce overlap with 112 and make more direct (faster) during peak periods | New weekday service to Linda Mar Park & Ride to begin at 6AM We will monitor the schedule and look for ways to improve timed transfers with other routes We will continue to monitor the route and look for opportunities to improve service through modifying the route. | Route will have new weekday service from Linda Mar Park & Ride beginning at 6AM. |
| 112 | No change recommended. | 10 | extend hours (earlier and later) to compensate for 118 loss Modify route for commute and non-commute times to compensate for 118 loss Improve dead-heading of route - don't make it so rushed, use as another route | 118 peak trips will be restored 118 peak trips will be restored We will monitor the route and schedule and look for ways to make service more efficient. | |
| 118 | Candidate for discontinuation. | 173 | keep as is - other options (110/112) much slower and do not start early enough keep route as is / do not change keep as is - popular route with high ridership during peak periods suggestions - such as: replace with express shuttle, do not discontinue but just reduce service to peaks, improve 110/112 Restore DX | Route 118 will maintain peak hour trips. Route 110 - new weekday service to Linda Mar Park & Ride to begin at 6AM. Route has low service performance. Route 118 will maintain peak hour trips. Route 118 will maintain peak hour trips. Route 110 - new weekday service to Linda Mar Park & Ride to begin at 6AM Route has low service performance. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SanTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | Route 110 will have new weekday service from Linda Mar Park & Ride beginning at 6AM. |
| Other Routes | N/A | 2 | | | |
| Multi-City | | | | | |
| 292 | Peak-only, limited-stop service into San Francisco on weekdays only. The route will still provide all-day service between San Mateo and Brisbane. | 253 | Keep route as is / do not change Keep as is - other options more expensive (transfer costs) and unsafe (Bayside, Arleta, Muri T line) Keep as is - no other options - Brisbane isolated and no public transit alternatives. | Route has been restored. Route has been restored. Route has been restored. | |
| 294 | Terminate route in Half Moon Bay to eliminate duplication with Route 17. Add 90 minute frequency for weekend service. Service realigned from Alameda de las Pulgas to El Camino Real. | 51 | Impact on children / schools - routes already crowded with students Keep route as is / do not change | To compensate for new 294 transfer riders, Route 17 will see increased frequencies from 90 minutes to 60 minutes on the weekdays. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SanTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | To compensate for new 294 transfer riders, Route 17 will see increased frequencies from 90 minutes to 60 minutes on the weekdays. |
| | | | Modify route - include a stop at Main/Kelly | Main/Kelly will be the transfer point to Rt 17 | |

| Route | SSP Proposed Change | Total Comments Received | Comment Themes | Responses | Additional Improvements and Alternatives |
|-------------|---|-------------------------|--|--|--|
| 295 | Discontinue the southern segment and terminate at San Mateo Caltrain Station in the north and San Carlos Caltrain Station in the south. | 26 | Keep route as is / do not change | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. The new route 275 will replace the most productive portion of the existing Route 295 along Woodside Rd and operate at 30 minute daytime frequency on weekdays. | |
| 296 | Improve service to every 15 minutes during weekdays and 30 minutes on Saturday. | 15 | Positive feedback on proposed changes Increase capacity - crowded buses | Thank you. We will keep track of ridership and make frequency changes to respond to increased ridership as possible. The improved frequency proposed should help with this issue. | |
| 297 | No change recommended. | 4 | Run during the day | Riders can use Route 397 during the day. | The improved ECR route (consolidation of 390, 391, and ECR) will provide service every 15 minutes between Daly City and Palo Alto seven days a week. |
| 390 | Consolidate Routes 390 and 391 into a single Local bus route. The consolidated bus service will operate every 15 minutes between Daly City and Palo Alto. Extend weekend consolidate route from Daly City to Palo Alto with 15-minute frequency during the day. | 32 | Positive feedback on proposed changes Route provides good service | Thank you. Thank you. | |
| 391 | Consolidate Routes 390 and 391 into a single Local bus route. The consolidated bus service will operate every 15 minutes between Daly City and Palo Alto. Extend weekend consolidate route from Daly City to Palo Alto with 15-minute frequency during the day. | 31 | Keep as is - keep service to SF Positive feedback on proposed changes | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. The terminus at Daly City BART station provides several options for riders to access San Francisco, including BART and Muni. Thank you. | The improved ECR route (consolidation of 390, 391, and ECR) will provide service every 15 minutes between Daly City and Palo Alto seven days a week. |
| 397 | No change recommended. | 15 | Keep route as is / do not change | No change recommended. | |
| ECR | N/A | 23 | Modify route - provide service to San Bruno, SSF BART stations Route provides good service | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. Thank you. | The improved ECR route (consolidation of 390, 391, and ECR) will provide service every 15 minutes between Daly City and Palo Alto seven days a week. |
| KX | Shorten route to operate between Redwood City Caltrain Station and San Francisco International Airport all day with peak-only service into San Francisco on weekdays only. Hourly service between Redwood City and SFO on weekends. | 74 | Keep route as is - maintain service to Palo Alto and to SF Increase frequencies | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Low ridership and multiple alternative services are available including Muni, Caltrain, and improved ECR service. | The improved ECR route (consolidation of 390, 391, and ECR) will provide service every 15 minutes between Daly City and Palo Alto seven days a week. |
| KX | | | Suggestions - maintain at least one/some express to SF midday, utilize smaller buses during off-peak | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. There are multiple options for service into SF at off-peak times. | |
| Other | | | Riders unaware of SSP - more advertisement needed, especially flyers on buses (focusing on impacted routes) | We have done extensive outreach to provide the public with the tools to comment and provide feedback for the SSP | |
| SSP Process | N/A | 57 | More outreach in Spanish, Chinese, and Tagalog Brisbane public meeting needed SamTrans board and staff should ride buses to understand customers | Will be holding Brisbane public meeting in March 2013. Thank you, many of our board members made a concerted effort to ride as many routes as possible. | |

| Route | SSP Proposed Change | Total Comments Received | Comment Themes | Responses | Additional Improvements and Alternatives |
|------------------------|---------------------|-------------------------|---|--|--|
| Other Service Comments | N/A | 114 | Need benches and shelters at bus stops | We have a set of criteria based on ridership and need for providing amenities at bus stops | |
| | | | Provide better transit service to the Coastsides | The SSP proposed to reduce services that have low ridership and increase service where ridership is growing. Revisions to the SSP reflect public comments about coastsides routes. | |
| | | | Need real-time bus arrival info and online trip planning (unaware of SamTrans service if using google maps) | Trip planning is available through 511.org and real-time information is in process for future implementation. | |



Summary of Service Plan Phase IV Community Outreach March 2013



Prepared by:



800 Hearst Avenue
Berkeley, CA 94710

I. Introduction

During March 2013, SamTrans conducted a program of public outreach and engagement to solicit customer and community feedback on the SamTrans Service Plan (SSP), an in-depth study of its fixed-route bus system. When completed, the SSP will develop a road map for future SamTrans service to build the most robust system possible within available resources. SamTrans last conducted a similar service plan analysis in 1999.

This is the fourth phase of public outreach activities. Phase 1 featured Open Houses hosted in July 2011 to introduce the project to the public. Phase 2 was a series of public workshops held in Fall 2011 to solicit initial feedback on rider needs and concerns. Phase 3 occurred in Fall 2012 and included public workshops, rider forums and other activities to solicit rider feedback on proposed service changes. This fourth phase focused on presenting the Draft Final Service Plan, which reflected the community input received in Phase 3. The public engagement activities included five Community Meetings, at which customer and community feedback on the draft final Plan was received. Further public feedback will be solicited at a Public Hearing on April 3, 2013, when the Draft Final Service Plan will be presented to the SamTrans Board of Directors. The Plan is scheduled for adoption by the SamTrans Board on May 1, 2013.

The five Community Meetings were as follows:

| Table 1: SamTrans Spring 2013 Community Meetings | | | |
|---|---------------------------------|---|--------------------------------------|
| Location | Date and Time | # of Attendees (per sign-in sheets) | Translation Services Provided |
| Granada Sanitary District <i>504 Avenue Alhambra El Granada</i> | Saturday, March 16 9:30-11am | 3 | Spanish |
| East Palo Alto Family YMCA <i>550 Bell Street East Palo Alto</i> | Monday, March 18 6-7:30pm | 2 | Spanish |
| SamTrans Auditorium <i>1250 San Carlos Avenue San Carlos</i> | Tuesday, March 19 6-7:30pm | 5 | Spanish |

| Table 1: SamTrans Spring 2013 Community Meetings | | | |
|---|------------------------------------|---|--------------------------------------|
| Location | Date and Time | # of Attendees (per sign-in sheets) | Translation Services Provided |
| SamTrans Auditorium <i>1250 San Carlos Avenue San Carlos</i> | Wednesday, March 20 Noon-1:30pm | 19 | Spanish |
| Brisbane City Hall <i>50 Park Place Brisbane</i> | Wednesday, March 20 6-7:30pm | 45 | Spanish Chinese |
| TOTAL ATTENDANCE | | 74 | |

All meeting locations were accessible to people with disabilities and were served by SamTrans bus routes. Individuals requiring special accommodation were requested to contact SamTrans up to 72 hours in advance of each Community Meeting.

Community members were also able to submit comments on the Service Plan by phone, e-mail or postal mail.

II. Outreach

SamTrans continued to implement its comprehensive public participation plan, developed to guide public involvement efforts for the overall SamTrans Service Plan project.

SamTrans conducted an outreach program to publicize the Community Meetings and invite participation. SamTrans reached out to a number of community-based organizations (CBOs) to assist with promoting the meetings among their constituents through a variety of methods, including announcements on email listserves, posting flyers in and around their facilities, and by word of mouth. The dedicated project website, www.samtrans.com/ssp, announced all workshop dates, times and locations and a prominent link appeared on the SamTrans website home page. A dedicated email and phone message line was available for questions and comments, including requests for translation services. Other outreach activities announcing the Community Meetings included:

- **“Take One” flyers available on board the buses**
- Onboard electronic messages
- Newspaper notices
- **Announcements via the agency’s social media accounts (Twitter, Facebook)**
- Announcements at SamTrans Board meetings and other stakeholder meetings, as well as other community notices

The project website also provides detailed project information, such as previous project plans and PowerPoint presentations in addition to public outreach information.

III. Community Meetings

Format

The Community Meetings featured an informational presentation which **reviewed the SSP's background and objectives, as well as a brief summary** of the public outreach process thus far. It then went on to explain proposed revisions to the service change recommendations which were made based on input from the community during Phase 3. The presentation at each meeting focused on routes serving the area in which the meeting was held. Attendees were encouraged to ask questions, discuss their opinions, and provide additional comments regarding specific route change recommendations or on the SSP in general throughout the meeting. Each participant also received a comment form which solicited any further comments and asked them to indicate which routes they ride frequently.

The meetings concluded by explaining the next steps in the process and giving participants contact information to stay informed and continue to give input to SamTrans.

Content

The purpose of the Community Meetings was to present draft final service change proposals related to specific routes in the SamTrans system. The presentation reflected SamTrans' receipt of community input showing a substantial reduction in the number of routes that would be impacted by the service changes. In earlier phases, SamTrans discussed potential modifications to route alignment, frequency, and/or service hours. Other proposals suggested elimination of routes where there was duplication or overlap. Alternative service options represent potential service ideas beyond traditional fixed route bus service that may work in San Mateo County, such as shuttles and dial-a-ride programs.

Community Meeting Participation

As shown in Table 1, 74 stakeholders and community members attended and participated in the Community Meetings. Demographic or other specific information regarding attendees was not collected during this phase of outreach.

Not all participants filled out a comment form; among those who did, the majority were frequent riders of Route 292. Routes 130, 271, 294 and 295 were also noted on comment forms as frequently ridden.

Community Meeting Input on Proposed Service Changes

At each Community Meeting, participants had an opportunity to provide feedback on route-specific service change proposals, as well as on the alternative service options presented. Participants gave feedback through discussion during the meeting as well as on the comment cards provided; some participants also submitted written letters.

Participants made route-specific comments regarding a number of routes, including those which had received a very high level of input during Phase 3 of outreach in Fall 2012. Following are summaries of comments on those routes, listed in descending order beginning with the route most often commented upon.

Route 292

This route had received the most comments by far from participants during Phase 3, with many stating their concern that the proposed route change would eliminate connections to and from San Francisco outside of commute times and jeopardize access to jobs. SamTrans revised the Service Plan proposal to eliminate any proposed cutback in service on Route 292, as well as restoring off-peak and weekend service into San Francisco. Numerous meeting participants expressed their appreciation that SamTrans had listened to their concerns and maintained this necessary service.

Some participants made further comments regarding Route 292, which included expressing concerns about various aspects of service on the route. A number of participants stated dissatisfaction with the larger fare for return from San Francisco to San Mateo County, and the lack of signage clarifying this difference. They suggested that, if the return fare could not be reduced, that the two fares at least be made equal. It was noted that Brisbane has a private commuter shuttle service that is cheaper and may cut into ridership. A few suggested that a connector service from Central Brisbane and the Brisbane hills, especially on weekends, would increase ridership on 292.

Route 121

This route received the second largest number of comments from meeting participants during Phase 3, with participants turning out in force to speak in favor of retaining this route as necessary for transporting students from transit-dependent working families to and from school. SamTrans revised the Service Plan recommendations to not only maintain the current level of service but also restore mid-day service. Meeting participants expressed their gratitude that SamTrans responded to their concerns.

Route KX

Many participants during the Phase 3 Community Meetings spoke about changes to this important route, requesting that it not be changed, suggesting realignments to the route and advocating for allowing luggage on the bus since it goes to SFO. SamTrans elected not to revise the proposed changes to the route due to ongoing low ridership during off-peak periods. Comments received during this round of outreach included a petition from workers at SFO requesting that Routes 292 and KX not be eliminated during non-peak hours; and a statement that a survey of transit users had been taken regarding this route and that a copy of the results will be provided to SamTrans. These findings included requests to improve marketing of KX as a route to the airport and to restore shuttle service from Millbrae to SFO.

Route 132

Although proposed changes to this route elicited a fairly high level of commentary during Phase 3 of outreach, SamTrans chose to modify the route as originally proposed due to low ridership. Comments during Phase 4 included riders stating concern that this would impact access to the South San Francisco library, particularly for students and seniors; and concern that elimination of morning trips would create a challenge connecting to Route 292.

Route 118

SamTrans' original proposal was to eliminate this route entirely.

Participants during Phase 3 urged SamTrans to consider a reduction in off-peak frequency rather than outright elimination of this route, as alternate service on Routes 110 and 112 does not begin early enough to serve commuters. SamTrans revised their proposal to recommend restoring peak hour service to this line.

Participants during this phase of outreach were glad to hear that the route would run during peak hours. They noted ways in which the route and stops could be realigned to improve it, and asked questions regarding the timing of the peak hour schedule and connectivity between this route and other routes serving the Coastsides. It was also noted that senior housing is increasing in Half Moon Bay, which will require more Coastsides service in general.

Route 294

Participants during Phase 3 had been uncertain about how effective the proposed changes to this route would be in maintaining a good level of service for Coastsides residents. However, SamTrans will

modify the route as proposed to eliminate duplication with Route 17. Participants during this phase of outreach asked how often the buses will be running between various points, noted that the two different routes are confusing, and urged SamTrans to rethink the availability of shuttle service.

Other routes that received a handful of comments during the Phase 4 Community Meetings included Routes 14, 24, 110, 251, 252, 260, 261, 271, 274, 275, 281, 295, 397 and ECR. These comments included: concerns regarding cutbacks in service or elimination of service; suggestions regarding increases in service or realignment of routes; the need for coordination of schedules with Caltrain and other transit services; comments noting loss of ridership caused by elimination or cutback of routes; and comments regarding quality of service or need for increased communications (see **"Community Meeting Input – General Comments"** below).

For more detail on route-specific comments, please see the Comment Summary matrix at the end of this document.

Community Meeting Input - General Comments

Participants also asked questions or gave input regarding general issues during the meeting discussions or in comment cards and letters.

Participants commented that SamTrans could do a great deal to improve their marketing of bus service and promote ridership. Co-promotion with local businesses, employers and shopping centers was suggested, as well as working with the airport, hotels and other tourism-oriented businesses in the South San Francisco and Brisbane areas to increase tourist ridership. It was also noted that some routes could be more descriptively named so as to make their destination clearer and thus increase ridership – for instance, the **KX could be called "Airport Express."**

More and better signage was also called out as a way to increase ridership and assist riders. Posting schedules, especially in outlying locales such as the Coastside area, would make it easier for people to know when to ride and therefore more likely to take the bus. Signage noting routes that run to the airport and that clarify details of fares, such as the double fare returning to San Mateo from San Francisco, would also be helpful. Also, translation of signs and other bus route information would assist non-English speakers, such as the many Chinese-speaking food service workers who ride Route 292 to the airport.

Participants also noted concerns regarding fares and transfers. They requested that transfers be allowed between all SamTrans buses, so that it

would not be necessary to pay twice to travel on two routes to get to a destination. Offering passes would be another way to reduce fare costs - either method would increase ridership. Simplifying the logistics of transferring buses would also remove a barrier for seniors. There are also barriers to getting monthly passes on Clipper Cards – they require a minimum balance, and reloading is inconvenient.

Several participants requested better coordination of schedules with other transit agencies such as Caltrain, VTA and BART, since the bus and train schedules do not always work well together. Participants also requested better assistance with obtaining schedule information, such as real time arrival/departure applications for cell phones. Although riders are aware that **this is not SamTrans' responsibility, the fact that many of SamTrans' routes** are not recognized on Google Transit or 511 presents a difficulty.

A few participants identified issues with driver service, such as driver no-shows, running early or late, and allowing people to ride for free. Irregularities in bus parking also led to issues, such as drivers parking in the bus stop at the Transbay Transit Center and requiring riders to walk in the street to catch their next bus, or bus bay assignments requiring time-consuming passage through multiple stop signs to get to the final stop. Also, parking limitations for conference center buses must be enforced on Mission Street in San Francisco, so they do not block the bus stop or make it unsafe for SamTrans riders.

A number of participants requested more or improved amenities at bus stops, including benches, shelters and increased lighting. Several participants also addressed the need for improvements to buses, noting cleanliness and the uncomfortable design and function of newer buses among specific concerns.

Participants asked questions regarding a variety of subjects, including: how the Service Plan study was carried out and how it measured productivity of routes; terms used in the Service Plan; details of budgeting including sources of funding and comparative costs of different bus or shuttle types; specifics of particular routes or connections; and who is being targeted through outreach.

Participants expressed their appreciation for SamTrans' Service Plan outreach efforts and for the fact that their input had clearly been listened to. Several offered suggestions regarding individuals or municipalities who could assist with outreach in the future. Some participants commented that SamTrans could increase the design and effectiveness of meeting notices, and noted that word of mouth is among the most effective methods of

getting the word out to the community. A few participants noted that the system of signing up online for email notices did not always work well, and that better communications and follow-up with community members is needed.

IV. Next Steps

Following completion of this phase of outreach, the SamTrans Final Draft Service Plan will be presented to the SamTrans Board at a public hearing on April 3, 2013. Comments on the Final Draft Service Plan will be accepted until April 15. After the comment period closes, SamTrans will revise the Draft Final SSP as needed. The SamTrans Board is expected to take action to approve and adopt the Final Service Plan on May 1, 2013. Phased implementation of service changes will take place between Fall 2013 and Spring 2014, subject to additional review.

Spring 2013 Public Outreach Comment Summary

The Fall 2012 outreach was so successful that many changes were made to accommodate concerns and take advantage of opportunities. These changes were published as the Final Draft and a series of public workshops was held to solicit feedback and verify changes.

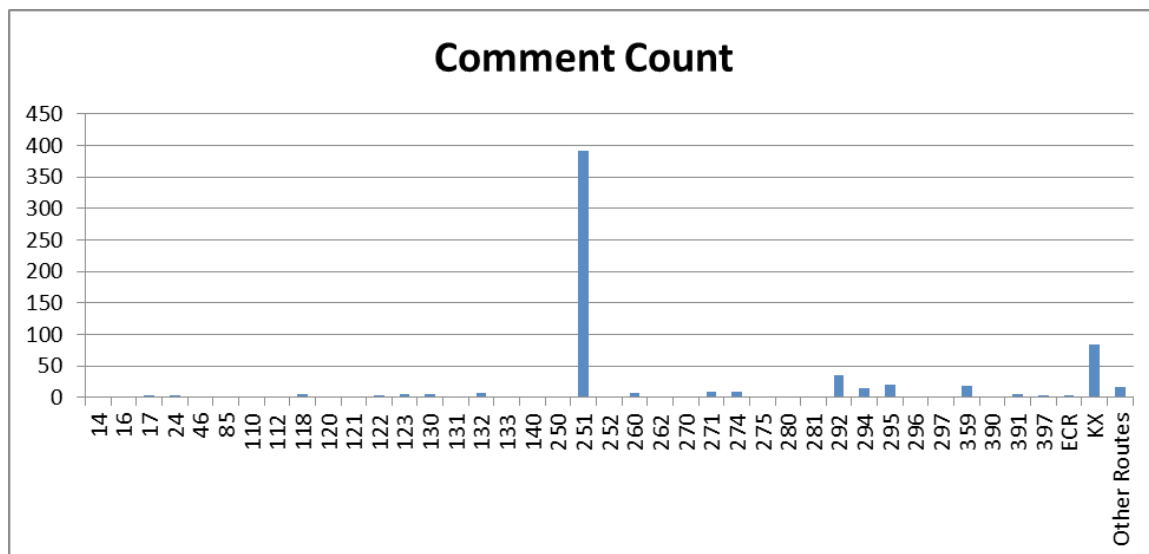
Outreach in spring 2013 yielded more than 700 comments from:

- 5 public workshops
- 1 public meeting
- Public hearing
- E-mail and U.S. mail
- Dedicated project phone line

Major Comment Themes:

- Route-specific
 - Keep route the same
 - Expand route and increase frequency
 - Concern about how changes to route will impact specific populations
 - Thank you's for restoring routes
- General
 - Amenities
 - Outreach

The following spreadsheet summarizes key comment themes per route and SamTrans' responses to the comments.



| Phase IV Comment Themes | | | | | | |
|-------------------------|---|-------------------------|--|---|---|--|
| Route | SSP Proposed Change | Total Comments Received | Comment Themes | Responses | Additional Improvements and Alternatives | |
| North County | | | | | | |
| 24 | No Change Recommended | 3 | Extend route - serve town portion of Brisbane and Brisbane Hills | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. | | |
| 121 | Realign route in the Crocker/Southern Hills area, no changes to schedule or frequency. | 1 | Thank you for restoring route | Thank you. | | |
| 122 | Faster travel times and a less circuitous trip through the Westborough area. | 3 | Suggestion - as an alternative to 123, this route should start earlier and have fewer stops. | As discussed in the Service Plan, this route will have fewer stops and have faster travel times. | | |
| 123 | Recommended for discontinuation. Duplicative of Route 121. | 5 | Keep as is - no other option | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | Alternative routes include Route 121 and Route 122. Route 122 will have faster travel times and a less circuitous trip for customers riding through the Westborough area. | |
| 130 | This revised route will travel between Colma BART Station and Daly City BART Station along Hillside Boulevard. | 5 | Suggestion - instead of eliminating, run peak routes only | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 123 is duplicative of the more productive Route 121. | | |
| 131 | New route will follow Route 130's existing alignment in South San Francisco until it reaches South San Francisco BART station, where it will travel to Serramonte Shopping Center | 1 | Impact on seniors | Although Route 130 will stop at Colma BART Station, Routes 131 and ECR are alternative travel options. | Weekday frequencies will improve to 15 minutes (and 30 minutes in the evenings). Weekend service will extend 1/2 hour on Saturday and 1 hour on Sunday. | |
| 132 | Operate limited trips on school days along Linden Avenue, Grand Avenue, Orange Avenue, and Del Monte Avenue. | 8 | Suggestion - why doesn't the 131 consolidate w/ the 133 near Linden/Airport | We will continue to monitor the route and look for route improvements | Weekday frequencies will improve to 15 minutes (and 30 minutes in the evenings). Weekend service will extend 3 hours on Saturday and 1 hour on Sunday. | |
| 133 | Increase service frequency to 30 minutes on weekdays and Saturdays and to 60 minutes on Sundays between Airport Boulevard/Linden Avenue and San Bruno BART; discontinue route segment between Serramonte Shopping Center and Spruce Avenue/Huntington Avenue. | 2 | Keep route as is / do not change | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | Routes 131 and ECR are alternatives to Route 132. Route 131 will have frequencies of 15 minutes and 30 minutes in the evenings (compared to Route 132's frequencies of 30 minutes and 60 minutes). Route 131 will have weekend service with frequencies of 30 minutes the entire weekend (compared to Route 132's frequency of 60 minutes on Saturday only). ECR will provide all day weekday and weekend service with frequency of 15 minutes. | |
| Central County | | | | | | |
| 250 | Split into two routes. Route 250 will continue to serve downtown San Mateo directly from Norfolk Street via 3rd Avenue. | 2 | extend hours on weekends | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. | Route 250 will increase frequency from 60 minutes to 30 minutes in the evening. The new Route 252 will better serve the San Mateo Monte Diablo neighborhood. | |
| 251 | Re-route the alignment and operate morning clockwise service through Metro Center Boulevard and Bridgepointe Circle before serving Foster City neighborhoods including: Park Boulevard, Shell Boulevard, and Edgewater Boulevard. Afternoon service would operate counter-clockwise. Mid-day service would alternate direction. | 391 | Keep route as is / do not change | The Service Plan is intended to increase ridership and revenues within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | | |
| 252 | A new route split from Route 250. Route 252 will link the Humboldt Avenue/Monte Diablo Avenue area to downtown San Mateo, San Mateo Caltrain Station, and El Camino Real. | 1 | Will bus serve courthouse and San Mateo High? | Thank you. | | |
| 260 | Truncate Saturday alignment to extend between Cipriani/Continental and San Carlos Caltrain station via Bridge Parkway and Holly Street. | 8 | Keep route as is / do not change | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | | |

| Route | SSP Proposed Change | Total Comments Received | Comment Themes | Responses | Additional Improvements and Alternatives |
|---------------------|---|-------------------------|---|--|---|
| 359 | Recommended for Discontinuation | 18 | Impact on disabled (Community Gatepath - nonprofit serving ppl with disabilities) keep as is - no other direct route to BART | Saturday service, though truncated, has been restored on the route. The truncated service continues to serve stops closest to Community Gatepath on Twin Dolphin Drive. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 359 has very low ridership and service performance. Route 54 or 251 to the KX provides service to BART. | |
| Other Routes | N/A | 9 | Restore shuttle bus from Millbrae Caltrain to SFO | The SSP provides increased service to SFO via Route 140 extension to the SFO Airtrain via San Bruno BART Station as well as an off-peak connection between SFO and San Bruno BART Station via Route KX. | |
| South County | | | | | |
| 270 | Operate 30-minute southbound and 60-minute northbound service to Marsh Road via Veterans, Broadway and Bay, and 60-minute northbound service from Marsh Road via East Bayshore and Veterans. Discontinue service to Seaport Center office park. | 1 | Serve Kaiser Hospital? | This route serves Kaiser Hospital | |
| 271 | Operate limited trips on school days only and discontinue other trips. Discontinue service north of Roosevelt to Redwood City Caltrain Station. | 10 | Impact on seniors and disabled Keep route as is / do not change | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 274 serves the Red Morton Community Center and the new route 275 serves Woodside Plaza. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | |
| 274 | Discontinue Saturday service. | 9 | Impact on children / schools - Canada College | Selected Saturday trips will operate to Cañada College via Alameda de las Pulgas and Farm Hill Boulevard. | |
| 275 | A new route along Woodside Road will operate every 30 minutes on weekdays and every 60 minutes on Saturday. Selected Saturday trips will operate to Cañada College via Alameda de las Pulgas and Farm Hill Boulevard. | 2 | Suggestion - Route 275 could be a good alternative to 271 | We will continue to monitor the route and look for route improvements | |
| 280 | Recommended for Discontinuation | 1 | Keep route as is / do not change | While the route is still a candidate for discontinuation, SamTrans will not make changes until coordination with the City of East Palo Alto's shuttle service occurs. | |
| 281 | Straighten the alignment along Newbridge Street in East Palo Alto. Weekday frequency increased to 15 minutes. | 1 | create localized arterial streets | We will continue to monitor the route and look for route improvements | |
| Coastside | | | | | |
| 14 | Operate selected trips on school days only and discontinue other trips. | 1 | Impact on seniors - Outstad senior community | Sunday ridership is low but the Pacifica Alternative Service Pilot will be provided. | The new Pacifica Alternative Service Pilot will provide all-day service at a lower cost than traditional bus service and cover the area containing Crespi, Linda Mar, and Park Plaza shopping centers on a call and ride basis. |
| 17 | Extend route from its current northern terminal in Montara to the Linda Mar Park and Ride in Pacifica on weekdays, matching the current weekend alignment. Increase frequency to 60 minutes. Minimize transfer time with Route 294. | 4 | Suggestions - add/reinstate bus stops | Distance between stops and the overall number of stops have a direct relationship to the speed and reliability of the route. SamTrans works to balance these factors to provide reliable and efficient service while providing access to the route for the greatest number of potential customers. We will review bus stop spacing on Route 17 and look for any specific issues or opportunities for additional stops. | |
| 110 | Improve morning service. | 1 | Clarifying question - why does the route do the longview loop twice? | Longview loop, along with Belcrest and Skyline are all steep slopes that are best to navigate in a single direction; this necessitates that some portions of the loop be travelled twice. | Route 110 will have new weekday service from Linda Mar Park & Ride beginning at 5:45AM. |
| 118 | Operate peak-hour only service. | 6 | Thank you for restoring route More frequent service - during morning and afternoon peaks | Thank you. The Service Plan is intended to increase ridership and revenues within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Route 118 is no longer a candidate for discontinuation and will run during the morning and afternoon peaks. | Route 110 will have new weekday service from Linda Mar Park & Ride beginning at 5:45AM. |

| Route | SSP Proposed Change | Total Comments Received | Comment Themes | Responses | Additional Improvements and Alternatives |
|------------------------|--|-------------------------|--|--|---|
| Multi-City | | | | | |
| 292 | Move Downtown San Mateo route alignment from B Street to Delaware Street | 35 | Thank you for restoring route Better marketing needed - SFO, nearby hotels, explanation of differing fares, etc. | Thank you. Thank you, our next step will be to implement the route changes for the SSP and then we will focus our efforts on marketing and attracting new riders. | |
| 294 | Discontinue duplicative service with Route 17 north of Half Moon Bay. Increase weekday frequency to 60 minutes. Serve College of San Mateo on limited trips and realign route to serve San Mateo Medical Center on every trip. Introduce 120-minute weekend frequency. | 14 | Improve timing of 294 with 295 at Alameda/20th. | We will monitor the schedule and look for ways to improve timed transfers with Route 295. | |
| 295 | Discontinue service south of San Carlos Caltrain Station. Operate selected school day trips along Brittan Avenue and Alameda de las Pulgas in San Carlos. | 20 | Keep route as is / do not change | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. The new route 275 will replace the most productive portion of the existing Route 295 along Woodside Rd and operate at 30 minute daytime frequency on weekdays. | |
| 296 | Improve service frequency to 15 minutes during weekdays and 30 minutes on Saturday. Align route to serve the Pulgas Avenue corridor in East Palo Alto. | 2 | Impact on seniors and disabled (access to FHAR - non-profit serving persons w/ developmental disabilities) Suggestion - modify route to accommodate for 280 discontinuation | Routes 85, 275, and the San Carlos Alternative Service Pilot will provide service in the areas originally served by Route 295 south of San Carlos Caltrain Station. As discussed in the Service Plan, this route has been realigned to serve the Pulgas Avenue corridor in East Palo Alto. | |
| 390 | Consolidate into one route (ECR) between Daily City and Palo Alto, every 15 minutes on weekdays. Discontinue service into San Francisco. Improve weekend service to every 15 minutes during the day. | 1 | Why doesn't this route serve Stanford Medical Center? | Stanford Medical Center is served by the Stanford Marguerite Shuttle, a free shuttle which provides connections with ECR at the Palo Alto Caltrain Station. | The improved ECR route (consolidation of 390, 391, and ECR) will provide service every 15 minutes between Daily City and Palo Alto seven days a week. |
| 391 | | 5 | Keep route as is / do not change | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | |
| 397 | No Change Recommended | 4 | Increase frequency | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may have increased service in the Service Plan. | |
| ECR | Improve weekend service to every 15 minutes during the day. | 3 | maintain service to SF | The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. | |
| KX | Shorten route to operate between Redwood City Caltrain Station and San Bruno BART Station via San Francisco International Airport (SFO) all day with weekday peak-only service into San Francisco. Hourly service between Redwood City and San Bruno BART via SFO on weekends. | 84 | Keep route as is / do not change | BART and Caltrain are alternatives to SF. The Service Plan is intended to increase ridership and revenues, within the current cost structure of the SamTrans budget. With that constraint in mind, not all routes may be maintained in the Service Plan. Multiple alternative services are available including Muni, Caltrain, and improved ECR service. | The improved ECR route (consolidation of 390, 391, and ECR) will provide service every 15 minutes between Daily City and Palo Alto seven days a week. |
| | | | Make it an express route | The KX is an express route during peak hours from SFO into San Francisco. | |
| | | | Market the route better | Thank you, our next step will be to implement the route changes for the SSP and then we will focus our efforts on marketing and attracting new riders. | |
| Other | | | | | |
| SSP Process | N/A | 12 | Increase/improve public announcements of meetings | Thank you, we can always do better at getting the word out. | |
| Other Service Comments | N/A | 14 | Thank you for the public outreach efforts. Need SamTrans routes on Google Transit; Need smart phone application with real-time departure information. Need better signage at bus stops | Thank you. SamTrans routes are now on Google Transit and we continue to explore ways that we can make our information more accessible and connect with our customers. We have a set of criteria based on ridership and need for providing amenities at bus stops | |