samTrans

REIMAGINE SAMTRANS

FINAL REPORT

MARCH 2022

CONTENTS

APPENDICES

WHAT IS REIMAGINE SAMTRANS?

Reimagine SamTrans is a comprehensive planning and outreach project to evaluate and redesign the entire SamTrans bus system.

The project launched in 2019 as a response to changing travel patterns in San Mateo County. Reimagine SamTrans evaluated every element of the SamTrans system to identify improvements to local and regional travel connections, route design, how often the buses run, best practices for operations and public health, and more.

After over two years of technical analysis, community engagement, and planning work, the project identified a package of changes to the SamTrans system that sets an aspirational vision for how SamTrans can grow, respond, and position itself to advance the project's four guiding principles focused on customers, effectiveness, equity, and workforce. SamTrans will implement the recommendations from Reimagine SamTrans over multiple phases, beginning in Summer 2022.

THE GOALS OF REIMAGINE SAMTRANS

Improve the experience of existing SamTrans customers

Grow new and more frequent ridership on SamTrans

Build SamTrans' efficiency and effectiveness as a mobility provider

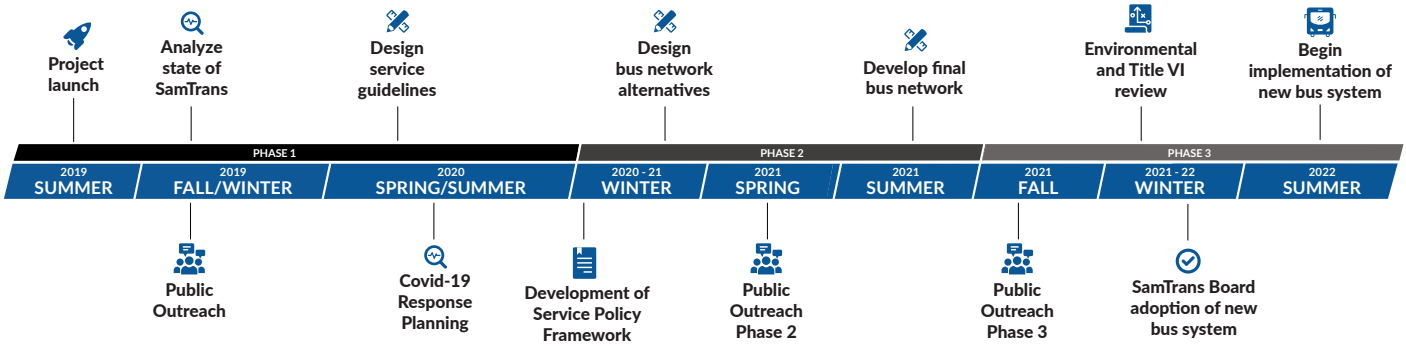
ADJUSTING IN LIGHT OF COVID-19

The COVID-19 pandemic began midway through Reimagine SamTrans. As of the end of the project and this writing, the full impacts of the COVID-19 pandemic - including changes to travel patterns, remote learning, economic conditions, and the future of work - are still unfolding.

The Reimagine SamTrans project team worked hard to respond to the changing conditions throughout the project. We used updated ridership data reflecting the travel patterns of SamTrans customers still riding during the pandemic to understand the travel needs of our community's most essential workers. We saw a flattening of our peak ridership times and a high retention of weekend ridership, reflecting a need to invest in service improvements during midday and weekend periods.

We also shifted our commitment to social equity into high gear. We established Equity Priority Areas and partnerships with well-connected and effective community-based organizations to ensure we conducted equitable public engagement. The final new network includes investments directed toward communities where our most essential workers and those affected most by tough economic conditions live.

PROJECT TIMELINE



GUIDING PRINCIPLES

Four guiding principles were developed based on input from the public and external stakeholders, as well as SamTrans staff and the SamTrans Board of Directors. These guiding principles served as a foundation for all planning and outreach activities on the project, and were used to guide and inform decision-making around trade-offs and investments in the system.

1

Employ customer-focused decision-making

- Enhance customer safety, security, and comfort on the bus and when waiting for the bus.
- Design and operate routes that are simple and easy to understand.
- Conduct transparent and empowering community engagement.
- Adopt and promote available tools and new technologies that improve the customer experience.

2

Be an effective mobility provider

- Build ridership through operating effective public transportation services.
- Provide fast or time-competitive bus transportation.
- Provide reliable bus transportation.
- Integrate SamTrans into the larger county and regional transportation network.
- Explore new and alternative transportation delivery models.
- Utilize public funds and resources responsibly and efficiently.

3

Provide transportation services that support principles of social equity

- Direct resources to provide high-quality service in communities with the greatest transportation disparities and mobility needs.
- Prioritize service, infrastructure, and pilot projects in SamTrans Equity Priority Areas (on pages 5 and 6).
- Support access to jobs and workforce development opportunities from Equity Priority Areas.
- Seek to accommodate the transportation needs of workers with non-traditional work hours.
- Minimize missed trips (Do Not Operate/DNOs) on routes serving Equity Priority Areas.

4

Design service that can be reasonably delivered by our workforce

- Support the recruitment and retention of our workforce through route design and scheduling practices that consider the driving experience, realistic road conditions, and availability of restrooms and other facilities on route.
- Provide a feedback loop with the workforce, letting them know the ways in which their feedback is utilized.

THE IMPORTANCE OF EQUITY

Access to reliable transportation is essential to connecting people with education, employment, leisure activities, and more. SamTrans established equity as a guiding principle in the Reimagine SamTrans project and through this guiding principle, decided to prioritize service investments in communities where concentrations of residents experience the most mobility and economic disparities.

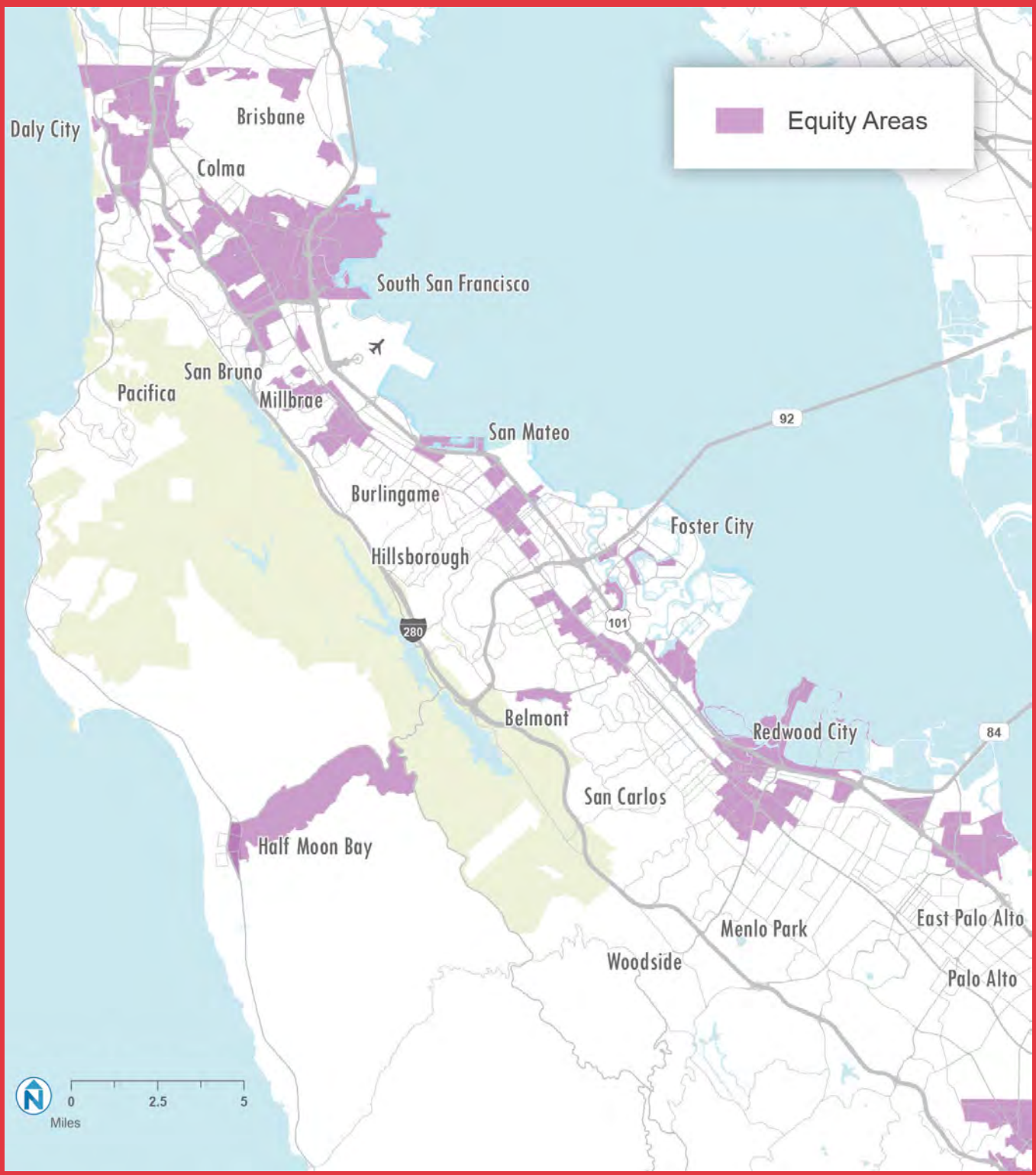
Reimagine SamTrans utilized three demographic factors, as well as population density, to identify Equity Priority Areas in San Mateo County. These three factors included:

ZERO CAR HOUSEHOLDS
(households without access to a private vehicle)

LOWER-INCOME HOUSEHOLDS
(households earning less than $75,000 per year)

NON-WHITE HOUSEHOLDS
(households identifying as a race or ethnicity other than white)

Equity Areas



PUBLIC OUTREACH ACTIVITIES

Public outreach was an important component of Reimagine SamTrans. Outreach activities were conducted throughout the project, with each phase focused on gathering different feedback, as noted below.

PHASE 1 OUTREACH

1

Identify priorities and ideas for improvement

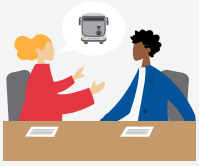
PHASE 2 OUTREACH

2

Gather feedback on three alternative bus networks

PHASE 3 OUTREACH

3



Present the recommended network for review and comment

We reached out by hosting:

- Pop-up events
- Multilingual virtual public meetings
- Multilingual Instagram live sessions
- Meetings with SamTrans Advisory Groups
- Meetings with Community Groups
- Listening sessions and surveys with SamTrans operators
- Multilingual website
- Text blasts and mailers
- Multilingual online surveys
- Community-Based Organization outreach

COMMUNITY-BASED ORGANIZATION OUTREACH

Reimagine SamTrans partnered with multiple community-based organizations (CBOs) throughout the project.

These four organizations were Daly City Partnership (Daly City), Friends of Old Town (South San Francisco), Fair Oaks Community Center (North Fair Oaks), and Nuestra Casa (East Palo Alto and Redwood City). CBO staff, volunteers, and promotoras provided invaluable services, including providing feedback on outreach materials, organizating and staffing multilingual pop-up community events, and collecting responses to project surveys.

These CBO partnerships were instrumental in helping the project receive input from a diverse set of community members representing the diversity of San Mateo County and SamTrans riders.

OUTREACH BY THE NUMBERS

57 pop-up events

9 virtual public meetings

120 presentations to stakeholders, cities, and elected officials

8,000 public surveys/ pieces of input given

360 operator surveys/inputs

10,000 take-ones distributed

700 temporary signs installed at bus stops

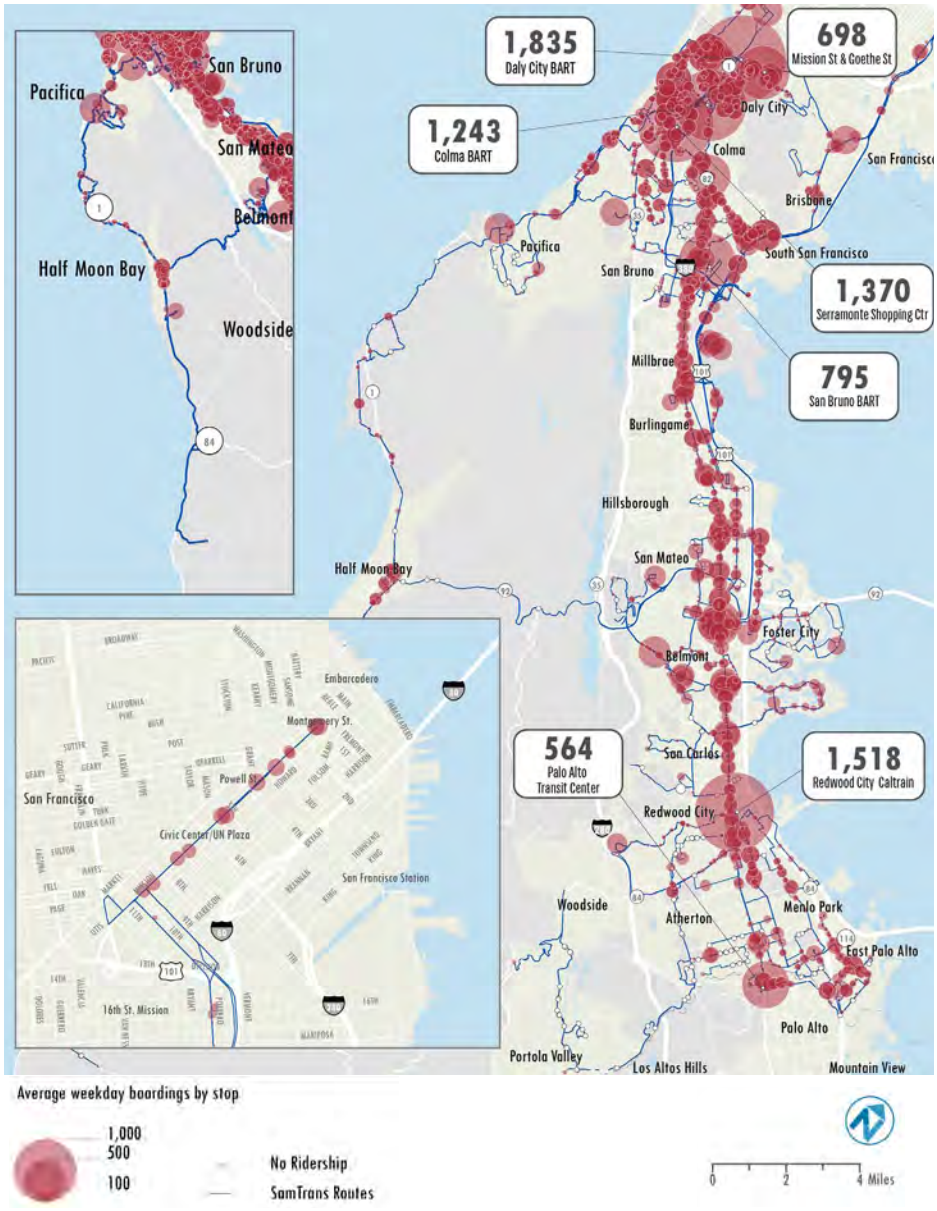
122,000 text message sent in English and Spanish and 125,000 mailers sent out

PHASE 1

STATE OF SAMTRANS IN 2019

SamTrans operates a mix of local and express routes. Service is focused primarily on weekdays with reduced service provided on weekends. SamTrans also operates community routes primarily designed to provide travel to/from school for students. These community routes typically have less than four trips per day and only operate on weekdays when school is in session.

The areas with the highest ridership on the SamTrans system are in the northern half of the service area and along El Camino Real. These areas have the highest densities and a mix of land uses, both of which encourage transit ridership. The full State of SamTrans Existing Conditions Report can be found in Appendix A.



Key Stats

Operated
70 fixed routes
and one on-demand
route

Served more than
35,000
passenger boardings
each weekday

Provided nearly
7 million
miles of passenger
bus service per year

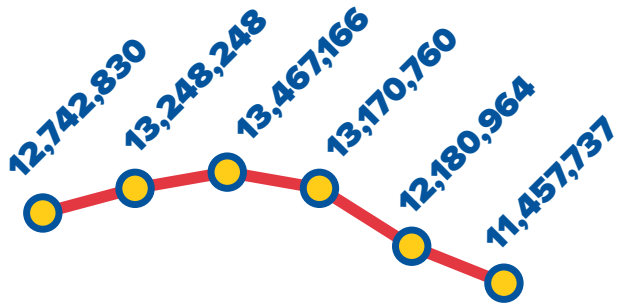
Note: Numbers reflect stats at the start of Reimagine SamTrans in 2019

RIDERSHIP

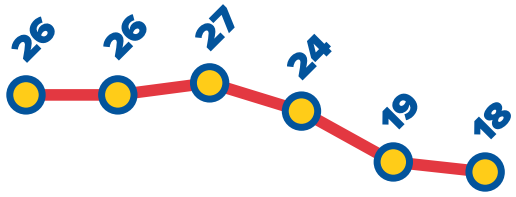
Ridership on the SamTrans system between 2013 and 2018 declined by 10 percent. Productivity of the system, measured in boardings per revenue hour, also declined between 2013 and 2018, down nearly 31 percent.

COVID-19 further exacerbated the declining ridership trends, though as of January 2022, SamTrans has returned to nearly 60 percent of its pre-pandemic weekday ridership and 70 percent of pre-pandemic ridership on weekends.

Total Ridership
(2013-2018)

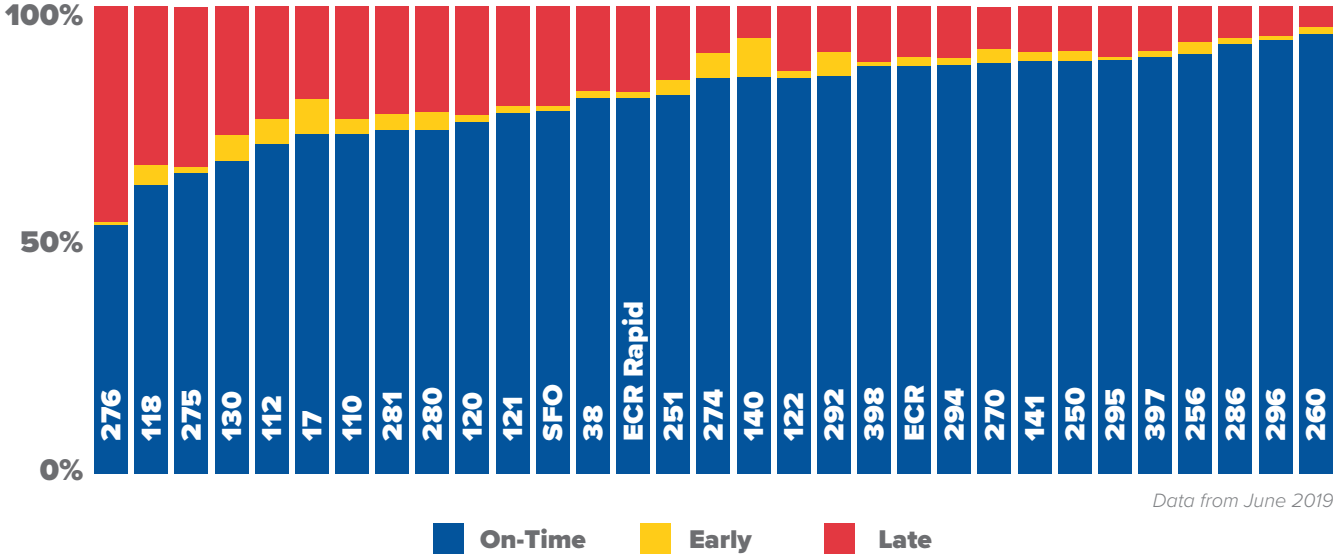


Boardings Per Revenue Hour
(2013-2018)



ON-TIME PERFORMANCE

SamTrans has an on-time performance goal of 85 percent. Roughly half of the routes that SamTrans operates do not meet this goal. On-time performance and bus reliability were both identified as top priorities by the public during outreach events.

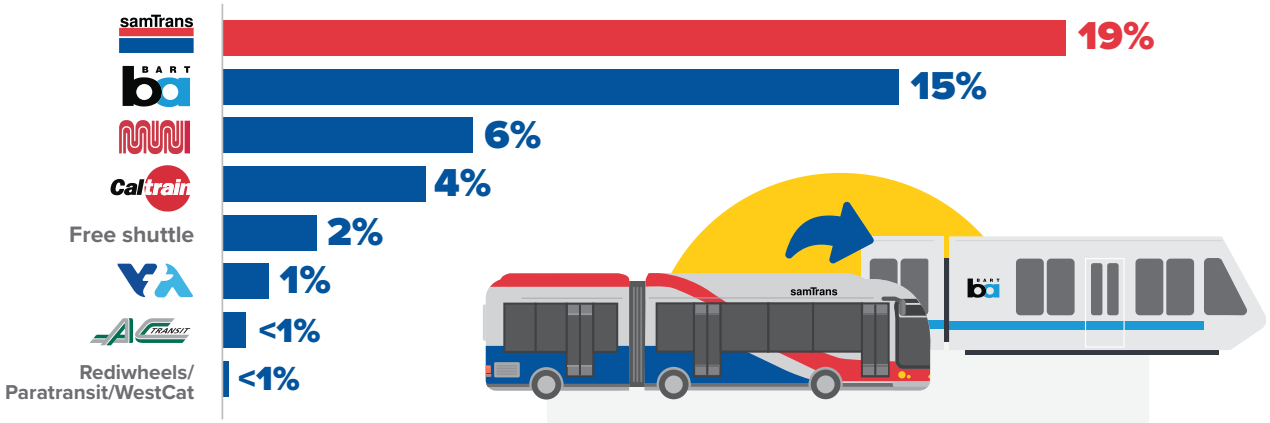


Data from June 2019

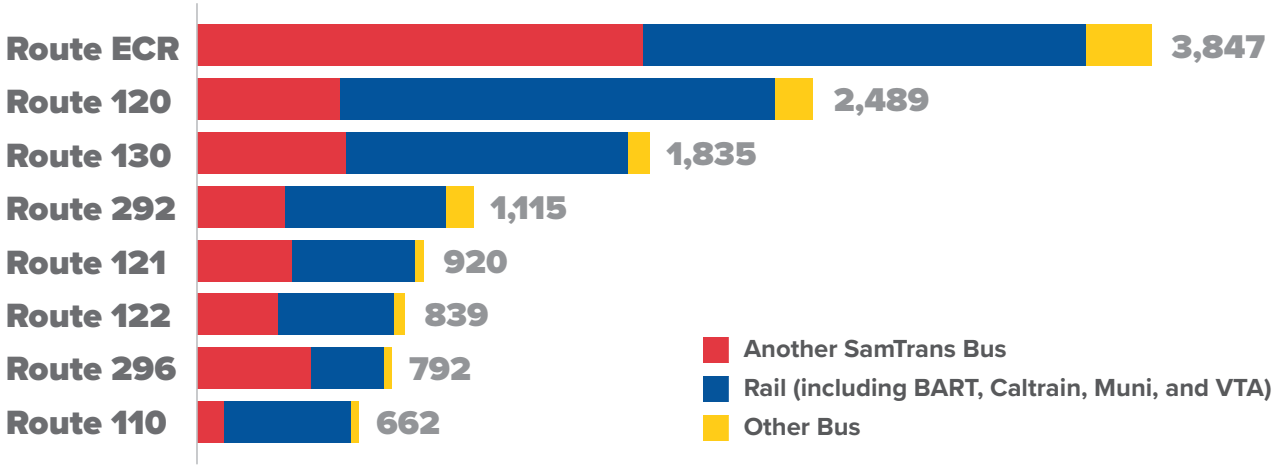
TRANSFERS

According to an on-board survey conducted in 2018, approximately half of SamTrans' weekday riders must transfer to reach their destination. Approximately 19 percent of all riders transfer between two SamTrans routes. About 15 percent of riders transfer between a SamTrans route and BART. Muni and Caltrain are also common transfers for SamTrans customers, with six and four percent of weekday riders transferring to these systems, respectively. Designing a system that facilitates transfers within the SamTrans system as well as to/from the regional network was an important outcome of the network redesign.

Service Providers Transferred To/From
(2018 On-Board Survey)



Estimated Number of Daily Weekday Transfers by Route (Top 8)
(2018 On-Board Survey)



ROUTE ECR

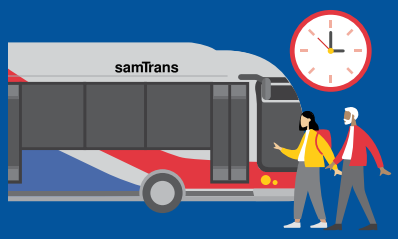
Route ECR is one of the lynchpins of service for SamTrans. It accounts for one quarter of SamTrans ridership, and given the transfer patterns, directly impacts almost every route SamTrans operates. Route ECR serves one of the highest density corridors connecting the northern and southern ends of the county. It accounts for 21% of the service hours for the system.

7,000 average daily riders in 2019

The stops with the highest ECR ridership are near major connections to other transit:

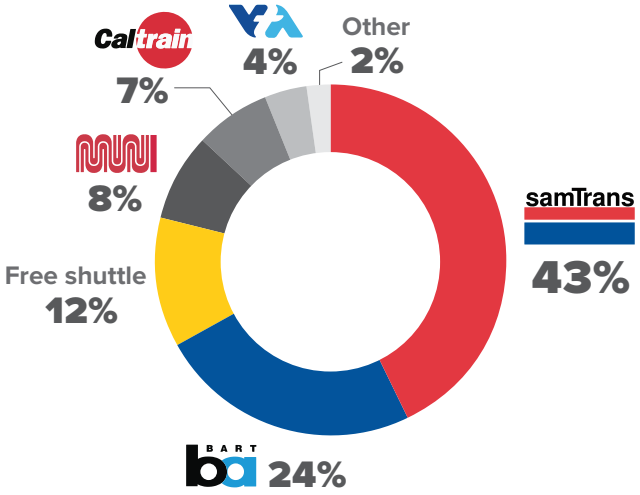
- Palo Alto Transit Center
- Redwood City Caltrain Station
- El Camino Real & Hillsdale Blvd
- San Bruno BART Station
- Colma BART Station
- Mission St & Goethe St
- Daly City BART Station

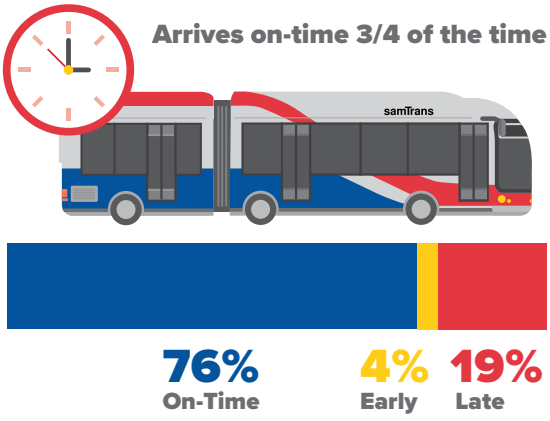
28 average boardings per service hour



ECR Rider Transfers and On-Time Performance

Approximately 44 percent of ECR riders transfer to reach their destination. About 43 percent transfer between another SamTrans bus. The ECR does not meet SamTrans' on-time performance goal.

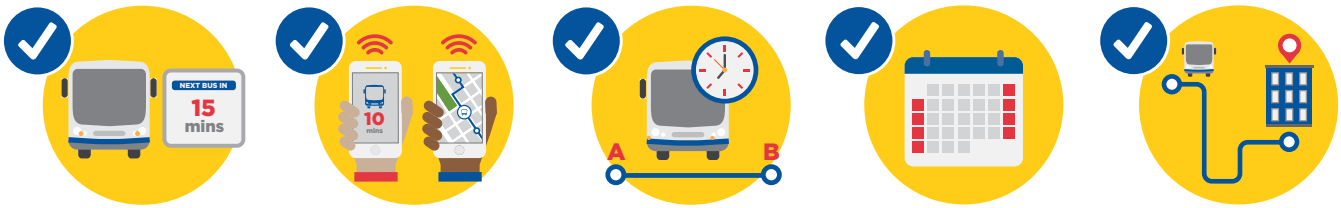




HOW DO RIDERS AND COMMUNITY MEMBERS WANT US TO REIMAGINE SAMTRANS?

Early on, the Reimagine SamTrans team conducted rider and community engagement, focus groups and market research to understand what kinds of improvements the community most wanted SamTrans to pursue.

Riders and the public wanted to see:

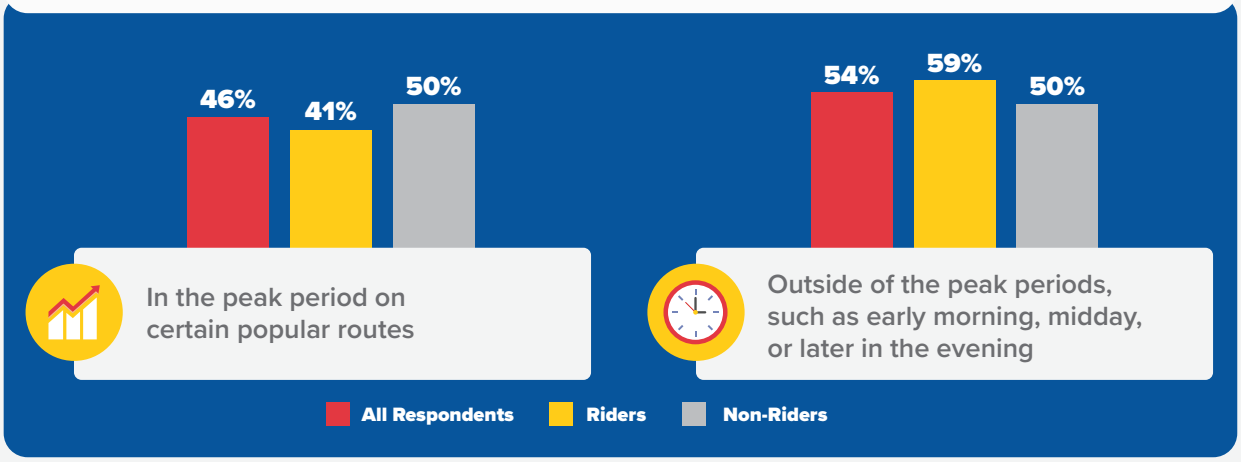


More frequent service | **Real-time information** | **Faster routes** | **More weekend service** | **Service to new areas**

The public was also asked a series of tradeoff questions to better gauge what was more important to them.

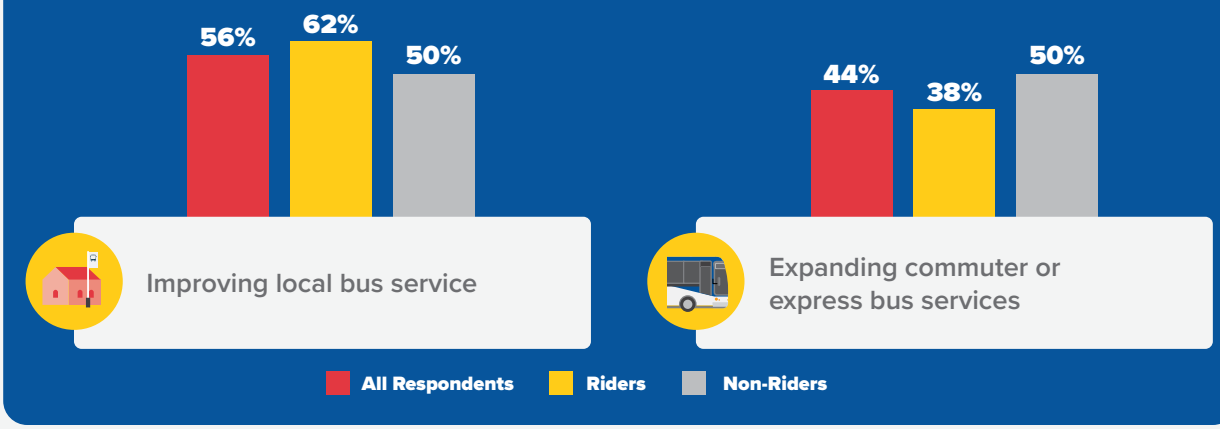
SHOULD SAMTRANS INVEST IN MORE PEAK OR OFF-PEAK SERVICE?

All respondents expressed a slight preference for **service increases outside of the peak periods**, with riders placing even more importance on expanded service in off-peak times.



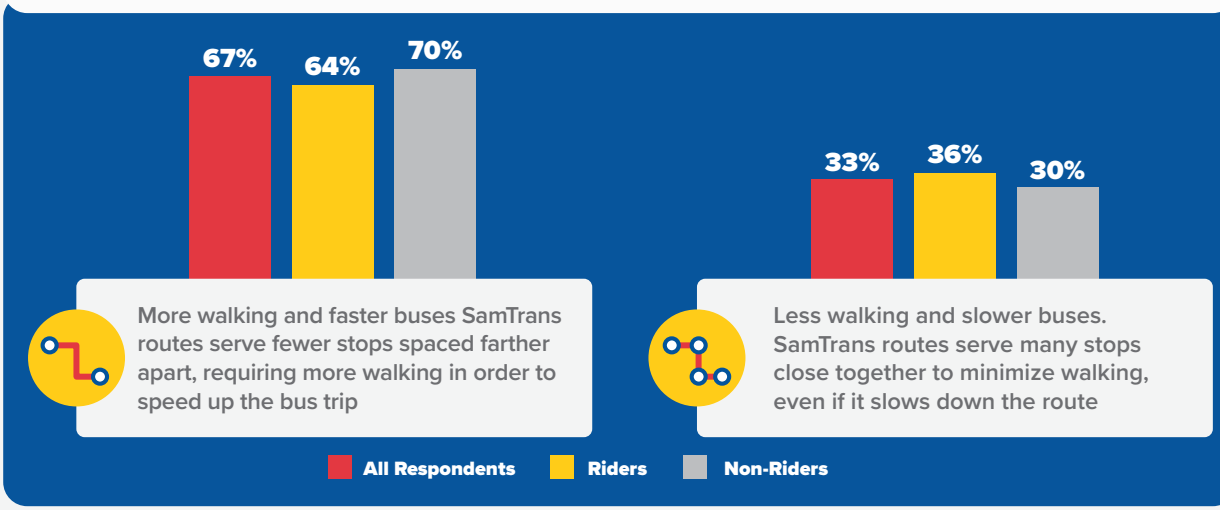
SHOULD SAMTRANS IMPROVE LOCAL BUS SERVICE OR EXPAND SERVICE WITH NEW THINGS LIKE EXPRESS SERVICES?

Riders expressed that SamTrans should focus on **improving local bus service** before expanding to new service types. Non-riders were slightly more interested in new services like commuter routes.



DO YOU WANT MORE WALKING AND FASTER BUSES OR LESS WALKING AND SLOWER BUSES?

The community and riders alike both showed strong preference for a scenario that required riders to **walk farther to a bus stop**, but offered **faster bus service**.



PHASE 2

ALTERNATIVES DEVELOPED

Three bus network alternatives were developed to update and improve SamTrans service. Each alternative set a different vision for the future of bus service and had different benefits and tradeoffs. These three network alternatives were developed in winter 2020/2021 based on input from SamTrans staff and the feedback received during the Phase 1 outreach of the project. Full details on the alternatives for each individual route can be found in Appendix B.

THE THREE ALTERNATIVES

FREQUENCY

Alternative 1 focuses on direct and frequent bus service in San Mateo County

- Buses on high-demand routes come more often all day long, seven days a week
- Routes are more direct
- Less service is provided in some parts of the county and in San Francisco

CONNECTIONS

Alternative 2 expands connections to rail stations and the region

- Express bus services are expanded into San Francisco
- New routes connect BART and Caltrain stations with residential areas, college campuses, and key employment areas
- Less service is provided in some parts of the county

COVERAGE

Alternative 3 maintains coverage and explores innovative transit

- Coverage of service is maintained throughout the county
- On-demand bus service (microtransit) is proposed for some hard-to-reach communities
- Frequency of service stays about the same on most routes

PHASE 2 OUTREACH

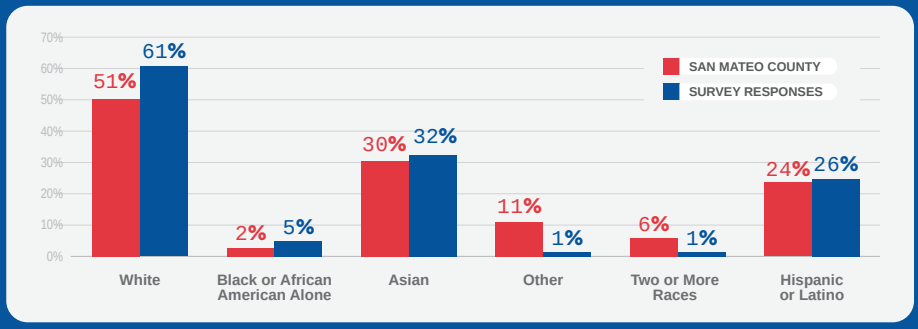
Phase 2 outreach was conducted from April 5 to June 7, 2021. The focus of the Phase 2 outreach was to present the public with three different bus network alternatives and ask them to provide feedback on each alternative. Respondents generally liked changes that increased frequency, improved connections, added more evening and weekend service, and improved reliability. The feedback received was used to identify the preferred improvements to each route, which was then incorporated into the recommended final network in Phase 3.

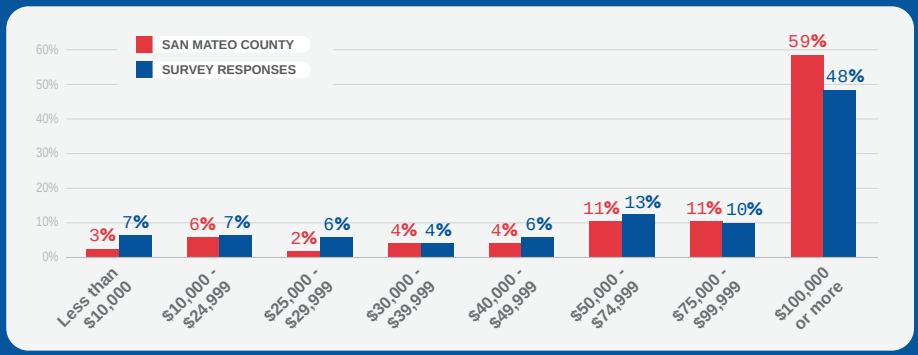
1,300+ members of the community participated in outreach events

Who We Heard From

Respondent ethnicity came close to matching County averages. The share of responses from people who identify as Black/African American, Asian, and Hispanic exceeded County averages.

The income distribution of respondents matched County averages, with the number of low-income respondents exceeding the County average. A complete summary of Phase 2 outreach findings can be found in Appendix C.





Respondent's First Choice Network

ALTERNATIVE 1: FREQUENCY
34%

ALTERNATIVE 2: CONNECTIONS
37%

ALTERNATIVE 3: COVERAGE
29%

PHASE 3

THE RECOMMENDED NETWORK

Reimagine SamTrans utilized input from prior phases of the project to develop one final recommended new SamTrans network during Phase 3.

The recommended network was crafted using many of the most popular elements of the three network alternatives, as well as transit planning principles, to create a cohesive bus system.

Equity

Prioritize buses to high-need communities from underused and duplicate routes

Efficiency

Create faster, reliable service through more direct and consolidated routes

Connections

Provide expanded all-day service, and more service to transit hubs and job centers

The recommended new network represents an expanded service plan compared to the SamTrans network today. To support this growth, SamTrans will recruit additional bus operators to deliver the expanded service. However, with constrained resources, not all popular elements of the three network alternatives could be included. The recommended network focuses on providing high-quality, seven-day-a-week service to higher density areas and Equity Priority Areas throughout San Mateo County, while maintaining key connections to regional destinations like downtown San Francisco. In some cases, reducing route redundancy and requiring slightly longer walks to access service will allow SamTrans to provide service to new areas and destinations, and increase service on weekends and during the midday.

Overall, the final new network brings 170,200 more people and 104,600 more jobs within a five-minute walk of a seven-day a week, high-frequency bus route than the current SamTrans system. Full details on the recommended changes to each route can be found in Appendix E.

The recommended network will bring...

+170,200
MORE PEOPLE

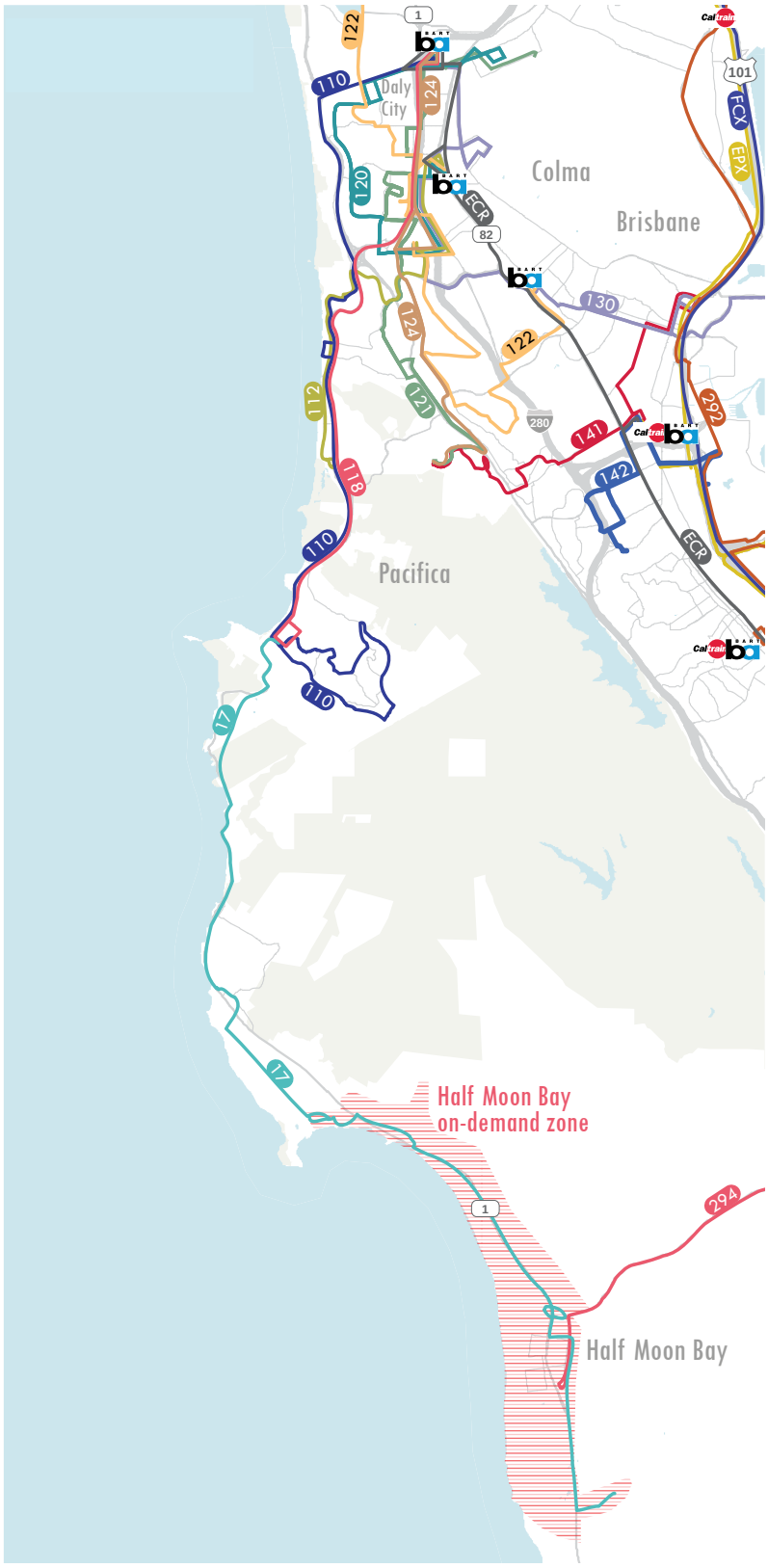
+104,600
MORE JOBS

within a five-minute walk of a seven-day a week, high-frequency bus route

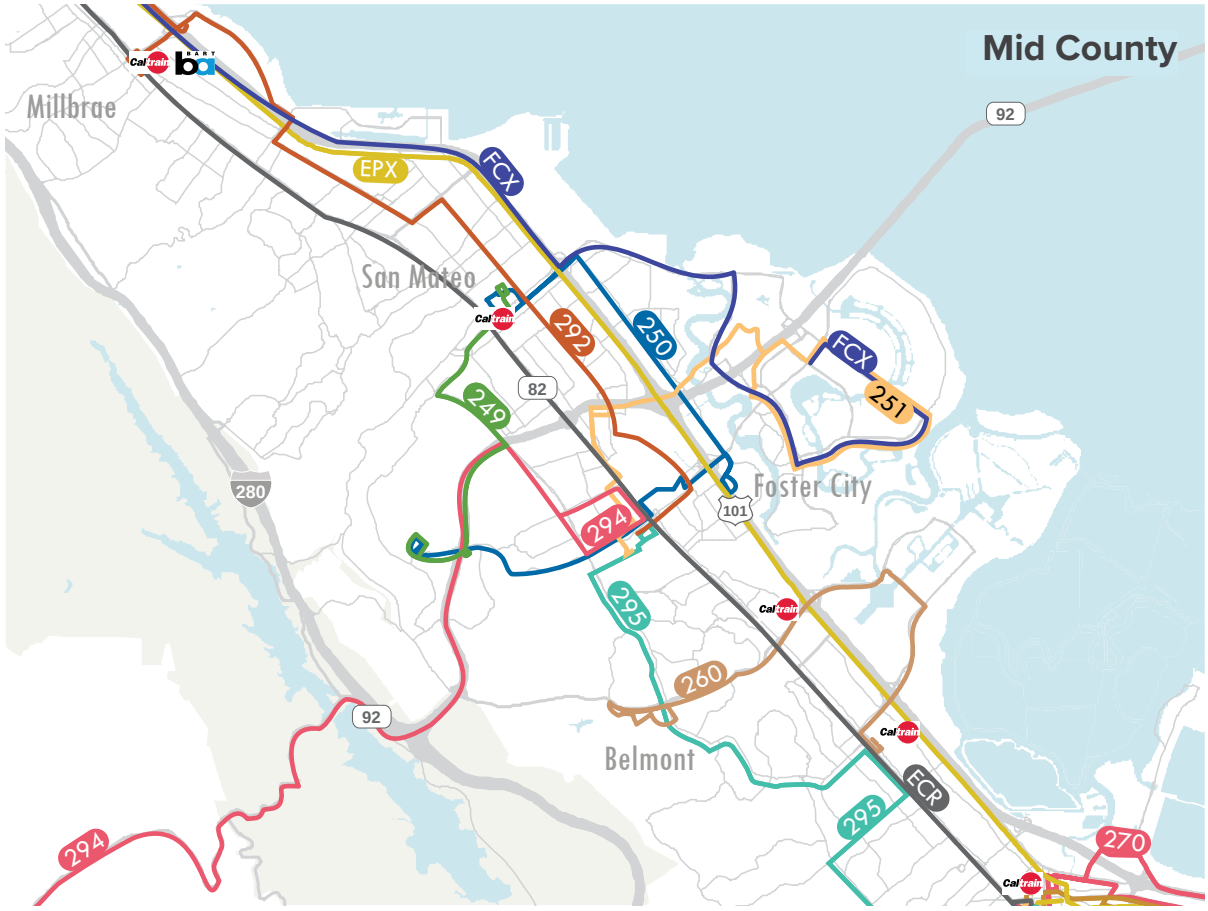
Recommended Network Maps

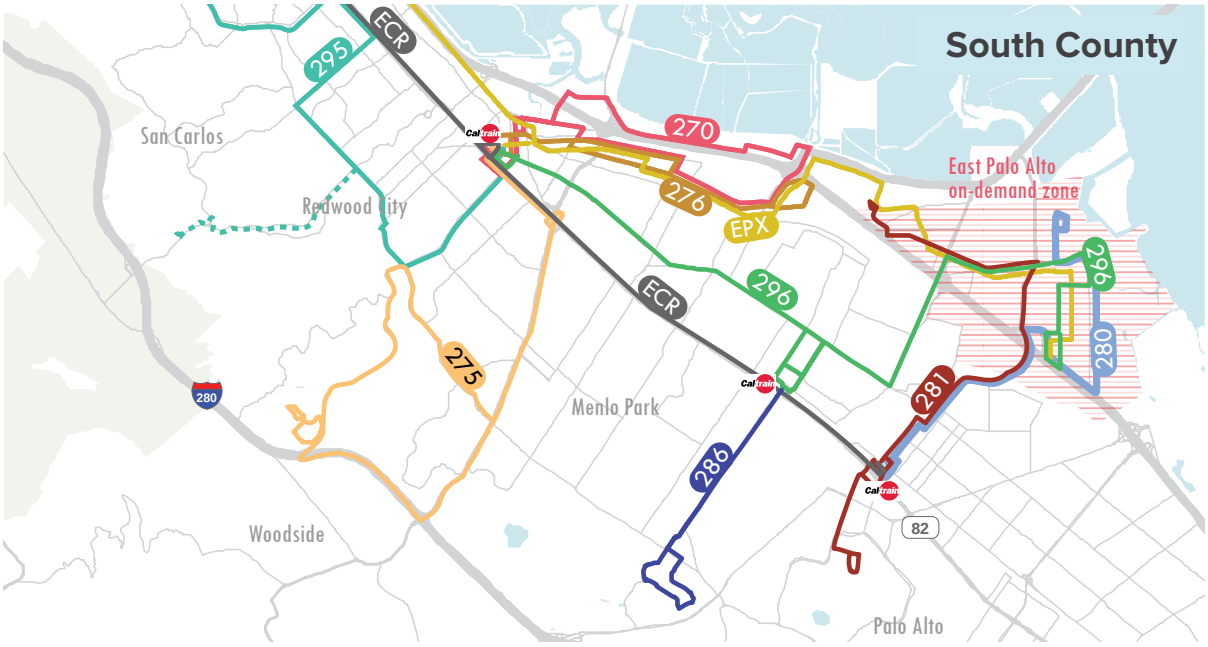
Recommended Network Maps: North County

Recommended Network Maps: Coastside



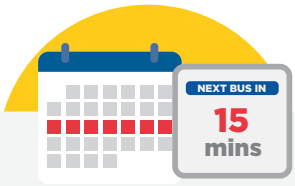
Recommended Network Maps: Mid County and South County





Recommended Frequency Map

WHAT DOES THE NEW NETWORK INCLUDE?

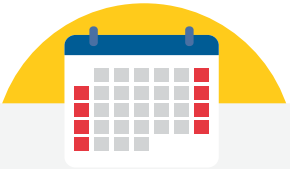


More frequent service

Three routes (Route ECR, 130, and 296) will join Route 120 in providing service every 15 minutes throughout the day, seven days a week. Seven routes (Route 17, 110, 118, 121, 250, 281, and 294) will see better frequency than today's service.

Later night service

Route 275 and 276 will have later weekday service. Routes 121, 130, and 281 will have later weekend service.



More coverage on weekends

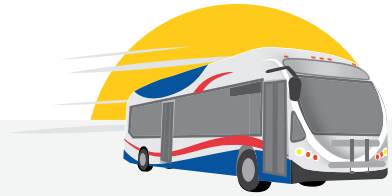
Routes 276 and 295 will have new Saturday and Sunday service. Routes 251, 260, and 275 will have new Sunday service.

Better connections to college campuses

Route 281 will be extended to the Stanford Oval, improving access to Stanford University. A new Route 124 will provide a faster, limited stop connection from BART to Skyline College. A modified Route 141 will connect South San Francisco to Skyline College. A new Route 249 will provide a faster, more direct route to College of San Mateo from downtown San Mateo and the Caltrain station.

INTRODUCING ON-DEMAND SERVICE!

The recommended network will implement on-demand service in Half Moon Bay and East Palo Alto, areas that are hard to serve by traditional bus service. Riders would call or use a mobile app to request a ride and a vehicle would pick them up and drop them off anywhere within the designated zone. Riders pay a fare and may share the vehicle with other riders, just like riding a regular SamTrans bus.



Faster service

Deviations that are not heavily utilized will be eliminated to speed up service for passengers on board and improve on-time performance. Deviations will be eliminated on several routes including:

- **Route 110:** No deviation to Longview Drive
- **Route 121:** No deviation to Colma BART
- **Route 250:** Uses Hillsdale Boulevard instead of Alameda de las Pulgas and Highway 92 for a more direct route to College of San Mateo
- **Route 280:** No deviations to Woodland Avenue or Manhattan Avenue
- **Route 294:** No deviation to College of San Mateo
- **Route 296:** No deviation to the VA Medical Center in the direction of East Palo Alto

Improved access to jobs

New service will be provided into Oyster Point via Route 130. A new Route EPX will connect East Palo Alto and Redwood City to SFO Airport and the San Bruno BART Station (select trips will also serve downtown San Francisco).

UPDATED SCHOOL SERVICE

School-oriented service is revised to match demand, need, and resources. These routes are evaluated every year. Given the large number of resources required to provide this type of service, SamTrans is more tolerant of crowding on these routes to help ensure limited resources are available for other services.

Reimagine SamTrans proposes the following changes:

- Consolidating 10 school-oriented routes into 5
- Removing one route
- Eliminating morning service on two routes

PHASE 3 OUTREACH

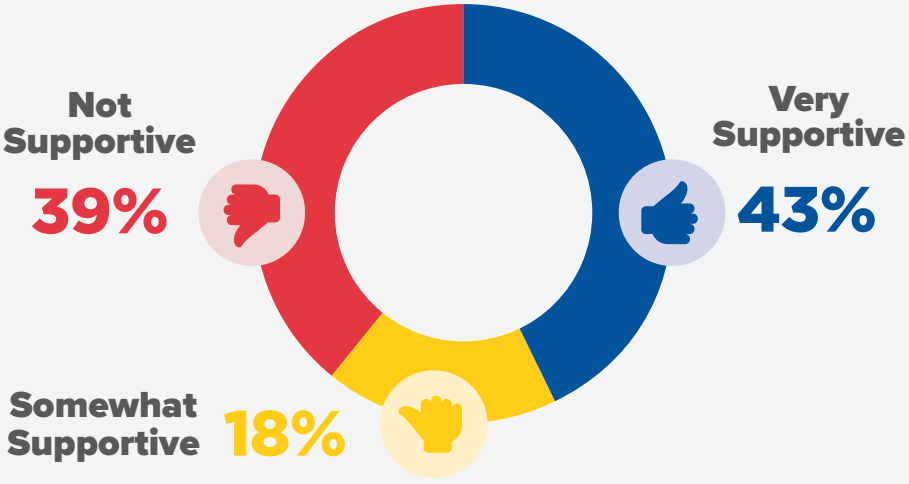
Phase 3 outreach was conducted from October 4 to November 8, 2021. The focus of this round of outreach was to present the recommended new network to the public for review and comment. We used the input we got during this outreach to make some refinements to a few routes in the final recommended new SamTrans network.

67 virtual and in-person outreach events conducted

What We Heard

Individuals who gave input either online or in-person were asked to share their level of support for each route change proposal, in addition to leaving comments explaining their choice. Of all the online comments received, 43 percent of route change comments were “very supportive” of the recommended changes. A complete summary of Phase 3 Outreach findings can be found in Appendix D.

HOW SUPPORTIVE PARTICIPANTS ARE OF CHANGES



In general, **more frequent bus service and later hours** were universally supported. Changes to routes that reduced service were not supported.

PHASING PLAN

The Reimagine SamTrans plan sets an exciting vision for future growth in bus service in San Mateo County. However, the amount of bus service SamTrans can deliver is dependent upon the availability of our most essential workforce - our bus operators. Delivering the full vision of Reimagine SamTrans will require the agency to recruit additional bus operators to the SamTrans workforce.

Implementation of the changes included in Reimagine SamTrans will require at least two phases to complete. The changes to occur in each phase will appropriately match the availability of workforce required to maintain the overall reliability of the bus system for customers. The first phase of implementation will occur in August 2022, with subsequent phases planned in 2023.

BEYOND REIMAGINE SAMTRANS

Thousands of riders, community members, and members of the SamTrans team participated in Reimagine SamTrans and told us how SamTrans could improve the experience of being a bus rider beyond where and when the routes operate.

The new network included in this plan sets a vision for how SamTrans will grow and allocate it's resources between bus routes in the future. In the meantime, SamTrans will continue to work on initiatives to:

- **Improve the reliability and on-time performance** of our routes through proactive scheduling refinements and transit priority infrastructure.
- **Upgrade how we communicate information to customers**, through improvements to our website and the availability of real-time bus arrival information on transit trip-planning apps.
- **Enhance the experience of waiting for the bus** at our bus stop and transit hub facilities.
- **Expand access to restrooms for bus operators** at key layover locations.
- **Continually explore and refine our fare programs** to meet the needs of customers and speed up bus operations.

This plan corresponds with an additional policy document called the SamTrans Service Policy Framework. This framework documents the guiding principles and service planning guidelines used in the development of the Reimagine SamTrans recommended network, as well as the evaluation and service planning processes to be used in the future. This document is available on **www.samtrans.com**.

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REIMAGINE SAMTRANS

APPENDIX A:

EXISTING CONDITIONS REPORT

Reimagine SamTrans

Existing Conditions Analysis

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NELSON NYGAARD

October 2019

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1 Systemwide Route Characteristics

ROUTE NETWORK

The San Mateo County Transit District is the umbrella organization responsible for administering SamTrans fixed-route and paratransit services, Caltrain, and the San Mateo County Transportation Authority. The District has had a scope that is broader than being the bus company for San Mateo County. Today, in addition to its administrative roles, the District partners with other transit systems including Santa Clara County Valley Transportation Authority (VTA), San Francisco Municipal Transportation Agency (SFMTA) and Alameda-Contra Costa Transit District (AC Transit) to promote regional transit and efficient interagency connections.

As SamTrans, the District operates fixed-route bus services, paratransit services, and community and employer shuttles. SamTrans operates a fleet of 398 vehicles, which includes both directly and contract operated services.

The SamTrans network consists of 70 distinct routes, including 40 Community Routes, 21 Local Routes; six express Multi-City Routes, and four Mainline Routes. SamTrans service is divided into four geographic zones within San Mateo County:

- North County: includes cities of Colma, Daly City, Brisbane, South San Francisco, San Bruno, Millbrae, and Burlingame;
- Mid-County: includes cities of San Mateo, Foster City, Belmont, San Carlos, and Redwood City and unincorporated San Mateo County;
- South County: includes cities of Atherton, Menlo Park, Palo Alto, East Palo Alto, and Portola Valley
- Coastside: includes communities of Pacifica, Half Moon Bay, Linda Mar, Montara, and Pescadero.

In addition, SamTrans defines routes using several key definitions, including:

- **Coastal:** Routes serving the coastal community – from Half Moon Bay to Pacifica, excluding those routes which link Pacifica to Daly City.
- **Community:** Infrequent, community-specific routes which do not operate during off-peak hours.
- **Local:** Routes designed to carry passengers between major passenger hubs, employment centers, and residential neighborhoods.
- **Mainline:** Long-distance routes serving significant portions of the county, generally at higher frequency.

Community Routes typically operate within a single geographic service zone on weekdays only, operating throughout the day along both arterial and neighborhood streets and making frequent stops. Community Routes are generally oriented to provide service to K-12 schools with a limited number of trips coordinated with school bell schedules.

Local routes typically operate on weekdays, Saturdays, and Sundays throughout the day along arterial streets and make frequent stops. Local routes may operate in one or more of the geographic zones indicated above.

Mainline operate throughout San Mateo County at the highest service frequencies in the system, making less frequent stops along principal arterial streets such as El Camino Real or Bayshore Boulevard, on weekdays, Saturdays, and Sundays. In addition, SamTrans operates SamTrans OnDemand, a microtransit service in Linda Mar and southern Pacifica, which replaced the FLX Pacifica service in May 2019.

Major destinations served by SamTrans include, but are not limited to:

- SFO International Airport
- San Francisco State University
- Westlake Shopping Center
- Serramonte Shopping Center
- Colma BART station
- Daly City BART station
- South San Francisco BART station
- San Bruno BART station / Tanforan Mall
- South San Francisco Conference Center
- Millbrae Transit Center
- Burlingame Caltrain station
- Hillsdale Shopping Center
- Redwood City Transit Center
- San Carlos Caltrain station
- Belmont Caltrain station
- Cañada College
- Menlo College
- San Mateo Medical Center
- San Mateo County Government Center
- San Mateo Caltrain station
- College of San Mateo
- Stanford Shopping Center
- Palo Alto Transit Center

Figure 1-1 SamTrans Lines

Line	Service Area	Route Type	Days of Service		
			Weekday	Saturday	Sunday
14 – Linda Mar Park & Ride	Coastside	Community	●		
16 – Serramonte/Terra Nova High School	Coastside	Community	●		
17 – Linda Mar Park & Ride	Coastside	Local	●	●	●
18 – Miramontes/Moonridge	Coastside	Community	●		
19 – Lacy School, Linda Mar, Terra Nova High School	Coastside	Community	●		
24 – Westmoor High School – Old County/San Francisco	North County	Community	●		
25 – Ben Franklin School – Los Olivos/Santa Barbara	North County	Community	●		
28 – Serramonte Center – South San Francisco High School	North County	Community	●		
29 – Lipman School – Templeton/Brunswick	North County	Community	●		
35 – El Camino High School – Warwick/Christen	North County	Community	●		
37 – Alta Loma School – Hillside/Grove	North County	Community	●		
38 – Safe Harbor	North County	Local	●	●	●
39 – Alta Loma School – Hazelwood/Kenwood	North County	Community	●		
46 – Burlingame School – Carolan at 1060	North County	Community	●		
49 – Terra Nova High School – Old County/San Francisco	North County	Community	●		
53 – Borel School – Peninsula/Humboldt	Mid County	Community	●		
54 – Bowditch School – Hillsdale/Norfolk	Mid County	Community	●		
55 – Borel School – Clark/El Camino	Mid County	Community	●		
56 – Aragon High School – Polhemus/Paul Scannell	Mid County	Community	●		
57 – Hillsdale High School – Edgewater/Beach Park	Mid County	Community	●		

Line	Service Area	Route Type	Days of Service		
			Weekday	Saturday	Sunday
58 – Borel School - Polhemus/Paul Scannell	Mid County	Community	●		
59 – Aragon High School – Hillsdale/Norfolk	Mid County	Community	●		
60 – Ralston School – Bridge/Bowsprit	Mid County	Community	●		
61 – Alameda/Ralston – San Carlos Caltrain	Mid County	Community	●		
62 – Carlmont High School – Dale View/Old County	Mid County	Community	●		
67 – Ralston School – Bridge/Bowsprit	Mid County	Community	●		
68 – Ralston School – Hiller/Wessex	Mid County	Community	●		
72 – Selby Lane School – Marlborough/Dumbarton	Mid County	Community	●		
73 – Clifford Middle School – G/Industrial	Mid County	Community	●		
79 – Kennedy School – Florence/17th	Mid County	Community	●		
80 – Hillview School/Oak Knoll School – Santa Cruz/Elder	South County	Community	●		
81 – Menlo-Atherton High School – Clarke & Bayshore	South County	Community	●		
82 – Hillview School – Bay/Marsh	South County	Community	●		
83 – Hillview School – Bay/Menlo Oaks	South County	Community	●		
84 – Hillview School – Middlefield/Lane	South County	Community	●		
85 – Ormondale School – La Honda/Grandview	South County	Community	●		
87 – Woodside High School – Portola Valley	South County	Community	●		
88 – Encinal School – Bay/Marsh	South County	Community	●		
95 – Redwood City Transit Center – Alameda/Ralston	Mid County	Community	●		
110 – Linda Mar Park & Ride – Daly City BART	Coastside	Local	●	●	●

Line	Service Area	Route Type	Days of Service		
			Weekday	Saturday	Sunday
112 – Linda Mar Park & Ride – Colma BART	Coastside	Local	●	●	●
118 – Linda Mar Park & Ride – Daly City BART	Coastside	Local	●		
120 – Brunswick/Templeton – Colma BART	North County	Local	●	●	●
121 – Pope/Bellevue – Skyline College	North County	Local	●	●	●
122 – South San Francisco BART – Stonestown/SF State University	North County	Local	●	●	●
130 – Daly City BART – Airport/Linden	North County	Local	●	●	●
140 – SFO AirTrain – Manor/Palmetto	North County	Local	●	●	●
141 – Airport/Linden – Shelter Creek	North County	Local	●	●	●
250 – 5th/El Camino Real – College of San Mateo	Mid County	Local	●	●	●
251 – Foster City – Hillsdale Mall	Mid County	Local	●	●	
256 – Hillsdale Mall – Foster City	Mid County	Local	●	●	
260 – San Carlos Caltrain – College of San Mateo	Mid County	Local	●	●	
270 – Redwood City Transit Center loop	Mid County	Local	●	●	
274 – Redwood City Transit Center – Cañada College	Mid County	Local	●		
275 – Woodside/Fernside – Redwood City Transit Center	Mid County	Local	●		
276 – Redwood City Transit Center – Florence/17th	Mid County	Local	●		
278 – Redwood City Transit Center – Cañada College	Mid County	Local		●	
280 – Purdue/Fordham – Stanford Mall	Mid County	Local	●	●	●
281 – Onetta Harris Center – Stanford Mall	Mid County	Local	●	●	●
286 – Middlefield/Oak Grove – Sharon Park	Mid County	Local	●		

Line	Service Area	Route Type	Days of Service		
			Weekday	Saturday	Sunday
292 – San Francisco – Hillsdale Mall – SFO Airport	Multi-City	Mainline	●	●	●
294 – San Mateo Medical Center – Main/Poplar	Multi-City	Express	●	●	●
295 – San Mateo Caltrain – Redwood City Caltrain	Multi-City	Express	●		
296 – Redwood City Transit Center – Palo Alto Transit Center	Multi-City	Express	●	●	●
397 – San Francisco – Palo Alto Transit Center (via SFO)	Multi-City	Express	●	●	●
398 – San Francisco – Redwood City (via SFO)	Multi-City	Mainline	●	●	●
ECR	Multi-City	Mainline	●	●	●
ECR Rapid	Multi-City	Mainline	●	●	●
FCX	Multi-City	Express	●		
OnDemand	Coastside	Community	●		
SFO – Millbrae Transit Center – SFO Airport	Multi-City	Express	●	●	●

Figure 1-2 SamTrans Network and Key Destinations

SERVICE AVAILABILITY

SamTrans service is focused primarily on weekdays. Community routes, as a rule, operate only on weekdays when schools are in session and are discussed in Chapter 6. Weekday span and frequency is shown in Figure 1-3, and a description of services is summarized below.

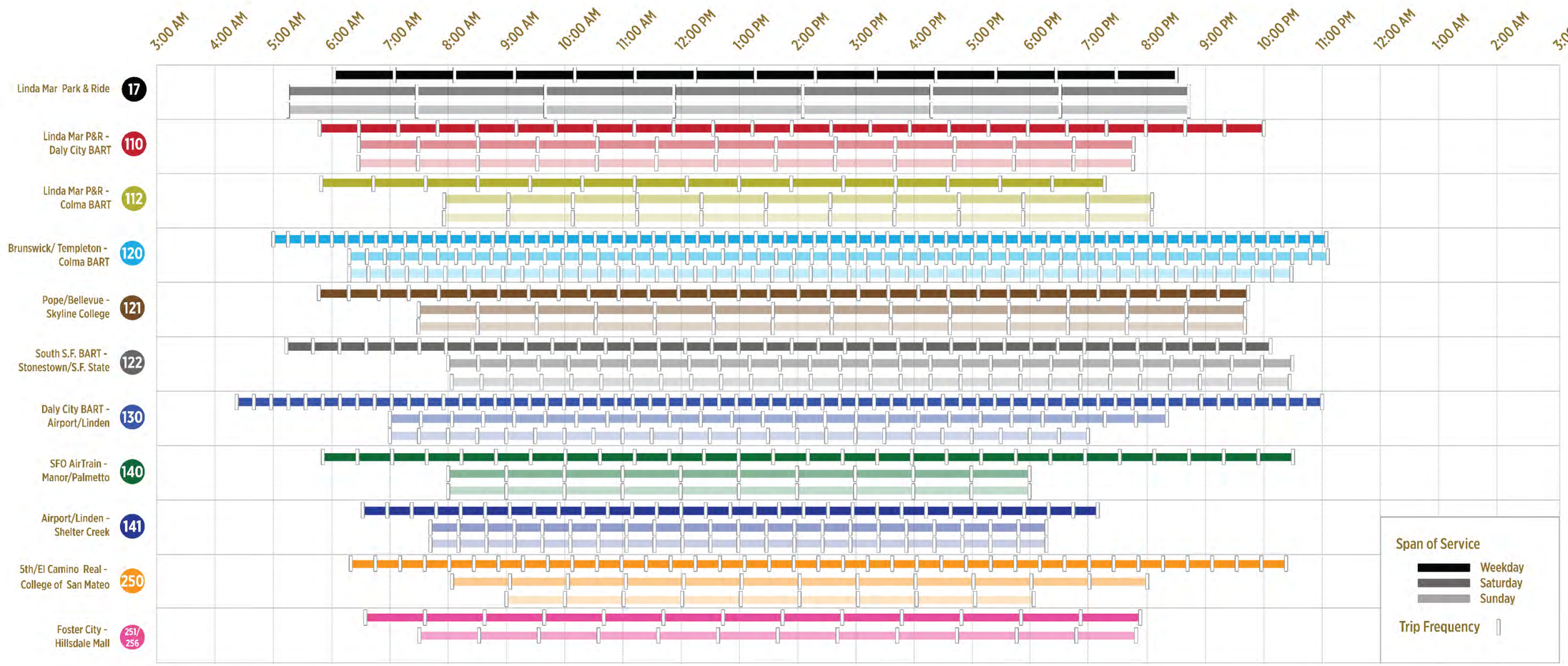
Weekdays: SamTrans local routes typically begin operating between 5:00 a.m. and 6:30 a.m. on weekdays. End times of local routes range from 6:30 p.m. and 10:00 p.m. Routes 118, 286, and FCX operate during weekday commuter peak hours only. Route 130, a local route, and the mainline routes such as Routes 120, 292, 398, and ECR, run every 15 to 20 minutes from as early as 3:45 a.m. to 12:30 a.m. Routes 296 and ECR effectively provides 24/7 service, though at hourly frequencies between 12:30 a.m. and 3.45 a.m. The ECR Rapid provides supplemental peak-period service along the ECR corridor on weekdays.

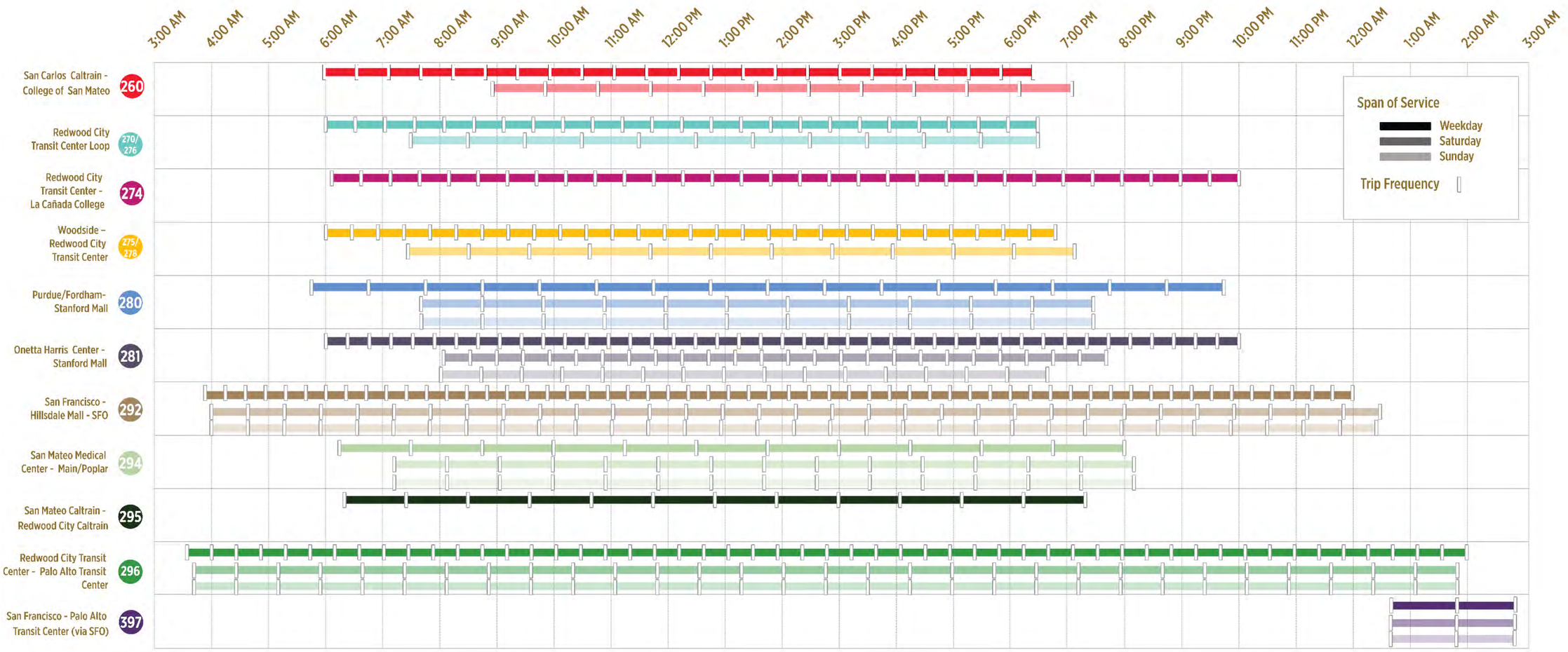
Route 38 operates only during early morning and late evening hours to serve Safe Harbor, a homeless shelter in South San Francisco. Route 397 operates late-night service between San Mateo County and San Francisco during hours when BART and Caltrain are not running, between 12:30 a.m. and 4:00 a.m.

Saturdays: Most local routes, with the exceptions of Routes 274, 295, and 397, operate on Saturdays. The typical span of service for local routes on Saturdays is from between 5:30 a.m. and 8:30 a.m. (median 7:30 a.m.) to between 6:00 p.m. and 10:30 p.m. Most local routes operate at hourly frequencies on Saturdays. Mainline routes on Saturdays – such as Routes 292, 296, and ECR – begin service between 3:30 a.m. and 5:00 a.m. and operate until between 12:00 a.m. and 2:00 a.m., typically with service frequencies of 30 minutes. Community routes do not operate on Saturdays.

Sundays: About half of local routes operate on Sundays. Sunday service is often at hourly frequencies on local routes, typically beginning between 7:00 a.m. and 9:00 a.m. and ending between 6:00 p.m. and 9:00 p.m. Mainline routes such as Routes 292 and ECR operate much longer spans of service, from about 4:30 a.m. to 12:30 a.m., at service frequencies of about 30 minutes. Community routes do not operate on Sundays.

Figure 1-3 Frequency and Span of Local and Express Services

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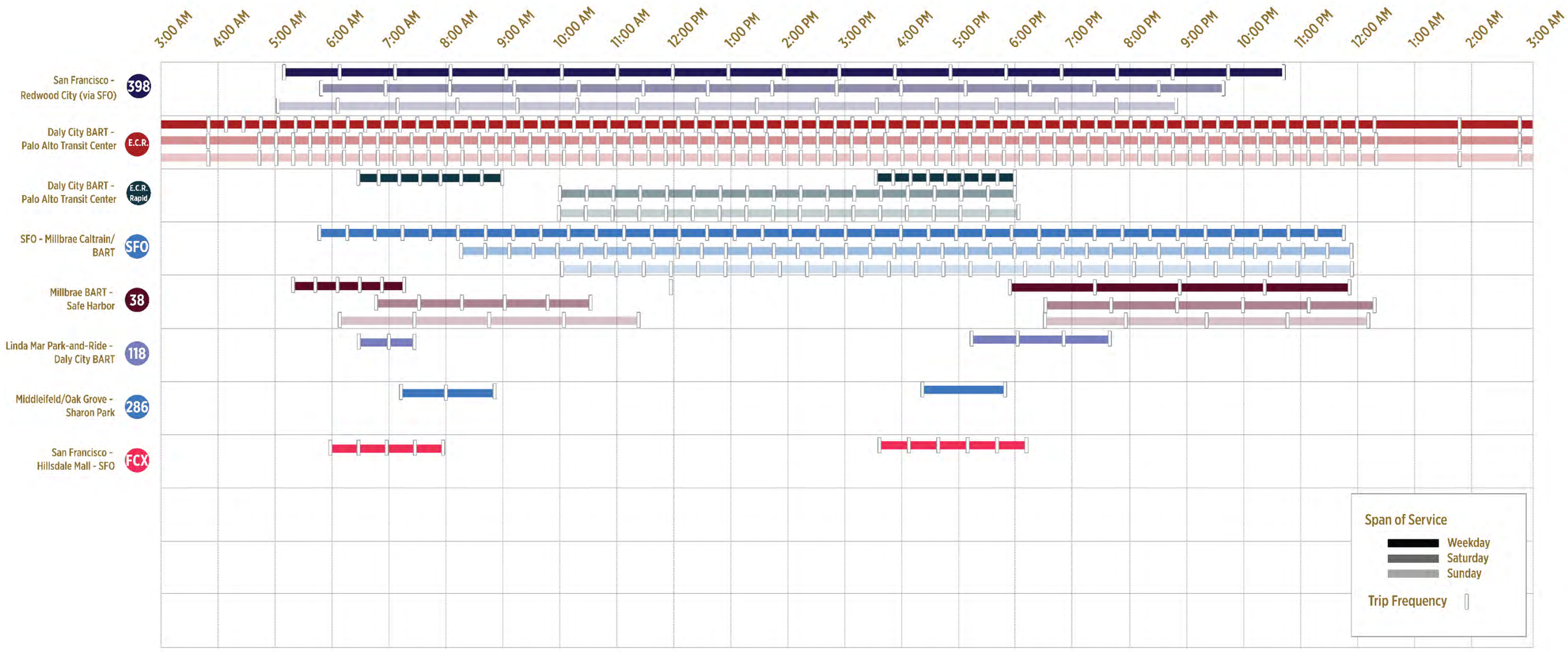
3:00 AM
San Carlos Caltrain - College of San Mateo
260
Redwood City Transit Center Loop
270/ 276
Redwood City Transit Center - La Cañada College
274
Woodside – Redwood City Transit Center
275/ 278
Purdue/Fordham- Stanford Mall
280
Onetta Harris Center - Stanford Mall
281
San Francisco - Hillsdale Mall - SFO
292
San Mateo Medical Center - Main/Poplar
294
San Mateo Caltrain - Redwood City Caltrain
295
Redwood City Transit Center - Palo Alto Transit Center
296
San Francisco - Palo Alto Transit Center (via SFO)
397
Span of Service
Weekday
Saturday
Sunday
Trip Frequency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1:00 AM
2:00 AM
3:00 AM
San Francisco - Redwood City (via SFO)
398
Daly City BART - Palo Alto Transit Center
E.C.R.
Daly City BART - Palo Alto Transit Center
E.C.R. Rapid
SFO - Millbrae Caltrain/ BART
SFO
Millbrae BART - Safe Harbor
38
Linda Mar Park-and-Ride - Daly City BART
118
Middleifeld/Oak Grove - Sharon Park
286
San Francisco - Hillsdale Mall - SFO
FCX
Span of Service
Weekday
Saturday
Sunday
Trip Frequency

SYSTEM RESOURCES

While span, frequency, and coverage are the primary measures of service availability for riders, transit providers quantify system resources in terms of revenue hours and peak vehicles. Revenue hours are defined as the time in which a bus is in service. Peak vehicles represent the maximum number of buses in operation on a given day. SamTrans provides approximately 60,000 revenue hours per month (2018 average) with a fleet of 257 standard buses, 55 articulated buses, 16 Dumbarton Express buses, 24 vans, and 46 cutaways.[1]

HISTORICAL RIDERSHIP AND PRODUCTIVITY

Annual system boardings have declined by 10% between 2012 and 2018, following the nation-wide trend of declining transit ridership that has been observed since about 2016. As a result of the decline in annual ridership, farebox recovery ratio (operating expenses divided by farebox revenue) has also declined 33% between 2013 and 2018. The number of revenue hours has increased by more than 30%. The service additions have not correspondingly generated additional ridership, as the boardings per revenue hour hve decreased by over 30 percent as well. (Figure 1-4).

Figure 1-4 Historical Systemwide Performance Metrics

	Total Boardings	Farebox Recovery	Revenue Hours	Boardings per Revenue Hour
2013	12,742,830	18%	487,756	26
2014	13,248,248	20%	505,763	26
2015	13,467,166	17%	505,824	27
2016	13,170,760	15%	539,930	24
2017	12,180,964	14%	649,595	19
2018	11,457,737	12%	653,107	18
% Change 2013 to 2018	-10%	-33%	34%	-31%

Source: National Transit Database

[1] 2019-2028 SamTrans SRTP

RIDERSHIP

SamTrans averaged over 37,000 daily boardings per weekday in May 2019. System ridership decreases by approximately 50% from weekdays to Saturdays, when the system averages about 18,000 daily boardings, and 22% from Saturday to Sundays, when it averages about 14,000 daily boardings. Ridership is close to commensurate with the number of revenue hours invested in service (Figure 1-4).

Figure 1-5 Average Daily Ridership and Revenue Hours by Day of Week

	Average Daily Boardings	Average Daily Rev. Hours	Passengers / Revenue Hour
Weekday	~37,000	~2,253	13
Saturday	~18,000	~1,280	14
Sunday	~14,000	~1,130	12

Source: Feb 2019 ridership and FY 2019 hours

Route ECR has the highest ridership, with nearly 8,000 daily boardings. Combined, the four Mainline Routes (ECR, ECR Rapid, Route 292, and Route 398) constitute approximately 32% of total system weekday ridership. North County Local Routes feature the highest ridership of any of the geographies within the SamTrans system, comprising about 38% of total system weekday ridership. Route 120 is the most popular of the North County Local Routes, with about 4,700 daily weekday riders.

Ridership is concentrated in Daly City and Colma, with additional corridors of high ridership throughout the County, such as El Camino Real. The highest ridership stops in the system are Redwood City Caltrain Station, Daly City BART, Colma BART, San Bruno BART, and Palo Alto Transit Center.

Figure 1-6 Average Daily Ridership by Route, May 2019

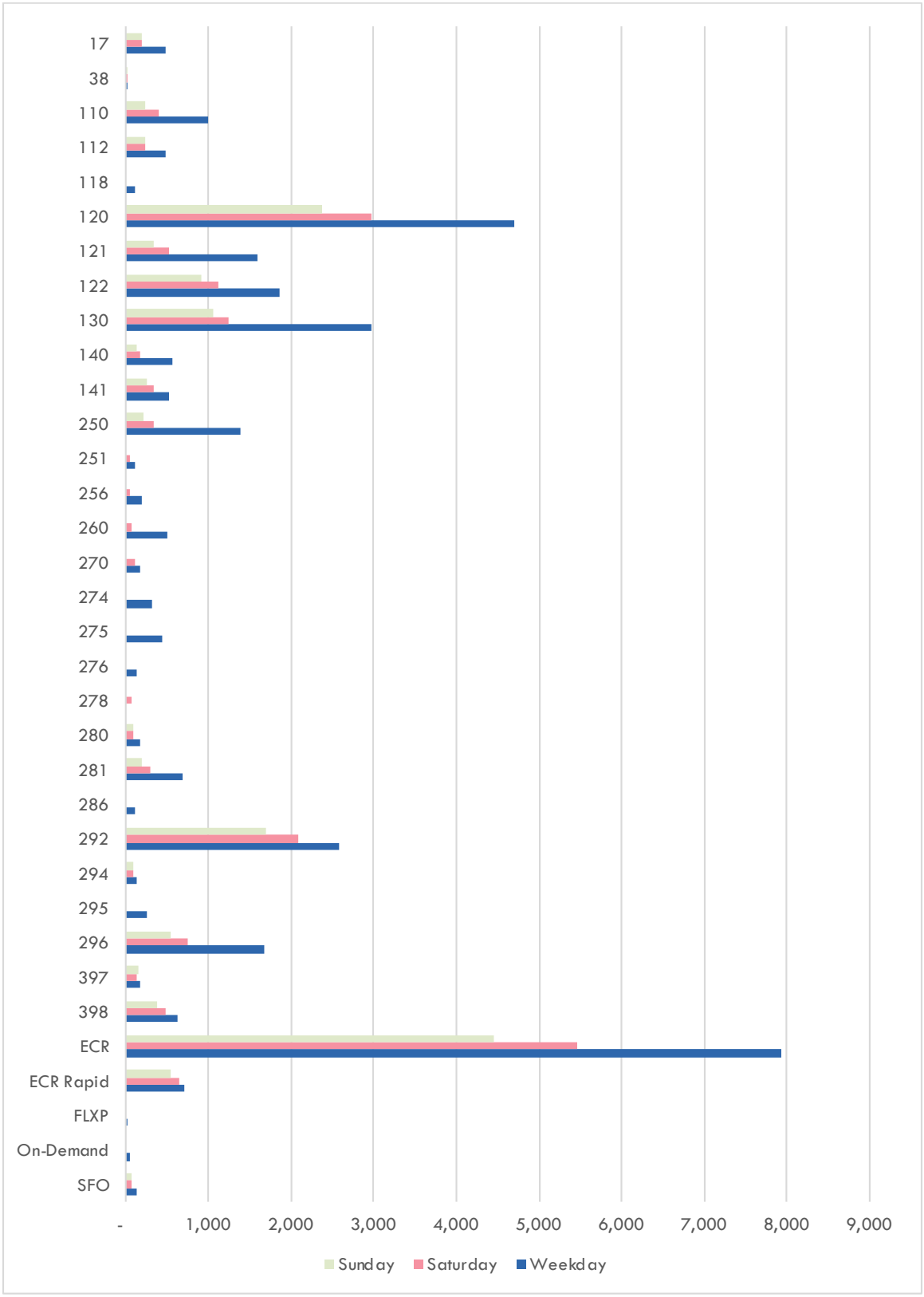


Figure 1-7 Average Daily Ridership, Community Routes, May 2019

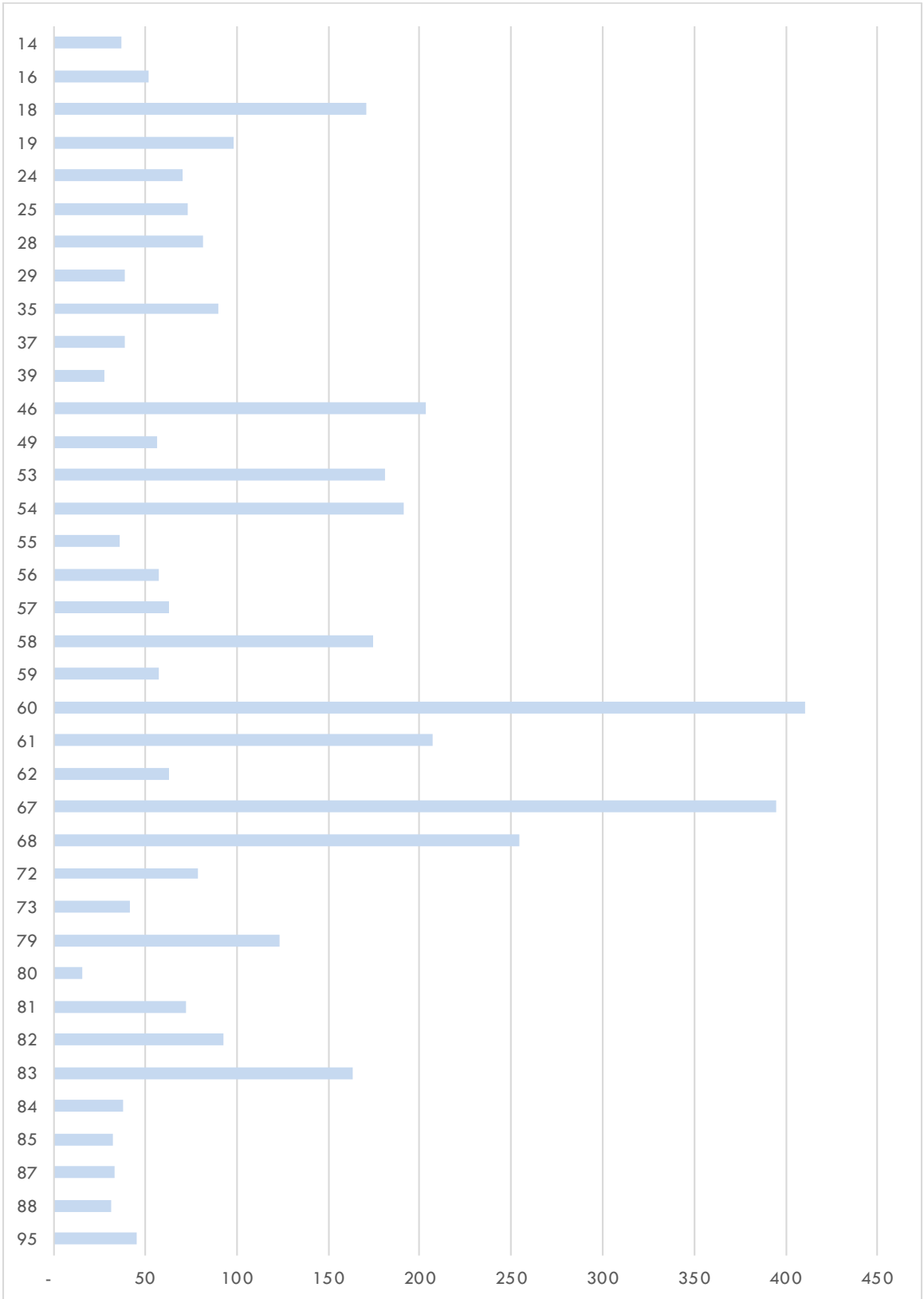
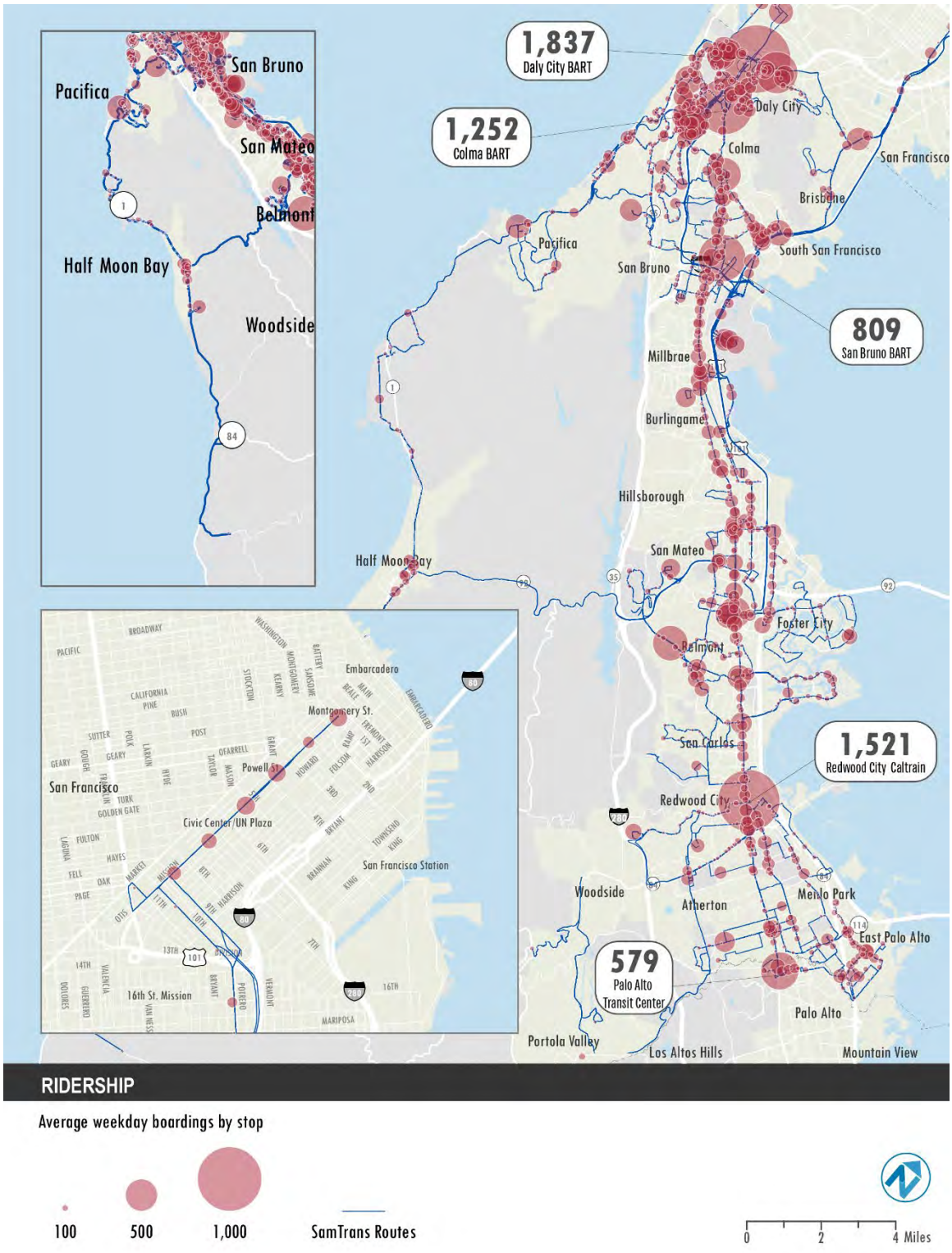


Figure 1-8 Systemwide Ridership by Stop



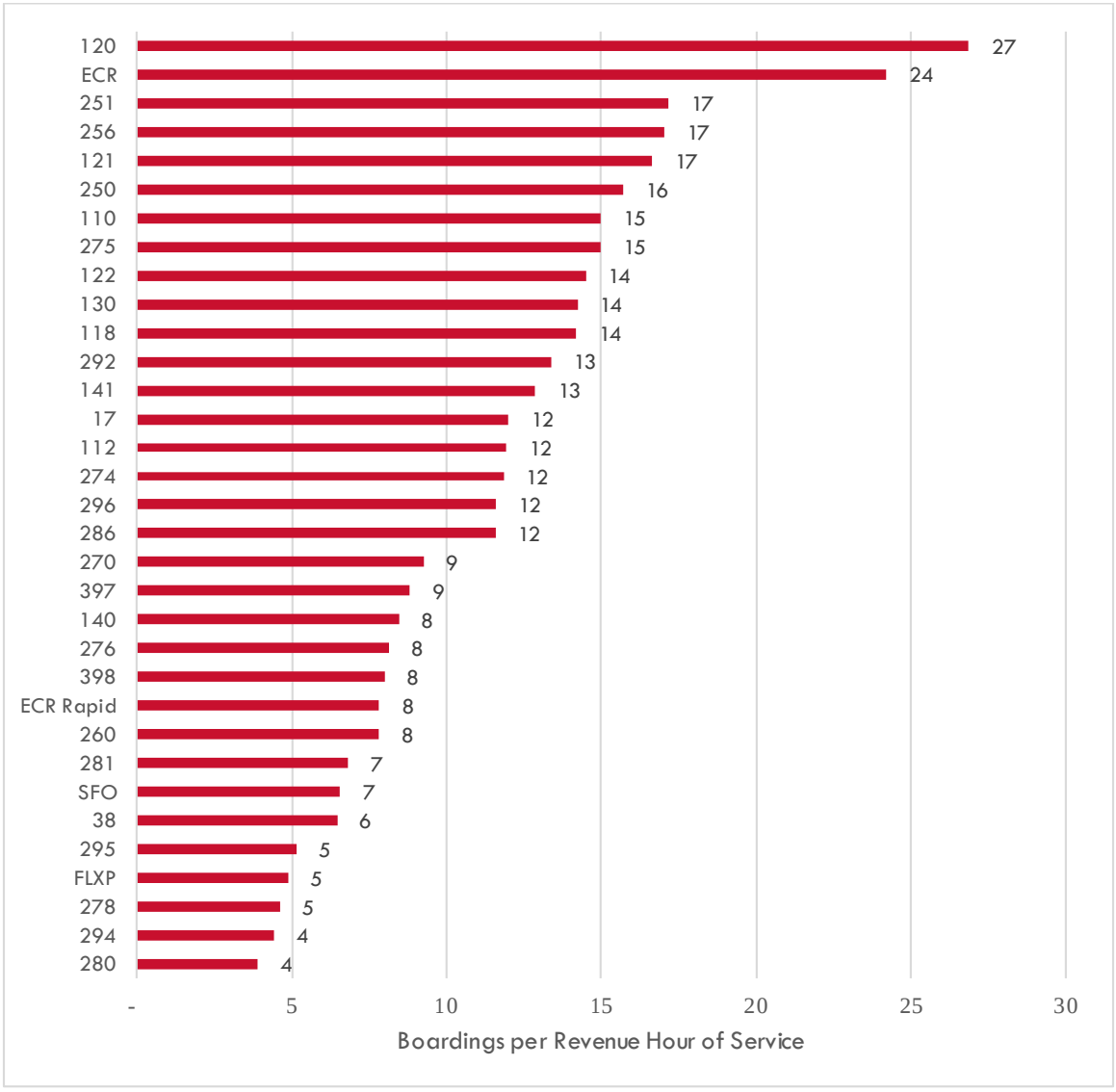
PRODUCTIVITY

Boardings per revenue hour measure the productivity of local and limited stop route service. Boardings per trip typically measure the productivity of express routes, as the passenger load is a better indicator of success than ridership turnover.

Route 120 is the most productive route in the SamTrans system with an average of 27 boardings per revenue hour, followed by Route ECR, with an average of 24 boardings per revenue hour (see Figure 1-9). All other SamTrans routes feature productivity of less than 20 passenger boardings per revenue hour. Only eight routes have productivities higher than the current SamTrans Short-Range Transit Plan (SRTP)-approved standard of 15 boardings per revenue hour.

The system-wide average productivity was 18 boardings per revenue hour in 2018. This productivity has declined significantly since 2015, when the system's productivity was 27 boardings per hour (see Figure 1-4).

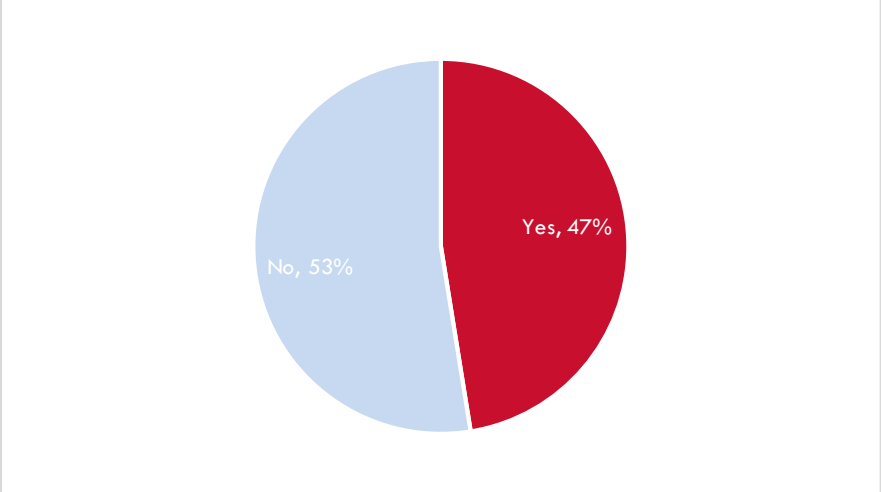
Figure 1-9 Ridership Productivity–Local, Multi-City, and Express Routes, February 2019



TRANSFER ACTIVITY

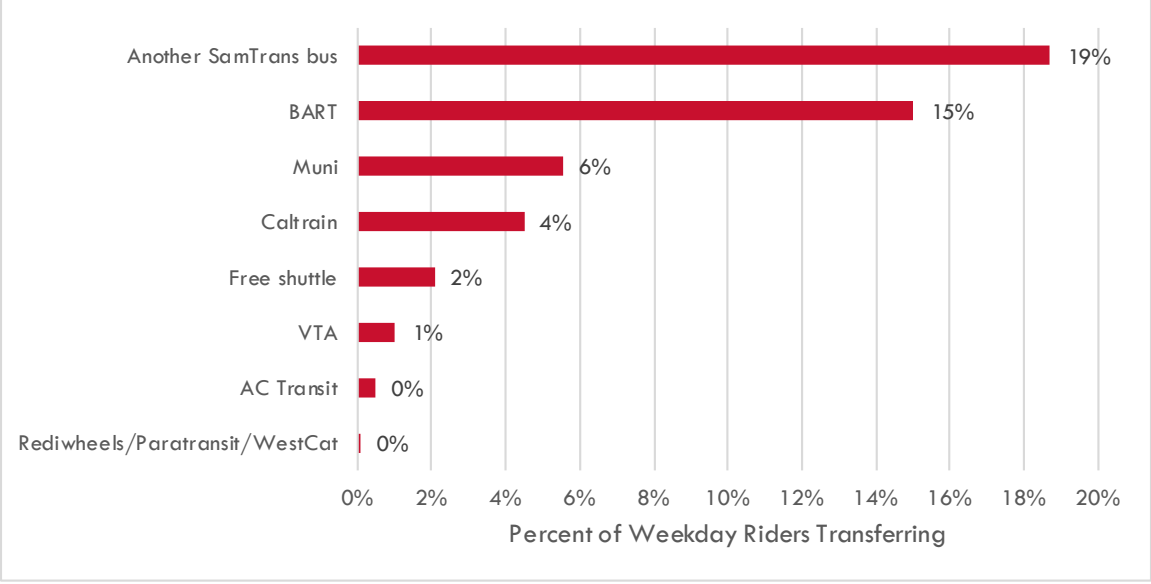
The 2018 SamTrans Triennial Customer Survey included an on-board survey conducted between September and November of 2018. According to the survey, approximately half (47%) of SamTrans' weekday riders must transfer to reach their destination, as shown in Figure Figure 1-10. Approximately 19% of all riders transfer between two SamTrans routes (Figure 1-11). About 15 percent of riders transfer between a SamTrans route and BART. Muni and Caltrain are also common transfers for SamTrans customers, with six and four percent of weekday riders transferring to these systems, respectively.

Figure 1-10 Transfers



Source: 2018 SamTrans Triennial Customer Survey

Figure 1-11 Service Providers Transferred To/From, On-Board Survey



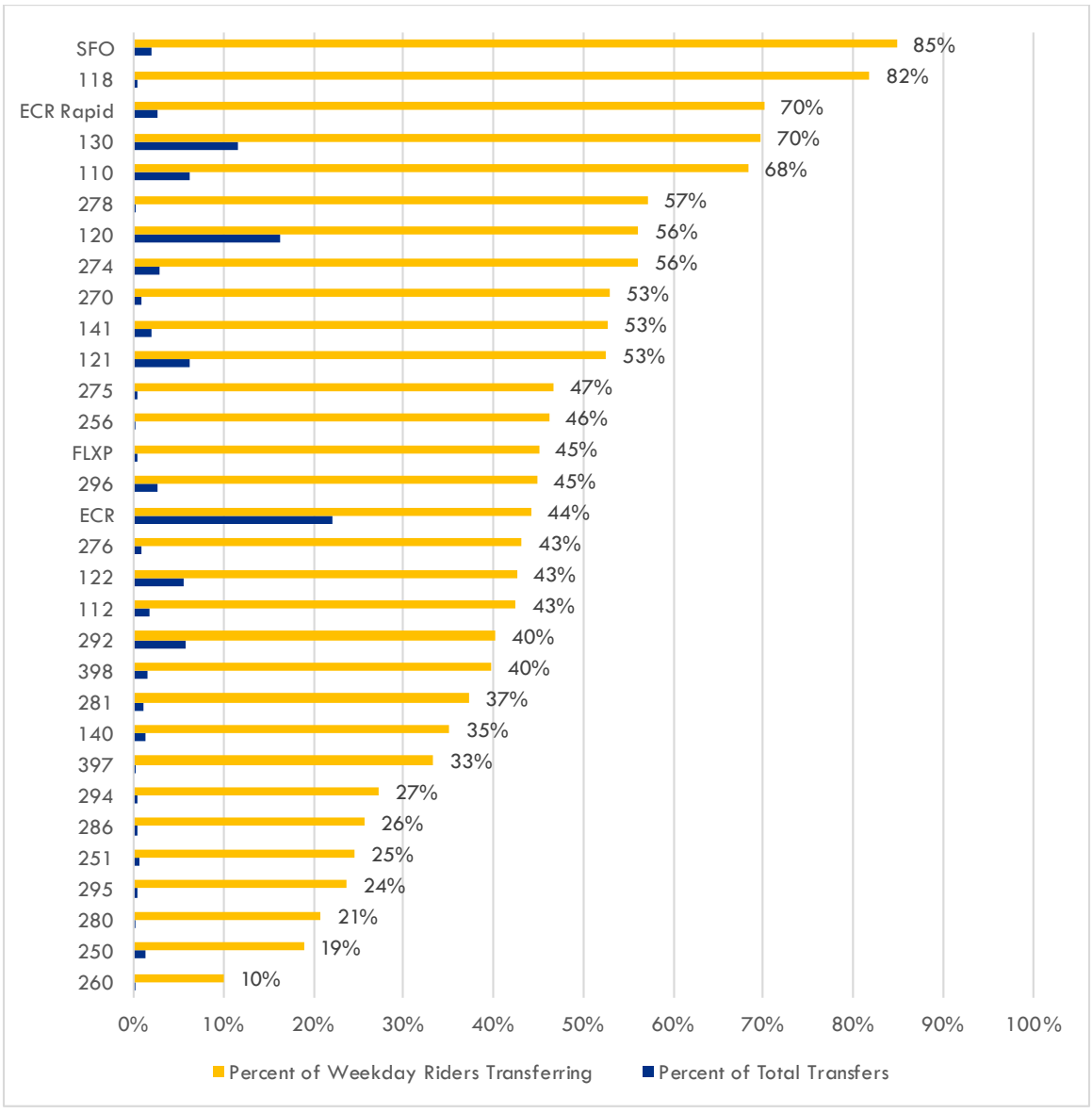
Source: 2018 SamTrans Triennial Customer Survey

Transfers within SamTrans

Of all SamTrans routes, riders of the SFO route were most likely to require a transfer to complete their trip, with 85% of riders reporting a transfer to reach their destination, predominantly to Caltrain (72% of transfers), as shown in Figure 13. Other common routes likely to require transfers included Routes 118 (82% of riders), ECR Rapid (70% of riders), and 130 (70%). Some of the routes whose passengers were most likely to transfer between multiple SamTrans routes include the former FLX Pacifica on-demand service (78% of riders) and Routes 278 (75%) and 398 (74%), as shown in Figure 1-13.

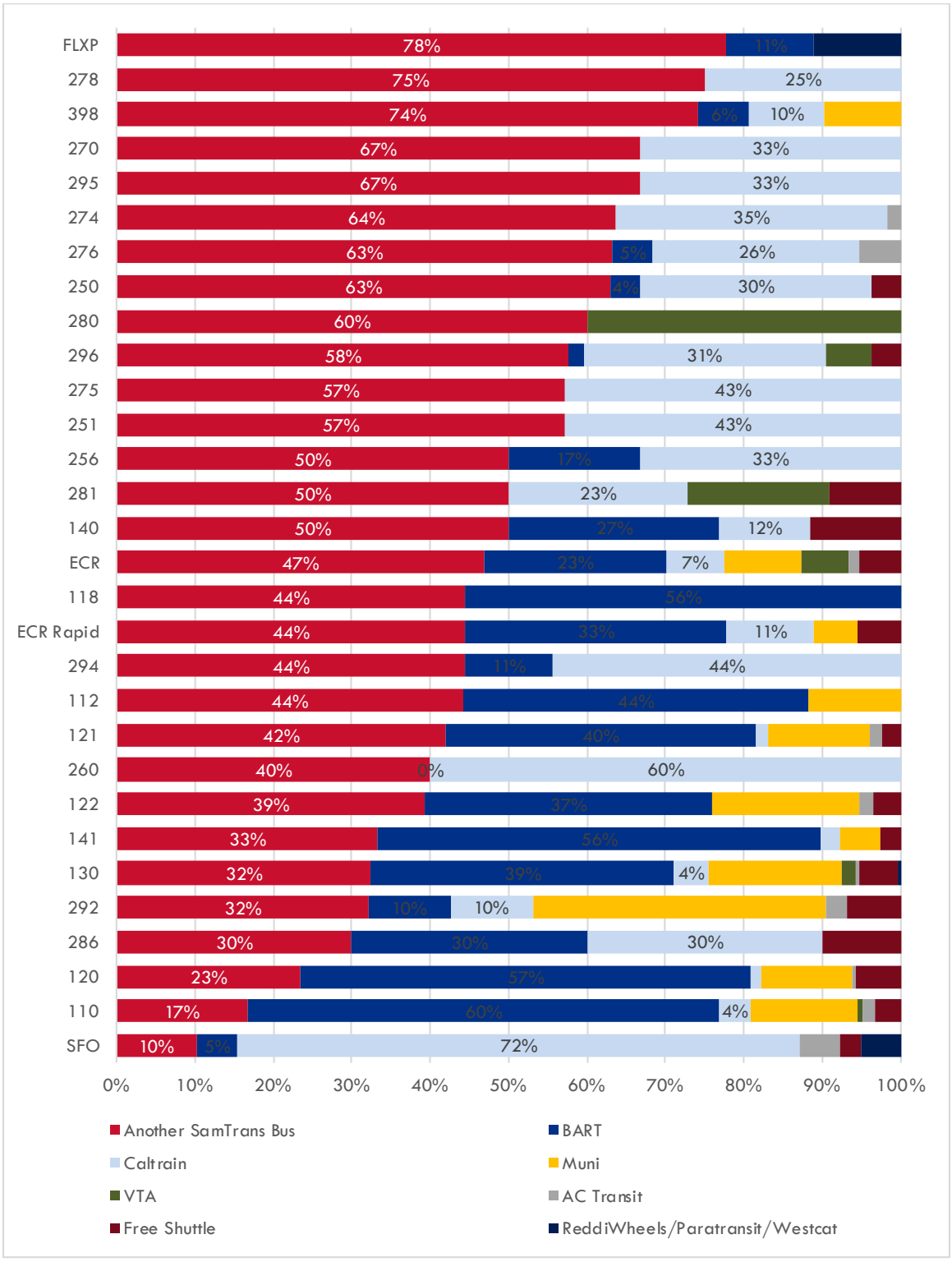
Transfer patterns are likely to change after the January 2020 introduction of free transfers with a Clipper Card or mobile app payment.

Figure 1-12 Transfers by SamTrans Route, On-Board Survey



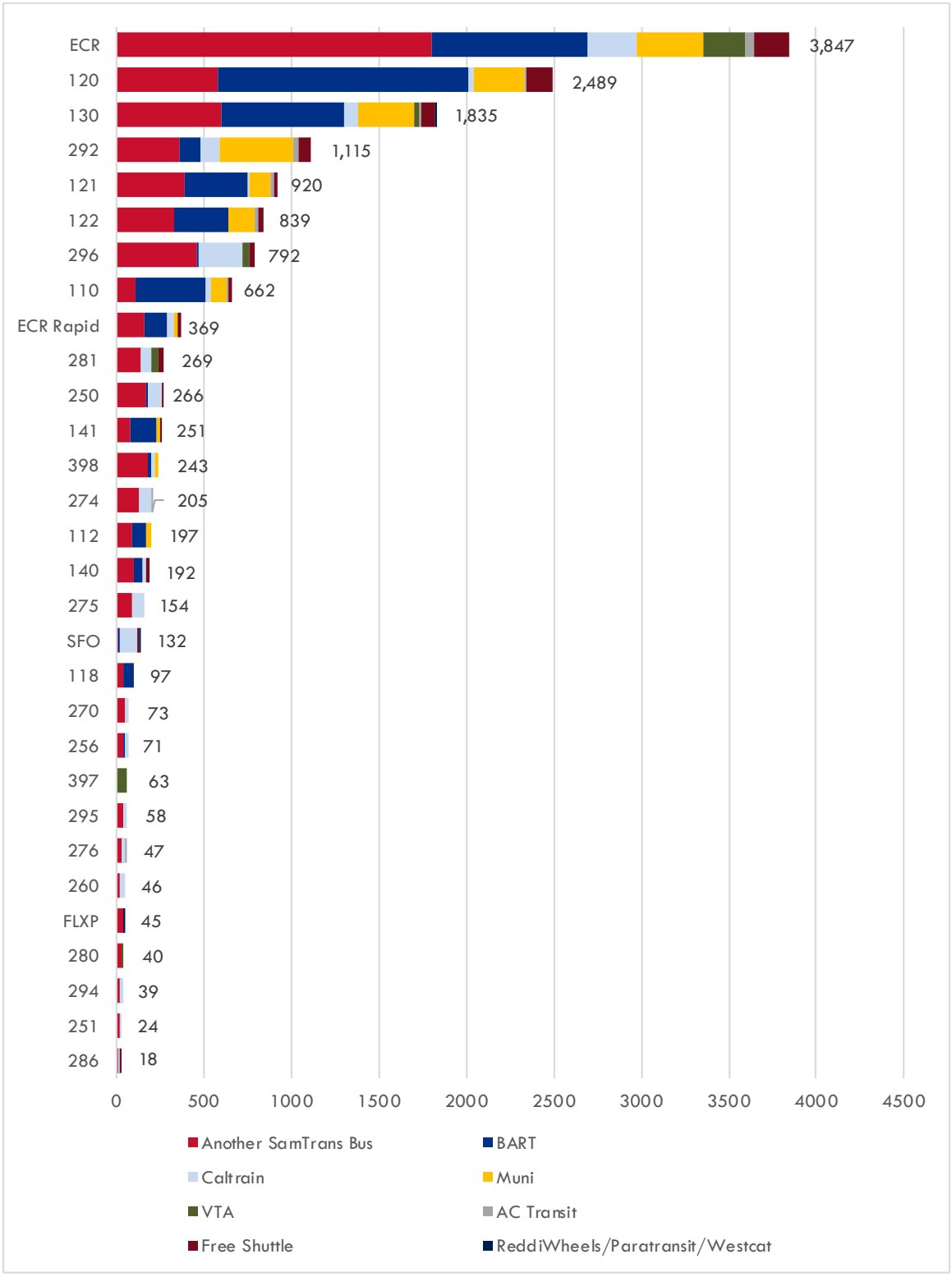
Source: 2018 SamTrans Triennial Customer Survey

Figure 1-13 Transfers by SamTrans Route by Destination, On-Board Survey



Source: 2018 SamTrans Triennial Customer Survey

Figure 1-14 Estimated Number of Daily Weekday Transfers by Route



Source: 2018 SamTrans Triennial Customer Survey

ON-TIME PERFORMANCE

SamTrans measures on-time performance by comparing actual arrivals and departures at timepoints to the published schedule. A trip is considered to be on-time if it arrives between zero and five minutes late. Nationwide market research has consistently shown that existing and potential passengers value reliability and predictability when choosing to ride transit.

Systemwide, buses arrive between zero to five minutes late at each timepoint 81% of the time. The SRTP-approved standard is 85%.

Weekday on-time performance of individual routes range from 53% to 92%. Routes 130, 275, 118, and 276 all have less than 70% on-time performance.

System-wide on-time performance is 77% on Saturdays and 81% on Sundays. Most mainline routes meet or exceed an on-time performance of 85% on weekdays. On Saturdays Routes 292, ECR, and ECR Rapid have on-time performance of between 58 and 65%.

Figure 1-15 Weekday On-Time Performance, June 2019

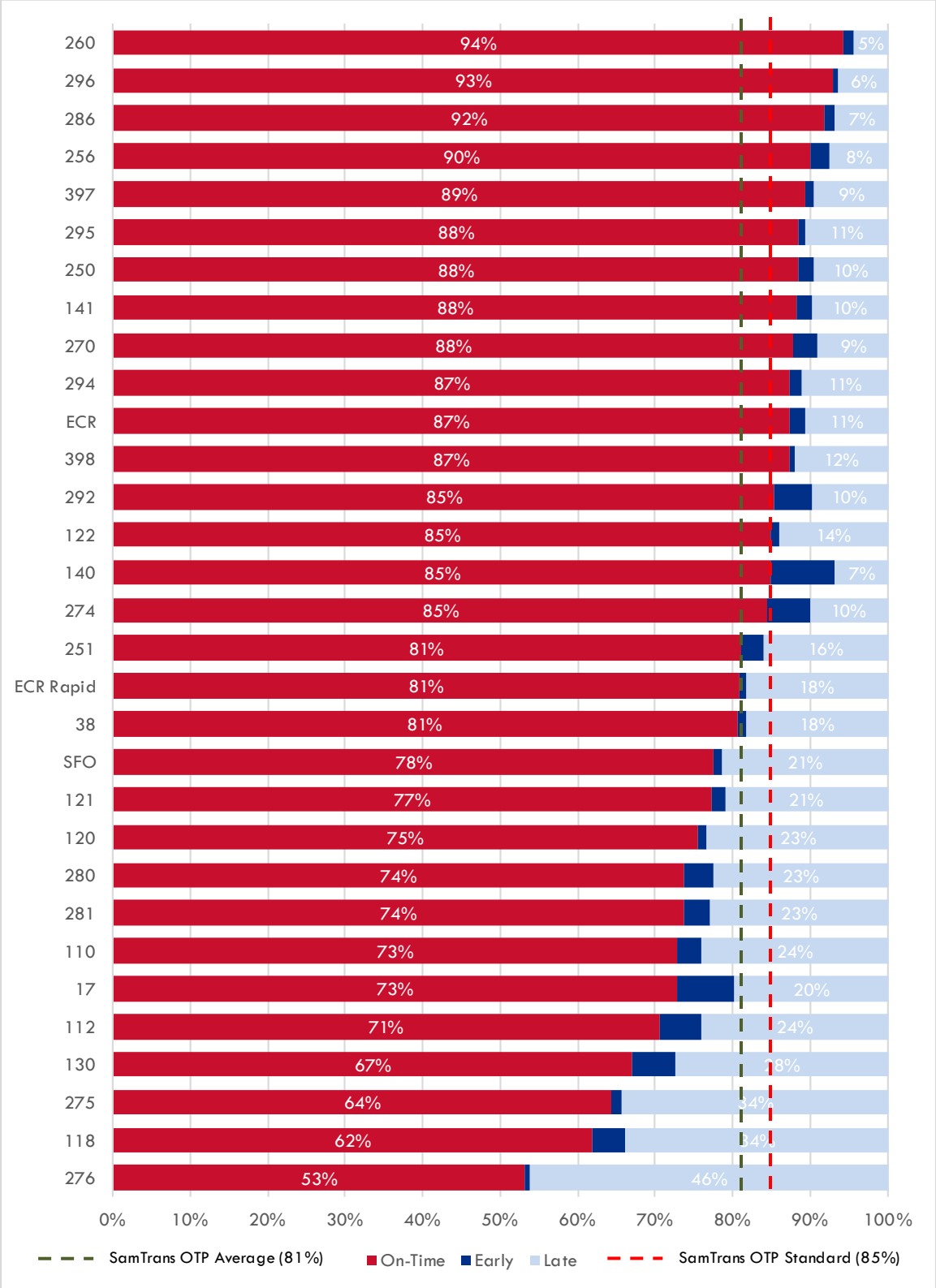


Figure 1-16 Saturday On-Time Performance, June 2019

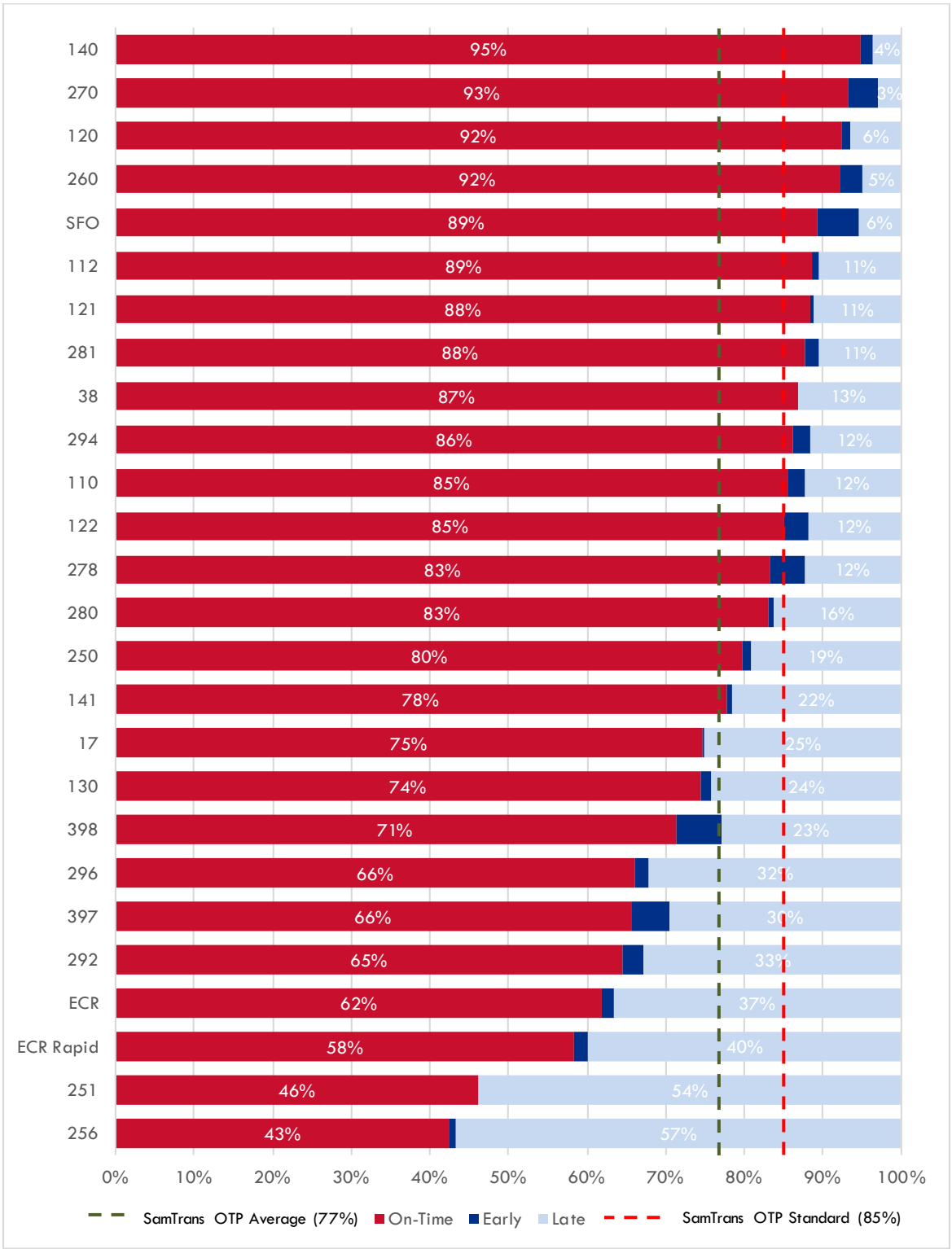
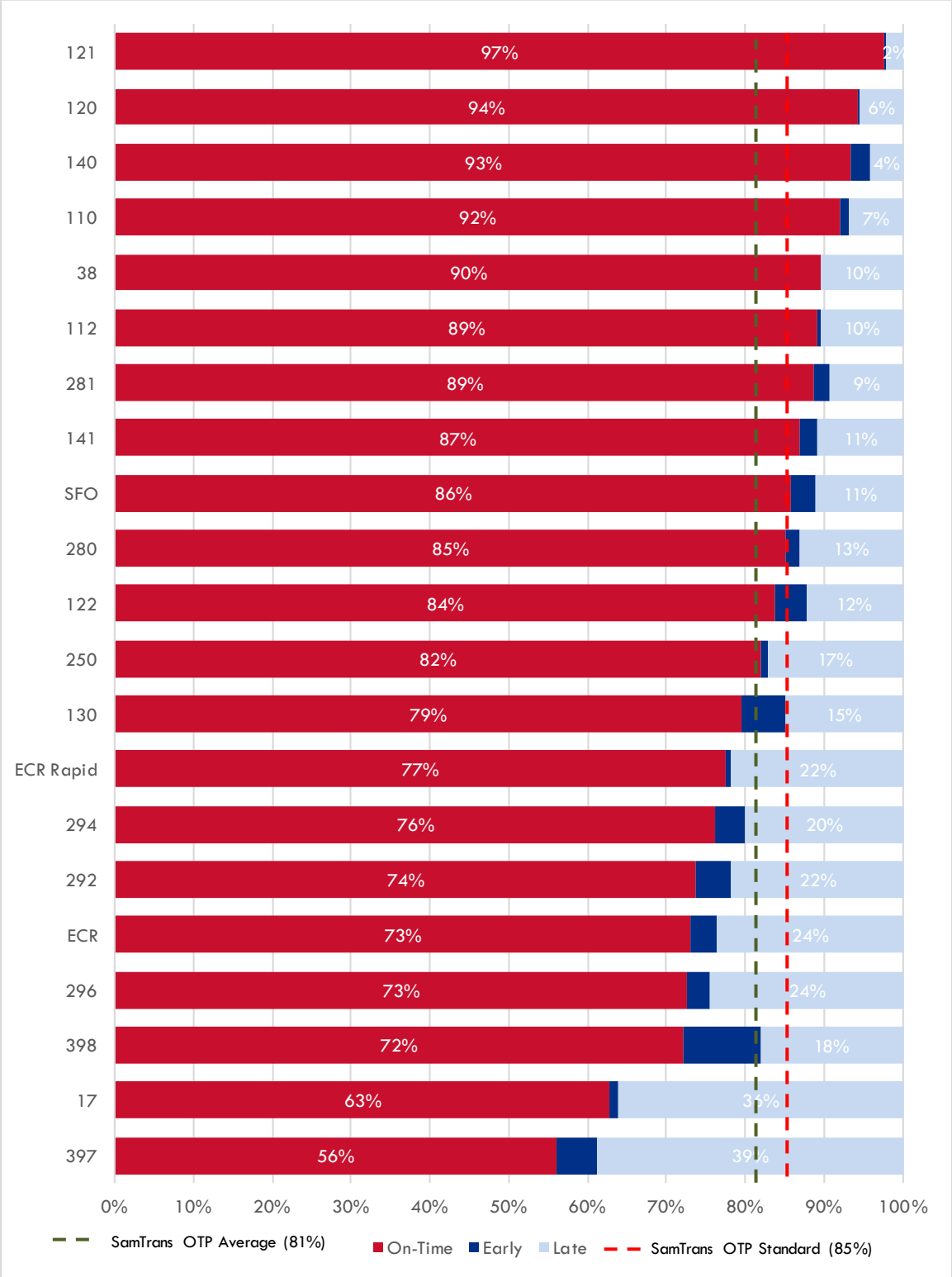


Figure 1-17 Sunday On-Time Performance, June 2019



FARE STRUCTURE

Regular one-way fares for adults (ages 19 to 64) on local SamTrans routes are $2.25 in cash or $2.05 with Clipper. Discounted fares of $1.10 in cash and $1.00 with Clipper are available for youth under 18, seniors, people with disabilities, and Medicare cardholders (Figure 1-18.

Base fares for southbound trips out of San Francisco on Routes 292, 397, and 398 are $4.00 with cash and $3.60 with Clipper, for adults, and the same fares as for local routes for youth, seniors, persons with disabilities, and Medicare cardholders.

For local routes and Routes 292, 397, and 398 going into San Francisco, monthly and day passes are available. Day passes are available for purchase only onboard the bus with cash, Change Cards,[2] or a combination of both. They cost $5.50 for adults and $2.75 for youth, seniors, people with disabilities, and Medicare cardholders. Monthly passes are available only on the Clipper Card, which may be purchased at Clipper retail outlets[3] or at SamTrans headquarters. Monthly passes are available for $65 for adults and $27 for youth, seniors, people with disabilities, and Medicare cardholders.

Discounted metal fare tokens for adult and youth rides are available for sale at SamTrans headquarters in San Carlos and numerous retail outlets. Tokens are sold at a 20% discount off the regular fare (e.g. 10 rides for $18), though riders must purchase tokens in packages of 10. Each token is good for one local ride, on all routes except Routes 292, 397, and 398. Tokens may not be used to purchase Day Passes. Discounted tickets are also available for purchase in packages of 50 for $112.50 at SamTrans headquarters.

SamTrans offers mobile payments for day passes and one-way fares using the SamTrans Mobile App.

Transfers

Prior to January 2020, there were no transfer privileges for travel from one SamTrans route to another. After January 2020, fares paid with a Clipper Card on a SamTrans bus received a free transfer to other SamTrans buses. The fare structure before and after January 2020 are shown in Figure 1-18 and Figure 1-19.

Interagency transfers (transfers between SamTrans and another transit agency) are only offered through the Clipper card or select monthly passes[4].

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[2] While Change Cards are not advertised, passengers can receive a stored-value Change Card if they overpay their fare with cash. The remaining value is printed on the back and may be used toward the cost of future bus rides by dipping it into the farebox, which will deduct the appropriate fare and issue it back showing the remaining balance. If there is insufficient value on the card to pay the required fare, the customer will need to put additional cash or insert another Change Card into the farebox. Change cards are not available for direct purchase. They may not be redeemed for cash, exchanged or refunded. Multiple Change Cards can be consolidated into a single Change Card upon request by mail.

[3] Map of Clipper retail outlets shown here: https://www.clippercard.com/ClipperWeb/map.do;jsessionid=4QWCFTHnkFnDJ-rq4y5yhw**?CSRT=14944763687898474620

[4] Interagency transfer policies: http://www.samtrans.com/riderinformation/transitconnections/Interagency_Transfers.html

Upcoming Changes to the Fare Structure

Several significant changes to the fare structure are planned to take effect in 2020. As of January 1, 2020, the Out-of-SF fare for Routes 292, 397, and 398 will be eliminated, as will sales of the 50-ticket book and group-ticket sales.[5] The adult base fare will remain $2.25 for all trips, regardless of whether the trip begins or ends in San Francisco. This change will result in a fare reduction for Routes 292, 397, and 398, which may result in increased ridership on these routes. SamTrans will also introduce free transfers between SamTrans buses on the SamTrans Mobile App and Clipper. This change is likely to significantly improve the rider experience, as nearly half of riders require a transfer to reach their destination (see Figure 11). The day pass fare for adults will be reduced from $5.50 to $4.50, so that it is only twice the cost of the base fare. The sale of metal tokens will be discontinued, and these will be replaced by paper tickets to reduce processing costs. Likewise, the discount on tokens will no longer be offered. By April 1, 2020, SamTrans will cease issuing Change cards, and customers will be responsible for providing exact change if paying fares in cash.

Figure 1-18 Current SamTrans Fare Structure, 2019

Local Routes, 292/397/398 into S.F.	Cash	Clipper	Day Pass	Monthly Pass
Adult Base Fare (Age 19 thru 64)	$2.25	$2.05	$5.50	$65.00
Youth (18 and under)	$1.10	$1.00	$2.75	$27.00
Seniors/Disabled/Medicare cardholders	$1.10	$1.00	$2.75	$27.00
292/397/398 out of S.F.[6]	Cash	Clipper	Monthly Pass	
Adult Base Fare (Age 19 thru 64)	$4.00	$3.60	$96.00	
Youth (18 and under)	$1.10	$1.00	$27.00	
Seniors/Disabled/Medicare cardholders	$1.10	$1.00	$27.00	

[5] Currently, group ticket purchases of 25 or more tickets have a 20% discount applied. This practice will be discontinued in 2020.

[6] This fare category will be discontinued in FY2020.

Figure 1-19 Planned SamTrans Fare Structure, 2020

Local and Mainline Routes Effective Jan 1, 2020	Cash	Clipper	Day Pass	Monthly Pass
Adult Base Fare (Age 19 thru 64)	$2.25	$2.05	$4.50	$65.00
Youth (18 and under)	$1.10	$1.00	$2.00	$27.00
Seniors/Disabled/Medicare cardholders	$1.10	$1.00	$2.00	$27.00
Express Routes	**Cash**	**Clipper**	**Day Pass**	**Monthly Pass**
Adult Base Fare (Age 19 thru 64)	$4.50	$4.00	Not Available	$130
Youth (18 and under)	$2.25	$2.00	Not Available	
Seniors/Disabled/Medicare cardholders	$2.25	$2.00	Not Available	

SCHEDULE EFFICIENCY

An assessment of schedule efficiency was conducted using February 2019 data. Schedule data is reported for deadhead times (travel to/from origin to next trip start), in-service time (when bus is actually picking up and dropping off customers), layover time (time at end of route for rest/recovery before next trip), and pull-in/out time (time necessary to check a bus in or out of the base.

Schedule efficiency is calculated by dividing the layover hours by the total revenue hours, and this ratio shows the proportion of layover hours out of total revenue hours. Typically, a large urban system will target about 20% of revenue time for recovery. Figure 1-20 shows that almost all SamTrans routes have more than 20% recovery time. Higher recovery times are sometimes necessary to ensure that the next trip is on time in highly congested areas. For SamTrans, however, the high recovery times suggest that cycle times are not optimized on many routes, leading to higher than usual layover times. Contractual work rules can also influence the amount of recovery time.

Platform hours refers to the total scheduled time a bus spends from pull-out to pull-in at the division. Platform hours may be used to calculate the efficiency of service by comparing the number of hours a bus is allocated with the number of hours it is actually being used by customers (revenue hours). Overall, the platform to revenue hour ratios highlights routes that require more resources to operate, typically due to either long layovers or longer deadhead times.

The amount of travel time to/from the beginning or end of a trip is also important to note. While SamTrans has two bases, several routes had high percentages of time being paid for deadhead travel. One contributing factor to high deadhead travel times is that operators on most routes are assigned the same coach throughout the day, and thus travel to/from meal breaks deadheading a full-size bus. It is not usual to see 10% or more of a local, all-day route being spent on deadhead. Existing scheduling practices are likely a contributor to these high numbers.

Figure 1-20 Schedule Efficiency, February 2019

Line	Schedule Efficiency (Layover as Percent of Revenue Hours)	Revenue Hours as Percent of Platform Hours	Deadhead as Percent of Revenue Hours
17 – Linda Mar Park & Ride	24%	91%	0%
38 – Safe Harbor	0%	90%	3%
110 – Linda Mar Park & Ride – Daly City BART	44%	85%	5%
112 – Linda Mar Park & Ride – Colma BART	43%	89%	6%
118 – Linda Mar Park & Ride – Daly City BART	37%	86%	9%
120 – Brunswick/Templeton – Colma BART	33%	88%	6%
121 – Pope/Bellevue – Skyline College	29%	87%	6%
122 – South San Francisco BART – Stonestown/SF State University	25%	86%	5%
130 – Daly City BART – Airport/Linden	35%	91%	6%
140 – SFO AirTrain – Manor/Palmetto	34%	91%	6%
141 – Airport/Linden – Shelter Creek	34%	91%	4%
250 – 5th/El Camino Real – College of San Mateo	40%	87%	7%
251 – Foster City – Hillsdale Mall	16%	83%	3%
256 – Hillsdale Mall – Foster City	16%	81%	9%
260 – San Carlos Caltrain – College of San Mateo	43%	91%	5%
270 – Redwood City Transit Center loop	38%	86%	12%
274 – Redwood City Transit Center – Cañada College	52%	89%	4%
275 – Woodside/Fernside – Redwood City Transit Center	36%	81%	14%
276 – Redwood City Transit Center – Florence/17th	31%	86%	8%
278 – Redwood City Transit Center – Cañada College	37%	93%	5%
280 – Purdue/Fordham – Stanford Mall	37%	88%	4%
281 – Onetta Harris Center – Stanford Mall	44%	86%	8%
286 – Middlefield/Oak Grove – Sharon Park	46%	69%	19%
292 – San Francisco – Hillsdale Mall – SFO Airport	20%	83%	11%
294 – San Mateo Medical Center – Main/Poplar	30%	84%	11%
295 – San Mateo Caltrain – Redwood City Caltrain	32%	88%	7%
296 – Redwood City Transit Center – Palo Alto Transit Center	32%	93%	4%

Line	Schedule Efficiency (Layover as Percent of Revenue Hours)	Revenue Hours as Percent of Platform Hours	Deadhead as Percent of Revenue Hours
397 – San Francisco – Palo Alto Transit Center (via SFO)	25%	82%	6%
398 – San Francisco – Redwood City (via SFO)	23%	85%	11%
ECR	20%	86%	4%
ECR Rapid	21%	86%	7%
SFO	45%	92%	2%

2 Market Analysis

OVERVIEW

The underlying demand for transit is driven by numerous factors. For resident-based travel, the following four factors are particularly important and are the major focus of this market analysis:

- **Population and Employment Density:** In places where larger numbers of people live and/or work in close proximity, transit demand is higher.
- **Socioeconomic Characteristics:** Different people have different "propensities" to use transit, with differences related to socio-economic characteristics. For example, people who live in households with one or many cars are much less likely to use transit than those without any access to a car.
- **Major Activity Centers:** Major activity centers are places that attract many people and may generate demand for transit service. These include major employers, medical facilities, colleges and universities, and shopping centers.
- **Travel Flows:** Travel flows show the places to and from which people travel, and the types of trips people make, indicating where people need to go within and outside of the region.

These factors are the primary drivers of transit demand and, as such, provide strong indications of underlying transit demand. However, it should also be noted that other factors also influence transit demand, including:

- **Urban Form/Land Use:** While directly related to the population and employment densities of an area, the urban form or land use in an area should ideally go beyond providing density. Providing a diversity of uses at street-level, good connectivity of the multimodal network, major destinations along reasonably direct corridors, and comfortable and safe spaces for people all can influence transit demand.
- **Pedestrian Environment:** Nearly all transit riders are also pedestrians, therefore, walking environments strongly impact ridership. In general, people will walk one-quarter of a mile to access transit. However, in comfortable pedestrian environments, many transit riders will walk longer distances; in uncomfortable environments, many will not walk even one-quarter of a mile. Pedestrian access may be enhanced through active transportation modes such as bikes and/or scooters.

POPULATION AND EMPLOYMENT

For fixed-route transit to be successful, it must be direct, frequent, easy to access, reliable, and available when people need it. More than any other factors, population, and employment density determines whether this is possible:

- Transit needs to serve sufficiently high volumes of travelers to be cost-effective, and the density of development in an area determines the overall size of the travel market. The reach of transit is generally limited to within one-quarter to one-half mile of the transit line or station; therefore, the size of the travel market is directly related to the density of development in that area.
- Transit service frequencies are closely related to market size. Bigger markets support more frequent service, while smaller markets can support less frequent service.
- To attract travelers who have other options, such as automobiles, transit must be relatively frequent—at least every 30 minutes. Below that, transit can be expected to serve only those who do not or cannot drive.
- Transit travel times must be predictable and reliable for potential passengers to be attracted to the service. In heavily congested areas priority treatments facilitate this.
- Suggested transit service frequency in relation to population and employment densities is shown in Figure 2-1

Population-Based Demand

Demand for transit service is derived in part from having a population base to support that demand for transit service. The population density of a place can indicate what kind of transit service may be appropriate and how frequently it should operate; an area with higher population density can support more frequent transit service. Overall population densities are relatively low in many areas of San Mateo County, and few areas can support high-frequency transit service, with headways of 15 minutes or less, based on population density alone. Population density is highest in the following areas, which are likely to support transit service frequencies of 15 minutes or better:

- Daly City, particularly near the Mission Street, John Daly Boulevard, and St. Francis Boulevard corridors
- South San Francisco's Grand Avenue corridor
- San Mateo's Central, North Central, and Shoreview neighborhoods
- Redwood City's Palm Park, Roosevelt, and Fair Oaks neighborhoods
- East Palo Alto

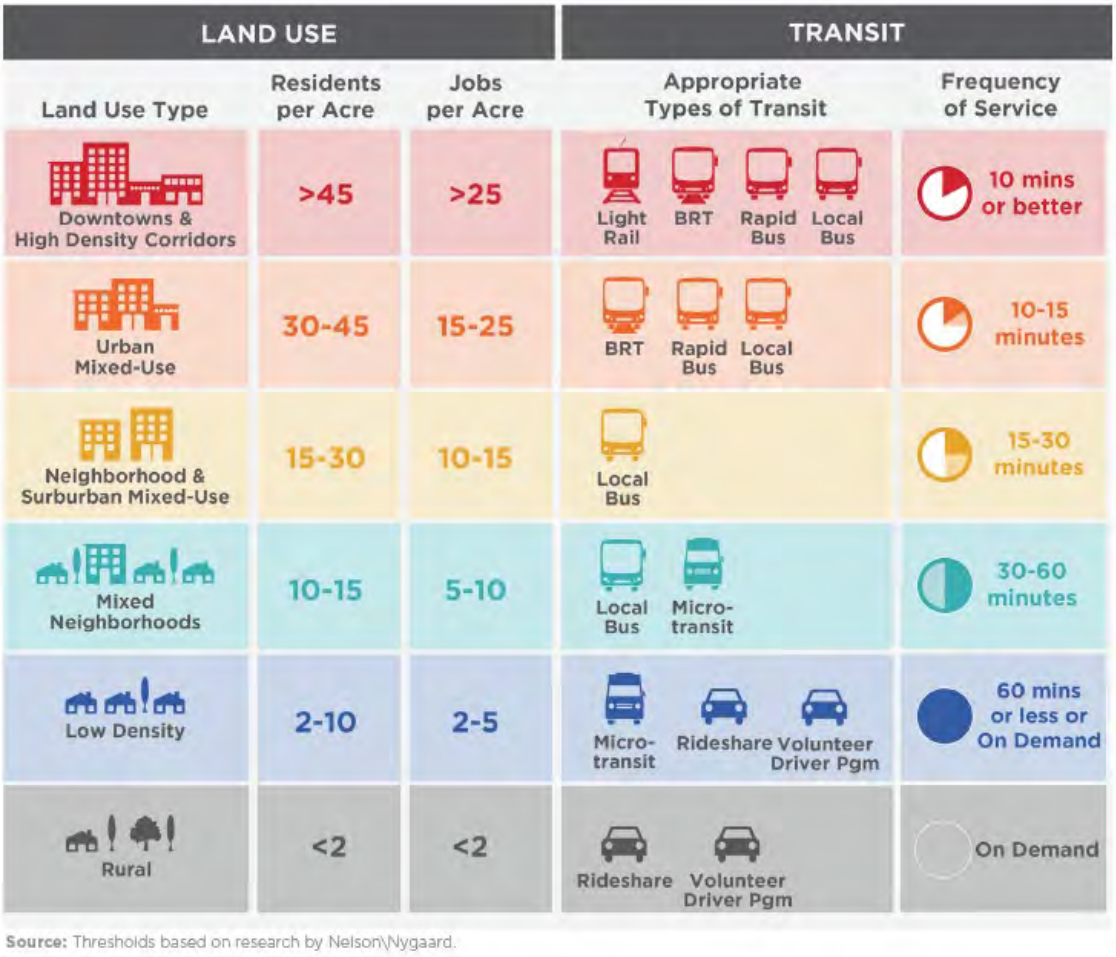
In other areas of San Mateo County located within roughly one mile of El Camino Real, current population densities are more likely to support transit service frequencies of between 15 and 60 minutes. However, large portions of San Mateo County have low population densities of fewer than 2.5 residents per acre, and these areas are not recommended for fixed-route transit service (Figure 2-1). If there is a dedicated mobility need in low-density areas, delivery types such as on-demand service may be more appropriate. In addition to low population densities, these areas typically feature challenging topography, circuitous roadway networks, limited pedestrian facilities, and other features that make operating fixed-route transit service difficult. Such low-density areas unlikely to support traditional fixed-route service include:

- San Carlos, between El Camino Real and US-101
- Atherton
- Woodside
- Portola Valley
- Hillsborough
- Coastside communities such as Pescadero, Montara, Moss Beach, and Pacifica's Fairway Park and Vallemar neighborhoods

The population density maps also show clusters that can support high-frequency transit service (of 15-minute headways or better) in areas such as:

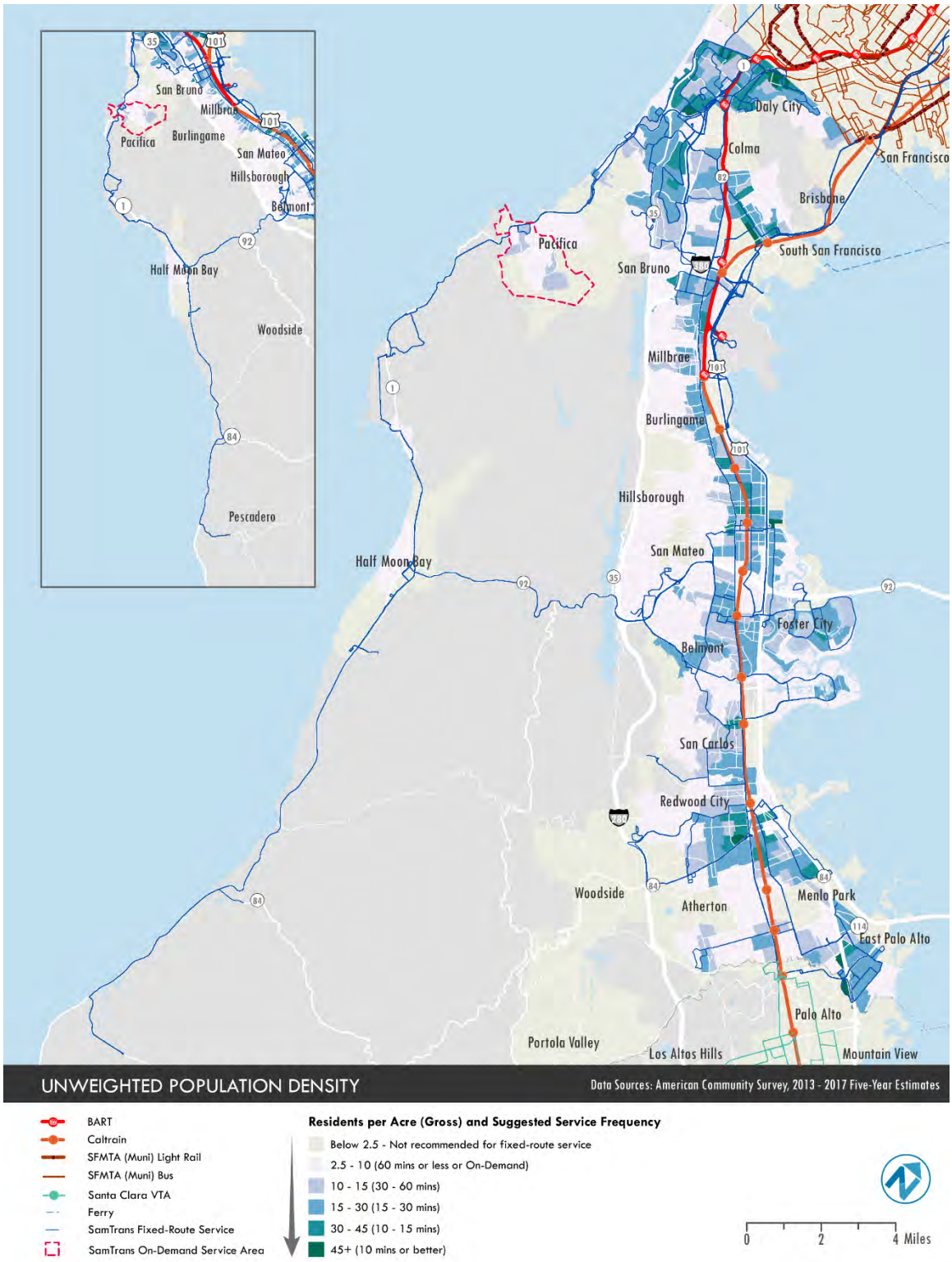
- Daly City, between Serramonte Boulevard and John Daly Boulevard, and along the Mission Street corridor
- South San Francisco's Grand Avenue corridor
- San Mateo's Central, North Central, and Shoreview neighborhoods
- Foster City's Marlin Cove neighborhood
- San Bruno's Lomita Park neighborhood, just west of SFO
- Redwood City's Palm Park, Roosevelt, and Fair Oaks neighborhoods; and
- East Palo Alto

Figure 2-1 Land Use and Transit Demand



Source: Thresholds based on research by Nelson\Nygaard.

Figure 2-2 Population Density (2017)



Employment-Based Demand

The concentration of jobs in an area is also an indication of the level of transit service that may be demanded. Like population density, generally, the underlying demand for transit grows with an increase in employment density. In general, in an area with two to five jobs per acre, there is demand for hourly transit service. In an area with five to ten jobs per acre, there is demand for transit service every thirty minutes (see Figure 2-4). Understanding where there is a concentration of jobs is important when thinking about transit service because in many places, transit services are largely supporting trips to and from work.

Major employment centers of San Mateo County are generally distinct from the areas with highest population density identified in the preceding section. There is a notable absence of employment density in the coastside areas of the county, with virtually no employment in Pacifica, Half Moon Bay, or Pescadero. Some of the most significant employment centers in the county include:

- San Bruno, between Sneath Lane and San Bruno Avenue, west of El Camino Real
- South San Francisco, near Tanforan and on the East of 101/Oyster Point peninsula
- Downtown San Mateo
- Foster City, along the CA-92 corridor
- San Mateo's Hillsdale neighborhood, particularly near Hillsdale Caltrain Station
- Redwood City's Redwood Shores district
- Downtown Redwood City, near Redwood City Caltrain Station
- Downtown Menlo Park, near Menlo Park Caltrain Station

Some of the largest employers associated with each of these areas are shown in Figure 2-3.

It should be noted that many of these larger employers provide private long-haul shuttles for their employees.

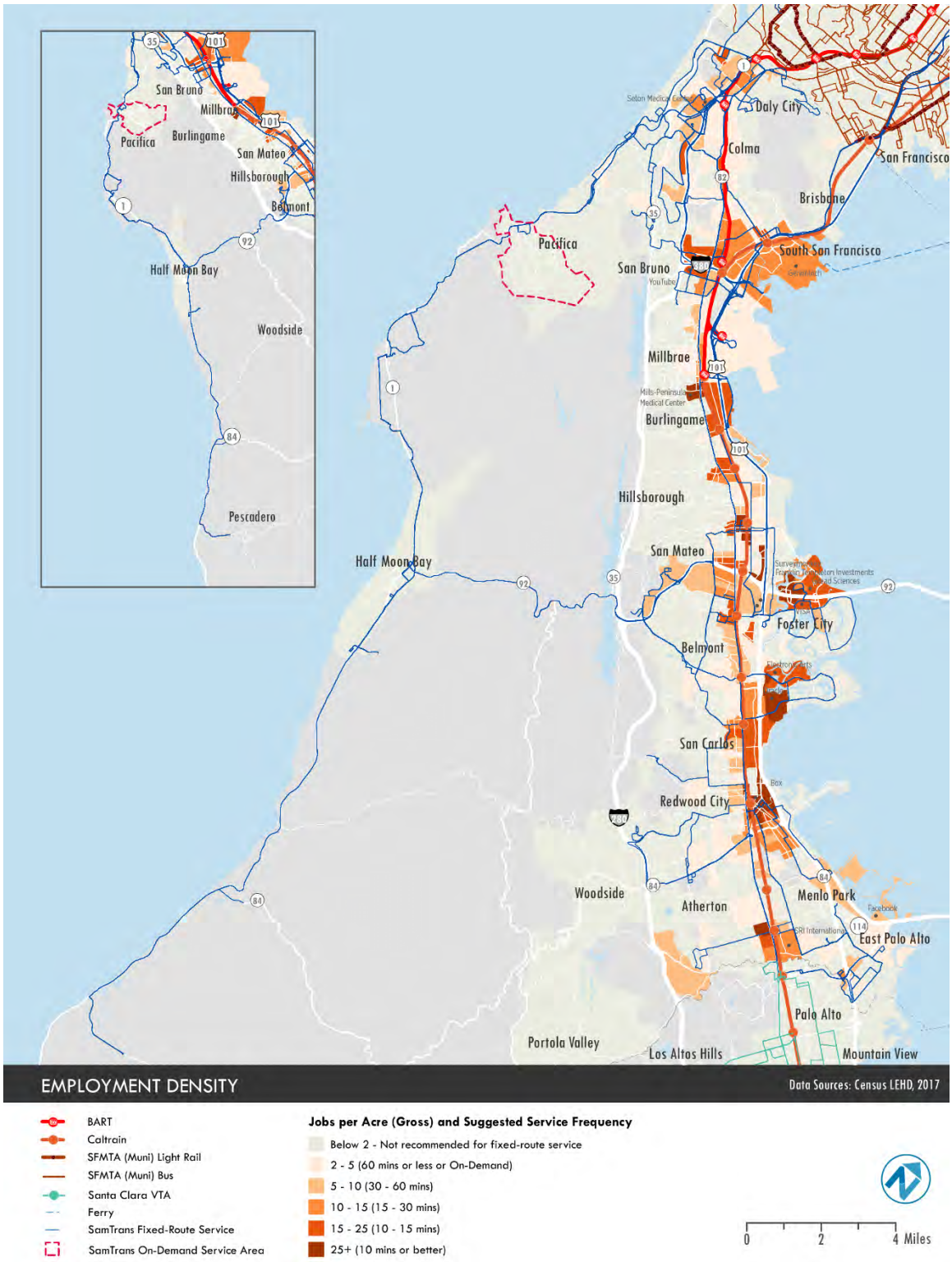
In addition to the destinations within San Mateo County, there are multiple major employment sites immediately adjacent. Both Stanford University and downtown San Francisco are major destinations for San Mateo commuters, as are some of the tech companies along the US 101 corridor south of Palo Alto.

Figure 2-3 Selected Large Employers in San Mateo County

Employment Center	Largest Employers
Serramonte Center	Seton Medical Center
Central San Bruno, between Sneath Lane and San Bruno Avenue, west of El Camino Real	YouTube, Walmart eCommerce
Tanforan, South San Francisco	Shops at Tanforan
Oyster Point, South San Francisco	Genentech, SFO International Airport
Burlingame waterfront	SFO International Airport, Mills-Peninsula Medical Center
Foster City	Visa Global HQ, Gilead Sciences
Hillsdale	SurveyMonkey, Franklin Templeton Investments, Hillsdale Shopping Center, San Mateo Medical Center
Redwood Shores	Oracle, Electronic Arts
Downtown Redwood City	Box, Kaiser Permanente
Downtown Menlo Park	SRI International, Menlo College

Source: California Employment Development Department

Figure 2-4 Employment Density



Future Population and Employment Growth

Caltrain, as part of the Caltrain Modernization Program (CalMod), calculated potential growth in San Mateo County that may impact demand on the rail corridor. An inventory was made of all development projects that are approved or under construction in the cities along the Caltrain Corridor to assess mid-2020's demand. The inventory was based on a review of City planning websites. It excluded developments proposed/under review and growth allowed under specific plans that has not resulted in individual project entitlements.

Caltrain estimates that an additional 30,400 residents and 56,700 jobs will be added in San Mateo County. 37% of that growth is anticipated to occur within a half mile of a Caltrain station and 87% of that growth is anticipated to occur within two miles of Caltrain. Figure 2-5 and Figure 2-6 show the geographic distribution of the anticipated growth.

The biggest areas of growth in San Mateo County are anticipated to be in Redwood City and South San Francisco. The large growth is an opportunity for SamTrans as a primary and connecting service.

Figure 2-5 Anticipated Population and Employment Growth Adjacent to Caltrain

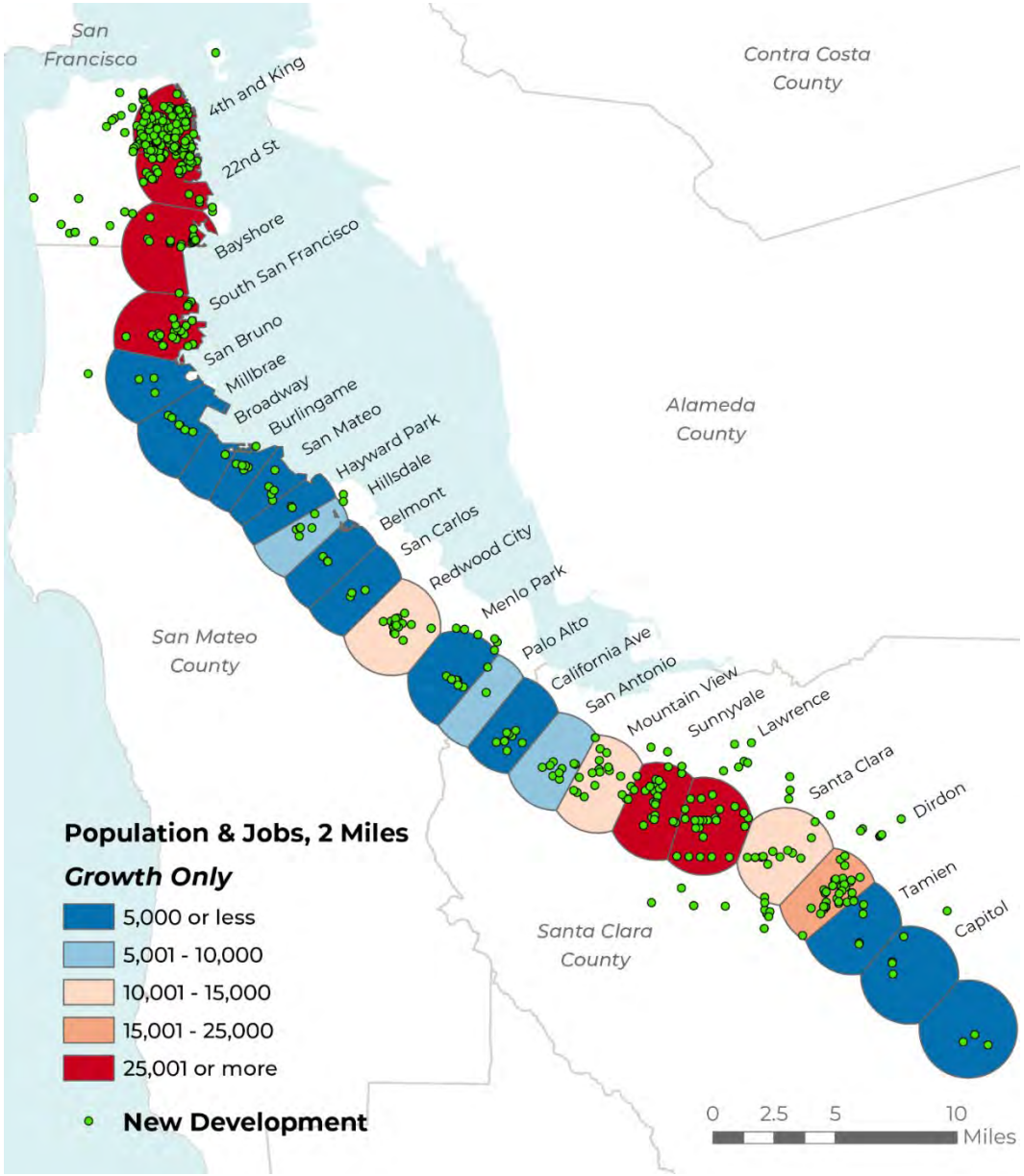
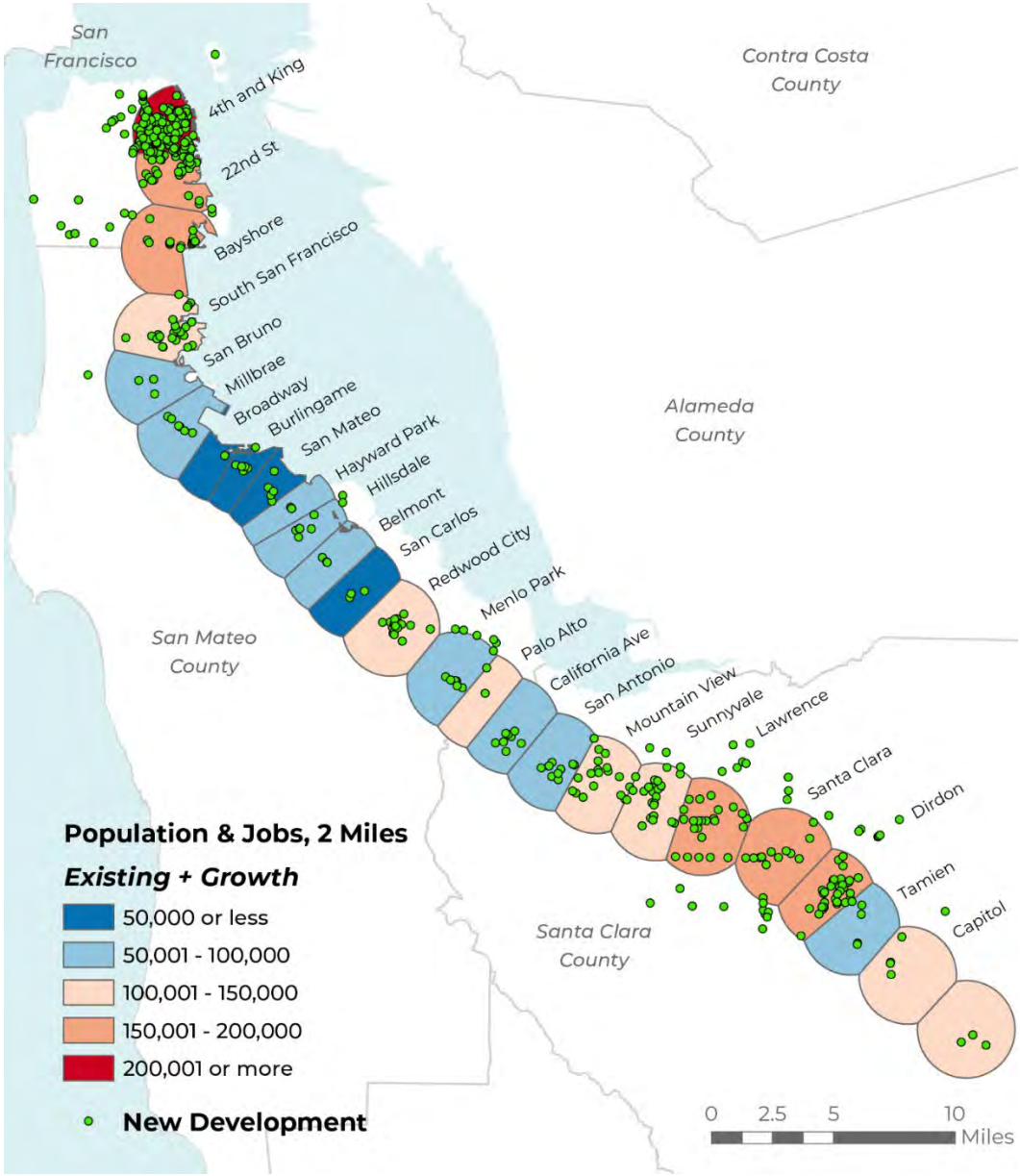


Figure 2-6 Anticipated Total Population and Employment Around Caltrain with New Growth



Transit Propensity

People within some demographic groups are more likely to use transit than others. When solely identifying where there is a population dense enough to support transit use, it is possible to overlook areas with lower population density with a higher likelihood of using transit, and focus on areas that may have greater population density but with residents who are less likely to use transit.

Adjusting for the propensity of different groups to use transit is done using transit propensity factors. Transit propensity factors indicate how much more or less likely specific groups of people are to use transit for commuting compared to the overall population in the study area. San Mateo County's transit mode share among commute trips is 10.4%, according to the 2017 American Community Survey. The factors were used to adjust population and population density of block groups[1] to better reflect the propensity of people within that block group to use transit.

Transit propensity factors were developed based on the following attributes:

- **Vehicle Ownership:** People living in households without a vehicle, either by choice or due to limited resources, are more likely to use transit than those with access to a car.
- **Household Income:** Owning and operating a car is expensive. People with low incomes are more likely to use transit more regularly than other groups due to limited access to a vehicle, and they may rely on transit as their primary mode of transportation.
- **Race and Ethnicity:** Minority residents generally have higher rates of transit use, and the provision of effective transit service to minority populations is also particularly important to the Federal Transit Administration and is a requirement under Title VI of the Civil Rights Act of 1964.
- **Age:** Younger people below age 25 are less likely than others to be in the workforce, and therefore typically have lower incomes and reduced access to personal vehicles. Many young people are transit-dependent while they are students, where large universities commonly operate their own transit systems to meet their transportation needs. Older adults often become increasingly transit-dependent as they age. Many older adults cannot drive for legal or health-related reasons, or because they are living on fixed incomes in their retirement.

The average transit propensity factor of each San Mateo County block group, based on its demographic composition, is shown in Figure 2-7. The highest-propensity block groups are also likely to be the densest, such as Daly City, South San Francisco, Downtown Redwood City, and East Palo Alto.

Composite Density of Population and Employment

Combining the employment density and adjusted population density maps allows to understand the demand for transit based on population, employment, and socioeconomic characteristics in one value and one map. The composite transit demand based on population and employment, combined, is shown on Figure 2-8.

[1] A Census Block Group is a geographical unit used by the United States Census Bureau which is between the Census Tract and the Census Block. It is the smallest geographical unit for which the bureau publishes sample data, i.e. data which is only collected from a fraction of all households. Typically, Block Groups have a population of 600 to 3,000 people.

Composite Density based on Land Use Mix

Understanding the mix of population and employment density can highlight areas of mixed use versus single use. This clarifies whether transit demand in each area is derived more from residents or workers. Composite density based on land use mix is shown in Figure 2-9.

KEY FINDINGS FROM POPULATION/EMPLOYMENT/ DEMOGRAPHIC PATTERNS

Overall, a comparison of the highest propensity areas with the existing network of SamTrans routes shows that most are served by SamTrans. The analysis did, however, identify several opportunities to better serve higher propensity areas. Areas that showed higher demand for transit that are currently unserved include:

- **South San Francisco – East of US 101:** The Oyster Point area is a major employment hub that is anticipated to continue to grow. SamTrans currently does not serve this area, but many private and publicly funded shuttles do.
- **South San Francisco – West of US 101:** This primarily residential area is served by SamTrans Routes 141 and 130, but these do not cover all areas that exhibit higher transit propensity. South San Francisco operates a shuttle on weekdays that covers some of these areas.
- **Redwood City:** There are residential areas that are more than a mile from the Redwood City Caltrain Station that show potential transit demand. These areas are blocked from the ECR corridor by the Caltrain tracks. In addition, the areas immediately west of the Caltrain Station show very high transit propensity, suggesting that more frequent, all-day service is warranted.
- **Foster City:** The area north of Hillsdale Boulevard around the Bridgepointe Shopping Center shows an appropriate mix of retail and residential that suggests more demand than the 60-minute service that is currently provided by SamTrans.
- **Redwood Shores:** The Twin Dolphins Drive areas shows high transit propensity, which is likely driven by the high employment. There is limited SamTrans service to this area, but multiple private and public employment access shuttles.

Figure 2-7 Transit Propensity by Census Block Group

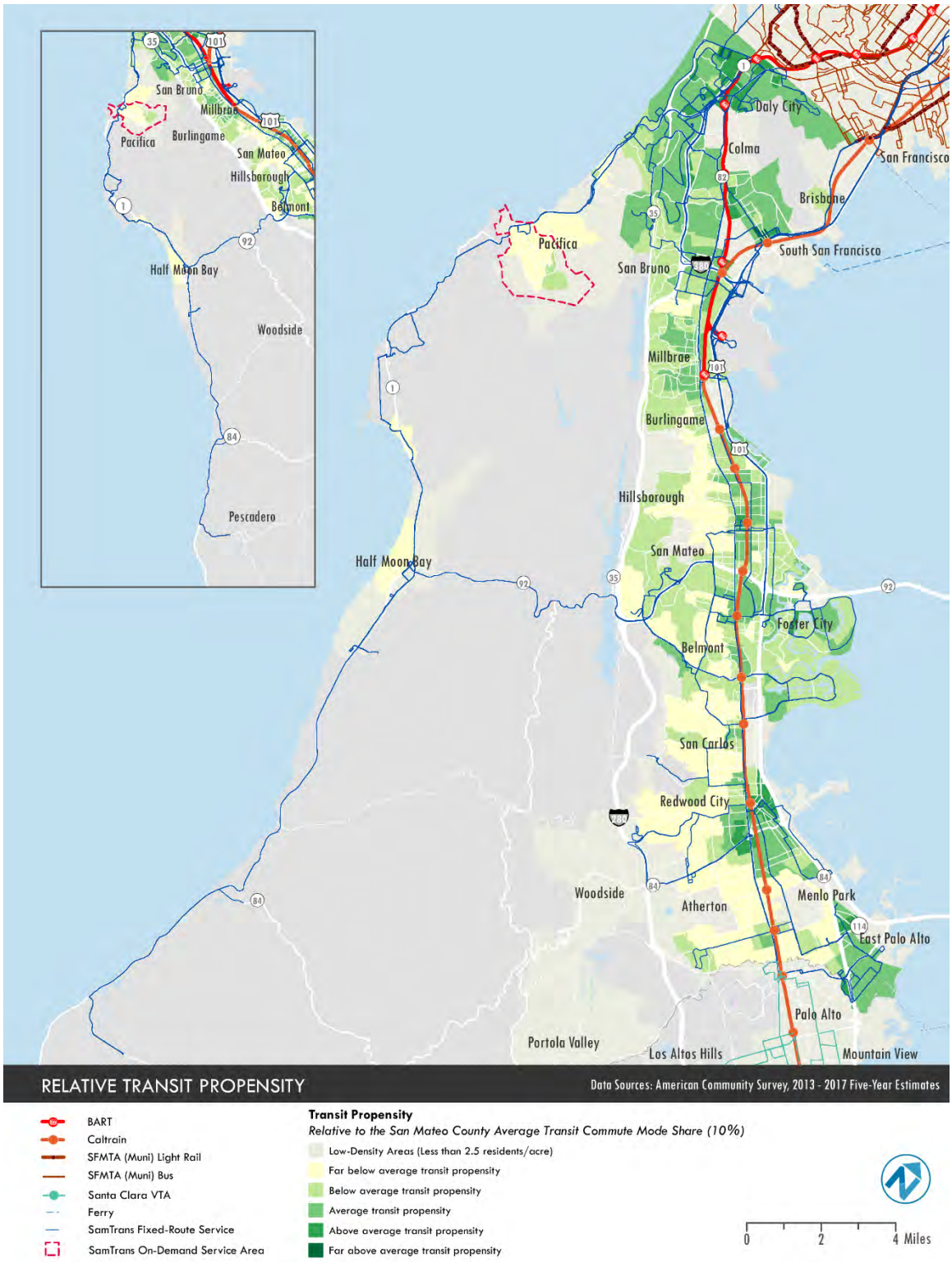


Figure 2-8 Composite Transit Demand based on Population and Employment Density

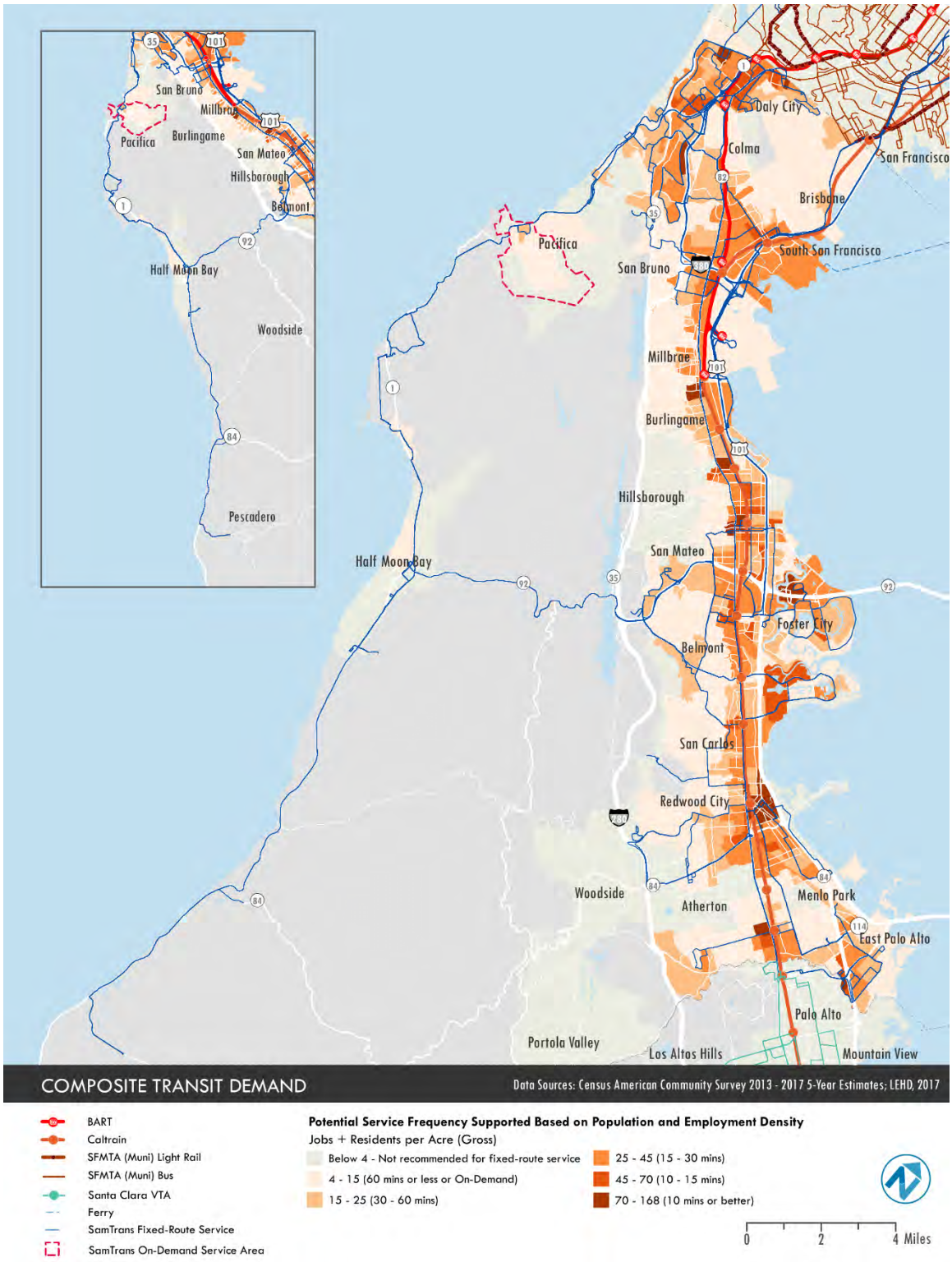
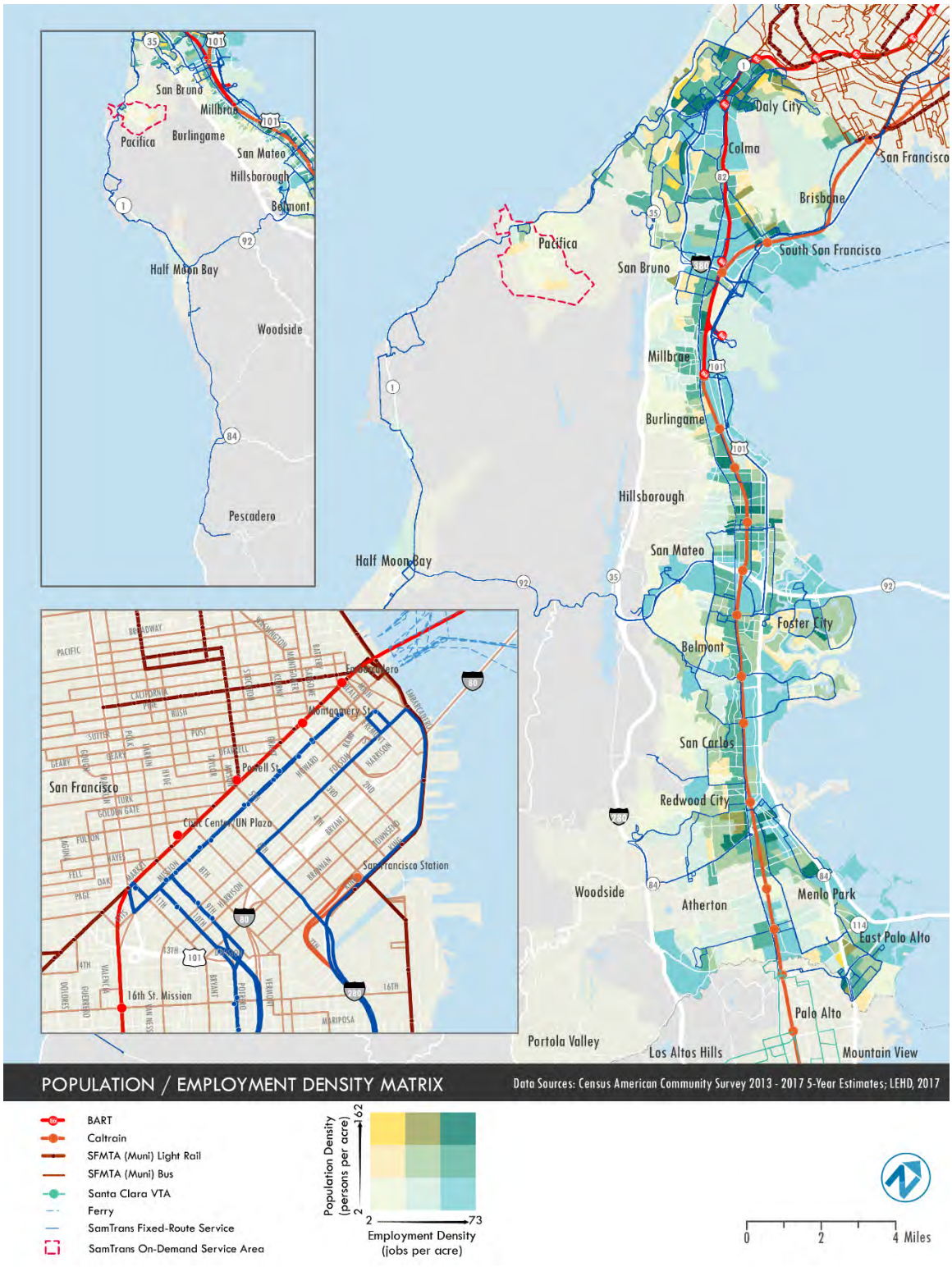


Figure 2-9 Composite Transit Demand – Land Use Matrix



Community College Student Residential Patterns

Community Colleges are a traditional market for transit systems. There are three major community colleges in the service area, including Cañada College, College of San Mateo, and Skyline College. All three institutions currently are served by SamTrans. In order to answer the question of whether the existing service pattern best connects students to college, SamTrans received the home locations of students.

Cañada College Residential Patterns

The biggest concentrations of students reside in and around downtown Redwood City (Figure 2-10). Many of these locations are directly served by Route 275, which connects Cañada College with downtown Redwood City. The residential distribution shows that additional locations east of the Caltrain corridor could benefit from better connections to Cañada College.

College of San Mateo Residential Patterns

The largest concentrations of students are located between San Mateo and Hillsdale (Figure 2-11). SamTrans Route 250 serves many of these, including the areas east of US 101. There is no direct connection between San Mateo and College of San Mateo, which reduces the market potential for SamTrans from San Mateo and points further north.

Skyline College Residential Patterns

Concentrations of Skyline College students are scattered throughout north San Mateo County (Figure 2-12). Daly City and the Serramonte area are currently served by Route 121. However, areas immediately north of Skyline College near the King Plaza Shopping Center or South San Francisco are not directly served by SamTrans.

Figure 2-10 Cañada College Residential Distribution

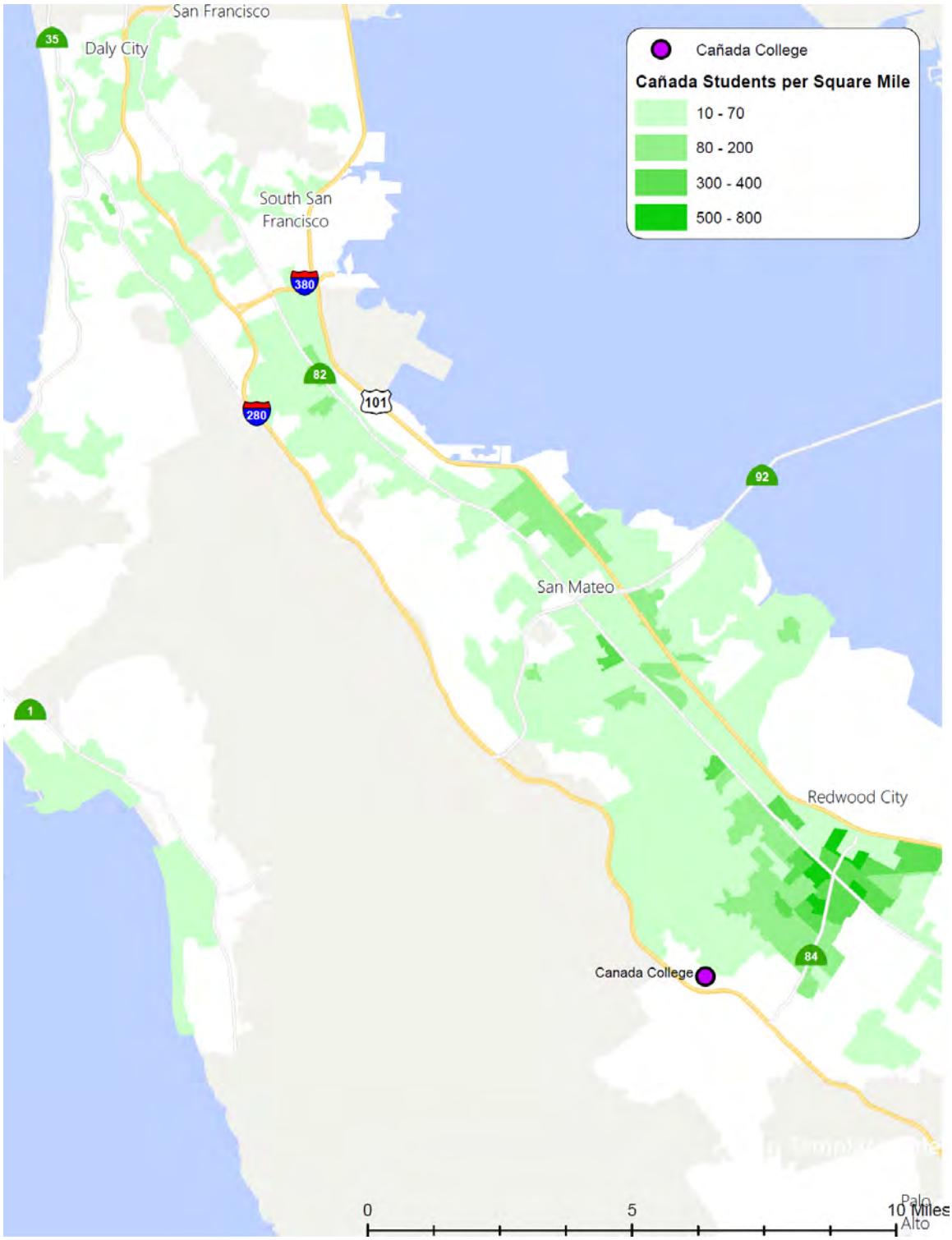


Figure 2-11 College of San Mateo Residential Distribution

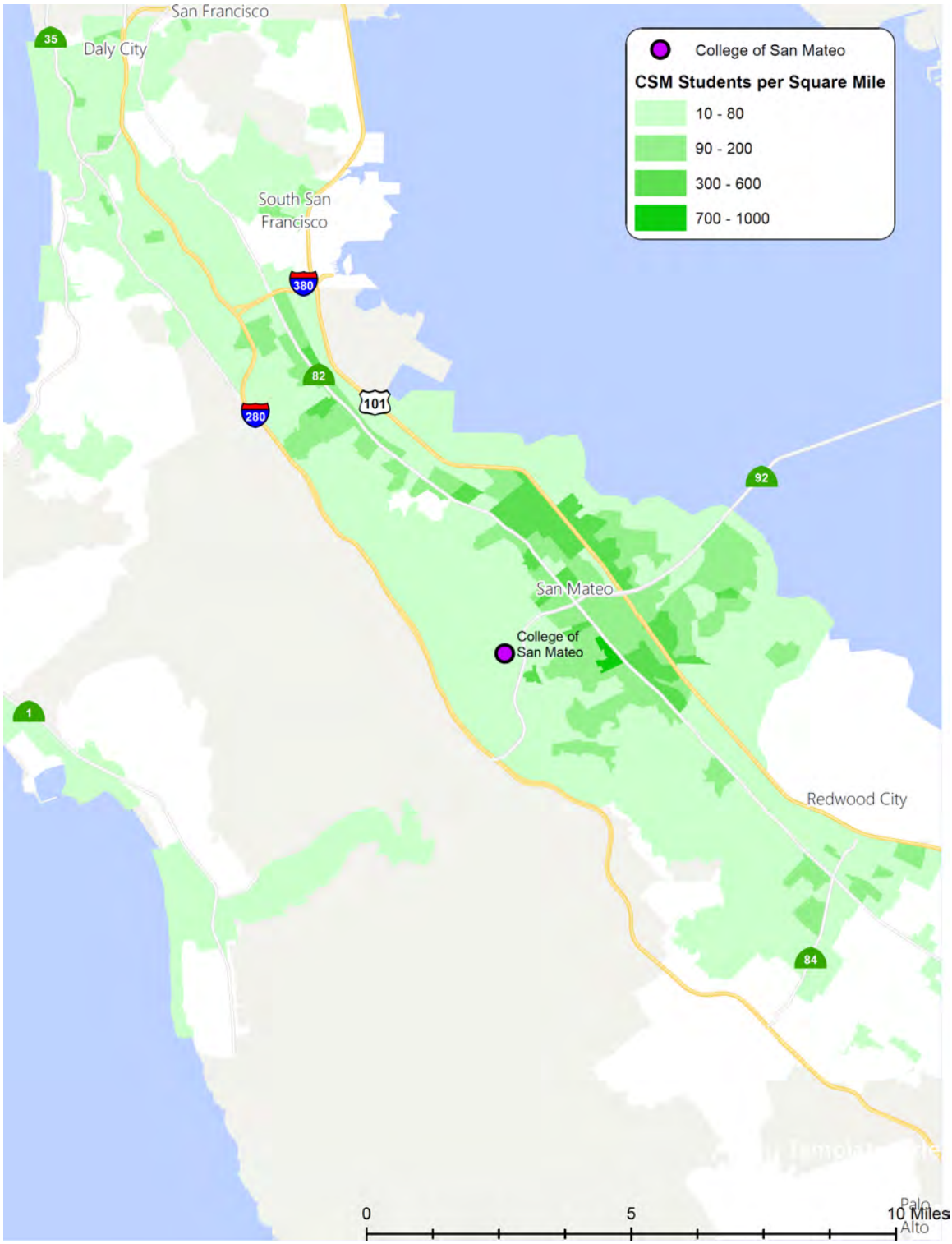
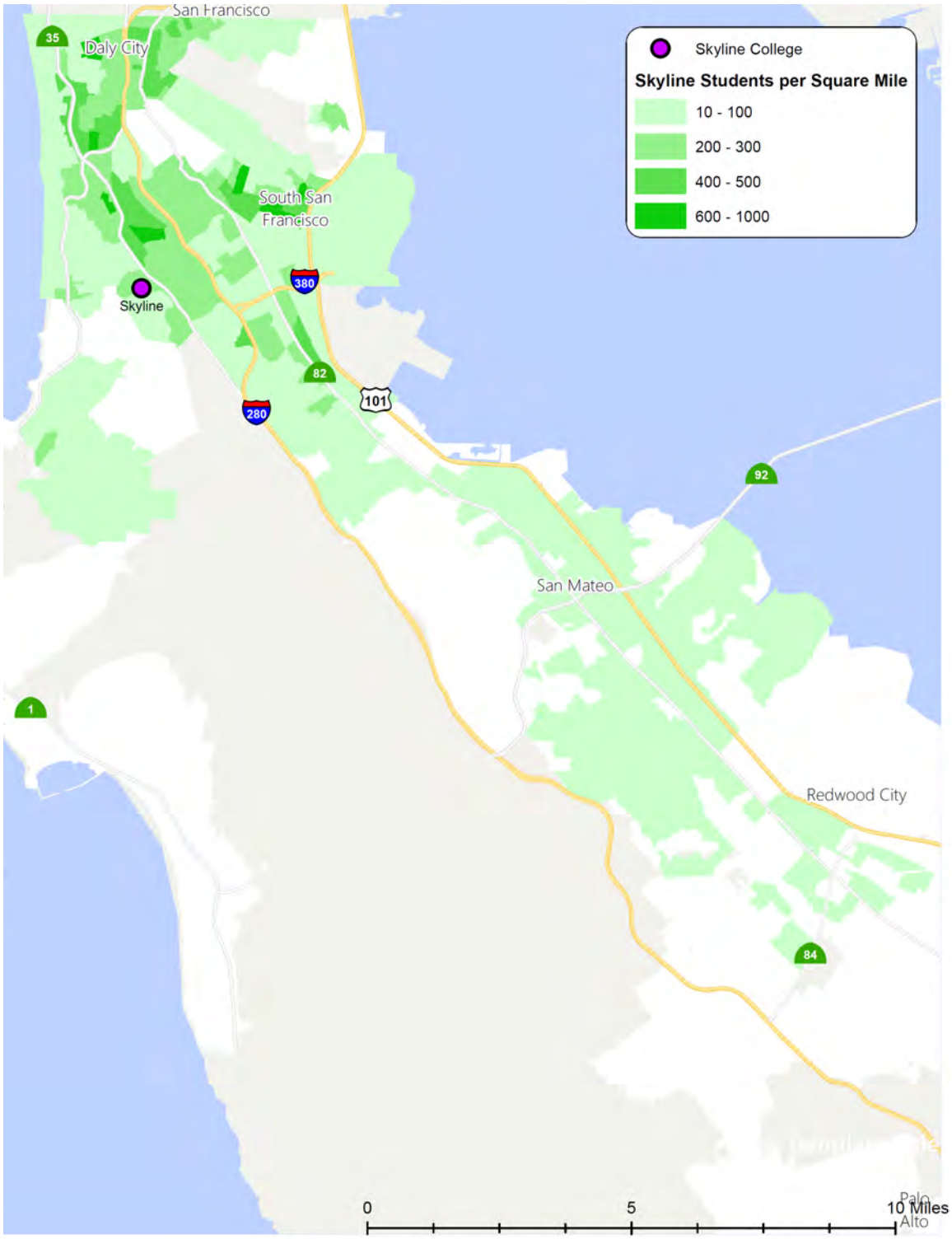


Figure 2-12 Skyline College Residential Distribution



TRAVEL FLOW ANALYSIS

Introduction

This section presents the results of an analysis that was performed to understand major travel patterns in San Mateo County. By understanding where people are coming from and going to, SamTrans can use this information to improve their existing transit services and possibly introduce new services.

This section presents the travel demand results using the Longitudinal Employment-Household Dynamics (LEHD) dataset compiled by the U.S. Census Bureau and the results using StreetLight data. Each of the datasets, along with the methodology used and the results, are included in their respective sections.

LEHD Analysis

Overview

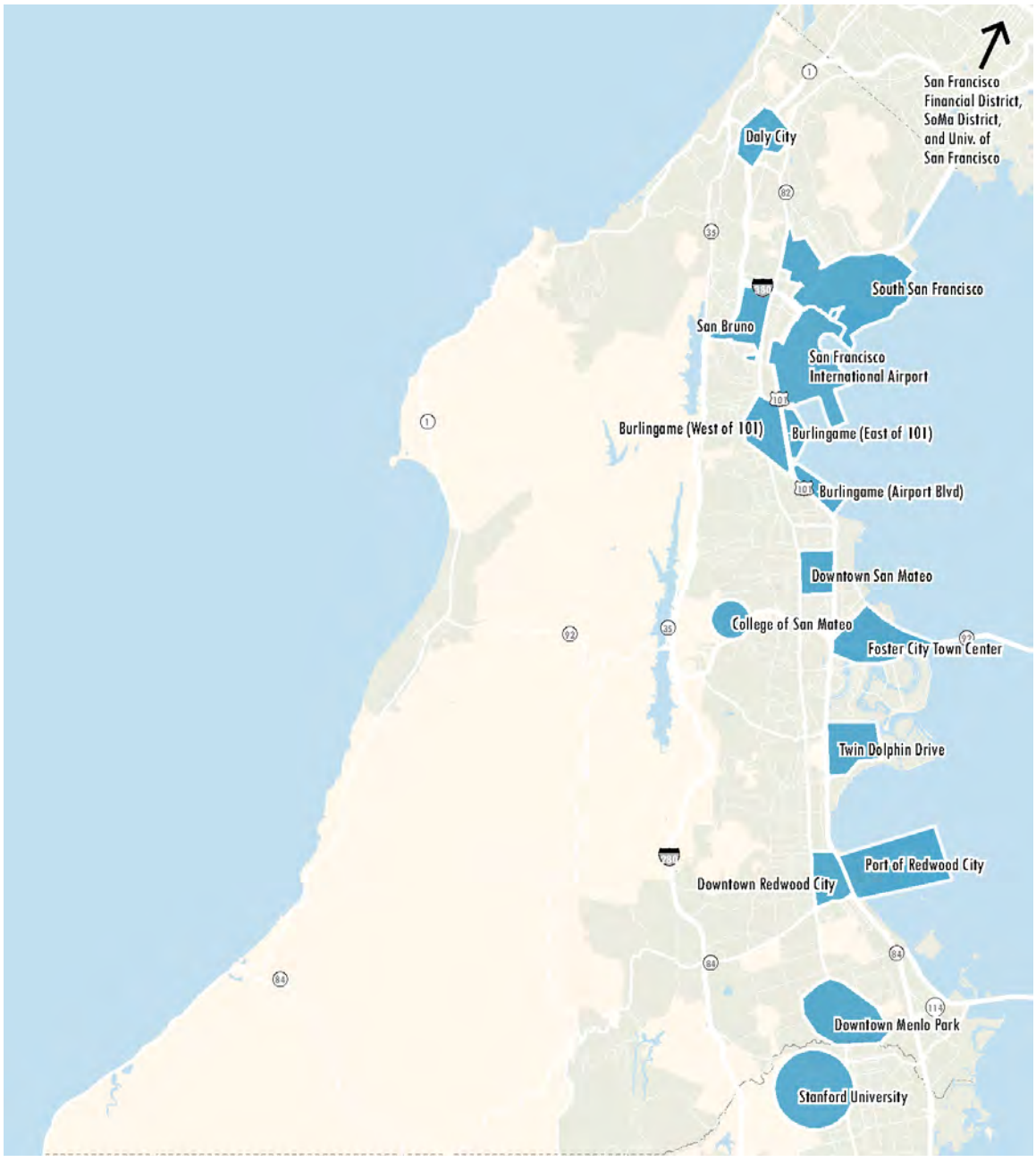
The Longitudinal Employment-Household Dynamics (LEHD) dataset is compiled through the Center for Economic Studies at the U.S. Census Bureau. While the dataset has a variety of uses, for purposes of this analysis, it was used to understand the journey to work travel flows (i.e., comparing home locations to work locations). Once this information is known, it can then be compared against existing transit service to identify any gaps that may warrant new service.

This analysis examined where people were commuting from to the following 18 major employment destinations in San Mateo County using the most recent LEHD 2017 dataset. These locations were identified because they represent the densest job clusters in San Mateo County. They include (also depicted in Figure 1 on the next page):

- Burlingame (Airport Boulevard)
- Burlingame (East of 101)
- Burlingame (West of 101)
- College of San Mateo
- Downtown Redwood City
- Daly City
- Downtown Menlo Park
- Downtown San Mateo
- Port of Redwood City
- San Bruno
- San Francisco Financial District
- San Francisco International Airport
- San Francisco SOMA
- South San Francisco
- Stanford University
- Town Center
- Twin Dolphin Drive

- University of San Francisco

Figure 2-13 LEHD Analysis zones



Results

The results for each of the 18 areas analyzed are summarized below. Information includes origin-destination pairs with high travel activity between them and available transit service between those pairs (if applicable). Maps for each of these areas are included as an attachment to this memo.

Burlingame (Airport Boulevard)

The highest concentrations of Burlingame employees working on Airport Boulevard come from Burlingame, San Mateo, and Daly City. While there is no direct service on Airport Boulevard, there is peripheral service through SamTrans Route 292, which intersects Airport Boulevard at Old Bayshore Highway, connecting Airport Boulevard to Burlingame and San Mateo. Aside from that route, there is no direct service between this corridor and Daly City.

Burlingame (East of 101)

The highest concentrations of Burlingame employees working in the area east of US 101 come from Burlingame, San Mateo, Millbrae, San Bruno, Daly City, and San Francisco. SamTrans currently operates routes which connect this area to San Mateo and San Francisco. There is no direct service between this area and the western part of Burlingame, Millbrae, San Bruno, and Daly City.

Burlingame (West of 101)

The highest concentrations of Burlingame employees working in the area west of US 101 come from San Mateo, Millbrae, San Bruno, South San Francisco, Daly City, and San Francisco. SamTrans currently operates routes which connect this area to San Mateo, Millbrae, San Bruno, and Daly City. Caltrain and BART also operate service connecting this area with Millbrae, San Bruno, South San Francisco, and San Francisco.

College of San Mateo

The highest concentration of employees at the College of San Mateo come from San Mateo, Belmont, Foster City, and San Carlos. SamTrans currently operates routes to the college that provide connectivity to San Mateo and Belmont. There is no direct service to Foster City and San Carlos.

Downtown Redwood City

Employees in downtown Redwood City are predominantly drawn from Redwood City itself. In terms of intercity travel, the largest concentration of workers is coming from Belmont and San Mateo. SamTrans currently provides connectivity within Redwood City and to Belmont and San Mateo.

Daly City

Daly City employees predominantly come from within Daly City and San Francisco. BART connects Daly City to San Francisco and SamTrans provides service within Daly City.

Downtown Menlo Park

The highest concentrations of employees in downtown Menlo Park come from Menlo Park, East Palo Alto, Redwood City, and San Carlos. Caltrain connects Menlo Park to Redwood City and San

Carlos. SamTrans provides a variety of routes that connect downtown Menlo Park to outlying areas of Menlo Park as well as East Palo Alto.

Downtown San Mateo

Employees in downtown San Mateo predominantly come from within San Mateo. SamTrans provides service connecting San Mateo to its downtown.

Port of Redwood City

The highest concentrations of employees in the Port of Redwood City come from Redwood City, Belmont, Foster City, and San Mateo. While there is no direct SamTrans service to the port along Seaport Boulevard, there is peripheral service through SamTrans Route 270. A free shuttle also connects the Port to Caltrain. Aside from that route, there is no direct service between the port and Belmont, Foster City, and San Mateo.

San Bruno

The highest concentrations of San Bruno employees come from Daly City, South San Francisco, and San Francisco. BART connects San Bruno to Daly City and San Francisco. There is no direct connection between San Bruno and the highest residential employee origins in South San Francisco.

San Francisco Financial District

The highest concentrations of San Francisco Financial District employees come from San Francisco, Daly City, and South San Francisco. BART connects the district to Daly City while Muni provides service within San Francisco. There is no direct connection between the San Francisco Financial District and the highest residential employee origins in South San Francisco, although there is a Caltrain stop that provides some limited accessibility.

San Francisco International Airport

The highest concentrations of San Francisco Airport employees come from San Francisco, Daly City, South San Francisco, and San Bruno. BART connects San Francisco Airport to San Francisco, Daly City, and San Bruno. There is no direct connection between the San Francisco Airport and the highest residential employee origins in South San Francisco.

San Francisco SOMA

The highest concentrations of San Francisco SOMA employees come from San Francisco, Daly City, South San Francisco, and San Bruno. Muni connects the San Francisco SOMA district to the rest of San Francisco, while BART provides connectivity between the SOMA district and Daly City, and San Bruno. Caltrain connects SOMA with multiple communities in San Mateo County. There is no direct connection between the SOMA district and the highest residential employee origins in South San Francisco, which are located between Linden Avenue and Lawndale Boulevard.

South San Francisco (includes Oyster Point)

The highest concentrations of South San Francisco employees come from San Francisco, Daly City, South San Francisco, and San Bruno. There are two separate markets, east of US 101 and west of US 101. SamTrans Route 141 connects the areas west of US 101 to San Bruno, and Route

130 connectiosn South San Francisco to Colma and Daly City. Oyster Point, the area to the east of US 101, however, has a different service profile. There are no SamTrans routes that directly serve Oyster Point. Caltrain provides limited service to the South San Francisco Station. Employer shuttles provide service from South San Francisco BART to Oyster Point, but do not serve the heavy residential concentrations in South San Francisco that are working in Oyster Point.

Stanford University

The highest concentrations of Stanford University employees come from Menlo Park, East Palo Alto, and Redwood City. SamTrans and Caltrain provide service between the periphery of Stanford University and Redwood City, while SamTrans alone provides service between Stanford University and Menlo Park and East Palo Alto.

Town Center

The highest concentrations of employees working in Foster City Town Center come from Foster City, Belmont, and San Mateo. SamTrans provides service within Foster City and to San Mateo. There is no direct service between Foster City and Belmont.

Twin Dolphin Drive

The highest concentrations of employees working along Twin Dolphin Drive come from Foster City, Redwood City, San Carlos, Belmont, and San Mateo. There is no direct service along Twin Dolphin Drive; however, there is peripheral service at both ends of the corridor, providing connectivity to Belmont. Aside from that peripheral service, there is no direct service between Twin Dolphin Drive and Foster City, Redwood City, San Carlos, and San Mateo.

San Francisco State University

The highest concentrations of employees working at San Francisco State within San Francisco There is some demand from Daly City, but it is less than from areas in San Francisco. Muni provides service within San Francisco and provides frequent service from Daly City BART to San Francisco State University. A free shuttle also connects the University with BART. SamTrans Route 122 connects other Daly City neighborhoods directly with San Francisco State University.

Key Takeaways from Journey to Work Analysis

Based on an evaluation of 18 major employment destinations in San Mateo County, the following origin-destination pairs were identified as lacking a direct transit connection. Some of these connections have significantly more commute trips than others, and may be big enough to support all-day fixed-route transit. However, each of these should be examined further to see if each is an opportunity for new service or to make route adjustments that could better serve these areas:

Figure 2-14 Potential Opportunities to Serve San Mateo Work Trips

Employment Area	Potential Service Connections
Burlingame (Airport Boulevard):	Daly City
Burlingame (East of 101):	Western part of Burlingame, Millbrae, San Bruno, and Daly City
College of San Mateo	San Mateo, Foster City, and San Carlos
Port of Redwood City	Belmont, Foster City, and San Mateo
San Bruno	Residential areas of South San Francisco
San Francisco Financial District	Residential areas of South San Francisco
San Francisco International Airport	Residential areas of South San Francisco
San Francisco SOMA	Residential areas of South San Francisco
South San Francisco (including Oyster Point)	San Francisco (areas with the highest employee origins) and residential areas South San Francisco to Oyster Point
Town Center	Belmont
Twin Dolphin Drive	Foster City, Redwood City, San Carlos, and San Mateo.

STREETLIGHT ANALYSIS

Overview of the Dataset

StreetLight is a dataset that provides insight into how, where, and when people travel. The dataset itself is based on anonymous data collected from mobile devices (e.g., cell phones, tablets), which is then cleaned and processed. This data processing considers under sampling that may occur for a given area, based on known Census population data. While the dataset can provide both vehicular counts and a relative index of device counts, the device count data was used for this analysis because it is the closest way to measure person trips and is mode agnostic (i.e. car drivers, transit users, walkers, etc. are all considered).

When using device count data, it is important to understand its primary limitation, namely that it is a relative value. The index values provided by StreetLight can only be used to provide a relative comparison of travel spatially or temporally (e.g., this origin-destination pair generates twice as many trips as this pair, the AM peak hour sees 20% more trips than the PM peak hour). These index values cannot and should not be considered actual device counts or person trips.

All analyses in this section were performed using one year of StreetLight data (spanning from October 2018 to September 2019). The three analyses that were performed using this data:

1. Determining the origins of trips destined for major activity centers (similar to the LEHD dataset)
2. Assessing the travel demand along the El Camino Real (ECR) corridor
3. Evaluating the potential for feeder bus service to Caltrain stations

Each of these analyses is based on the origin/destination data that was mapped for 45 unique zones. The data does not show a given travel pattern or mode; it is an estimate of the relative amount of travel from zone to zone on a typical weekday. Each is discussed in greater detail in their respective subsections.

All-Day Demand to Major Activity Centers

Similar to the LEHD analysis, this analysis was designed to assess the all-day market potential for transit service to major destinations in San Mateo County. Most of these destinations have significant non-work travel associated with them – hence the supplemental analysis. The Streetlight data all trip patterns, not just work travel. Destinations that were examined included:

- College of San Mateo
- Linda Mar/Pacifica
- San Francisco Airport
- San Francisco State University
- Skyline College
- South San Francisco

Results

The results for each of the six areas analyzed are summarized below. Information includes origin-destination pairs with high relative travel activity between them and available transit service between those pairs (if applicable). Areas with higher demand and no transit connections are also identified. Maps for each of these areas are included as an appendix to this chapter.

College of San Mateo

The highest demand areas to College of San Mateo are from the highly suburban neighborhoods directly to the north and south of the College. In addition, the areas around the ECR corridor between Burlingame and Hillsdale constituted a larger proportion of trips headed to the College of San Mateo. SamTrans Route 250 serves many of the higher activity zones, but a potential market appears to be a more direct connection to downtown San Mateo and points north.

Linda Mar/Pacifica

The biggest travel activity sheds for trips coming to or from Linda Mar/Pacifica are to the north. The Serramonte area, Daly City, Colma, and San Francisco all show higher demand than some of the zones to the east of Linda Mar/Pacifica. Existing SamTrans service is in place to serve much of this market, with a connection to Muni or BART in Colma or Daly City.

San Francisco Airport

While much of the travel activity destined for the San Francisco Airport are coming from San Francisco, a large portion of travel activity in San Mateo County is coming from Daly City's Serramonte neighborhood, South San Francisco, and the ECR corridor from San Bruno to Burlingame. BART currently provides service from San Bruno and Millbrae on the ECR corridor to the airport. SamTrans provides service from Burlingame and South San Francisco to the airport, although it may be indirect and require a transfer. It appears that demand on the ECR

corridor between the airport and San Mateo is also higher. This is currently served by Caltrain with a connection to BART or Route SFO in Millbrae.

San Francisco State University

The vast majority of travel activity destined for San Francisco State University are coming from within San Francisco. Within San Mateo County, the strongest generators of trips to the university are from Daly City/Colma, Serramonte, and Daly City's Westlake neighborhood. SamTrans currently provides service between the University and Daly City/Colma and Daly City's Westlake neighborhood. Muni also provides service between the University and Daly City BART.

Skyline College

Travel activity to/from Skyline College appears to occur most strongly north of Millbrae, with higher demand to the north of Skyline College. Travel activity to the east (South San Francisco) was more limited. Route 121 serves some of the travel activity market, but connections to areas around Milbrae and South San Francisco are more limited.

South San Francisco (Oyster Point)

A large portion of the travel activity destined for South San Francisco's Oyster Point is coming from within San Francisco. Within San Mateo County, the strongest generators of trips to Oyster Point are from around Daly City's Serramonte neighborhood, South San Francisco, and the San Francisco Airport. SamTrans currently does not provide service to Oyster Point, although multiple commuter shuttles do.

Assessing Travel Demand along the El Camino Real (ECR) Corridor

This analysis was designed to assess travel along the ECR corridor, a major roadway and transit corridor connecting communities along the eastern side of the peninsula. The results from this analysis helps to understand how transit service is meeting (or not meeting) the travel patterns that are being observed on the corridor and consequently, can be used to introduce new service or restructure existing service.

There are currently three transit providers in the Corridor, with BART providing service between Daly City and Millbrae and Caltrain providing service between Millbrae and Palo Alto. SamTrans provides continuous service along the entire ECR corridor.

Results

The key results of this analysis are summarized below along with key takeaways. Maps depicting travel destined for each of the 16 identified zones of the ECR corridor are also attached to this memo.

- **Few people are traveling from end to end** – Travel along the ECR corridor is highly localized, with a large portion of trips destined for a given zone coming from within that zone itself or one to two zones to the north or south. Most zones are between 1 and 3 miles apart, with most being less than 2 miles apart.
- **Typical travel in the corridor is less than 8 miles in length.** While shorter trips were the most common, travel activity typically remained high for up to 8 miles from

each ECR zone. An 8 mile trip on a local bus route is long, given travel speeds. Longer distance trips can be served by adjacent BART or Caltrain service, but could also be served by faster SamTrans service, or connecting SamTrans service.

- **Demand exists along the ECR Corridor paralleling BART and Caltrain –** A large portion of trips traveling along the ECR corridor have an origin or destination on the ECR corridor north of Millbrae BART with a trip terminus south of Millbrae BART. SamTrans can provide these trips with a one-seat ride, compared to a transfer between BART and Caltrain.
- **Hillsdale is a high demand area.** While travel demand along the ECR corridor is strongly localized, Hillsdale appears to be a location where demand from both the north and south corridor appear to converge. Demand from areas north of Millbrae drops significantly after Hillsdale. Likewise, demand from the ECR corridor south of Hillsdale also has a strong peak at Hillsdale.

Potential for Feeder Bus Service to Caltrain Stations

This analysis was designed to assess the demand for feeder bus service to Caltrain stations from adjacent (typically suburban) communities. The results from this analysis helps to understand what areas have relatively high travel volumes that could consequently support feeder bus service.

The focal point of this analysis was to ascertain relative demand from a given community (or in this case, travel zone), which can then be used to determine potential demand for a feeder bus service to Caltrain. The analysis was conducted using the following parameters:

- Close in areas, those within a mile of any given Caltrain station, were not included in this analysis. Feeder services are usually not competitive with walking, so these short trips were not included in the analysis.
- Demand was examined during the AM peak hour (6 AM to 10 AM) as this is the time of day when travel is at its highest and when persons are most likely to be taking trips from home to work (trips in the afternoon are more likely to have errands)
- Only includes trips that can be taken on the current Caltrain system in regard to station placement (i.e., assumes no new stations) and hours of operation (e.g., some stations are open only for special events or weekends)
- Excludes trips that do not require Caltrain (i.e., travel from the origin zone that end in the adjacent ECR zone where the Caltrain station is)
- Assumes riders 1) Board Caltrain at the southernmost or northernmost station in the adjacent ECR zone (depending on direction of travel), and 2) Riders take Caltrain for trips that are three stops or more from the station they boarded at

Results

The results of this analysis are summarized in the table below. The StreetLight index presented is a summation of the contributing destination zone StreetLight index values and represents the relative travel demand compared to other origin zones. A detailed breakdown of the contributing index values for the various origin zones are included in the attached table.

Figure 2-15 AM Peak Hour (6 to 10 AM) Feeder Bus Potential to Caltrain

Origin Zone	StreetLight Index (Indicates relative demand compared to other origin zones)
East Palo Alto – East of ECR	5,602
South Foster City	5,183
Area East of Hillsdale and San Carlos	5,009
Redwood City – Cañada College, the Hills	4,162
Foster City North	2,139
Redwood Shores	2,034
Millbrae-West	1,954
West Menlo Park	1,628
San Mateo – The Hills	1,490
Half Moon Bay/Montara	1,265
Hillsborough	813
College of San Mateo	185*

*Note: PM peak hour was used in lieu of the AM peak hour

The results in the table show that origin zones with higher StreetLight index values have higher travel demand (and hence greater ridership potential for feeder bus service) than origin zones with lower index values. As a relative scale, one can use the index values to determine how much more demand one origin experiences compared to another. As an example, areas east of San Carlos and Hillsdale's 5,009 index value denotes that it has six times the travel demand for feeder bus service than Hillsborough, with an index value of 813.

Four zones, all of them larger in geographic size, appear to have the highest potential, from a demand perspective, to support feeder bus service. It should be noted that this is based on demand only, not the supporting or type of land use that in any of these zones. In particular, feeder services to Caltrain are influenced by things such as parking availability, parking costs, the timing of services, and the frequency of trains and/or feeder services. Higher travel activity from this analysis does not guarantee or minimize the potential need for feeder services.

The zones include:

- East Palo Alto
  - The East Palo Alto zone has extensive SamTrans service that connects to multiple Caltrain stations. Existing SamTrans ridership patterns suggest that Caltrain connections are not a big market for these routes. Part of the market demand for service to East Palo Alto is a direct connection to downtown San Francisco, which is slated to be served by a proposed new SamTrans express service.
- South Foster City
  - South Foster City has two SamTrans and several shuttle routes connect to Caltrain service. SamTrans services are currently not timed to meet trains, and correspondingly, ridership is limited on SamTrans. In addition, Hillsdale Boulevard, which connects Foster City directly to Caltrain has extremely variable travel times during morning and afternoon commute times, which makes a timed bus/train connection difficult. The SamTrans FCX route serves the downtown San Francisco market.

- Area East of Hillsdale and San Carlos
  - This is a highly suburban, low-density area. SamTrans currently has very limited service to this area, and it is not timed to meet Caltrain. Given the grades, road network, and density, fixed-route shuttle services are unlikely to succeed, although more flexible on-demand type services could be more successful.
- Redwood City – Cañada College, the Hills
  - This is a highly suburban, low-density area is currently connected to Caltrain with SamTrans Routes 274 and 275, neither of which are timed to meet Caltrain. Adjusting the bus schedules to better fit all-day connections to Caltrain could begin to attract additional passengers.

Key Takeaways from Cellphone Based Travel Analysis

Three analyses were completed using cellphone-based data. Each analysis revealed travel patterns that could predict the success or market size of a potential bus route or connection. Each of the following connections should be examined further to see if it is an opportunity for new service or for making route adjustments.

Figure 2-16 Potential Unmet Travel Opportunities in San Mateo County – Cellphone Based Analysis

Destination / Area	Potential Service Connections
College of San Mateo	San Mateo
San Francisco International Airport	Burlingame and residential areas of South San Francisco
Oyster Point (South San Francisco)	Residential areas South San Francisco
Hillsdale	ECR corridor to the north and south (this exists)
Burlingame to San Bruno along ECR	ECR corridor to the north and south (this exists)
Redwood City Caltrain	Feeder services to western neighborhoods
Foster City	Feeder services to Caltrain

3 Background Documents Review

OVERVIEW

SamTrans has embarked on a Comprehensive Operational Analysis (Reimagine SamTrans) to improve the effectiveness and efficiency of the existing service as well as to provide a roadmap for future service investments. It is important that those service investments align with and build on past SamTrans planning-related studies, as well as regional transit-related planning efforts. This chapter provides local and regional context to the COA service planning process. This chapter summarizes multiple planning documents and performance evaluations that pertain to current or future bus operations and/or capital improvements. Documents reviewed here are listed in Figure 3-1.

Figure 3-1 Documents Reviewed

Published	Document	Plan Type	Horizon	Author
2013	SamTrans Service Plan	Local	Short Range	SamTrans
2014	2015 – 2019 San Mateo County Transit District Strategic Plan	Local	Short Range	SamTrans
2019	SamTrans Short Range Transit Plan 2019 – 2028	Local	Short Range	SamTrans
2017	SamTrans Youth Mobility Plan	Local	Short Range	SamTrans
2018	Sam Trans Mobility Plan for Older Adults and People with Disabilities	Local	Short Range	SamTrans
2017	Dumbarton Transportation Corridor Study	Local	Short & Long Range	SamTrans
2018	Dumbarton Forward	Local	Short Range	MTC
2018	SamTrans Business Plan	Local	Short Range	SamTrans
2014	El Camino Real BRT Phasing Study	Local	Short & Long Range	SamTrans
2018	Coastside Transit Study	Local	Short Range	SamTrans

2018	San Mateo County Congestion Management Program 2017	Local	Short Range	City/County Association of Governments of San Mateo County
2018	US-101 Express Bus Feasibility Study	Local	Short Range	SamTrans
2019	Mobility 20/20 – East of 101 Transportation Plan	Local	Short Range	City of South San Francisco
-	Station Area Planning (Multiple Plans)	Local	Short Range	Varies
2019 (Underway)	US-101 Mobility Action Plan	Local	Short Range	SamTrans
2017	Plan Bay Area 2040 Regional Transportation Plan	Regional	Long Range	MTC
2017	San Mateo Countywide Transportation Plan 2040	Local	Long-Range	City/County Association of Governments of San Mateo County
2017	Caltrain Strategic Plan: FY2015-2024	Regional	Short Range	Caltrain
2019 (Underway)	Caltrain 2040 Business Plan	Regional	Long Range	Caltrain
2016	Bay Area Core Capacity Transit Study	Regional	Long Range	MTC
2015	Seamless Transit	Regional	Long Range	San Francisco Bay Area Planning and Urban Research Association (SPUR)
2015	BART Station Profile Study	Regional	Short Range	BART
2020	MTC Regional Fare Coordination and Integration Study	Regional	Short Range	MTC

LOCAL PLANS

SamTrans Service Plan, 2013

The SamTrans Service Plan, adopted in May 2013, was the agency's previous comprehensive organizational analysis. The Plan recommended an improvement of El Camino Real service, the enhancement of the core market bus network, and the introduction of the Alternative Service Pilot Program. The Plan recommended the modification of 25 bus routes and discontinued three. Particularly, the Plan suggested a major reduction of service into San Francisco because there was duplicative service into the city through Caltrain, BART, and MUNI. Resources from these routes were reallocated to provide stronger service within San Mateo County. Finally, the Plan recommended a variety of actions for performance improvement, including monitoring

performance metrics, reviewing service, and coordinating with other government organizations such as C/CAG, MTC, cities, and others.

2015-2019 San Mateo County Transit District Strategic Plan

The SamTrans Strategic Plan identifies three priorities that define what the District strives for:

- Expand mobility options for its customers
- Strengthen financial health
- Become a more effective organization

The Transit District also has identified five goals, each with their own actions, for the years 2015-2019:

- Increase weekday fixed-route ridership by 15%
- Increase fixed-route farebox revenue by 20%
- Reduce debt service by $1.5 million annually
- Improve organizational performance
- Manage workforce change

Actions for Transportation Service Enhancements

- Implement the Transit Sustainability Project Strategic Plan as required by MTC
- Enhance fixed-route service cost-effectively in core markets
- Work with external stakeholders on further refinements to fixed-route service concepts in the SSP
- Consider implementing select El Camino Real Bus Rapid Transit (BRT) enhancements as early as 2017
- Explore enhancing service in strategic markets, such as northbound service to San Francisco International Airport (SFO) and other emerging growth centers
- Continue to implement and evaluate pilot service projects in smaller markets to ensure mobility options in lower density communities
- Update 2006 Senior Mobility Action Plan
- Conduct research on youth market to develop youth ridership strategy
- Evaluate effectiveness of discounted Day Pass
- Explore amenities such as wi-fi on buses to attract riders
- Consider a timed-transfer pulse system at key transfer points with limited headways from one or more routes
- Analyze all major transfer points and improve transfer experience
- Work with Caltrain to improve wayfinding signage

SamTrans Short-Range Transit Plan (FY 2019-2028)

The SamTrans SRTP identifies the goals and objectives guiding the service improvements proposed in the plan, which are described below.

FY 2019 TSP Fixed Route Service Strategies

- **SamTrans Mobile App** – Launched in 2018, allows customers to buy fares instantly. Has trip planning functionality and real time bus arrival prediction times.
- **Route Modifications & Implementation of SamTrans Service Plan (SSP)**
  - The SSP increased number of fixed routes from 49 to 73 (mainly reclassifying community routes)
  - Modified or eliminated underperforming routes and adjusted service frequencies, spans, and days of operation.
  - Launch of a comprehensive marketing campaign aimed at "choice" passengers, valuing cost savings and environmental benefits
- **Reimagine SamTrans (Comprehensive Operational Analysis)** – Launched mid-2019, an 18-month long project with recommendations implemented by 2021
- **Grand Boulevard Initiative (GBI**) – A regional effort looking to revitalize El Camino Real by encouraging land use and transportation planning conducive to transit service.
- **Part-time operators** – SamTrans can use part-time operators to achieve savings to the extent allowable under collective bargaining agreements. The need for flexible part-time work may increase with growing demand for school-related transportation and express bus service
- **Collective Bargaining Agreement -** being renegotiated in spring 2020.
- **Contracted Labor Agreements** – SamTrans has executed contracts with multiple operators to provide Contracted Urban Bus service:
  - MV – Executed in 2013, four-year base contract, up to 6 one-year extensions until 2022
  - Coastside Services – Executed 2013, five-year base contract, up to two multi-year term extensions until 2022
  - Redi-Wheels Service – Executed in 2015, five-year base contract, up to five one-year extensions until 2025
- **Operational Efficiencies, Including Fuel Efficiency**
  - Implementation of an in-field operator relief program reducing deadhead miles beginning in 2018
  - Replacement of all diesel cutaways with gasoline-powered cutaways
- **Zero-Emissions Bus Implementation –** In 2018, SamTrans received the first two of ten pilot electric buses. Eight are expected for delivery in early 2020. Expected revenue service of the first electric buses is mid-2019.
  - Facilities staff are working on charging infrastructure for ten pilot buses at North Base Facility.
  - SamTrans must identify an affordable source of energy to take advantage of cost-savings from fleet electrification. The district will work on an energy planning study that is expected to be complete by the end of 2020.
  - Preparation of a Zero Emissions Bus plan per CARB Innovative Clean Transit program mandate due by June 2020.

  - In FY2019, SamTrans received $15 million grant from California Transit and Intercity Rail Capital Program (TIRCP) to assist in the procurement of electric vehicles to operate four new Express Bus routes on US 101.
- **SamTrans Fare Policy Study**
  - Staff initiated SamTrans Fare Study in late 2017 and a subsequent Fare Policy was approved by the SamTrans Board in early 2019. Based on a survey, staff found that for every 10% increase in cost, ridership may decrease by 1.3%. Changes were implemented in January 2020 (See Chapter 1 for a summary of changes)
- **Clipper Card Usage –** 46% of SamTrans fares are paid with Clipper Card. Clipper Card usage has increased, but there is a perception that adoption has been slowed because cards are only available at Walgreens stores (none are present in Coastside communities) and at SamTrans headquarters. Additionally, cards that require age verification must be done in-person. SamTrans is also participating in MTC's Clipper 2.0 effort. SamTrans Mobile, an app, also allows for fare payment.
- **Youth Mobility Plan –** Adopted in August 2017, the Youth Mobility Plan identified eight initiatives for near-term implementation in order to grow ridership for school, after-school, weekend, and summer travel needs. Staff is also working to enable purchase of the SamTrans Summer Youth Pass on the mobile app. Initiative progress noted below:
  - Youth Mobility Coordinator Position – *implemented 2017*
  - Pilot Expansion of Way2Go program including colleges – *currently in planning stages*
  - Enable purchase of youth fares on mobile ticketing app – *implemented in 2018; summer youth pass available in 2019*
- **El Camino Real Bus Rapid Transit (ECR Rapid)** – The 2014 SamTrans El Camino Rapid Transit (BRT) Phasing Study recommended phasing for a BRT service starting with a rapid variant overlaid on existing local service. In June 2018, SamTrans implemented a pilot ECR rapid bus service over the local route. The local ECR service was given reduced headways. The Rapid service initially served 12 stops, and now serves 20 stops as of January 2019. Effective January 2020, the ECR Rapid was suspended due to an operator shortage.
- **Route to SFO –** Launched in June 2018, Route SFO provides a direct connection between Millbrae Intermodal Station and SFO for a cost-effective and efficient alternative to BART. The route is designed as a "Caltrain Connection," and features additional luggage racks and specific branding.
- **US 101 Express Bus Feasibility Study –** Adopted in December 2018, this study identified six top-performing express bus recommendations to be phased in over the next few years. The first two routes would run between Foster City and downtown San Francisco, and between Palo Alto and the west side of San Francisco via Daly City. The first route will launch as early as August 2019. Two will launch in 2022 in conjunction with the planned US-101 Managed Lane Project, with the remainder implemented in 2023 or sooner. The first route to launch will be Foster City to/from San Francisco Express route. Staff are working on a marketing and communication plan for this route.
- **Pacifica Microtransit Pilot (SamTrans OnDemand)** – This microtransit pilot launched in a five-square mile area roughly centered on Linda Mar Park & Ride in Pacifica. The service replaced the existing FLX Pacifica route.

Capital Improvements

The SamTrans SRTP identifies the following capital improvements for implementation between FY 2019 through 2028:

- **Vehicle Expansion –** Purchase of 37 buses for new express service
- **IT, applications and Networks** – Upgrade Enterprise Resource (ERP) system
- **Intelligent Transportation Systems –** ITS systems upgrade and Maintenance Management Software
- **Facility, Systems, and Heavy Maintenance Equipment**
  - Repave South Base
  - Zero Emissions Bus Infrastructure
  - Zero Emissions Bus Charging Equipment

SamTrans Youth Mobility Plan (2017)

The purpose of the Youth Mobility Plan is to create a strategic blueprint for how SamTrans can address the mobility needs of youth in the County. The Plan focuses on youth between the ages of 12 and 24. Several of these recommendations have been implemented since 2017.

Recommendations and Phasing

The plan uses an evaluation framework to identify the eight highest-performing initiatives to address youth mobility needs, for implementation in the next few years:

- Create a youth mobility coordinator position
- Integrate youth sensitivity training into existing bus driver training
- Establish a transit youth ambassador program
- Launch a pilot expansion of the Way2Go Program to include colleges
- Increase social media engagement with youth and parents
- Enable purchase of youth fares on mobile ticketing app
- Launch a Clipper Card awareness program
- Increase visibility of school-related route on-time performance

SamTrans Mobility Plan for Older Adults and People with Disabilities (2018)

The purpose of this Plan was to develop mobility programs for older adults and people with disabilities in San Mateo County. The goals of the plan are as follows:

- Plan innovative transportation services for older adults and people with disabilities, to be operated by Sam Trans or other partners
- Identify viable alternatives to paratransit
- Form new partnerships with non-profit and for-profit organizations
- Leverage existing funding and new funding sources

Recommendations

The Plan recommends the following:

Programs Currently Under Development

- Mobility management center –phone and website updates
- Taxi fare subsidy pilot program and strategies for increasing wheelchair-accessible taxis; one-year pilot launching in 2020.

Short-Term (0-1 years)

- Improve coordination and information sharing
- Subsidized ridesourcing program with telephone booking
- Improve and increase awareness of Mobility Ambassador and Veteran's Mobility Corps Programs
- Older adult working groups

Short- to Medium-Term (0-2 years)

- Improve coordination with local driver safety instruction and continue to provide safe driver information
- Safe routes to transit older adults and people with disabilities

Medium-Term Programs (1-2 years)

- Flexible-route community transit service
- Expand community-based transportation services
- Mobile accessible travel training bus

Dumbarton Transportation Corridor Study (2017)

The Dumbarton Transportation Corridor is a feasibility study for mobility in and around the Dumbarton Bridge, with emphasis on improving throughput by expanding transit service. SamTrans operates routes 280, 81, ECR, 294 and 397 with connections to the Dumbarton Express Routes at Palo Alto Caltrain/Transit Center.

Recommendations

Short Term – Implemented by 2020. In addition to recommended projects, the study recommends Enhanced Incident Management, Employer Incentive Programs, providing comparative travel time information, active traffic management strategies, partnerships with ride-hailing companies, and automated vehicle infrastructure.

- Two new Transbay bus routes from Union City BART to Menlo Park/Redwood City and Mountain View/Sunnyvale
- Increased frequency of Route DB and Route DB1 bus service to every 15 minutes, peak service to 4 hours in morning and evening
- Transit signal priority and queue jump lanes to Decoto Road from I-880 east to Union City BART

- HOV bypass lanes on westbound approach to Highway Bridge at Newark Blvd
- Tollbooth removal at FasTrak Lanes, and FasTrak extension to Paseo Padre Parkway
- Transit signal priority and queue jump lanes to Bayfront Expressway and Willow Road
- Bus-only lanes on Bayfront Expressway

Mid-Term – Implemented by 2025

- Implementing one express lane in each direction on the Highway Bridge with supporting arterial express lanes and other improvements
- Implementing peak bus-only lanes on Willow Road, in lieu of Willow Road express lanes due to the potential for property acquisitions
- Expanding Ardenwood park-and-ride facility
- Operating enhanced bus service from University Avenue to the Dumbarton Rail ROW to planned US 101 express lanes via a direct connector
- Rail Shuttle Service between Redwood City and Newark until regional freight rail unknowns are resolved. Interim rail terminus at Newark would forge connections with ACE and Capitol Corridor

Mid to Long Term – Implemented by 2030

- Increase frequency of enhanced bus service to 10 minutes in peak period, 15 minutes off-peak
- Extend Rail Shuttle from Newark to Union City to connect to BART

Long Term – 2035 and beyond

- Commuter Rail service that offers a one-seat ride for commuters between Tri-Valley/Central Valley to the Peninsula and up to San Francisco or to San Jose

Pedestrian and Bike Improvements

- The Study also explored pursuing a multi-use path, recommending a Bay Trail option between Seaport Boulevard and University Avenue, beginning at Redwood City Caltrain Station, 5.9 miles
- Upgrading existing bicycle and pedestrian multi-use path on the Highway Bridge
- Pursuing improvements to local pedestrian and bicycle facilities

Dumbarton Forward (2018)

Dumbarton Forward includes pilot program to speed up buses on the Dumbarton Corridor, with bus lanes on the shoulder of Highway 84, has been approved and funded by the Metropolitan Transportation Commission/Bay Area Toll Authority.

Changes in the "Dumbarton Forward" program are intended to improve commutes well before the potential start of a revived Dumbarton Rail service across the bay, being planned by Facebook in a public/private partnership. The project is planned for opening in 2021.

The "Dumbarton Forward" program includes a set of relatively small changes to speed up buses, implementing some of the fastest-to-implement recommendations of the SamTrans Dumbarton Transportation Corridor study, including:

- Peak Period Bus on Shoulder Pilot Program

- Signalization Improvements to Bayfront Expressway Intersections
- Reconfiguration of Eastbound SR 84/Thornton Avenue Off-Ramps
- Relocation of Ardenwood Park-Ride Bus Stops
- Improvements to Operations at the Dumbarton Bridge Toll Plaza

SamTrans Business Plan (2018)

The Business Plan was created at the direction of the Board of Directors in order to help SamTrans adapt to a changing mobility landscape and contend with concerns about the organization's financial stability. Implementation of the Business Plan will be dependent on the following:

- Well-defined projects with well-defined schedule and costs
- Development of evaluation metrics prior to implementation
- Agency sponsor or champion to advocate for projects, in addition to sufficient staffing and other resources
- Additional revenue sources may be required before an initiative can be fully implemented

Business Plan Guiding Principles and District Initiatives

- Principle 1 – Sustain and enhance services for the transit dependent
  - Completion and implementation of the Mobility Plan for Older Adults and People with Disabilities
  - Implementation of Youth Mobility Plan
  - Pilot Way2Go Pass for colleges
  - Bus stop improvements
- Principle 2 – Expand and innovate mobility services
  - UC Davis ITS partnership
  - Mobile ticketing and trip planning smartphone application
  - Modernize SamTrans website
  - Matching funds to electrify fleet and upgrade infrastructure
  - Wi-Fi on buses
  - Ride-hailing company pilot
  - Microtransit pilot
- Principle 3 – Promote Programs that Relieve Traffic Congestion
  - Express bus services pilot
  - Complete and implement Coastside study
  - El Camino Real (ECR) Rapid service expansion
  - Matching/seed money for near term improvements from Dumbarton Corridor Study
  - Countywide shuttle study

El Camino Real BRT Phasing Study (2014)

The purpose of this phasing study is to develop and recommend a phased implementation approach for Bus Rapid Transit (BRT) service on the El Camino Real Corridor. This project is part of the Grand Boulevard Initiative (GBI) to create dense, transit-oriented communities along the corridor. The plan develops a *short-term operating plan* for Rapid bus service, and a *long-term operating plan* for BRT.

Phasing Study Goals

- Increase bus ridership along the Corridor, improving service and attracting new customers
- Complement GBI's vision by building a consensus on transit improvements
- Minimize capital and operating costs by developing a plan that optimizes transit service along the corridor
- Minimize corridor traffic and parking impacts while maximizing benefit of Rapid and BRT services

Recommended Phasing Plan

The Study recommends two strategy options for phasing implementation, depending on land use, funding, customer needs and operational flexibility:

- **Option 1 – Near-Term Full Rapid and Long-Term BRT –** This approach gradually upgrades routes along the Corridor from current local service provided by ECR Local to a Rapid overlay. Full BRT will require supporting land uses more intensive than present to justify high capital costs.
- **Option 2 – Near Term Hybrid A (76 stops – 12 minutes) and Long-Term BRT** A phased approach upgrading ECR local to a hybrid rapid in the near term, and the Hybrid Rapid becomes the local service. This would be a more difficult operational transition to BRT.

Coastside Transit Study (2018)

In 2015, the Pacifica Climate Committee asked SamTrans to conduct an analysis of transit service in the Coastside communities, defined as San Mateo County west of I-280 including Pacifica, Montara, Moss Beach, Princeton, El Granada, Half Moon Bay, and Pescadero. The study aims to evaluate current service in Coastside communities and the potential demand for additional or modified transit service.

Recommended Improvements

Near Term

- **Extend Route 118 to Daly City BART** – *This change took effect January 2018.*
- **Introduce one additional trip in evening on the 118 –** An additional trip departing Daly City BART around 7:30pm – *This change took effect January 2018.*

- **Educate community on how to use FLX service in Pacifica** – Outreach aiming to explain how to call SamTrans to request a deviation on FLX route – *Campaign implemented 2018*.
- **Evaluate opportunities for better timed transfers to and from Coastside routes** – An ongoing effort in 2018 to evaluate transfers, minimize wait times, and improve connectivity.

Long Term

- **Modifications to route 118 for service to more destinations and/or increased frequency** – Service may extend south to Half Moon Bay or operate weekdays at 20/30-minute frequency at peak, and hourly during midday.
- **Invest in physical improvements at Linda Mar park-and-ride** – This includes secure bicycle parking, better waiting areas, restrooms, other amenities. The park and ride was repaved in 2019.
- **Evaluate an additional park-and-ride facility in mid-coast/Half Moon Bay Area** – An additional facility would provide parking for users of the extended 118 route for weekday commutes, and for weekday coastal visitors to use transit or bicycle to destinations.
- **Continue to assess non-traditional options** – This includes microtransit, bike share, and other app-based services. This includes modifying FLX Pacifica to an on-demand microtransit service.

Initiatives for Future Study

- Establish SamTrans goals for providing service to the Coastside
- Explore whether a Coastside bike share system would address mobility needs
- Analyze complementary weekend trip-making data for patterns
- Consider re-introduction of Express bus service from the coast to downtown San Francisco
- Continue regular evaluation of bus service on the coast. Future initiatives for consideration include weekend and late-night bus service, more frequent bus service, extended service into San Francisco, and smaller service vehicles.

San Mateo County Congestion Management Program (2017)

The City/County Association of Governments of San Mateo County (C/CAG) is required to prepare and adopt a Congestion Management Program (CMP). The CMP identifies strategies to respond to future transportation needs, develops strategies to control congestion, and promotes countywide solutions. The CMP found that SamTrans travel times showed no change in either northbound AM peak period or southbound PM peak period. The Governor's Office of Planning and Research (OPR) had identified vehicle miles traveled (VMT) as an alternative metric for analysis, but the CMP was prepared prior to those guidelines.

The following roadway segments exceeded Level of Service (LOS) Standards before reduction of interregional trips:

- SR-84 between SR 1 and Portola Road – PM Peak Hour
- SR-84 between I-280 and Alameda de las Pulgas – AM and Peak Hour

- SR-84 between Willow Road and University Avenue – AM and PM Peak Hour
- SR-92 between I-280 and US-101 – AM and PM Peak Hour
- SR-92 between US-101 and Alameda County Line – AM and PM Peak Hour
- US-101 between San Francisco County Line and I-380 – AM and PM Peak Hour
- US-101 between I-380 and Millbrae Avenue – PM Peak Hour
- US-101 between Millbrae Avenue and Broadway – PM Peak Hour
- US-101 between Broadway and Peninsula Avenue – AM and PM Peak Hour
- US-101 between SR-92 and Whipple Avenue – AM and PM Peak Hour
- I-280 between SR-1 (South) and San Bruno Avenue – AM and PM Peak Hour
- I-280 between SR-92 and SR-84 – AM and PM Peak Hour

Seven-Year Capital Improvement Program

Projects proposed for the 2018 STIP include:

- US 101 Managed Lane Project from Santa Clara County Line to I-380
- Woodside Interchange
- Produce Interchange Improvements
- Intelligent Transportation Systems (ITS) improvements in San Mateo northern cities, including Daly City, Brisbane, and Colma

US-101 Express Bus Feasibility Study (2018)

SamTrans initiated the US-101 Express Bus Feasibility Study to understand the financial and operational feasibility of a system of long-distance express buses operating on the US-101 corridor through San Mateo County.

Project Goals

- Provide mobility options for regional rips
- Increase transit market share in the corridor
- Develop a cost-effective solution
- Improve transportation equity
- Enhance access to jobs and population centers
- Support sustainable land use and transportation policies

Route Recommendations

The Study evaluated 15 initial route concepts, and then identified six of the highest-performing routes.

- Route 3 (Foster City to/from downtown San Francisco)
- Route 6 (Palo Alto to/from Western San Francisco)
- Route 2 (limited stop San Bruno BART to/from East Palo Alto)
- Route 12 (San Mateo to downtown San Francisco via park-and-ride)
- Route 8 (San Mateo to/from Western San Francisco)

- Route 11 (Burlingame to downtown San Francisco)

Phasing Plan

For each of the recommended routes, the Study recommends a three-part phasing plan:

- **Phase 1:** Pilot Project – Route 3 (Foster City-Downtown San Francisco) and Route 6 (Palo Alto – Western San Francisco) are recommended for implementation in the immediate future (summer 2019) with minimal infrastructure improvements. – *Route FCX (former Route 3) began service in 2019. SamTrans has added larger capacity vehicles on Route FCX to accommodate the demand.*
- **Phase 2:** Managed Lanes – Launching managed lanes on US-101 by 2022 will enable Route 2 (San Bruno BART-East Palo Alto) and Route 12 (San Mateo-Downtown San Francisco) to be travel-time competitive with private automobiles and existing transit. This can also be paired with the procurement of zero emission vehicles and improvements to the US-101/CA-92 park-and-ride lot.
- **Phase 3:** Future Growth – After the first two phases, the Study recommends implementation of Route 8 (San Mateo-Western San Francisco) and Route 11 (Burlingame-Downtown San Francisco).

Next Steps

The Study recommends a variety of next steps to make the US-101 express routes a reality:

- Work with partner agencies to build support and pursue funding
- Create a more detailed funding strategy
- Determine an express bus fare structure
- Develop partnerships with public and private entities to jump-start plans
- Examine existing SamTrans local network to align with new express routes
- Retrofit existing fleet with amenities such as Wi-fi, power outlets, tables, and high-back seats
- Launch a pilot express bus service
- Plan for zero emissions vehicle infrastructure
- Expand the network of park-and-ride facilities
- Seek opportunities to maximize impact of managed lane projects
- Be flexible to changing conditions and adjust service according to factors such as land use, Caltrain service, and private express bus services

Mobility 20/20, East of 101 Transportation Plan, City of South San Francisco (2019)

Mobility 20/20 is a City of South San Francisco Plan, aiming to establish a transportation vision for the area east of 101. The City of South San Francisco General Plan has established the following goals for the Plan's study area:

- Expand throughput capacity to the area
- Maintain efficient street operations based on LOS standards to minimize driver delay

- Reduce VMT to limit greenhouse gas emissions
- Reduce drive-alone mode share and shift trips generated to carpooling, transit, walking, and biking
- Improve Safety to serve all street users

The Plan is striving to achieve a more balanced transportation system in the area and analyzes four different implementation scenarios. After evaluation, Scenario 4, "Optimize Auto Capacity & Mode Shift" was chosen as the recommended path forward. This scenario includes construction of an I-380 connection, Utah Avenue Interchange, Grand Avenue off-ramp realignment, and improves first/last mile transit access, active transportation facilities, and shuttle operations to reduce the drive-alone rate. Internal street operations and safety improvements are recommended for Oyster Point Boulevard, East Grand Avenue, South Airport Boulevard, and Utah Avenue. Active transportation projects include Caltrain access improvements and rails-to-trails projects, the Centennial Trail-Bay Trail Connector, and a micromobility program.

Recommended Transit Services

SamTrans does not serve the area, except for three stops along South Airport Boulevard served by Route 292. The Plan identifies the following transit service opportunities as part of the scenarios:

- Caltrain Service Expansion – After station relocation and electrification projects, increase service at new South San Francisco Station by 2022.
- Ferry Service Expansion – Increase service to achieve six to eight round trips per day, considering service to Oakland and Alameda. Privately-operated services considered to Genetech's current operations in Richmond, Berkley, Benicia, and Tiburon.
- SamTrans Service Extension – Extend the 130 along East Grand Avenue, and create a new route connecting Oyster Point Boulevard with BART, with four to six stops each serving the area. This includes improvements such as on-street bus stops, transit signal priority, dedicated bus lanes, and queue jumps. Extended service can also enable enhanced first/last mile connections to the ferry terminal.
- Express Bus Service to Glen Park BART and San Francisco – Partner with employers and/or SamTrans to expand express bus service to Glen Park BART and other locations in San Francisco. Glen Park BART is a particularly optimal location to leverage existing privately-operated services. Additional express bus opportunities may exist along 19th Avenue and Van Ness Boulevard corridors in the future.
- Expanded First/Last Mile Shuttle Service – Develop a frequent, all-day first/last mile shuttle system connecting high-ridership corridors to transit. The City may partner with Commute.org or work with SamTrans to incorporate routes into local bus network.

Station Area Planning (Multiple Plans)

SamTrans has participated in multiple Station Area Plans or Developments of Interest. Some are listed below:

- **Bayshore Intermodal Station Access Study (2012) –** The study explored options for a future transit hub that supported multi-modal connections to this underutilized station. Bayshore is a priority development area (PDA).
- **San Bruno Transit Corridors Plan (2013) -** This plan develops a vision for a revitalized commercial corridor in the vicinity of the San Bruno Avenue Caltrain Station.

- **City of San Mateo Rail Corridor Transit-Development Plan (2005**) – This plan provides guidance for transit-oriented development around the Hillsdale and Hayward Park Caltrain station areas.
- **Hillsdale Station Area Plan (2010) –** This is a land use plan for a mixed-use, transit-oriented development on approximately 150 acres adjacent to the Hillsdale Caltrain Station. The plan assumes the relocation of the Caltrain station north between 28th Avenue and 31st Avenue, the construction of a bus transfer area, and improved amenities for pedestrians and bicyclists.
- **Bay Meadows –** This project is the redevelopment of the Bay Meadows horse track facility. As of 2018, many of the retail, office, and residential developments are completed.
- **Station Park Green (2011) –** This is a land use plan for the Station Park Green, a 12-acre transit-oriented development on a portion of Hayward Park Station. The Station Park Green is intended to fulfill the goals of the Corridor Plan, and the plan directly follows the policies set forward by the Hayward Park Station TOD Overlay Zone. The development intends to capitalize on existing transit service and facilitate station-to-neighborhood connectivity.
- **Redwood City Downtown Precise Plan (2011) –** This plan describes the vision for the future of Downtown Redwood City.
- **San Carlos Multi-modal Transit Center (2018) and San Carlos Transit Village (2013)**– The Transit Center is located on the western side of the Caltrain corridor at San Carlos station. The project transforms the station parking lot into a multimodal transit center that improves accessibility and safety for fixed-route bus service, shuttles, and for people walking and biking. This is part of the larger San Carlos Transit Village Project, a mixed-use transit-oriented joint development between SamTrans and Prometheus Real Estate.

US-101 Mobility Action Plan (MAP) (Underway)

This mobility action plan, which began in Spring 2019 with a study of the US-101 corridor, is a joint effort by a range of local agencies and organizations, including SamTrans. The plan sees US-101 as a key transportation network for communities in San Francisco, the Peninsula, and South Bay. The US-101 corridor is described as a route that is not moving people as well as it could, with unreliable travel times, increasing congestion that reduces job accessibility. The corridor imposes mobility constraints and health burdens, particularly for vulnerable communities.

The Action Plan has the following three goals:

- Offer reliable travel times for all people, regardless of how they travel
- Prioritize high-capacity mobility options for all, such as buses and carpools
- Foster healthy and sustainable communities along the US-101 right-of-way

The plan has two intended outcomes. First is a set of near-term policy changes or transportation demand management programs that meet each of their three goals. Second, the plan intends to continue the conversation in progress with public and private stakeholders along the corridor about how to solve its many challenges. In summer 2019, the plan launched its survey and website, and staff were gathering input from the community. In fall 2019, staff plan to share what they heard from the community and use that information to develop and refine the MAP

framework. The team intends to complete Phase I, including recommendations for the corridor, in winter 2019.

LONG RANGE PLANS

Plan Bay Area 2040 Regional Transportation Plan, MTC (2017)

Plan Bay Area 2040 is an update to Plan Bay Area, MTC's long range regional transportation plan. The plan's first edition, adopted in 2013, was the Bay Area's first regional plan to incorporate a state-mandated sustainable communities strategy, and had a horizon year of 2035. As a regional transportation planning agency (RTPA) and metropolitan planning organization (MPO), state and federal laws respectively require MTC to update a fiscally constrained regional transportation plan every four years, addressing a planning horizon of at least 20 years. MTC collaborated with the Association of Bay Area Governments (ABAG), the region's council of governments, to develop Plan Bay Area 2040. The plan makes recommendations for land use, transportation, and housing to accommodate regional growth and meet state-set targets for reducing metro area transportation emissions. Plan Bay Area 2040 sets the following transportation goals:

- Increase non-auto mode share
- Reduce vehicle operating and maintenance costs due to pavement conditions
- Reduce per-rider transit delay due to aged infrastructure

A key component of the plan is its final transportation project list, which contains major transportation infrastructure and service projects put forth by local transportation planning agencies and divisions across the 24-year planning period. The following four transit projects in San Mateo County are included, and budgeted to require $614 million for implementation:

- Environmental clearance and design of the Redwood City Ferry Terminal
- Implement Redwood City Streetcar - planning phase
- Make incremental increase in SamTrans paratransit service
- Add new rolling stock and infrastructure to support SamTrans bus rapid transit along El Camino Real

MTC is currently conducting preliminary planning for Plan Bay Area 2050, the successor of Plan Bay Area 2040, with planning work scheduled to begin in August 2019.

San Mateo Countywide Transportation Plan 2040

The Countywide Transportation Plan is the county's long-range comprehensive transportation planning document. The Plan is governed by a vision and goals that aim to consider the whole transportation network, not just its individual parts.

Major Initiatives

- **Land Use and Transportation Integration** – SamTrans intends to foster TOD and mixed-use urban and suburban villages. San Mateo initiatives are consistent with MTC's Sustainable Communities Strategy. Important locations for land use and transportation planning integration include the Priority Development Areas (PDAs) of Millbrae Intermodal Station, where the Grand Boulevard Initiative is being implemented.

- **Managed Lanes on US 101** – Completion of US 101 managed lanes will allow high-occupancy vehicles to have a travel time advantage over single-occupancy vehicles. The lanes will encourage commuters to carpool or use transit services using these lanes. Additionally, the lanes may be developed as Express Lanes to allow for pricing to manage their performance.
- **Integration with BART, Caltrain, High Speed Rail** – The region's high-capacity transit services are essential for San Mateo to meet its projected growth of inter-county commuting. Effective use of these transit systems will require an increase in local bus services or shuttles linking stations, improvements in bicycle and pedestrian access, integration of transit-oriented development, and management of pickup and drop-off activity. Millbrae Intermodal Station is important for integration with these high-capacity modes.
- **Expanding SamTrans Bus and Commuter Services** – There is significant expected employment growth in San Mateo by 2040. Additional bus services with routing flexibility and commuter-oriented shuttle service will be needed to serve employment areas not directly served by BART, Caltrain, and high-speed rail.
- **Bus Rapid Transit or Transit Signal Priority** – Travel growth and additional congestion is expected in the future for San Mateo County. It is necessary to give priority to transit vehicles by having signal priority and priority use of special lanes. These methods will save operating costs, increase reliability of service, and increase ridership.
- **Arterial Management –** The arterial system will play a critical role in mobility by providing the connection between the freeway system and local destinations. ITS elements will be required for vehicle surveillance and advanced traffic signal systems in order to adapt to changing conditions and give priority to emergency and transit vehicles.
- **Complete Streets** – All local San Mateo jurisdictions have met MTC requirements for adopting Complete Streets resolutions or Complete Streets General Plan policies. Funding of these elements will be needed during the implementation process.

Caltrain Strategic Plan: FY2015-2024

Caltrain's Strategic Plan provides a vision and policy road map for the fiscal years 2015-2024. The Plan shows how Caltrain's existing efforts and investments connect into a cohesive vision for the agency. This plan is a policy framework that enables Caltrain to prioritize investments and policy choices. Additionally, this plan is developed in the context of the *Caltrain Modernization Program*, which will electrify and upgrade Caltrain service to increase efficiency, capacity, safety, and reliability.

The overarching Vision for the plan is to "provide a safe, reliable, sustainable modern rail system that meets the growing mobility needs of the San Francisco Bay Area region." The plan also provides the following focus areas, along with goals and objectives:

- Safety – Caltrain will ensure the safety and security of its customers, employees, and the public.
- Service – Caltrain will grow and manage customer demand with expanded and enhanced service.
- Infrastructure & Rolling Stock – Caltrain will work to maximize the utilization of its system infrastructure and rolling stock. This includes supporting a blended Caltrain/HSR system in the Peninsula Corridor.

- Finance – Caltrain will establish financial stability, minimize its operating subsidy, and fund system improvements.
- Transportation & Land Use – Caltrain will serve as a critical element of the region's transportation and land use system. This includes improving connectivity to local and regional transportation systems, improving multimodal station access, encouraging supportive development at and around stations, and integrating service with California's statewide rail network.
- Partners & Stakeholders – Caltrain will build partnerships with government agencies, stakeholders, and the public.
- Social Responsibility – Caltrain will conduct its business in a socially responsible way.

Caltrain 2040 Business Plan (Currently Underway)

Caltrain staff is currently in the process of developing the *Caltrain 2040 Business Plan*, expected for completion by early 2020. Caltrain is considering baseline, moderate, and high service growth scenarios, and has recently recommended the following features in the *Long-Range Service Vision*:

- Fast and frequent all day, everyday service. Baby bullet service with express service every 15 minutes, increased off-peak and weekend service, and comprehensive local service to every community.
- Increased capacity, tripling today's Caltrain ridership. Future service will add the equivalent of more than five freeway lanes of regional capacity.
- Increased regional connectivity with end-to-end service from Gilroy to downtown San Francisco. Regular service will make transfers easier and more predictable.
- Maximized benefits from local, regional, and state-sponsored projects including local grade separations, improved terminal infrastructure, and High-Speed Rail.
- Caltrain as a leader in implementing a regional rail network that can respond and grow to meet regional needs.
- The Long-Range Vision begins with the electrification of Caltrain service in 2022. From that point, incremental improvements will continue to improve service, well before 2040.

Bay Area Core Capacity Transit Study, MTC (2016)

Developed by MTC and sponsored by AC Transit, BART, Caltrain, SFMTA, and WETA, the Study intends to identify investments and improvements to transit capacity into the San Francisco Core. The study identifies Caltrain's Modernization Program as an important investment for access to the Core. Eventually the study will recommend short-, medium- and long-term investments to upgrade the regional transportation system, and those projects will be incorporated into Plan Bay Area 2040.

REGIONAL DOCUMENTS

Seamless Transit, SPUR (2015)

San Francisco Bay Area Planning and Urban Research Association (SPUR) conducted an extensive review of the 24 different transit agencies operating in the greater Bay Area to identify the key barriers to creating a more seamless transit network. The barriers identified included:

- Poor information for navigating a multi-operator trip
- Difficult transfers between operators
- Financial penalties for riders using more than one operator
- Limitations of the current iteration of Clipper as the universal fare payment technology
- Gaps in the region's transit network and duplicative services

Generally, Sonoma County's multi-operator transit system shares these barriers, which means the solutions identified in the SPUR report are also useful for Sonoma County. The solutions identified to those five barriers are:

- Help travelers understand the value of the region's transit system and how to use it
- Standardize fares and develop passes that encourage use of the region's entire transit system
- Develop transit hubs that make transferring easy
- Use an integrated approach to transit network design
- Use institutional practices to promote integration

BART Station Profile Study (2015)

This 2015 study is BART's largest customer survey, most recently conducted in the spring of 2015. It is an important source of ridership data, and BART uses this data to plan for the future. San Mateo County is home to six BART stations:

- Daly City
- Colma
- South San Francisco
- San Bruno
- SFO International Airport
- Millbrae

Overall average weekday ridership is up 19% since the last survey period in 2008. Daly City is the home origin city for 4% of riders, with South San Francisco at 2%, and San Bruno, San Mateo, Millbrae and Pacifica at 1%. Millbrae BART station has had a 62% increase in home-based ridership from 2008 to 2015, which is the second-highest change percentage. None of San Mateo's stations are in the top 10 for walking or bicycle access. Daly City is 5th (16%) in terms of bus or transit station access mode share.

MTC Regional Fare Coordination and Integration Study (2020)

MTC, Bay Area transit agencies and county transportation agencies are investigating ways to make the region's transit network better coordinated, more affordable and more attractive. The Study will explore options to improve both passenger experience and boost ridership.

Building on an effort that began in early 2019, MTC in Fall 2019 directed $600,000 of Regional Measure 2 toll money for a comprehensive study designed to identify practical steps toward integrating operations of the Bay Area's more than two dozen transit agencies into a customer-focused network with a more affordable and more intuitive fare structure.

In addition to developing goals for a regional fare system that will improve passengers' experience and promote higher ridership, the 12- to 18-month study also aims to identify specific barriers related to fares and the customer experience that are limiting ridership growth, identify specific improvements that can be made, and develop a detailed plan for putting these improvements into action.

4 San Mateo County Shuttle Provider Characteristics

SamTrans is not the only bus provider in San Mateo County. There is a substantial network of public and private shuttles that move people to and from major institutions, shopping destinations, and employment centers throughout the county. These shuttles perform a valuable role in connecting to regional transit operators like Caltrain and BART. Commuter shuttles, the most common type of shuttle, focus on reducing the need for workers to drive and park at the office parks and other job centers located throughout the county. Community shuttles focus on providing connectivity to certain neighborhoods, business districts, and, in some cases, connecting certain groups like seniors and people with disabilities to points of interest in the community. Public shuttles are partially or fully funded through public institutions and serve a public purpose of reducing congestion by connecting transit nodes to job centers and commercial districts. Unlike public shuttles, private shuttles provide service exclusively for employees of certain companies from locations inside and outside the San Mateo area.

Public Shuttles in San Mateo County

Many public shuttles in San Mateo county are managed by Commute.org, San Mateo County's Transportation Demand Management agency, which contracts shuttle operations to a transportation service provider. Currently MV Transportation operates shuttle service for Commute.org, providing drivers, vehicles, and dispatching for the shuttle services in the county. The shuttles listed in Figure 4-1 run Monday through Friday and are free to the public unless otherwise listed. The shuttles listed in Figure 4-2 require a pass to ride and are not free for all riders. Individuals can download a shuttle pass request form that must be physically mailed with check, cash, or a commuter check amount. There are discounts for seniors over 65 years old, low-income people with a Medi-Cal card or a Regional Transit Connection ID, and people with disabilities. The form allows a person to select a 1-Month Pass, 3-Month Pass, or a 6-Month Pass.

Rider information can be found on www.commute.org/shuttles. Information about the cost shuttle passes and how to obtain them is not available on the printer-friendly schedules linked online. The information on each route's webpage are text heavy, with readers having to scroll to see a route map or schedules.

Figure 4-1 Free Shuttle Routes

Line	Service Area	Eligible Riders
Bayhill San Bruno Shuttle - BART	Bayhill area office park	Public
Bayhill San Bruno Shuttle – Caltrain	Bayhill area office park	Private
Bayshore / Brisbane Senior Shuttle	Bayshore/Brisbane area	Public
Bayshore/Brisbane Commuter Caltrain Shuttle	Brisbane-Bayshore Caltrain	Public
Belle Haven Shuttle	Menlo Park	Public
Belmont / Hillsdale Shuttle	Hillsdale and Belmont Caltrain Stations	Public
Burlingame Bayside BART/Caltrain	Burlingame / Bayside Area	Public
Daly City Bayshore Shuttle	Daly City and Bayshore Areas / Balboa Park and Daly City BART stations	Public
EA Games Caltrain Shuttle	EA sports Campus Redwood Shores	Public
Foster City-Lincoln Centre Caltrain	The city of San Mateo and Foster City	Public
Mariners' Island Caltrain	Mariners' Island Area	Public
Marsh Road Shuttle	Marsh Road Commercial Area	Public
Menlo Midday Shuttle	Menlo Park and Palo Alto	Public
Millbrae / Broadway Shuttle	Millbrae and Broadway Caltrain stations	Public
North Burlingame BART & Caltrain	North Burlingame Area	Public
North Foster City BART & Caltrain Shuttle	North Foster City	Public
Oracle Shuttle	Oracle Office Park - Redwood Shores	Public
Pacific Shores Shuttle	Pacific Shores Center	Public
Redwood City-Midpoint Caltrain	Mid-Point Technology Business Park	Public
Redwood City-Seaport Centre Caltrain	Seaport Centre Office Business Park	Public
Redwood Shores Bayshore Technology Caltrain	Redwood Shores Bayshore Technology Park Area	Public
San Carlos - Commuter Caltrain	San Carlos Industrial Road area	Public
San Mateo-Campus Drive Caltrain	San Mateo and The Campus Drive area	Public
San Mateo-Norfolk Caltrain	Eastern City of San Mateo; Hayward Park and Hillsdale Caltrain stations	Public
Seton Shuttle - BART	Daly City Government Office Complex and Seton Medical Center	Public

Line	Service Area	Eligible Riders
Sierra Point Shuttle	Sierra Point Area of Brisbane; Balboa Park BART and Millbrae Intermodal stations	Public
Skyline College Shuttle	Daly City BART / Skyline CC	Public
So. San Francisco-Oyster Point Ferry Shuttle	Oyster Point area	Public
So. San Francisco-Utah-Grand Area Ferry Shuttle	Utah-Grand area	Public
South City Shuttle	City of South San Francisco	Public
Twin Dolphin Shuttle	Redwood Shores Office Park area	Public
Willow Road Shuttle	Menlo Park	Public

Figure 4-2 Community Shuttle Routes – Restricted Access

Line	Service Area	Eligible Riders	Cost
Brisbane-Crocker Park BART/Caltrain	Brisbane-Crocker Park Area	Pass Required	Free for Residents, or $50 Monthly Pass
South San Francisco-Oyster Point Caltrain	Oyster Point area	Pass Required	$50 Monthly Pass
South San Francisco-Oyster Pt BART	Oyster Point area	Pass Required	$50 Monthly Pass
South San Francisco-Utah-Grand BART	Utah-Grand area	Pass Required	$50 Monthly Pass
South San Francisco-Utah-Grand Caltrain	Utah-Grand area	Pass Required	$50 Monthly Pass

Shuttle Funding

Public shuttles are funded through many sources, requiring contributions from cities, private employers, transit agencies and other large public funders. In San Mateo county there are six major public funders for community and commuter shuttles. Of the 36 public shuttles in use in San Mateo County, all were funded by one of the five public funding sources shown below.

- Bay Area Air Quality Management District
- City/County Association of Governments
- Peninsula Corridor Joint Powers Board (Caltrain)
- San Mateo County Transit District
- San Mateo County Transportation Authority

The San Mateo County Transportation Authority (SMCTA) funds 26 of the 36 public shuttles in the county, with the Bay Area Air Quality Management District and The City/County Association of Governments funding 12 and 21 respectively. Public agencies fund shuttles to support economic development, reduce congestion, or to improve air quality. Shuttles are also funded through development entitlements, business groups, or transportation management associations.

Figure 4-3 Shuttle Funding

Line	Bay Area Air Quality Management District	City/County Association of Governments	Peninsula Corridor Joint Powers Board	San Mateo Transit District	San Mateo County Transportation Authority	Sponsoring City	Private Employers	Other Sources
Bayhill San Bruno Shuttle - BART				•	•		•	
Bayhill San Bruno Shuttle - Caltrain	Private Employer funded							
Bayshore / Brisbane Senior Shuttle				•	•			
Bayshore/Brisbane Commuter Caltrain Shuttle	•		•					
Belle Haven Shuttle		•				City of Menlo Park		Metropolitan Transportation Commission
Belmont / Hillsdale Shuttle			•		•			
Brisbane-Crocker Park BART/Caltrain	•	Pass thru BAAQMD		•	•	City of Brisbane	•	
Burlingame Bayside BART/Caltrain	•		•		•	City of Burlingame		
Daly City Bayshore Shuttle					•	Daly City		
EA Games Caltrain Shuttle			•		•		•	
Foster City-Lincoln Centre Caltrain	•		•		•		•	

Line	Bay Area Air Quality Management District	City/County Association of Governments	Peninsula Corridor Joint Powers Board	San Mateo Transit District	San Mateo County Transportation Authority	Sponsoring City	Private Employers	Other Sources
Mariners' Island Caltrain			●		●	City of San Mateo	●	
Marsh Road Shuttle	●		●		●	City of Menlo Park		
Menlo Midday Shuttle		●				City of Menlo Park		Metropolitan Transportation Commission
Millbrae / Broadway Shuttle			●		●			
North Burlingame BART & Caltrain					●	City of Burlingame		
North Foster City BART & Caltrain Shuttle	●	Pass thru BAAQMD		●			●	
Oracle Shuttle			●		●		●	
Pacific Shores Shuttle	●		●		●		●	
Redwood City-Midpoint Caltrain		●			●		●	SMCTA
Redwood City-Seaport Centre Caltrain					●		●	SMCTA
Redwood Shores Bayshore Technology Caltrain					●		●	
San Carlos - Commuter Caltrain					●	City of San Carlos		
San Mateo-Campus Drive Caltrain			●		●	City of San Mateo		

Line	Bay Area Air Quality Management District	City/County Association of Governments	Peninsula Corridor Joint Powers Board	San Mateo Transit District	San Mateo County Transportation Authority	Sponsoring City	Private Employers	Other Sources
San Mateo-Norfolk Caltrain						City of San Mateo		
Seton Shuttle - BART				●	●		●	
Sierra Point BART / Caltrain Shuttle	●	● Pass thru BAAQMD	●	●	●		●	
Skyline College Shuttle	SMCTA and College							
So. San Francisco-Oyster Point Caltrain					●		●	
So. San Francisco-Oyster Point Ferry Shuttle					●		●	WETA
So. San Francisco-Oyster Point BART				●	●		●	
So. San Francisco-Utah-Grand Area Ferry Shuttle					●			WETA
So. San Francisco-Utah-Grand BART				●	●		●	
So. San Francisco-Utah-Grand Caltrain					●		●	
South City Shuttle					●	City of South San Francisco		
Twin Dolphin Shuttle			●		●		●	
Willow Road Shuttle	●	●				City of Menlo Park		

Line	Bay Area Air Quality Management District	City/County Association of Governments	Peninsula Corridor Joint Powers Board	Caltrain	SamTrans	San Mateo County Transportation Authority	Sponsoring City	Private Employers	Other Sources
Bayhill San Bruno Shuttle - BART					●	●		●	
Bayhill San Bruno Shuttle - Caltrain	Private Employer Funded								
Bayshore / Brisbane Senior Shuttle					●	●			
Bayshore/Brisbane Commuter Caltrain Shuttle	●		●						
Belle Haven Shuttle		●					City of Menlo Park		Metropolitan Transportation Commission
Belmont / Hillsdale Shuttle			●			●			
Brisbane-Crocker Park BART/Caltrain	●	● Pass thru BAAQMD			●	●	City of Brisbane	●	
Burlingame Bayside BART/Caltrain	●			●		●	City of Burlingame		
Daly City Bayshore Shuttle						●	Daly City		
EA Games Caltrain Shuttle				●		●		●	

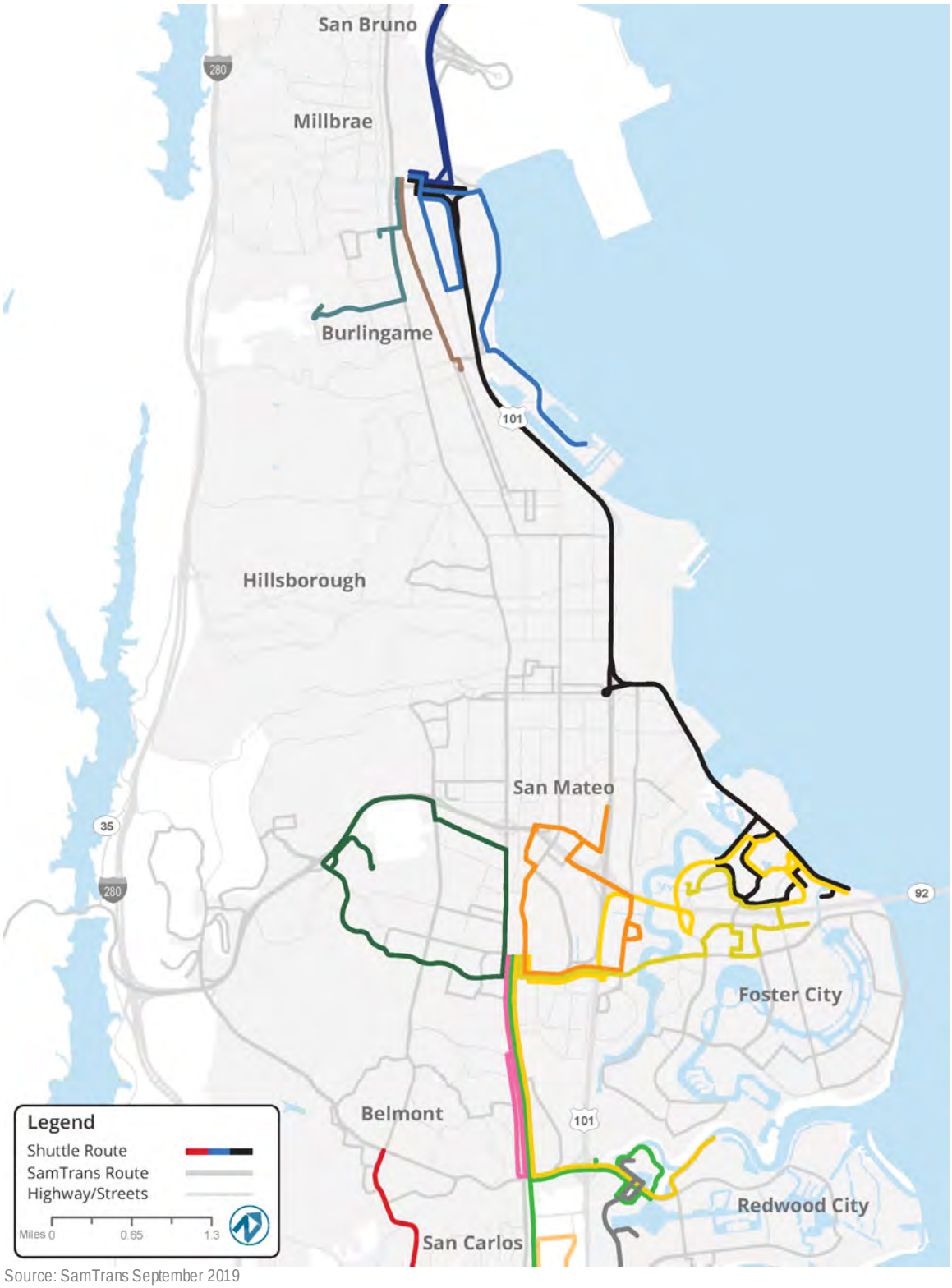
Line	Bay Area Air Quality Management District	City/County Association of Governments	Peninsula Corridor Joint Powers Board	Caltrain	SamTrans	San Mateo County Transportation Authority	Sponsoring City	Private Employers	Other Sources
Foster City-Lincoln Centre Caltrain	●			●		●		●	
Mariners' Island Caltrain				●		●	City of San Mateo	●	
Marsh Road Shuttle	●			●		●	City of Menlo Park		
Menlo Midday Shuttle		●					City of Menlo Park		Metropolitan Transportation Commission
Millbrae / Broadway Shuttle			●			●			
North Burlingame BART & Caltrain						●	City of Burlingame		
North Foster City BART & Caltrain Shuttle	●	● Pass thru BAAQMD		●	●			●	
Oracle Shuttle			●	●		●		●	
Pacific Shores Shuttle	●		●			●		●	
Redwood City-Midpoint Caltrain		●				●		●	Measure A
Redwood City-Seaport Centre Caltrain						●		●	Measure A
Redwood Shores Bayshore Technology Caltrain					●			●	
San Carlos - Commuter Caltrain				●		●	City of San Carlos		

Line	Bay Area Air Quality Management District	City/County Association of Governments	Peninsula Corridor Joint Powers Board	Caltrain	SamTrans	San Mateo County Transportation Authority	Sponsoring City	Private Employers	Other Sources
San Mateo-Campus Drive Caltrain	●	●		●		●			
San Mateo-Norfolk Caltrain	●	●		●	●		City of San Mateo		
Seton Shuttle - BART	●				●		City of Daly City	●	
Sierra Point Shuttle	●	●		●	●	●		●	BART
Skyline College Shuttle	No Information Available								
So. San Francisco-Oyster Point Caltrain	●	●	●			●		●	
So. San Francisco-Oyster Point Ferry Shuttle	●	●				●		●	WETA
So. San Francisco-Oyster Point BART	●	●			●	●		●	
So. San Francisco-Utah-Grand Area Ferry Shuttle	●	●				●			WETA
So. San Francisco-Utah-Grand BART	●	●			●	●		●	
So. San Francisco-Utah-Grand Caltrain	●	●	●			●		●	
South City Shuttle					●		South San Francisco		
Twin Dolphin Shuttle			●			●		●	
Willow Road Shuttle	●	●		●			City of Menlo Park		

Figure 4-4 Shuttle Network in Northern San Mateo County

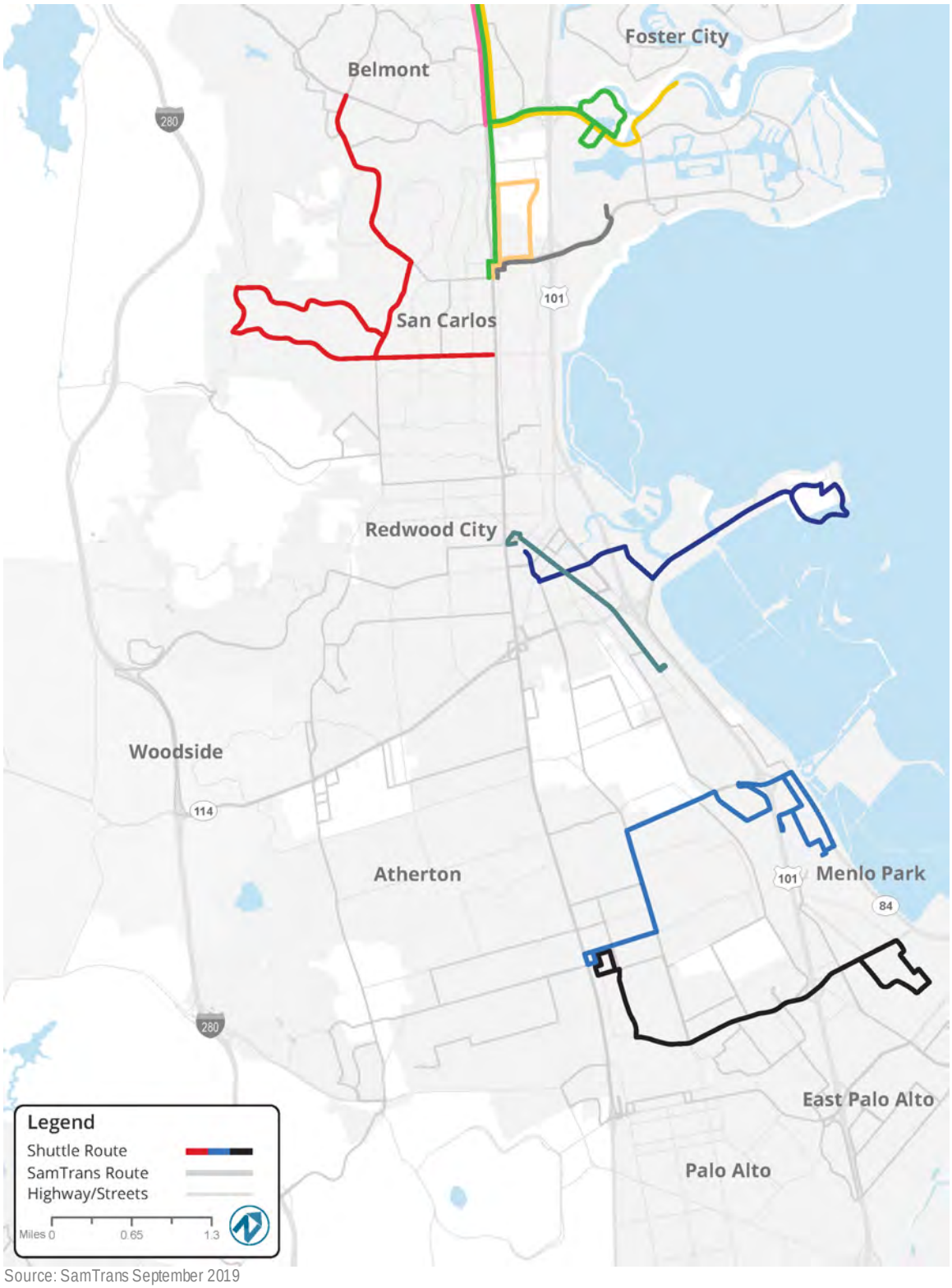
Source: SamTrans September 2019

Figure 4-5 Shuttle Network in Central San Mateo County



Source: SamTrans September 2019

Figure 4-6 Shuttle Network in Southern San Mateo County



Source: SamTrans September 2019

Private Shuttles

Major employers in San Mateo County provide private shuttles that connect workers to their office campuses throughout the Bay Area. Private Shuttles differ from public shuttles in that they provide non-stop express service and are not open to the general public. Shuttle Services operated by technology companies like Facebook, Genentech, and Oracle carried 34,000 passengers and provided 800 round trips per day in 2014. According to the 2016 Bay Area Shuttle Census[1], ridership has grown 45% between 2012 and 2014, from 6.6 to 9.6 million riders. These private shuttles had higher ridership than all but six Bay Area Transit agencies and traveled 25 million miles in 2014.

The impact of the growth of private shuttles on public transit service is not fully understood, but most private shuttles use existing transit infrastructure, like Rail Stations, bus stops, and park-and-ride facilities to provide service. In some areas, private shuttles can use bus lanes and other transit priority infrastructure. The growth of private shuttles in and around transit stops and stations has created congestion during peak times. Transit agencies are often left to work with cities and to respond as they can to reconfigure pickup and drop-off areas to accommodate both private and public shuttle services and push for policies that don't negatively impact the use of public curb space. The Caltrain electrification project, which promises to reduce travel times and increase frequencies, and the Downtown tunnel Extension (DTX), which will extend Caltrain service to the Salesforce Transit Center, have the potential to transform how transit service is currently used and could create new markets for private shuttle services, or opportunities for public-private partnerships.

[1] 2016 Bay Area Shuttle Census, 2016
http://mtc.ca.gov/sites/default/files/2016%20Bay%20Area%20Shuttle%20Census.pdf

5 Local and Express Route Profiles

This chapter describes SamTrans' fixed local and express routes, including alignment characteristics, service span, headway, destinations served, ridership, and schedule adherence.

Ridership maps accompany each route profile. These maps depict boardings and alightings at each stop for each direction based on Automatic Passenger Count (APC) data provided by SamTrans for April 2019.

Appendix A provides more detailed information associated with each route. Specifically, it includes the following charts and tables for reference:

- Weekday running time by trip
- Weekday load by stop
- Weekday boarding/alighting profile
- Weekday ridership and maximum load by trip
- Tables summarizing boardings, alightings, and maximum load by direction, segment, and time of day

ROUTE 17

Route 17 runs between Pacifica and Half Moon Bay, travelling through Montara, Moss Beach, and El Granada. The route serves the Linda Mar Park & Ride, where riders can transfer to additional SamTrans routes. Key destinations along the route include Linda Mar Shopping Center, Half Moon Bay Airport, and Nurseryman's Exchange North and South.

During weekdays there is one round trip in the morning and one round trip in the evening that continues through Half Moon Bay to Pescadero. This extension provides service to the rural areas south of Half Moon Bay. There is also limited service from Miramontes/Moonridge to Canada Cove which operates throughout the week.

Weekday service operates between 5:30 a.m. and 8:20 p.m., with 60-minute headways. On weekends, the route operates between 5:15 a.m. and 8:40 p.m. every 120-minutes.

Route Characteristics		
Weekday		
Start Time		5:30 a.m.
End Time		8:20 p.m.
Boardings		503
Service Hours		29.1
Boardings per Service Hour		17.3
Peak Headway		30
Off-Peak Headway		60
Schedule Adherence	On Time	94%
	Early	1%
	Late	5%
Saturday		
Start Time		5:15 a.m.
End Time		8:40 p.m.
Daily Boardings		187
Headway		120
Sunday		
Start Time		5:15 a.m.
End Time		8:40 p.m.
Daily Boardings		166
Headway		120

Ridership and Productivity

This route has over 500 average daily boardings. Stops with the most weekday boardings include Miramontes Point Rd-Moonridge Apts, Kelly Ave/Church St, Main St/Lewis Foster Dr, and Linda Mar Park and Ride.

Route 17 has below average productivity with just over 17 boardings per service hour. The most productive route segment is between Miramontes Point Rd and Strawflower Shopping Center. The least productive segment is between Seton Coastside Medical Center and Main St/7th St. The route is most productive in the PM period and least productive in the Early AM

Schedule Adherence

Route 17 arrives on-time 94% of the time across all timepoints. Late arrivals are more common mid-route, but almost all trips arrive on-time at each route terminal. The excellent on-time performance is likely due to relatively uncongested roadways throughout the day.

Summary

Route 17 is a Coastside coverage route. Its hourly weekday frequency is designed to provide this low-density, rural area with basic connections to employment, health, educational, and other important opportunities and services. On weekends, frequency is only every 120 minutes, which severely limits its attractiveness to potential riders. Route 17 operates multiple different variants between Pacifica and Half Moon Bay. Depending on the time of day, Seton Coastside Medical

Center, the Moonridge Apartments, and Half Moon Bay High School are all served. The different variants are confusing for potential riders. The route has excellent on-time performance, with 98% of the trips arriving on time.

Figure 5-1 Route 17 Average Weekday Ridership Map – Northbound

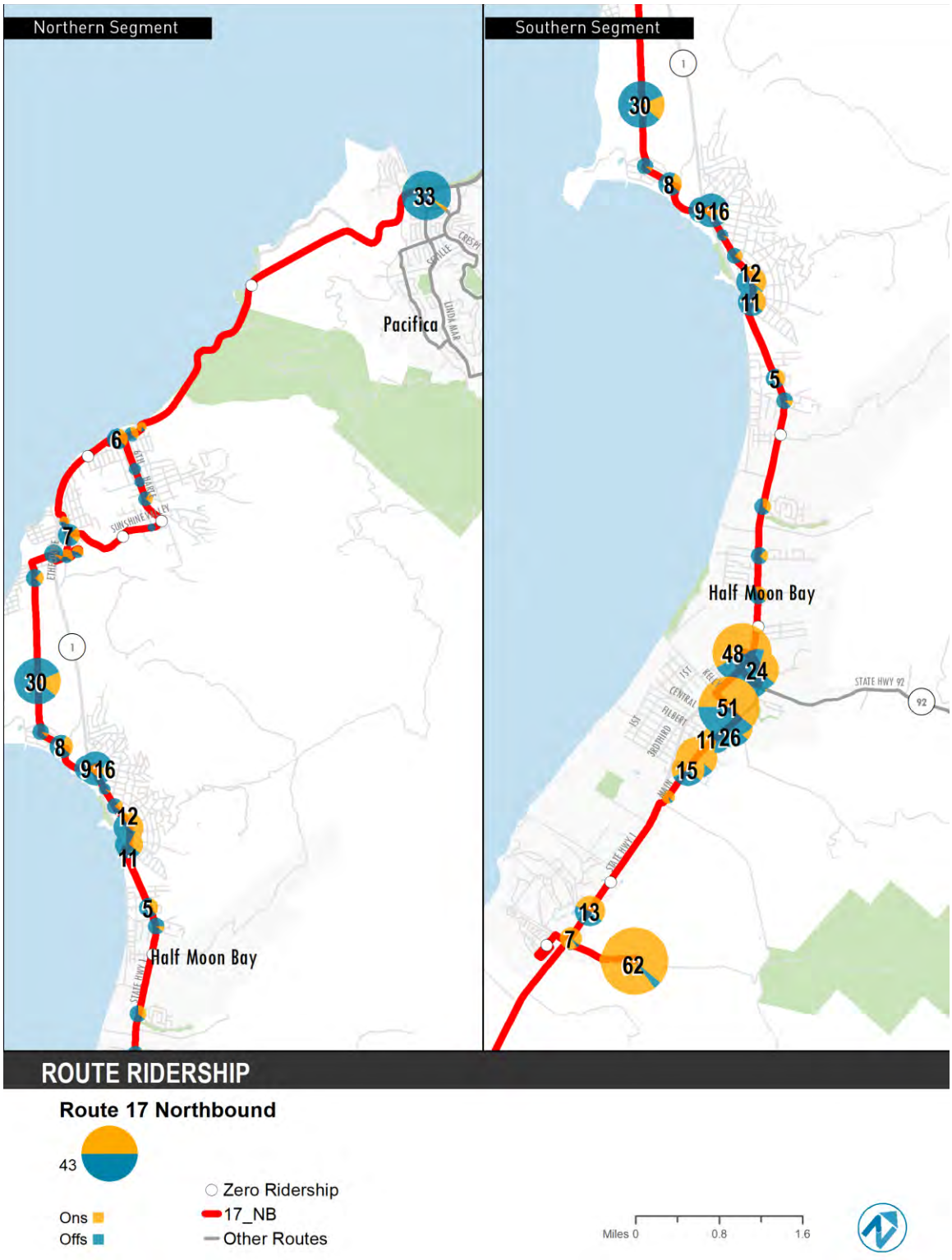
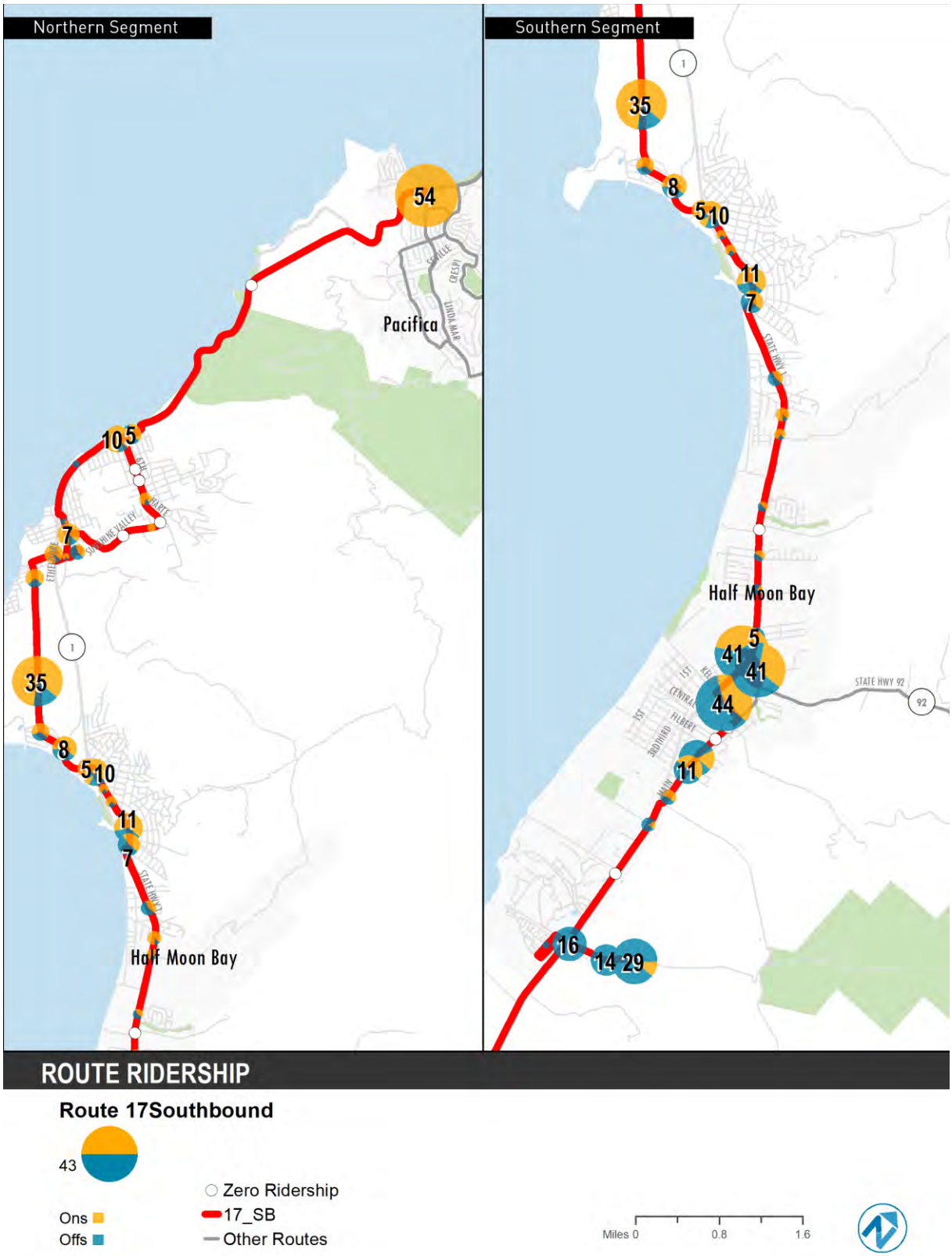


Figure 5-2 Route 17 Average Weekday Ridership Map – Southbound



ROUTE 38

Route 38 provides service from the Safe Harbor SamTrans bus depot to multiple transit hubs. The route operates trips to Daly City BART, Millbrae BART, Airport/Linden, and Colma BART in both directions.

On weekdays and Saturdays, the route operates 6 morning trips from Safe Harbor and 6 afternoon trips to Safe Harbor. On Sundays, the route operates 5 trips in both directions.

SamTrans North Base is immediately adjacent to Safe Harbor. In essence, Route 38 is an in-service deadhead trip that is designed to give Safe Harbor patrons a way to access the regional transit network.

Ridership and Productivity

This is a low ridership route with approximately 20 average daily boardings. Productivity is low as well, at just over 7 boardings per service hour. All trips carry less than 5 passengers with most trips carrying less than 2.

Schedule Adherence

Route 38 has the best on-time performance with 100% of buses in both the directions arriving to at all timepoints on-time.

Summary

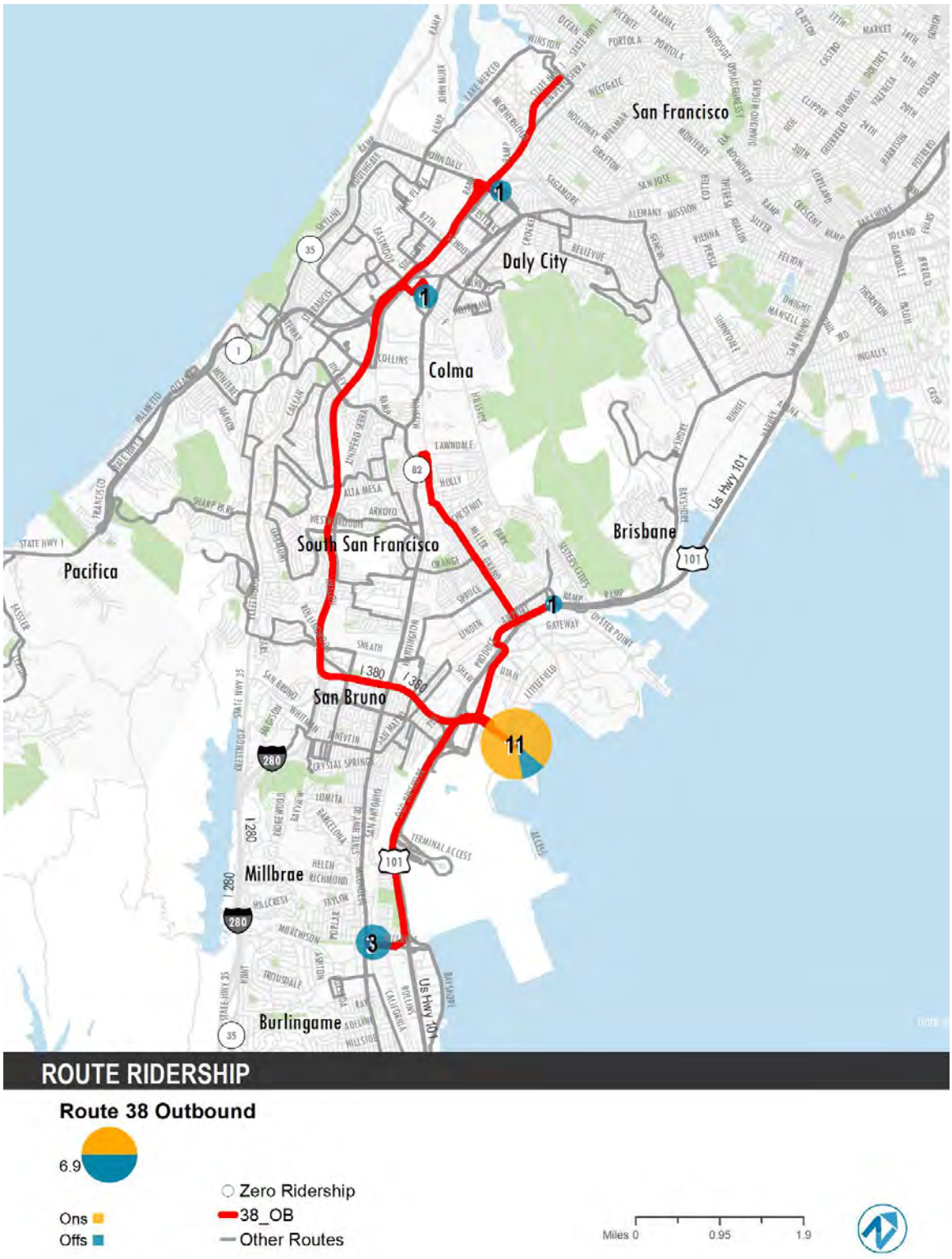
Route 38 was designed to provide better access to Safe Harbor by turning deadhead trips into revenue trips. Ridership is marginal, but the cost to provide the trips is marginal as well.

Route Characteristics		
Weekday		
Start Time		5:41 a.m.
End Time		11:52 p.m.
Boardings		17
Service Hours		2.4
Boardings per Service Hour		7.3
Peak Headway		6 a.m. / 6 p.m. trips
Off-Peak Headway		N/A
Schedule Adherence	On Time	100%
	Early	0%
	Late	0%
Saturday		
Start Time		6:48 a.m.
End Time		12:21 a.m.
Daily Boardings		5
Headway		6 a.m. / 6 p.m. trips
Sunday		
Start Time		6:08 a.m.
End Time		12:12 a.m.
Daily Boardings		7
Headway		6 a.m. / 6 p.m. trips

The one consideration when turning deadhead trips into revenue trips is that it becomes harder to change the times of deadhead trips without having to go through a public process. Turning deadhead trips into revenue trips that improve access for a high need population is an innovative approach, as long as it does not add significant costs.

Figure 5-3 Route 38 Average Weekday Ridership Map – Inbound

Figure 5-4 Route 38 Average Weekday Ridership Map – Outbound



ROUTE 110

Route 110 is a Coastside route that connects Daly City BART with Linda Mar Park and Ride in Pacifica. Major destinations along the route include Westlake Shopping Center, Pacific Manor Shopping Center, Oceana High School, Eureka Square Shopping Center, and Linda Mar Shopping Center. Terra Nova High School has limited service in both directions. The route's alignment between Pacific Manor Shopping Center and Linda Mar Park & Ride is parallel with Routes 112 and 118.

This route operates on weekdays between 5:45 a.m. and 11:00 p.m. on weekdays with 30-minute service during peak hours and 60-minute service during off-peak hours. Weekend service runs between 5:45 a.m. and 9:15 p.m. with 60-minute headways.

Route Characteristics		
Weekday		
Start Time		5:40 a.m.
End Time		10:20 p.m.
Boardings		972
Service Hours		32.4
Boardings per Service Hour		30
Peak Headway		30
Off-Peak Headway		60
Schedule Adherence	On Time	83%
	Early	15%
	Late	2%
Saturday		
Start Time		5:45 a.m.
End Time		8:35 p.m.
Daily Boardings		409
Headway		60
Sunday		
Start Time		5:45 a.m.
End Time		7:45 p.m.
Daily Boardings		235
Headway		60

Ridership and Productivity

This route has above average ridership with nearly 1,000 average daily boardings. Stops with the highest weekday ridership include Daly City BART, Ocean Blvd & Paloma Ave, and Linda Mar Park & Ride, with Daly City BART and the Linda Mar Park & Ride being high ridership route termini.

Ridership is strongly directional, with morning northbound and afternoon southbound trips being most utilized.

Route 110 has above average productivity with 20 boardings per hour. The most productive segments benefit from the high end-of-the-line boardings at either route end. The lowest productivity segment is between West Manor Dr/Palmetto Ave and Belcrest Ave/Longview Dr.

Schedule Adherence

Route 110 arrives to timepoints on-time 83% of the time and early 15% of the time. Many early arrivals occur on the northbound trips at the Manor Drive & Palmetto Avenue timepoint. Almost all trips arrive within five minutes of the scheduled time at each respective route terminal.

Summary

Route 110 is an above average ridership route which runs from Daly City BART station to Linda Mar Park & Ride in Pacifica. Late running is typically not an issue for Route 110.

Three different SamTrans routes connect Linda Mar to BART service, including Routes 112 and 118. Route 118 is an express service, whereas Routes 112, which serves the Colma BART station, and Route 110 have longer areas of overlapping service.

Figure 5-5 Route 110 Average Weekday Ridership Map – Northbound

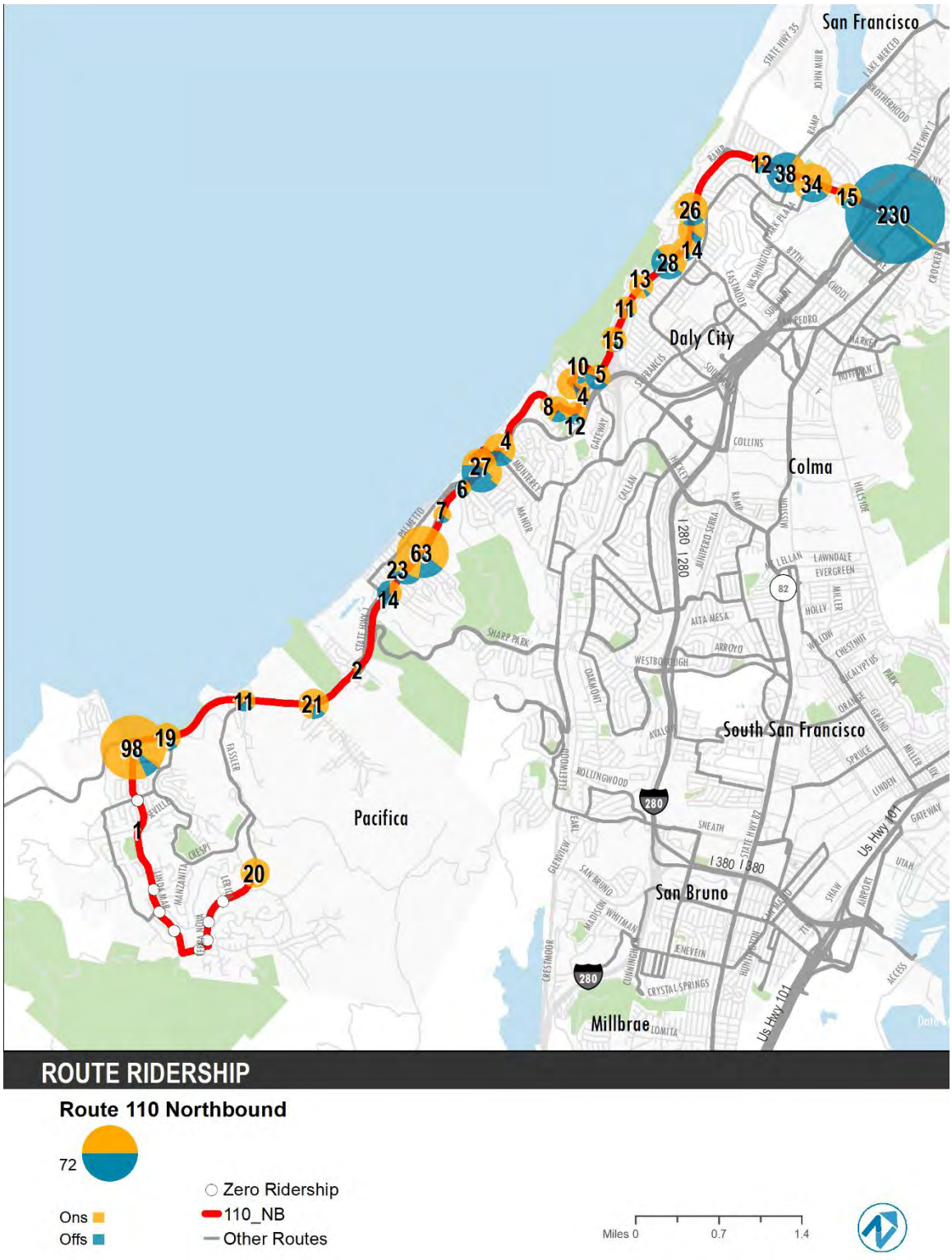
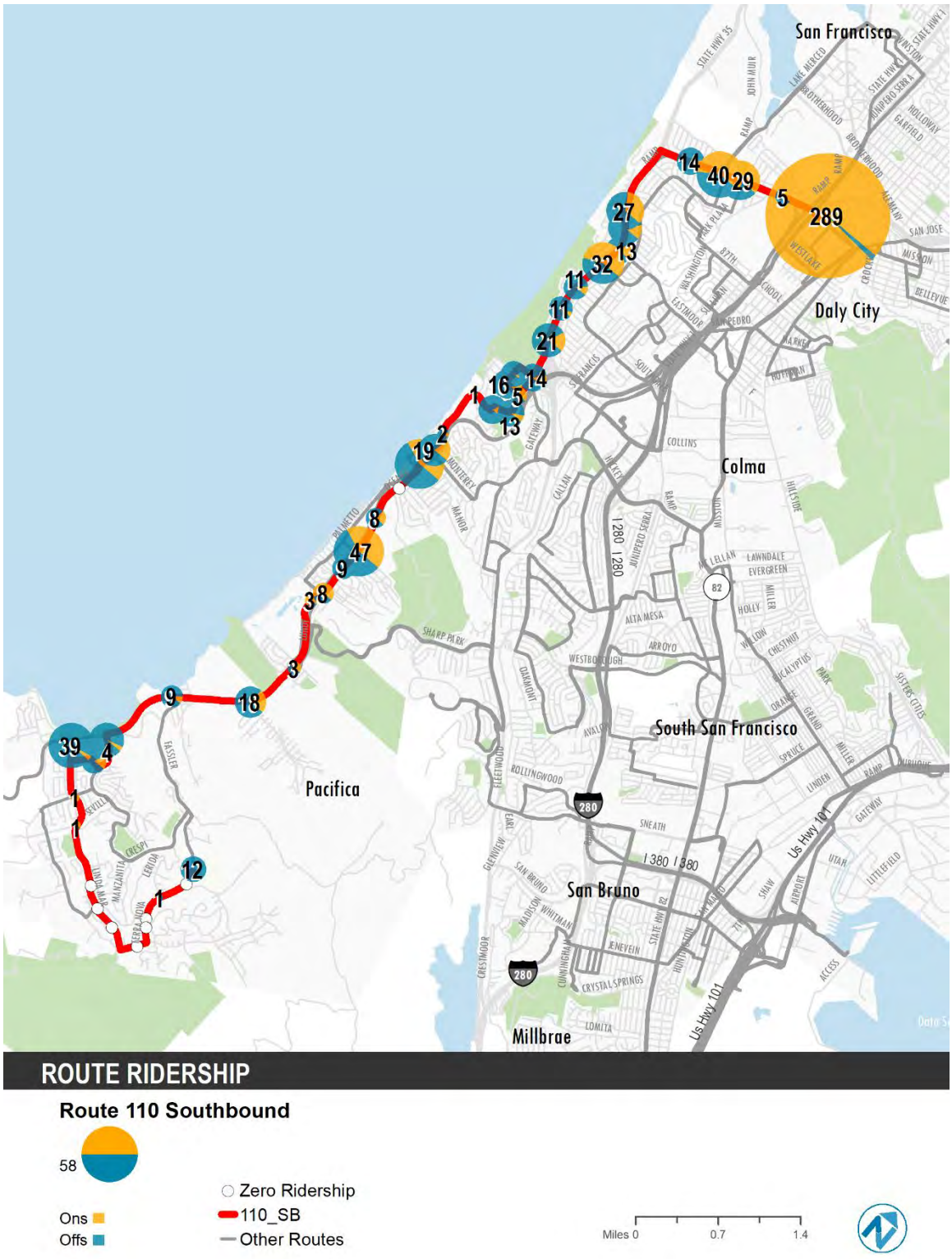


Figure 5-6 Route 110 Average Weekday Ridership Map – Southbound



ROUTE 112

Route 112 connects Colma BART Station to Linda Mar Park and Ride in Pacifica. Key destinations on the route include Colma BART station, Serramonte Center, Fairmont Shopping Center, Pacifica City Hall and Linda Mar Park & Ride. The route features one school day only trip in each direction.

Weekday service operates between 5:50 a.m. and 7:30 p.m. with 60-minute service all day. Weekend service operates between 8:00 a.m. and 8:00 p.m. with 60-minute headways.

Route Characteristics		
Weekday		
Start Time		5:50 a.m.
End Time		7:30 p.m.
Boardings		473
Service Hours		19.9
Boardings per Service Hour		23.8
Peak Headway		60
Off-Peak Headway		60
Schedule Adherence	On Time	92%
	Early	7%
	Late	2%
Saturday		
Start Time		8:00 a.m.
End Time		7:00 p.m.
Daily Boardings		241
Headway		60
Sunday		
Start Time		8:00 a.m.
End Time		8:00 p.m.
Daily Boardings		225
Headway		60

Ridership and Productivity

Route 112 carries nearly 600 average daily weekday passengers. Stops with the highest average daily boardings include Linda Mar Park & Ride, Gateway Dr & Hickey Blvd, Serramonte Shopping Center, and Colma BART.

Productivity is average, with 23.8 boardings of per service hour. Productivity does not vary significantly from one segment to another. Productivity by time of day is also steady throughout the day, but it drops to 14.8 boardings per service hour in the evening.

Schedule Adherence

This route has a good on-time performance with 92% of the stops considered on-time. Almost all trips arrive at the route termini on-time. Early trips are more common than late trips, suggesting that the schedule during certain times of the day give too much running time. The segment between Gateway/Hickey Blvd and Serramonte Shopping Center has the highest incidence of early arrivals.

Summary

Route 112 is a coverage route from Colma BART Station to Linda Mar Park & Ride. The route has average productivity and good on-time performance of 92%.

Three different SamTrans routes connect Linda Mar to BART service, including Routes 110 and 118. Route 118 is an express service, whereas Routes 110, which serves the Daly City BART station, and Route 110 have longer areas of overlapping service.

In addition, Route 112 duplicates Route 120 between Colma BART and the Serramonte Center. Both routes have the same alignment in this segment. Route 120 is much more frequent and carries the majority of passengers between Colma BART and Serramonte Center.

Figure 5-7 Route 112 Average Weekday Ridership Map – Northbound

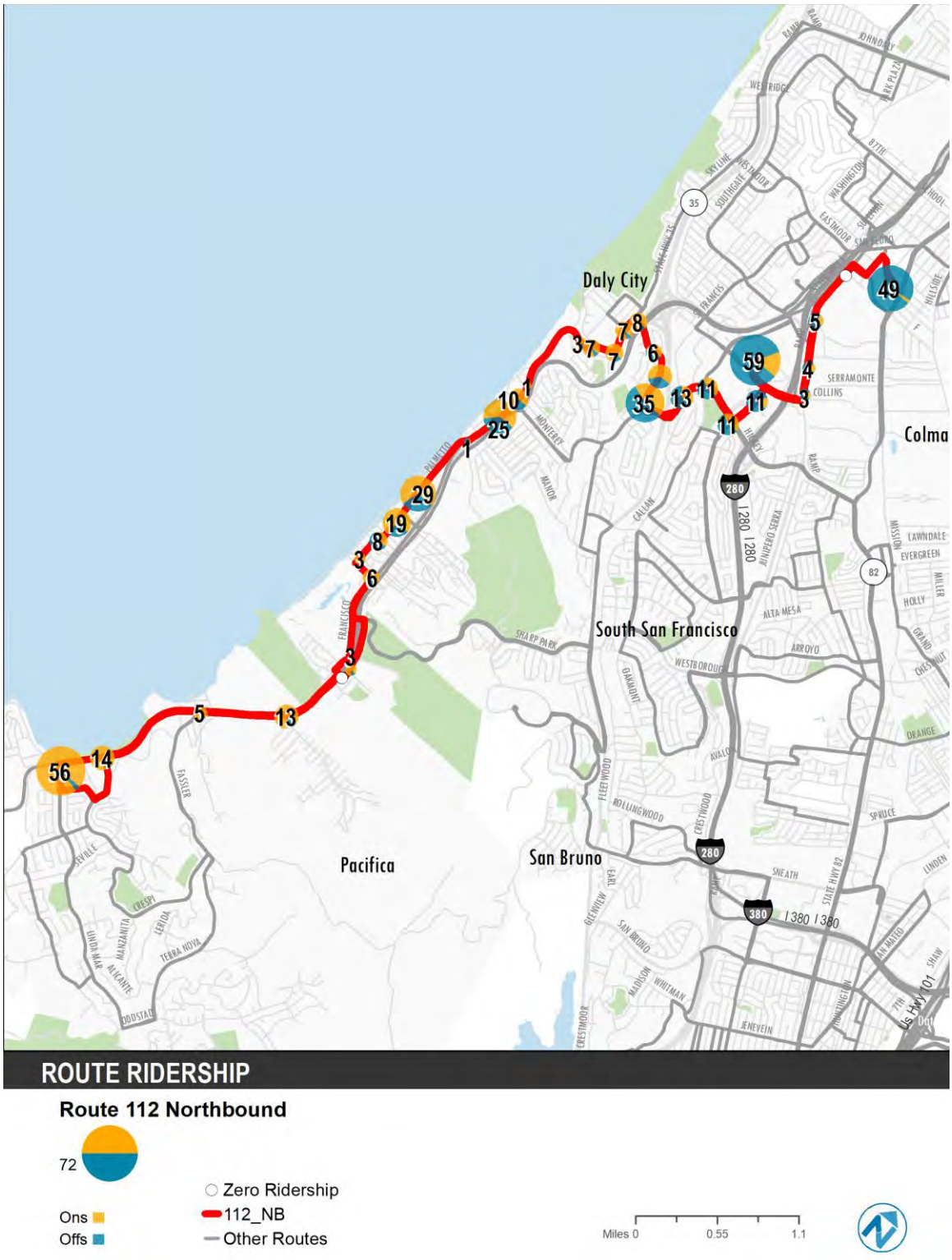


Figure 5-8 Route 112 Average Weekday Ridership Map – Southbound

ROUTE 118

Route 118 runs from Daly City BART station to Linda Mar Park & Ride in Pacifica via Colma BART station. Route 118 provides limited stop service and is faster from Linda Mar to BART service than either Routes 110 or 112.

Key destinations on this route include Seton Medical Center, Serramonte Center, Pacific Manor Shopping Center, Eureka Square Shopping Center, and Linda Mar Shopping Center.

The route only operates on the weekdays and has 3 northbound morning trips and 4 southbound afternoon/evening trips.

Route Characteristics		
Weekday		
Morning Service		6:30 a.m. – 8:35 a.m.
Afternoon Service		4:35 p.m. - 8:10 p.m.
Boardings		114
Service Hours		5.3
Boardings per Service Hour		21.5
Boardings per Peak Direction Trip		12.9
Peak Headway		5 NB trips/ 6 SB trips
Off-Peak Headway		N/A
Schedule Adherence	On Time	85%
	Early	12%
	Late	3%

Ridership and Productivity

Route 118 currently carries 115 average daily passengers. Stops with the highest average daily boardings include Linda Mar Park and Ride, Daly City BART, Colma BART, and Oceana Blvd / Manor Dr.

Route 118 averages about 12.9 passengers per peak direction trip, which is low for a peak express overlay. The 7:07 a.m. northbound departure is the only trip that carries more than 20 passengers. All afternoon trips carry less than 14 passengers, with the southbound 6:40 p.m. and 7:40 p.m. departures carrying 8 or less passengers.

Colma BART station has higher overall ridership activity than Daly City BART.

Schedule Adherence

Route 118 has below average on-time performance with 85% of buses arriving to timepoints on-time. All of the early arrivals occur in the southbound direction. Trips arrive at each respective route termini on time.

Summary

Route 118 is a peak overlay service for Routes 110 and 112 that provides a faster trip during commute time from Pacifica to BART stations. Route 118 is approximately 30 minutes faster than Route 112 between Linda Mar and Colma BART and about 18 minutes faster than Route 110 between Linda Mar and Daly City BART.

Route 118 serves two different BART stations, when the majority of passengers can choose one BART station or another.

With the exception of the second northbound morning trip, most trips are underutilized. Route 118 is an underperforming route.

Figure 5-9 Route 118 Average Weekday Ridership Map – Northbound

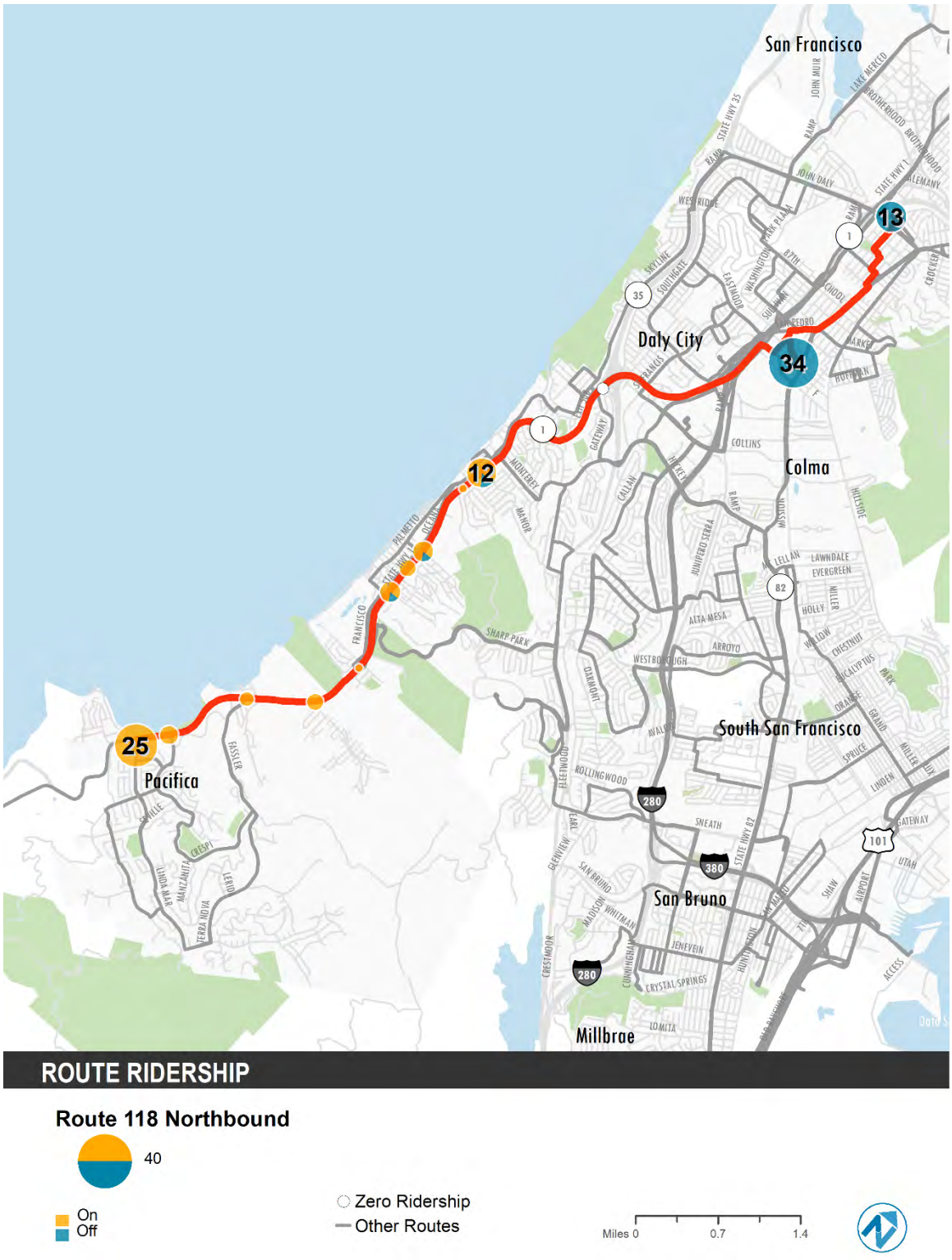
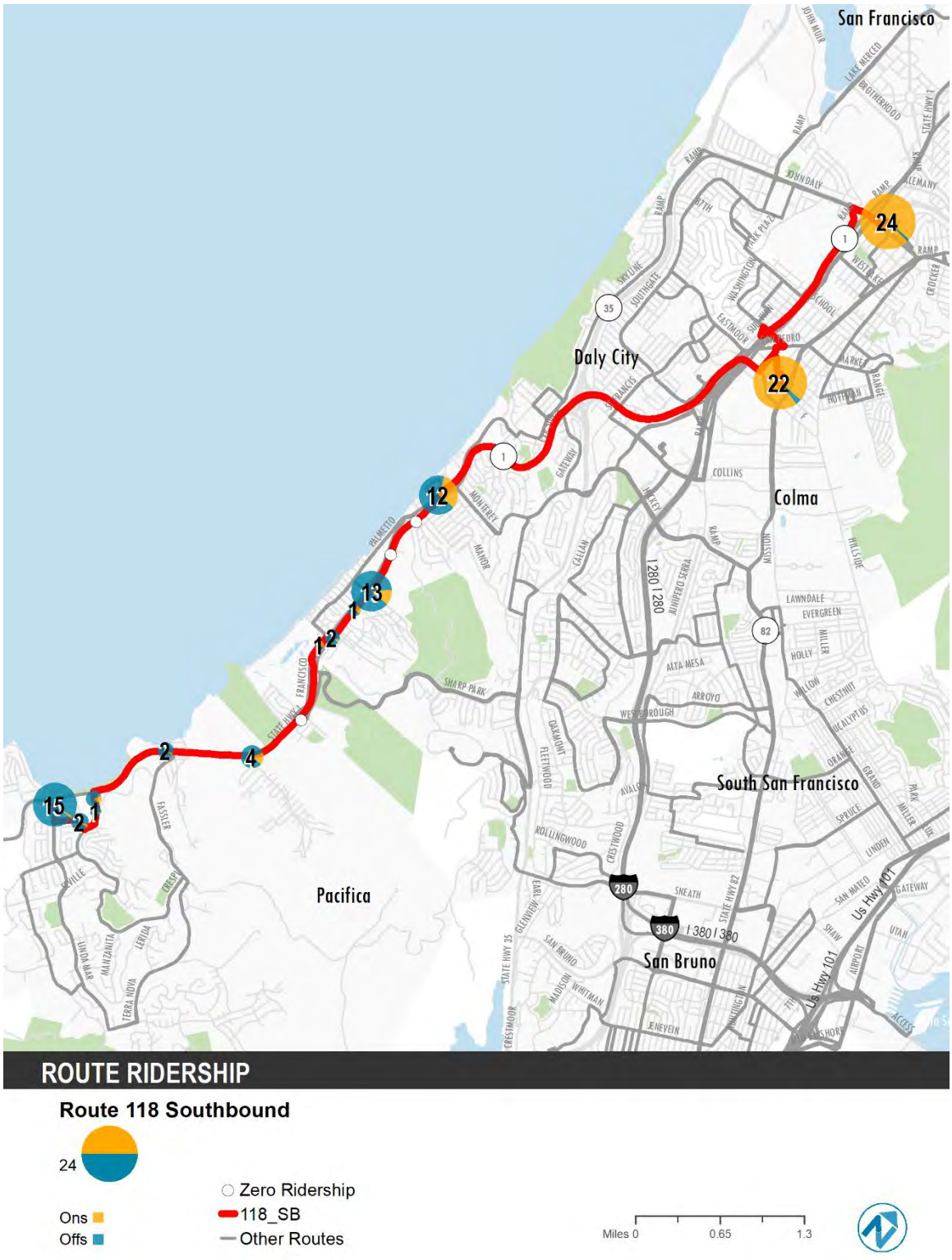


Figure 5-10 Route 118 Average Weekday Ridership Map – Southbound



ROUTE 120

Route 120 is a North County route that runs from Colma BART station to Brunswick/Templeton in Daly City. The route serves multiple shopping destinations and connects residential areas and schools to the Daly City BART Station.

The route operates between 4:00 a.m. and 12:00 a.m. Monday through Sunday with 10-15-minute peak hour service and 15-45-minute service during off-peak and weekend hours. Limited service exists to Westmoor High School on school days and San Francisco Airport on one weekday Southbound morning trip.

Route Characteristics		
Weekday		
Start Time		4:05 a.m.
End Time		11:20 p.m.
Boardings		4,686
Service Hours		107.5
Boardings per Service Hour		43.6
Peak Headway		10
Off-Peak Headway		30
Schedule Adherence	On Time	91%
	Early	9%
	Late	-
Saturday		
Start Time		4:05 a.m.
End Time		11:45 p.m.
Daily Boardings		3,116
Headway		15-45
Sunday		
Start Time		4:05 a.m.
End Time		10:30 p.m.
Daily Boardings		2,342
Headway		15-50

Ridership and Productivity

This route has the second-highest ridership of all SamTrans routes, with around 4,700 average daily boardings. Stops with the highest weekday ridership include Colma BART, Serramonte Shopping Center, Lake Merced Blvd/Southgate Ave, and Daly City BART.

The route has above average productivity with 44 boardings per service hour. The most productive segments are between Southgate Ave/Westridge Ave and Daly City BART, with over 60 boardings per service hour. The lowest productivity segment is between Colma BART and Serramonte Shopping Center. With the exception of early morning and later evening service, the route has over 40 passengers per service hour throughout the day.

The 7:12 a.m. and 7:25 a.m. southbound and 2:57 p.m. northbound trips have maximum loads of more than 40 passengers, which correspond to Westmoor High School trip times. In addition, multiple trips carry over 30 passengers in the northbound morning peak and southbound afternoon peak.

Schedule Adherence

Route 120 arrives on-time to 91% of timepoints. Early running is more of an issue than late running, with 9% trips arriving at timepoints early. All trips arrive at either timepoint on time. All trips prior to noon on southbound Route 120 arrive early at the Southgate Avenue/Lakeshire Drive timepoint.

Summary

Route 120 is an excellent route with strong, all-day bi-directional ridership. During the peak times, Route 120 is running close to seated capacity on multiple consecutive trips. Route 120 duplicates Muni Route 14R between Mission Street / Action Street and Daly City BART. In

addition, it duplicates Route 121 and Route 130 in this segment. The early morning extension of one trip to SFO carries 8 passengers daily.

Figure 5-11 Route 120 Average Weekday Ridership Map – Northbound

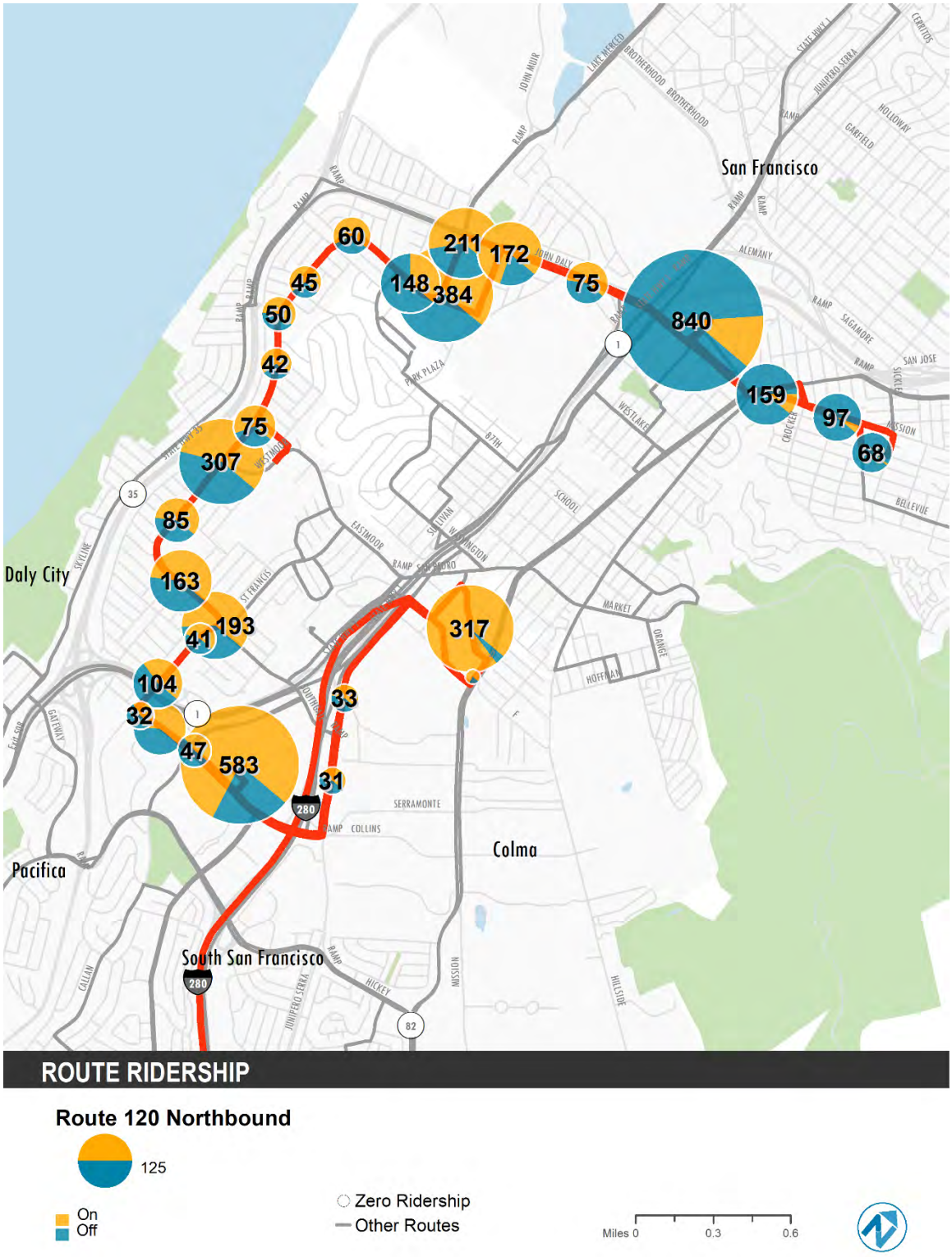
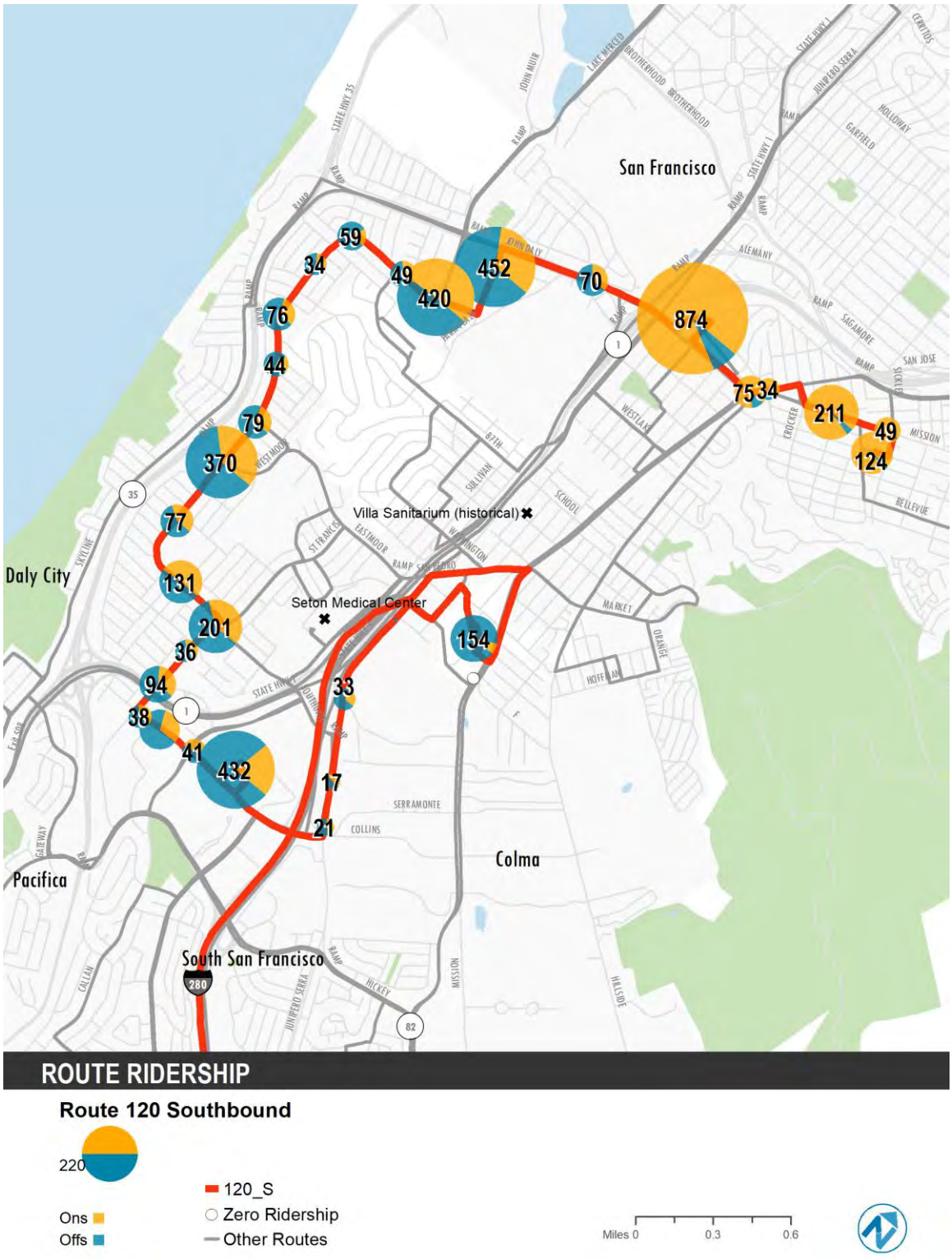


Figure 5-12 Route 120 Average Weekday Ridership Map – Southbound



ROUTE 121

Route 121 is a North County route that operates between Skyline College Transit Center in San Bruno to Daly City. The route connects to both the Daly City and Colma BART stations. Key route destinations include Seton Medical Center, Serramonte Center, and Fairmont Shopping Center.

The route has a few route variations, with limited morning and afternoon service to South Hills.

Service is operated between 5:40 a.m. and 10:20 p.m. on weekdays, with 30-minute service. Service operates between 7:30 a.m. and 9:45 p.m. on Saturday with 40-70-minute service and 7:30 a.m. and 7:50 p.m. on Sundays with 60-70-minute service.

Route Characteristics		
Weekday		
Start Time		5:40 a.m.
End Time		11:15 p.m.
Boardings		1,644
Service Hours		67.7
Boardings per Service Hour		24.3
Peak Headway		20-30
Off-Peak Headway		30-60
Schedule Adherence	On Time	94%
	Early	4%
	Late	2%
Saturday		
Start Time		7:30 a.m.
End Time		9:45 p.m.
Daily Boardings		515
Headway		40-70
Sunday		
Start Time		7:30 a.m.
End Time		9:45 p.m.
Daily Boardings		362
Headway		60-70

Ridership and Productivity

This route has some of the highest ridership in the SamTrans system, with over 1,500 average daily boardings. Stops with the highest weekday boardings include Skyline College Transit Center, Serramonte Shopping Center, Colma BART, and Daly City BART.

Route 121 has average productivity with 24 boardings per service hour. The route's highest productivity segments are Skyline College Transit Center to Manor Drive / Skyline Blvd and Daly City BART to Oakridge Drive / South Hill Blvd. The limited-service segment between Oakridge Dr / S Hill Blvd and Pope St / Bellevue Ave has by far the lowest productivity of the route with 3.2 boardings per hour.

Schedule Adherence

Route 121 has an on-time performance of 94%. Early arrivals are more common than late arrivals. The segment between San Fernando Way / Seton Medical Ctr and Colma BART has the worst on-time performance, with 9% early arrivals. In between Oakridge Dr / S Hill Blvd and Pope St / Bellevue Ave, buses have the highest rates of arriving late.

Summary

Route 121 is the primary route to and from Skyline College. The existing routing between Daly City and Skyline College is indirect and makes multiple deviations, some of which have high ridership.

Route 121's market share is being directly impacted by a competing shuttle service. Skyline College operates a free shuttle service that operates hourly from BART to Skyline. The shuttle

takes approximately 22 minutes each direction. This compares to the 50+ minute trip on Route 121. Discretionary riders are likely to take the faster free trip.

Service east of Daly City duplicates Muni Route 14R, the ECR, and Route 120. Even with the good ridership, the travel market between Mission and Daly City BART is overserved.

The peak hour extension up Hill Boulevard, Alta Vista Way, and Oakridge Drive is one of the least productive route segments operated by SamTrans. The ridership on this segment are insufficient to warrant fixed-route bus service.

Figure 5-13 Route 121 Average Weekday Ridership Map – Northbound

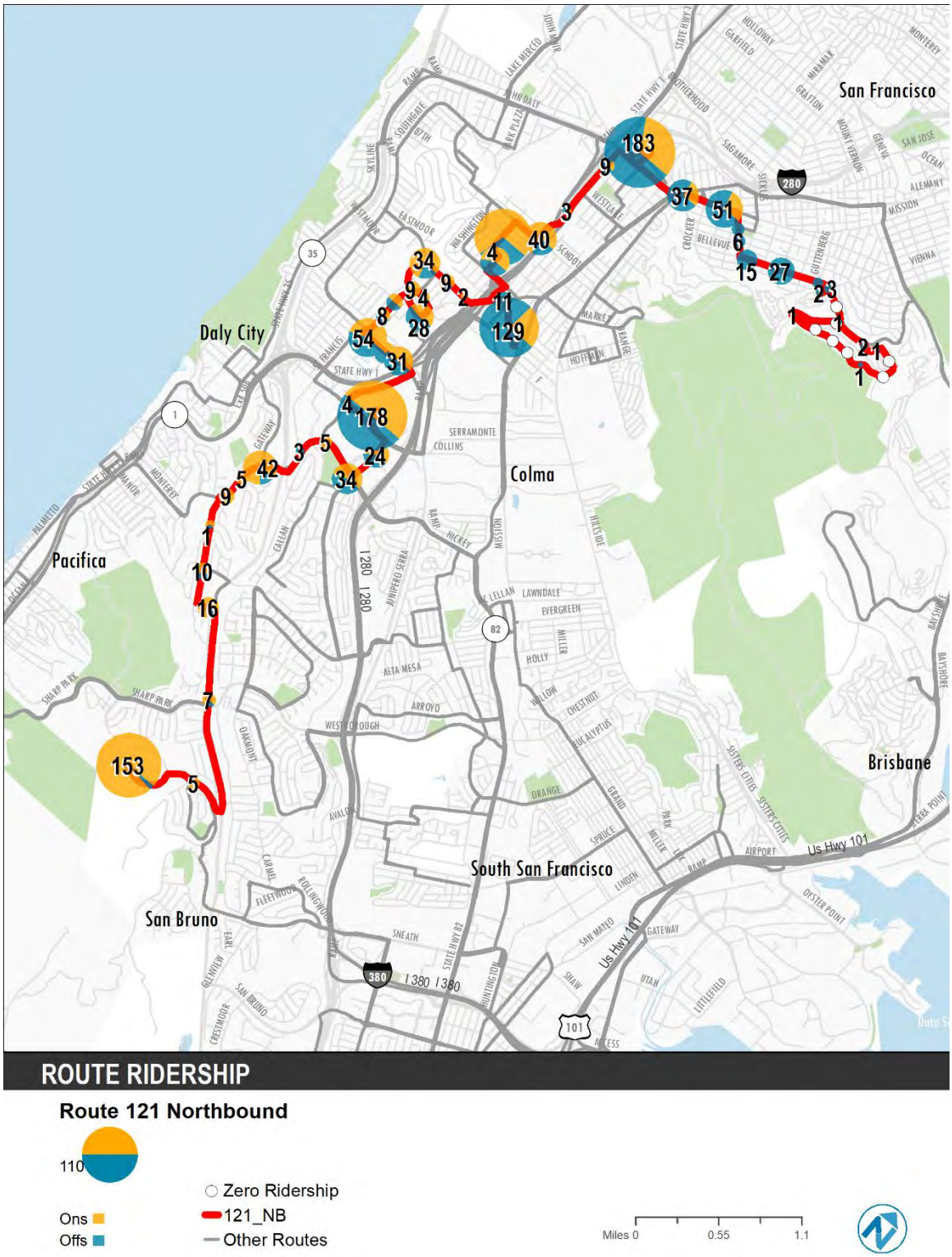
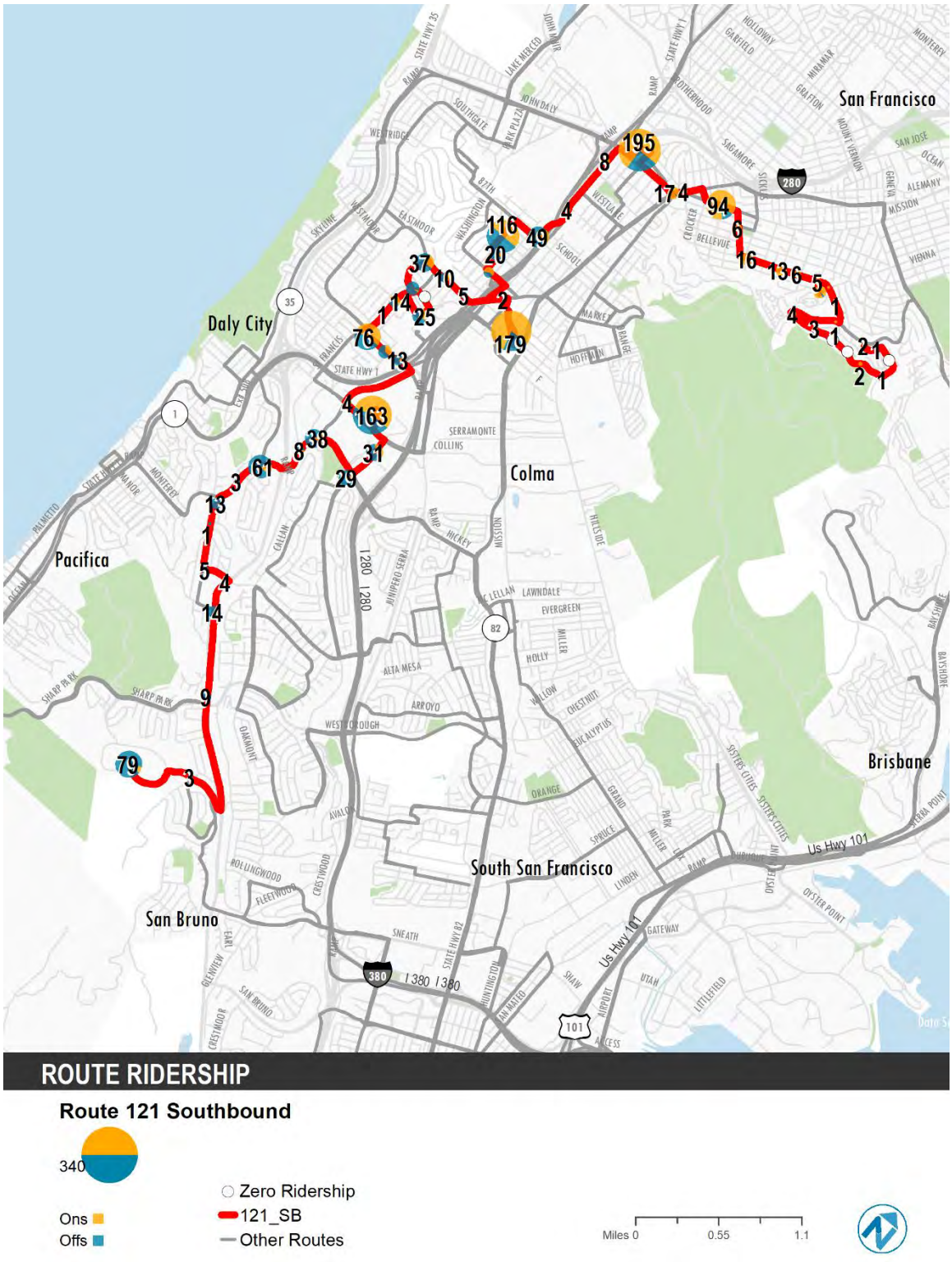


Figure 5-14 Route 121 Average Weekday Ridership Map – Southbound



ROUTE 122

Route 122 connects San Bruno with Colma, Daly City, and San Francisco. The route serves both Colma BART and South San Francisco BART, as well as Muni at Stonestown Shopping Center where connections to Muni's rail service are possible. Additional key destinations include Kaiser Hospital, Seton Medical Center, multiple shopping centers, and San Francisco State University.

The route runs between 5:15 a.m. and 10:10 p.m. on weekdays and provides 20-30-minute service all day. On weekends, the route provides 30-60-minute service between 8:00 a.m. and 11:35 p.m.

Route Characteristics		
Weekday		
Start Time		5:15 a.m.
End Time		10:10 p.m.
Boardings		2,200
Service Hours		95.3
Boardings per Service Hour		23.1
Peak Headway		20 -30
Off-Peak Headway		20-30
Schedule Adherence	On Time	94%
	Early	2%
	Late	3%
Saturday		
Start Time		8:00 a.m.
End Time		10:30 p.m.
Daily Boardings		1,173
Headway		30-60
Sunday		
Start Time		8:05 a.m.
End Time		10:30 p.m.
Daily Boardings		908
Headway		30-60

Ridership and Productivity

This route has the fifth-highest ridership of all SamTrans routes with over 2,000 average daily boardings. Highest ridership stops include South San Francisco BART, Arroyo Dr/El Camino Real, Serramonte Shopping Center, Colma BART, and Lake Merced Blvd/Southgate Ave, and 19th Ave/Winston Dr.

Productivity is consistent in both the northbound and southbound directions with average boarding per hour of 23 but fluctuates along the route. The route is most productive at both its end segments with over 40 boardings per service hour. The least productive segments are Serramonte Shopping Center to Junipero Serra Blvd/Serra Center and Gellert Blvd/Westborough Blvd to Callan Blvd/King Dr. The midday period is the most productive time of day, followed by the AM and PM hours. Evening and night services generate less than 20 boardings per service hour.

Schedule Adherence

Route 122 arrives to timepoints on schedule 94% of the time. The Southbound trips have a slightly higher percent of buses which arrive on-time and a higher percent late arrivals. The segment between Arroyo Dr/El Camino Real and Gellert Blvd/Westborough Blvd is the least dependable.

Summary

Route 122 acts as multiple different routes. Between Colma and South San Francisco BART stations, Route 122 operates as a feeder to BART as well as providing access to the Serramonte Shopping Center. North of Colma BART, Route 122 acts as a SamTrans connection to San Francisco State University and the associated connections there. With the exception of the

Westlake Shopping Center, Route 122 between Colma BART and San Francisco State University has very low ridership activity. San Francisco State, however, has over 250 boardings.

Patrons from San Mateo County with a destination at San Francisco State University have another option to access the campus, using Muni Route 28 from Daly City. This would, however, require another fare.

One possible reason for Route 122's lower ridership is duplication of service with other SamTrans routes. Route 122 is one of three routes connecting Colma BART with the Serramonte Shopping Center. Routes 120 and 121 also serve the areas between Colma BART and Westlake Shopping Center.

Figure 5-15 Route 122 Average Weekday Ridership Map – Northbound

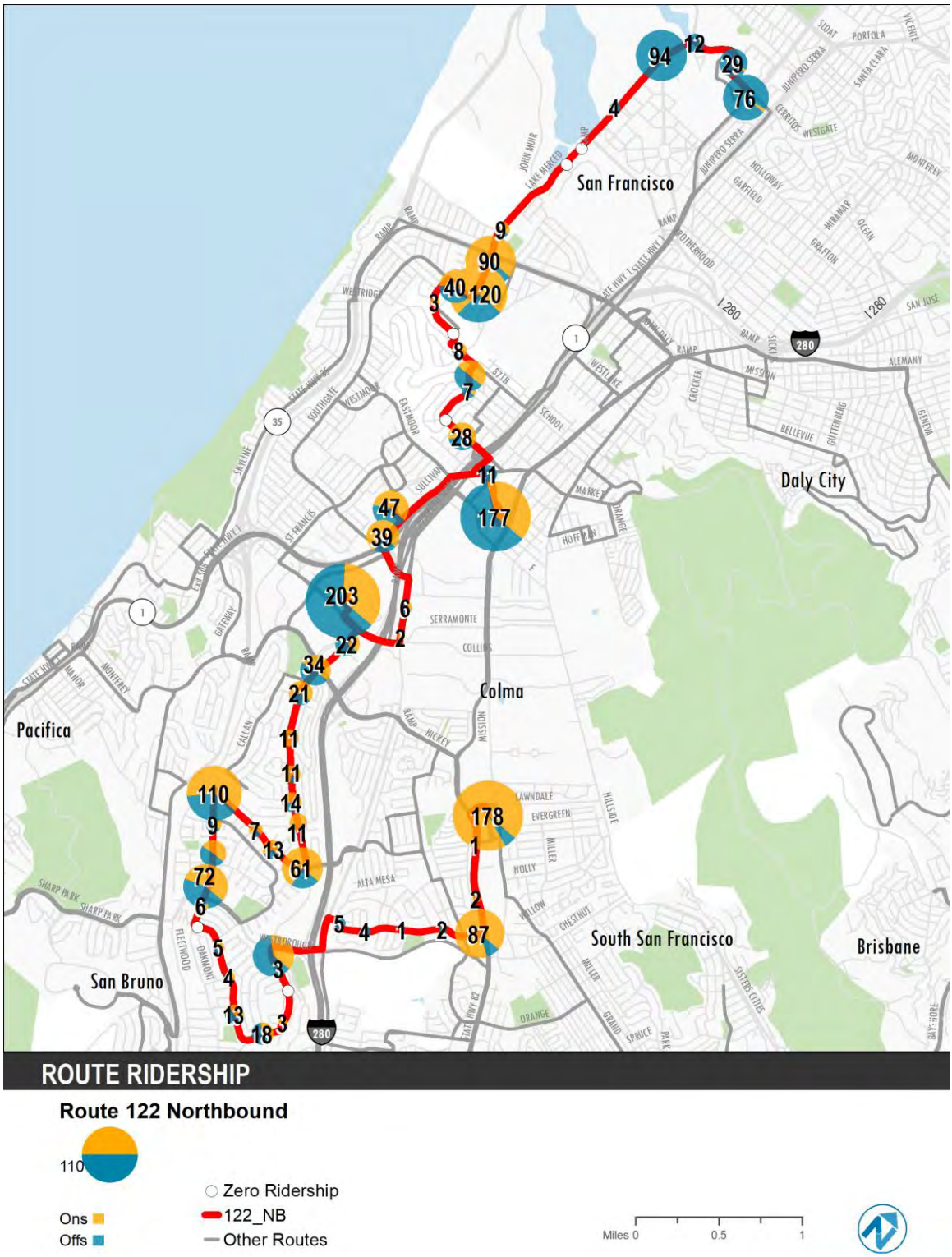
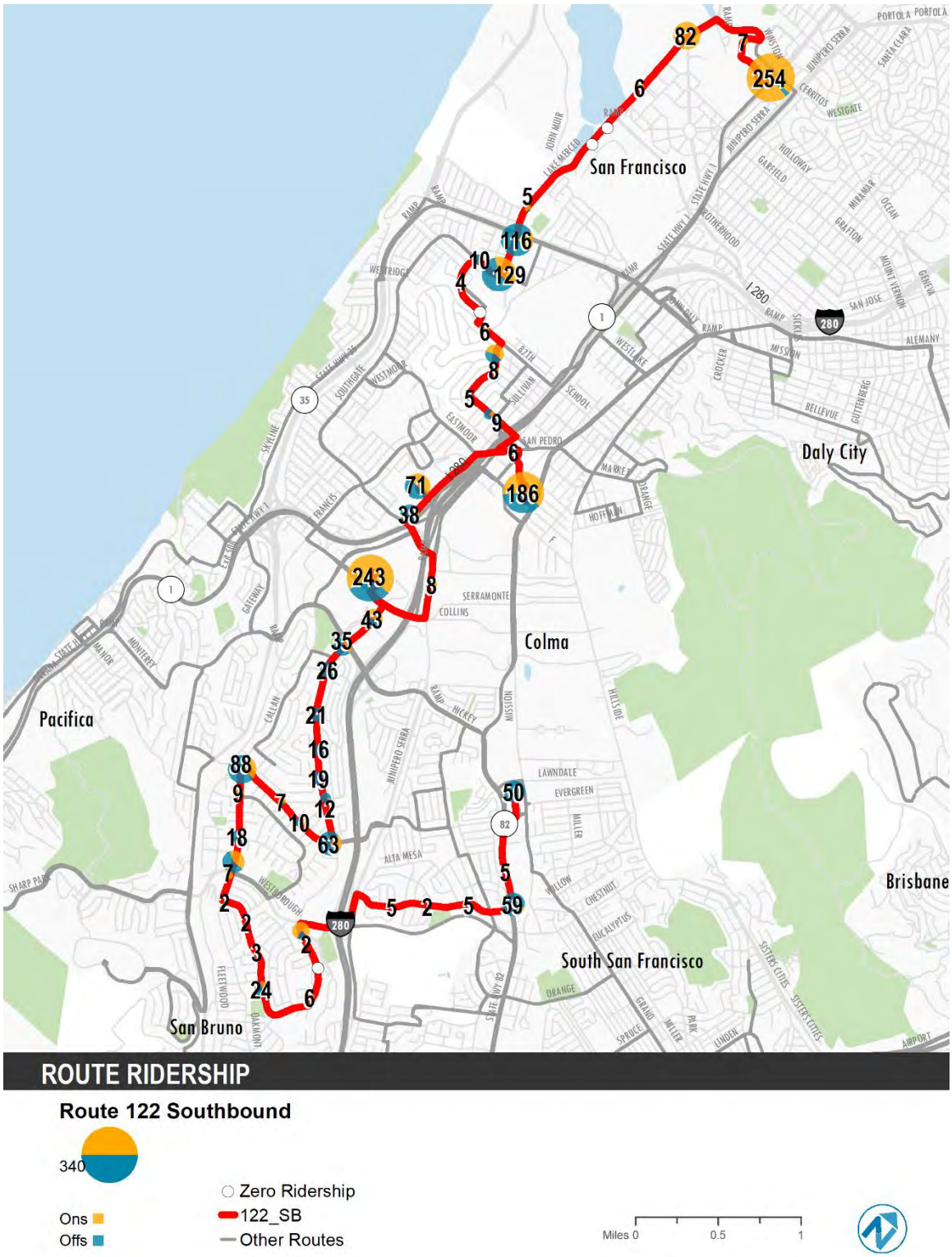


Figure 5-16 Route 122 Average Weekday Ridership Map – Southbound



ROUTE 130

Route 130 is a North County route that operates between Daly City and South San Francisco. The route features multiple connections to BART in Daly City, Colma, and South San Francisco, as well as connections to Muni in San Francisco.

Additional destinations along the route include Serramonte Center, Alta Loma Middle School, and John F Kennedy Elementary School – where there is limited school day only trips in the morning and afternoon.

The route operates between 4:30 a.m. and 11:00 p.m. on weekdays, with 15-minute peak headways and 15-30-minute off-peak headways. Weekend service operates between 7:00 a.m. and 7:00 p.m. with 30-minute service.

Route Characteristics		
Weekday		
Start Time		4:25 a.m.
End Time		11:00 p.m.
Boardings		2,894
Service Hours		130.3
Boardings per Service Hour		22.2
Peak Headway		15
Off-Peak Headway		15-30
Schedule Adherence	On Time	87%
	Early	10%
	Late	3%
Saturday		
Start Time		7:00 a.m.
End Time		8:15 p.m.
Daily Boardings		1,339
Headway		30
Sunday		
Start Time		7:00 a.m.
End Time		7:00 p.m.
Daily Boardings		1,025
Headway		30

Ridership and Productivity

This route has the third-highest ridership of all SamTrans routes, with nearly 3,000 average daily boardings. Highest ridership stops include Airport Blvd & Linden Ave, Grand Ave/Linden Ave, South San Francisco BART, Serramonte Shopping Center, Mission St & Goethe St, and Daly City BART.

The route has average productivity, with 22 boardings per service hour. The most productive segment on the route is Airport Blvd/Linden Ave to South SF BART. The least productive segment is between Serramonte Shopping Center and Colma BART, where there are multiple other routes also providing this connection.

Schedule Adherence

Route 130 has an average on-time performance, with 87% of the buses arriving to timepoints on-time. Overall, 10% of the time, buses arrive at timepoints early. Early arrivals mostly occur in the middle of the trip between Serramonte Shopping Center and Colma BART station followed by the segment between Colma BART station and Orange/Chester Street. Late arrivals mostly occur between Airport Blvd/Linden Ave and South SF BART station.

Summary

Route 130 is a long and indirect and operates both as a BART feeder route as well as providing access to major shopping areas. The Serramonte Center is a major destination for existing route patrons. More than half the ridership at the Serramonte Center stop turns over – meaning that it is major destination for riders from both the north and south.

Route 130 has a 1.2-mile deviation to serve the Hillside neighborhood directly. Ridership is good along these stops, but most of these stops are also within a ¼ mile walk of the intersection of Market Street and Hillside Boulevard. The deviation takes more than 4-5 minutes in each direction.

Route 130 duplicates multiple different routes between Serramonte Center and the Colma BART station. This is one of the least productive segments on this route.

Figure 5-17 Route 130 Average Weekday Ridership Map – Northbound

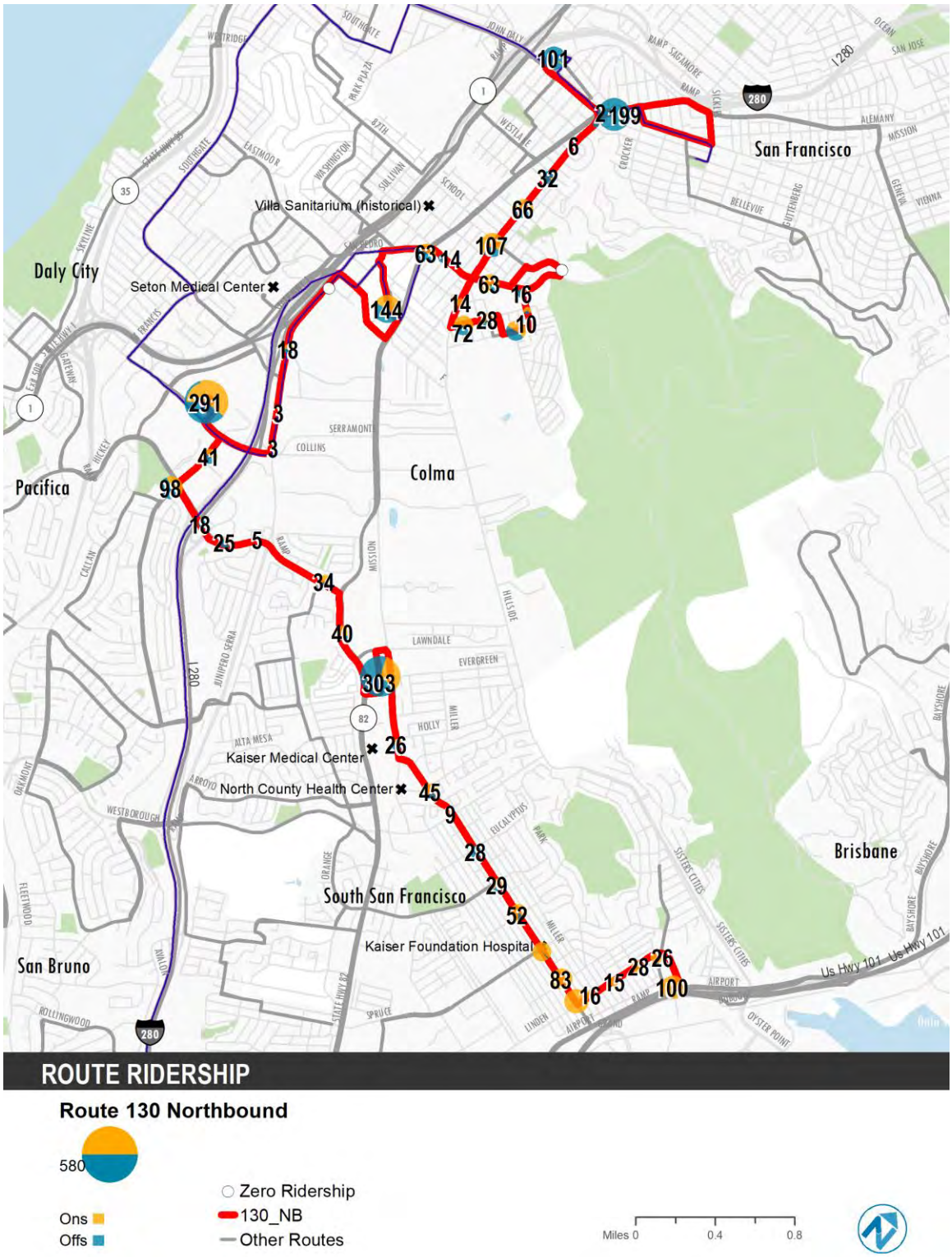
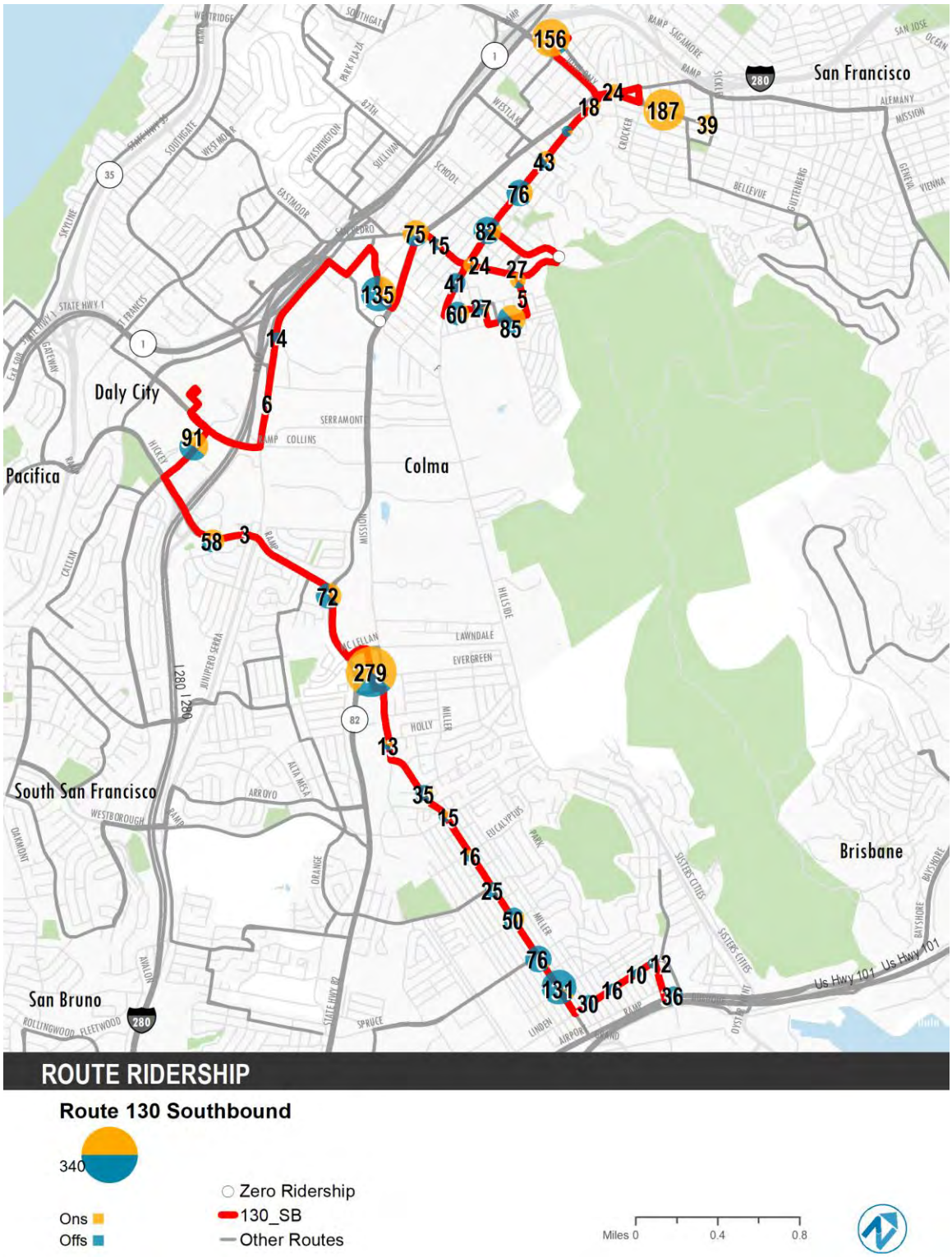


Figure 5-18 Route 130 Average Weekday Ridership Map – Southbound



ROUTE 140

Route 140 travels between Pacifica and the SFO Airtrain station, with service to San Bruno BART. Additional key destinations along this route include Skyline College, Bayhill Shopping Center, and The Shops at Tanforan. The route includes several school days only trips for various days of the week, which provide limited service to I.B. Lacy Middle School, Oceana High School, Parkside Middle School, and Pacific Manor Shopping Center.

The route operates between 5:50 a.m. and 11:30 p.m. on weekdays with 30-minute service during peak hours and 60-minute service off-peak. Weekend service runs between 8:00 a.m. and 6:00 p.m. with 60-minute service.

Route Characteristics		
Weekday		
Start Time		5:50 a.m.
End Time		11:30 p.m.
Boardings		496
Service Hours		41.2
Boardings per Service Hour		12.1
Peak Headway		30
Off-Peak Headway		60
Schedule Adherence	On Time	93%
	Early	4%
	Late	3%
Saturday		
Start Time		8:00 a.m.
End Time		6:00 p.m.
Daily Boardings		156
Headway		60
Sunday		
Start Time		8:00 a.m.
End Time		6:00 p.m.
Daily Boardings		142
Headway		60

Ridership and Productivity

Route 140 has nearly 500 average daily boardings. Stops with the highest ridership include Palmetto Ave & Manor Drive, Skyline College Transit Center, El Camino Real & San Bruno Ave, and San Bruno BART.

This route has below average productivity with 12 boardings per service hour. There are no segments with over 20 passengers per service hour, nor are there any segments with less than 10 passengers per service hour. The segment between Glencourt Way/Inverness DR to Skyline College Transit Center is the least productive.

Schedule Adherence

Route 140 has a high on-time performance of 93% across all timepoints. The segment between Palmetto/Manor Dr to Glencourt /Inverness Dr has the lowest on-time performance in the entire route with 25% of the stops in this segment reported late.

Summary

Route 140 is an indirect, convoluted, coverage route that connects multiple major destinations, but has low ridership. The alignment between San Bruno BART and Skyline College is more than twice as long as the shortest driving path, which limits its attractiveness to potential students. Much of the deviations between San Bruno BART and Skyline College are served by Route ECR or Route 141

The extension to SFO Airtrain underperforms as well, with only 10.2 passengers per service hour. The SFO segment from San Bruno BART is duplicated by Route 398, which provides direct access to the terminals, and thus is more convenient than Route 140 for most airport-bound passengers.

Route 140 runs from Pacific Manor to the SFO Air Train station and is one of the medium ridership routes.

Figure 5-19 Route 140 Average Weekday Ridership Map – Eastbound

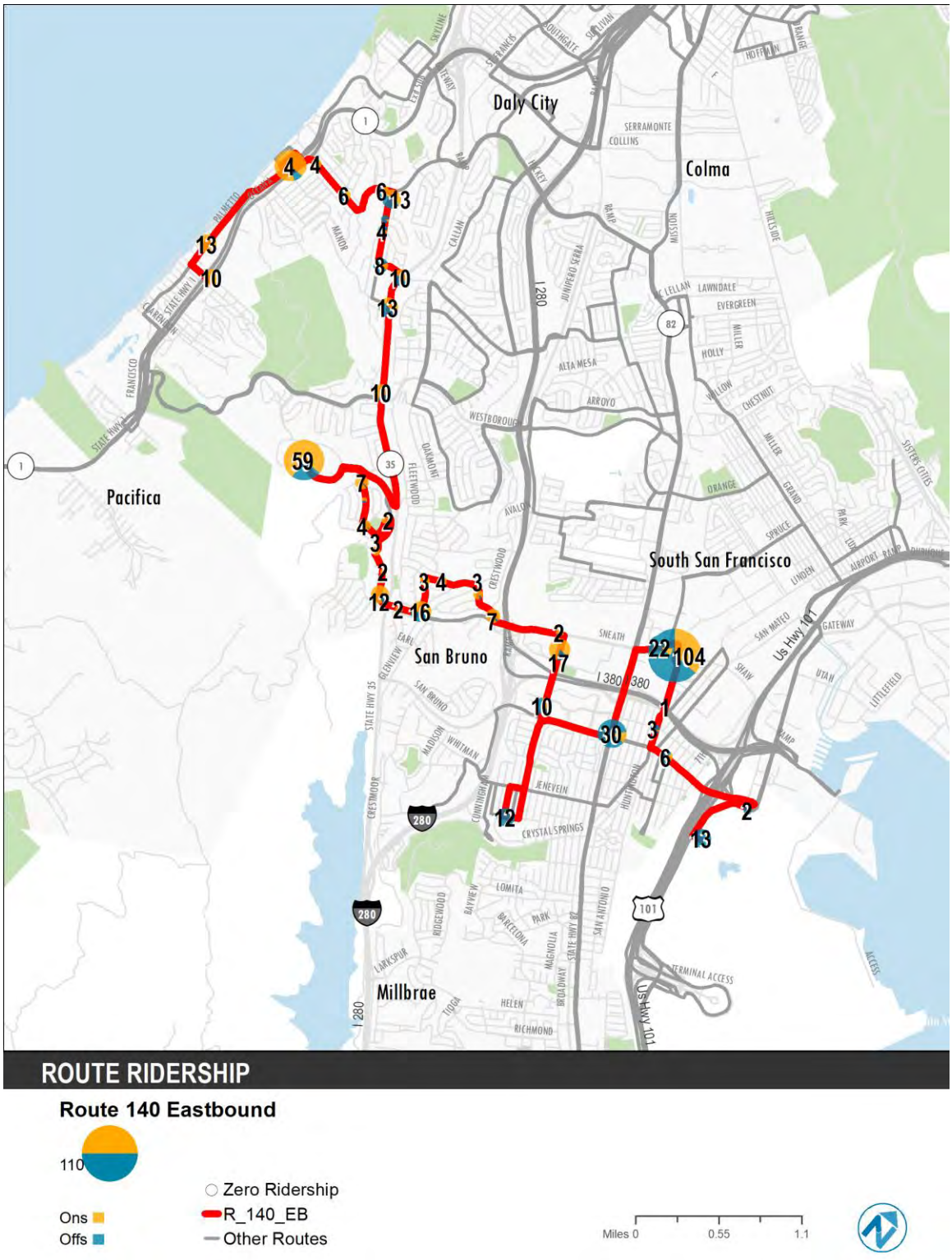
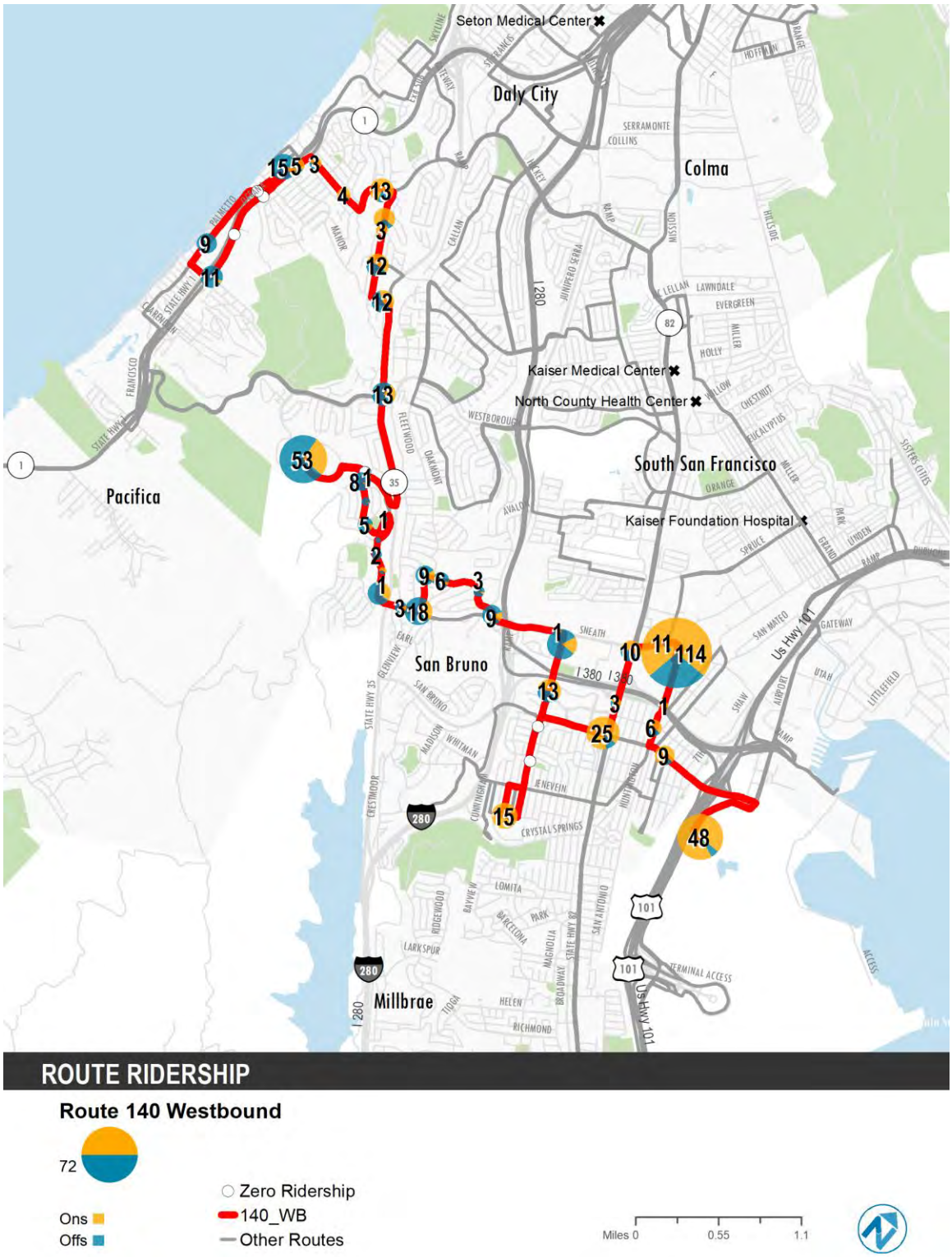


Figure 5-20 Route 140 Average Weekday Ridership Map – Westbound



ROUTE 141

Route 141 runs between South San Francisco to San Bruno with service to San Bruno BART. Key destinations include The Shops at Tanforan. Route 141 has five different variants that provide limited service to Belle Air School, Parkside School, San Bruno Senior Center, and Peninsula High School.

Weekday service operates every 30-minutes between 6:30 a.m. and 7:30 p.m. On weekends, service operates between 7:15 to 6:45 with 30-60-minute headways.

Route Characteristics		
Weekday		
Start Time		6:10 a.m.
End Time		7:30 p.m.
Boardings		500
Service Hours		23.1
Boardings per Service Hour		21.7
Peak Headway		30
Off-Peak Headway		30
Schedule Adherence	On Time	80%
	Early	6%
	Late	14%
Saturday		
Start Time		7:15 a.m.
End Time		7:05 p.m.
Daily Boardings		381
Headway		30-60
Sunday		
Start Time		7:15 a.m.
End Time		7:05 p.m.
Daily Boardings		288
Headway		30-60

Ridership and Productivity

Route 141 averages 500 daily boardings. Stops with the highest weekday boardings include Airport Blvd/Linden Ave, Grand Ave/ Maple Ave, and San Bruno BART.

Route 141 has above average productivity with 22 boardings per service hour. The route averages more than 30 passengers per service hour in South San Francisco. West of ECR, Route 22 averages less than 10 passengers per service hour.

Schedule Adherence

Route 141 has poor on-time performance with 80% of buses arriving to timepoints on-time. Late running is common, and it appears that during many parts of the day, the schedule has insufficient time. The biggest problem area appears to be between El Camino Real, San Bruno BART, and Airport Blvd, with 24% of buses arriving late.

Summary

Route 141 performs like a core route connecting South San Francisco to San Bruno BART. Ridership is strong for such a short segment. However, Route 141 functions like a low-ridership coverage route, with five different variants, traveling west of the San Bruno BART station, with circuitous alignments, confusing schedules, and an attempt to target multiple small markets. All the targeting has resulted in very little ridership. Most trips west of San Bruno BART had less than 3 riders on them.

Route 141 appears to have on-time performance issues. Throughout the day, Route 141 appears to not have enough time in the schedule. Late running appears to be more of an issue in the eastbound direction.

Figure 5-21 Route 141 Average Weekday Ridership Map – Eastbound

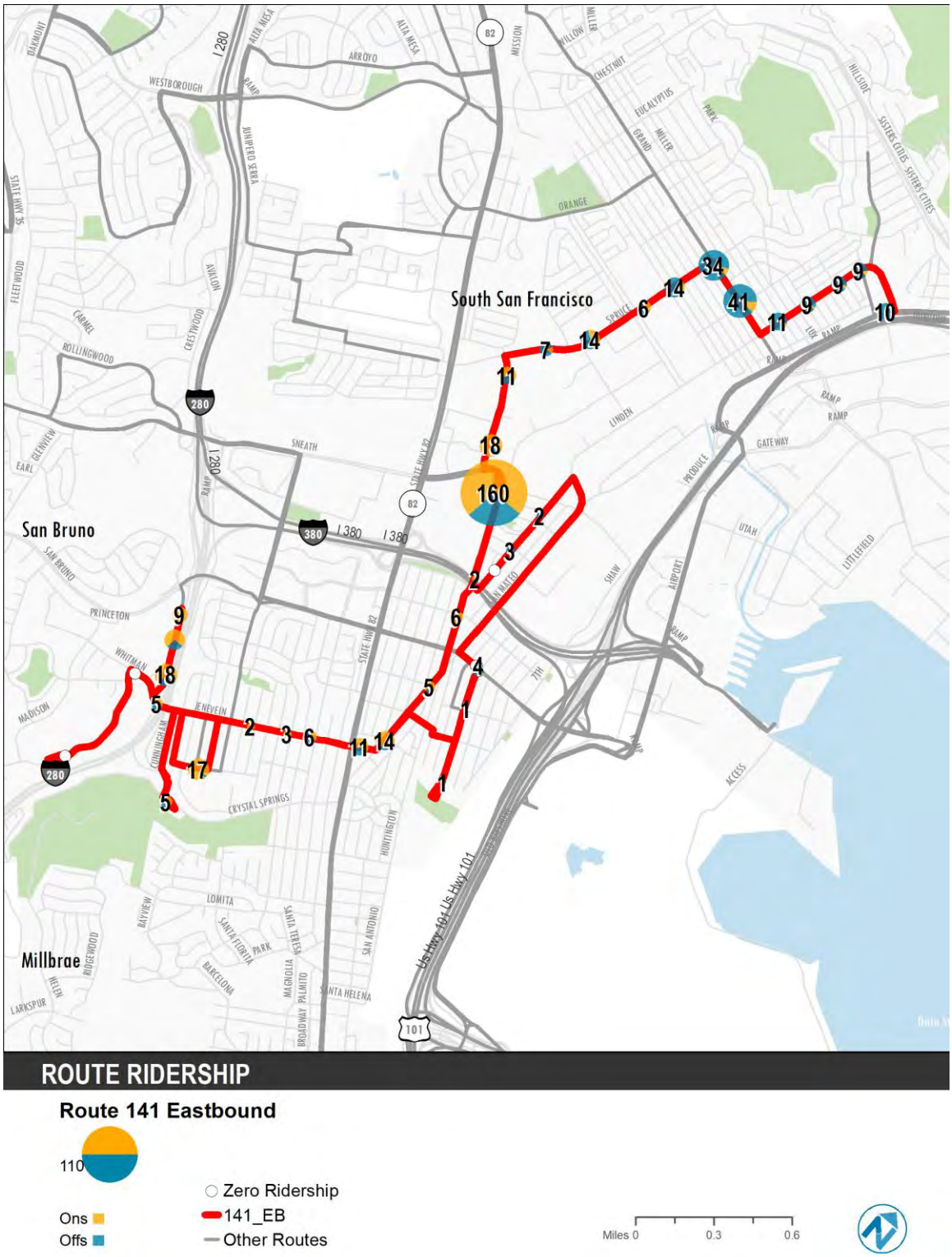
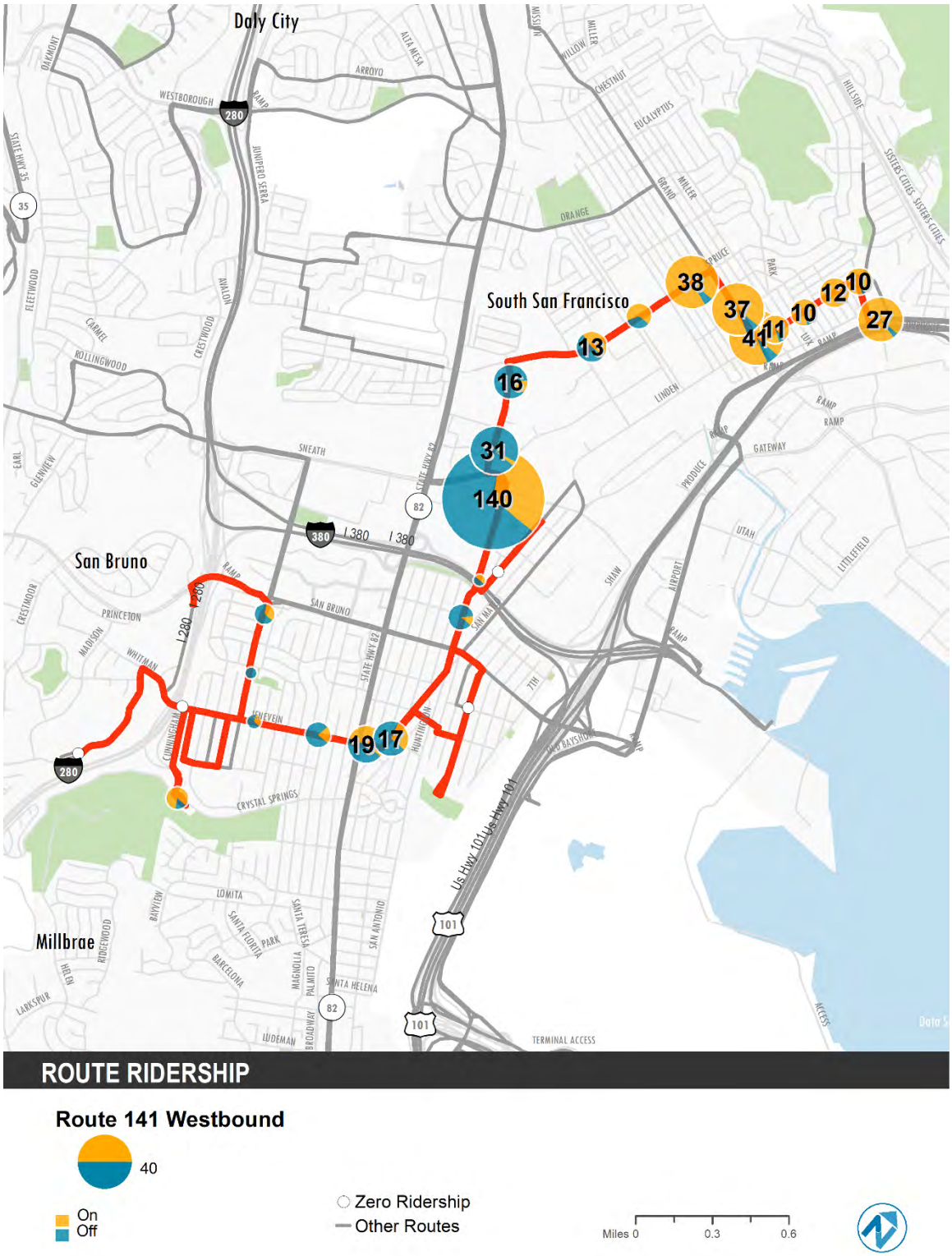


Figure 5-22 Route 141 Average Weekday Ridership Map – Westbound



ROUTE 250

Route 250 connects the College of San Mateo with San Mateo and Hillsdale. Key destinations include the Hillsdale Caltrain station, San Mateo Caltrain station, Shoreview Shopping Center, Parkside Shopping Center, Marina Plaza Shopping Center, and Hillsdale Shopping Center.

The route's schedule features a few school days only morning and afternoon trips. The route also has one deviation to Bayside STEM Academy in the Westbound direction that it travels twice in the afternoon on Wednesdays only.

Weekday service operates between 5:45 a.m. and 10:30 p.m., with 30-60-minute service all-day. Weekend service operates from 8:00 a.m. to 8:00 p.m. with 60-minute service all-day.

Route Characteristics		
Weekday		
Start Time		5:40 a.m.
End Time		10:25 p.m.
Boardings		1,265
Service Hours		51.3
Boardings per Service Hour		24.6
Peak Headway		30
Off-Peak Headway		30
Schedule Adherence	On Time	94%
	Early	1%
	Late	5%
Saturday		
Start Time		7:00 a.m.
End Time		8:00 p.m.
Daily Boardings		372
Headway		60
Sunday		
Start Time		9:00 a.m.
End Time		6:05 p.m.
Daily Boardings		232
Headway		60

Ridership and Productivity

This route is one of the highest ridership routes in the SamTrans system with over 1,200 average daily boardings. Stops with the highest weekday boardings include CSM Transit Center, W Hillsdale Blvd & Edison St, and Casa de Campo & La Selva St.

The route has above average productivity, with 25 boardings per service hour. Productivity is above 23 boardings per service hours on all segments, except between 1st Ave/ B St. and W 5th Ave/El Camino Real, where productivity drops to 10 boardings per service hour. Late evening productivity drops below 10 passengers per trip.

Schedule Adherence

This route has excellent on-time performance, with 94% of buses arriving to timepoints on-time. Given that there is an at-grade railroad crossing in downtown San Mateo and congestion on Hillsdale Boulevard is high, the on-time performance is good. On-time performance is the lowest in the segment between S Norfolk/ Shoreview Ave and 1st Ave/B St where the number of delayed stops is at the highest.

Summary

Route 250 is a productive route that connects multiple high ridership destinations. While the travel times from San Mateo to San Mateo College are long due to an indirect routing, ridership on Route 250 is good along the entire route.

Route 250 has an out-of-direction deviation to La Selva Street that takes several minutes. Given the high density and associated high ridership in both directions, this deviation is warranted.

Figure 5-23 Route 250 Average Weekday Ridership Map – Eastbound

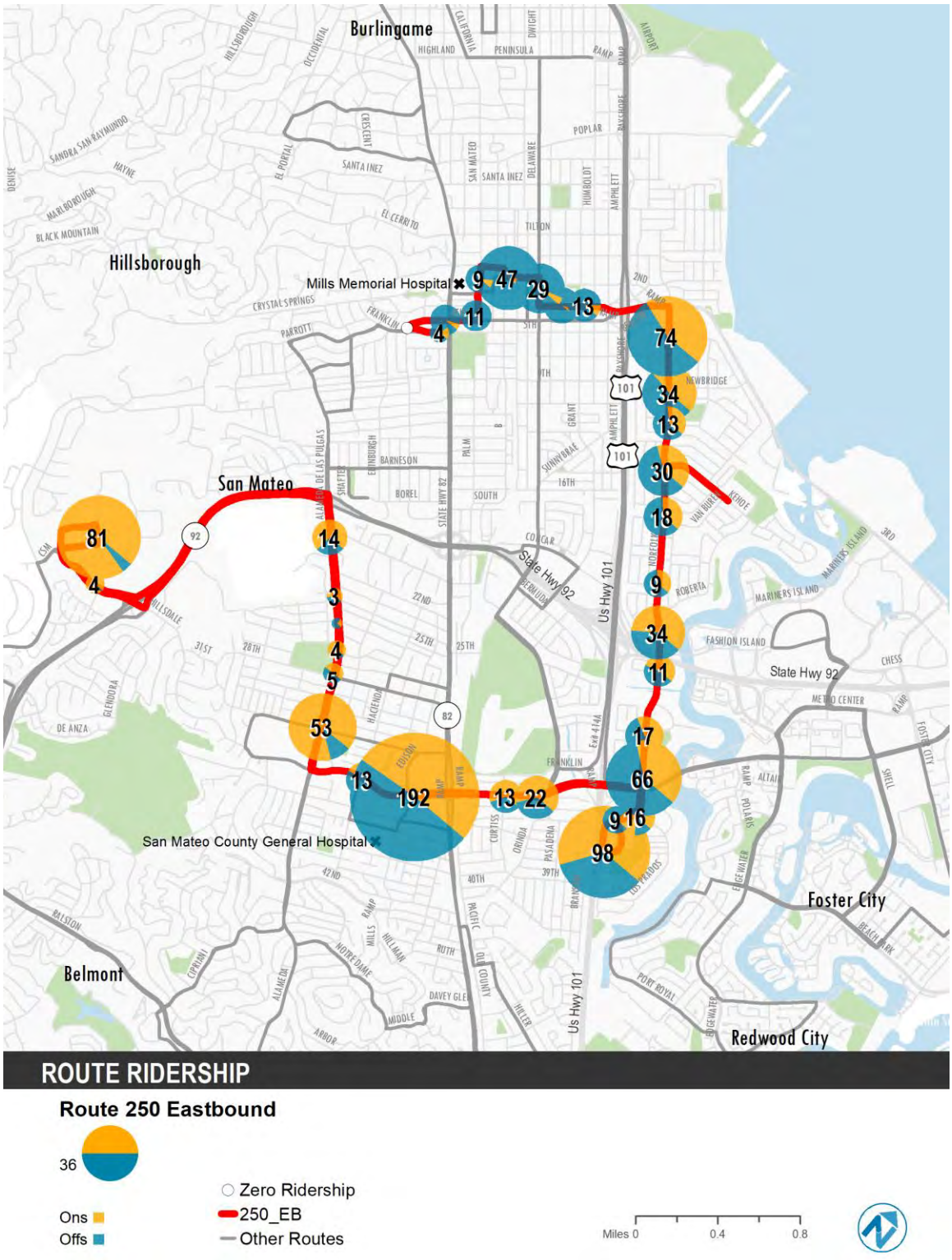
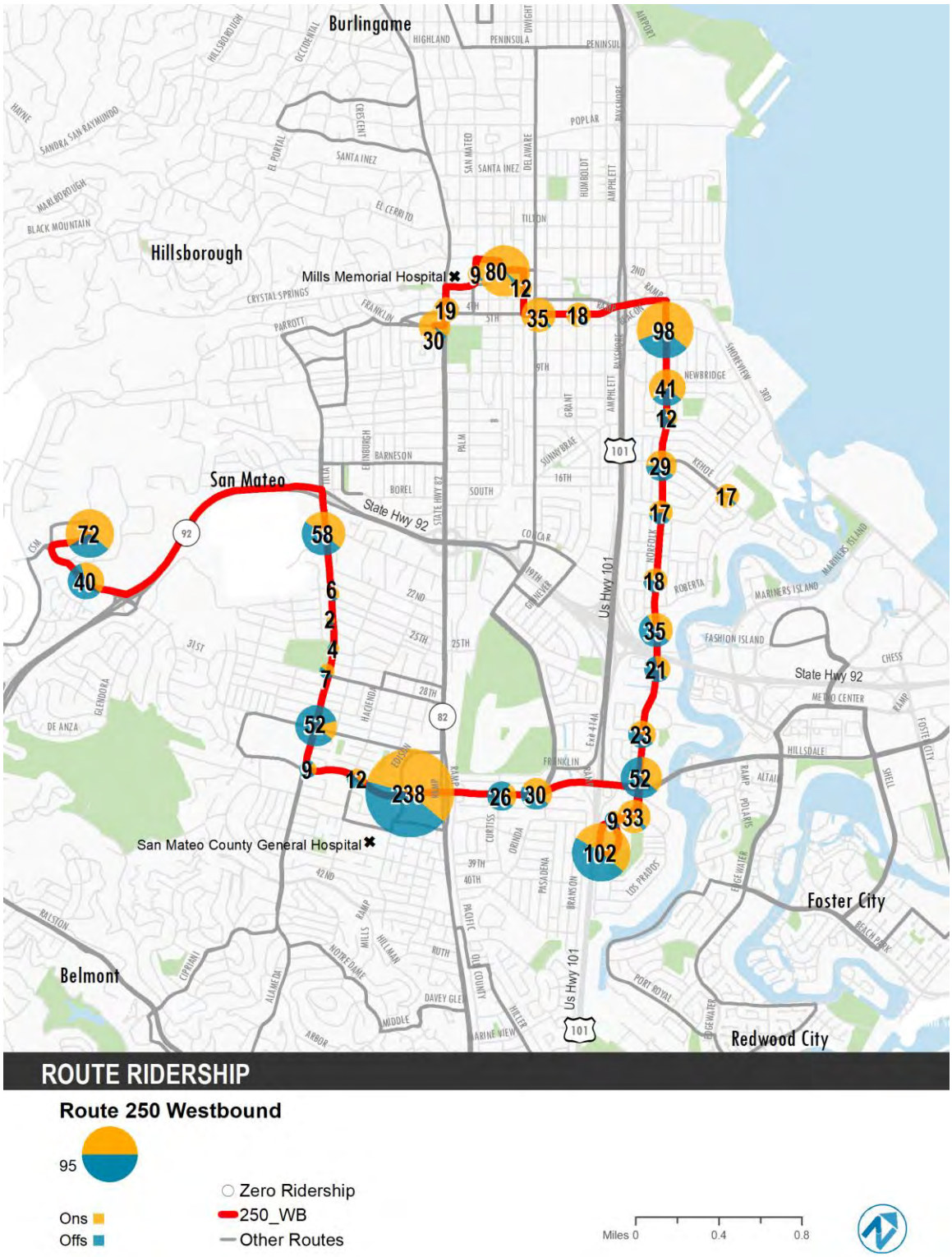


Figure 5-24 Route 250 Average Weekday Ridership Map – Westbound



ROUTE 251/256

Routes 251 and 256 connect San Mateo and Foster City. The route serves Hillsdale Caltrain Station with other key destinations including Hillsdale Shopping Center, Bridgepointe Shopping Center, Foster City Elementary School, Beach Parking Plaza Shopping Center, Bowditch Middle School, Civic Center, and Marlin Cove Shopping Center.

Routes 251 and 256 are almost identical, with the primary difference being a branch to Hillsdale High School, and in which direction the Bridgepointe Shopping Center is served. The route has multiple one-way segments which result in unequal trip durations between the Eastbound and Westbound trips.

Between the two routes, service is hourly. The pattern of departures is irregular, with most morning trips being operated as Route 256, midday trips alternating every 120 minutes between the two routes, and evening trips being operated as Route 251.

There is a total of six trips in each direction. The majority of the trips take place in the afternoons and evenings. Weekday services run between 11:30 a.m-7:55 p.m. Saturday services operate between 8:30 a.m. and 6:50 p.m. Neither route operates on Sunday.

Route 251 Route Characteristics		
Weekday		
Start Time		11:30 a.m.
End Time		7:55 p.m.
Boardings		30
Service Hours		4.3
Boardings per Service Hour		7
Peak Headway		60
Off-Peak Headway		120
Schedule Adherence	On Time	72%
	Early	0%
	Late	28%
Saturday		
Start Time		8:30 a.m.
End Time		6:50 p.m.
Daily Boardings		57
Headway		60

Route 256 Route Characteristics		
Weekday		
Start Time		6:30 a.m.
End Time		4:55 p.m.
Boardings		164
Service Hours		7.6
Boardings per Service Hour		21.8
Peak Headway		60
Off-Peak Headway		120
Schedule Adherence	On Time	73%
	Early	8%
	Late	18%
Saturday		
Start Time		7:30 a.m.
End Time		8:20 p.m.
Daily Boardings		71
Headway		120

Ridership and Productivity

Route 251 trips carry only 30 passengers. Route 256, which serves Hillsdale High School, and operates more trips, has significantly higher ridership with 164 daily riders. Most Route 251 trips carry less than 5 people, with only one carrying more than five. Route 256 has several trips that average 20 or more passengers. Both trips are school time trips and relate to high school ridership. Other than the school time trips, most Route 256 trips carry less than 10 passengers.

Productivity is poor on the Route 251 trips, at just 7 passengers per service hour. In comparison, the Route 256 trips have 21.8 passengers pers service hour.

Schedule Adherence

Route 251's on-time performance is poor, with just 63% of buses arriving to timepoints on-time and 20% of buses arriving late. Westbound trips have the highest percent of late stops while the eastbound trips have the highest percent early stops.

Route 256 also has a poor on-time performance with just 73% of the buses arriving to timepoints on-time. Overall, 18% of stops are late and southbound trips are more likely to arrive at timepoints late.

Both routes deal with the highly congested Hillsdale Boulevard area, which makes for variable travel times throughout the day.

Summary

The current alternating pattern of Route 251 and 256 is complicated and difficult to understand. A casual look at the schedule would seem to indicate large gaps in service, when instead, an alternative route is providing service. The schedules make no mention that Route 251 and Route 256 schedules are coordinated.

Both Route 251 and 256 have an alignment that is unsuited to attracting ridership. Multiple one-way loops with out-of-direction deviations are a severe disincentive to attracting riders. The geography and street network of Foster City do make it difficult to provide service.

The area served by Routes 251 and 256 have competing shuttle services. A free shuttle connects Millbrae BART/Caltrain stations with North Foster Island with seven morning trips and eight afternoon/evening trips. Another free shuttle connects the Hillsdale Caltrain station with Mariners Island and serves much of the same destinations as Routes 251 and 256. Five trips operate every 45 minutes in the morning and four trips operate every 45 minutes in the afternoon. A third free shuttle connects Hillsdale Caltrain with the Lincoln Centre area, but this is just outside of Route 251 and 256's service area.

Routes 251 and 256 have a limited market. The rail to jobs connections are better served by shuttles with timed connections to Caltrain and BART. The all-day, confusing, indirect, poorly branded service that comprises Routes 251 and 256 can only compete for residents and high school students. High schoolers are the only market where Route 251 or 256 are successful.

Figure 5-25 Route 251 Average Weekday Ridership Map – Eastbound

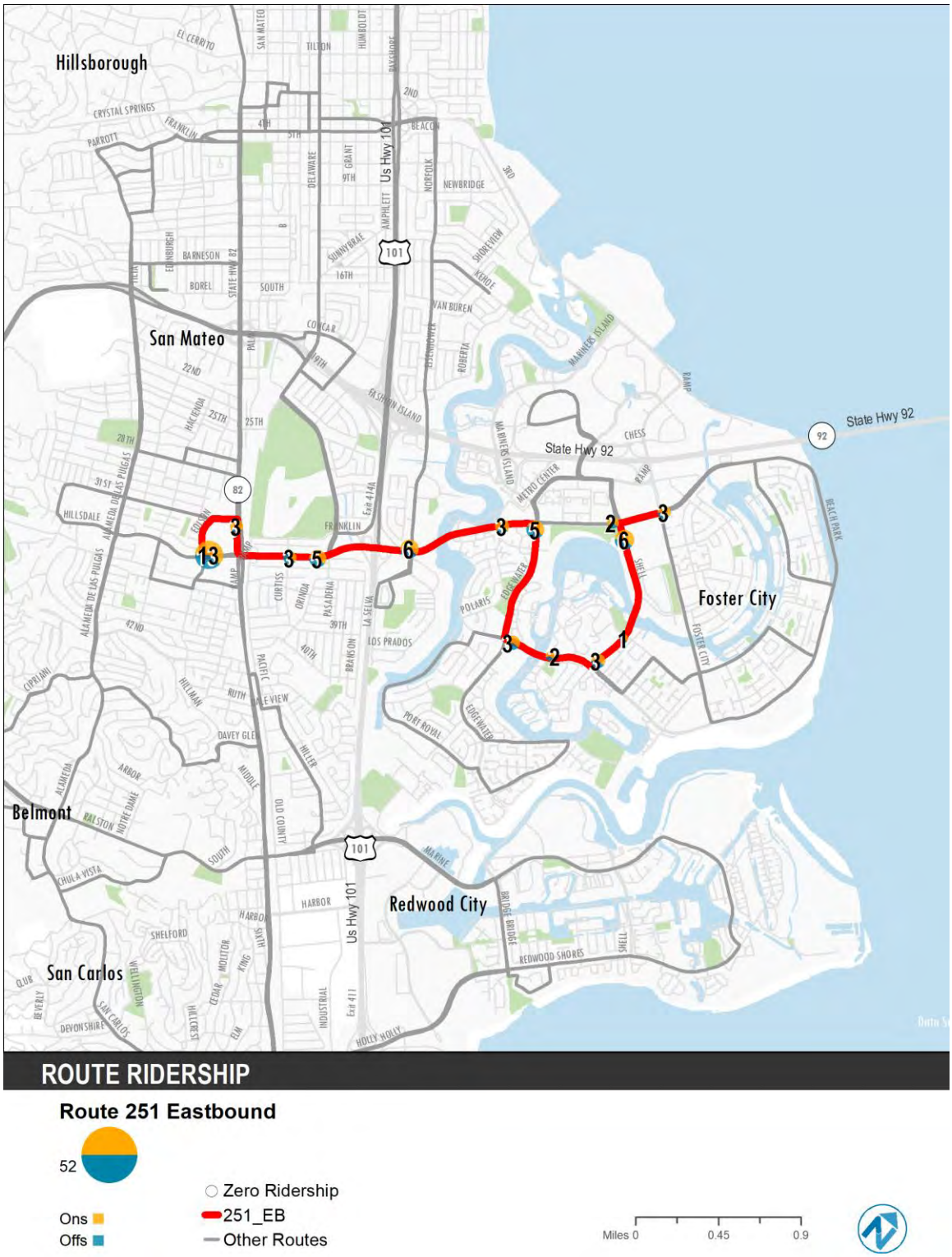


Figure 5-26 Route 251 Average Weekday Ridership Map – Westbound

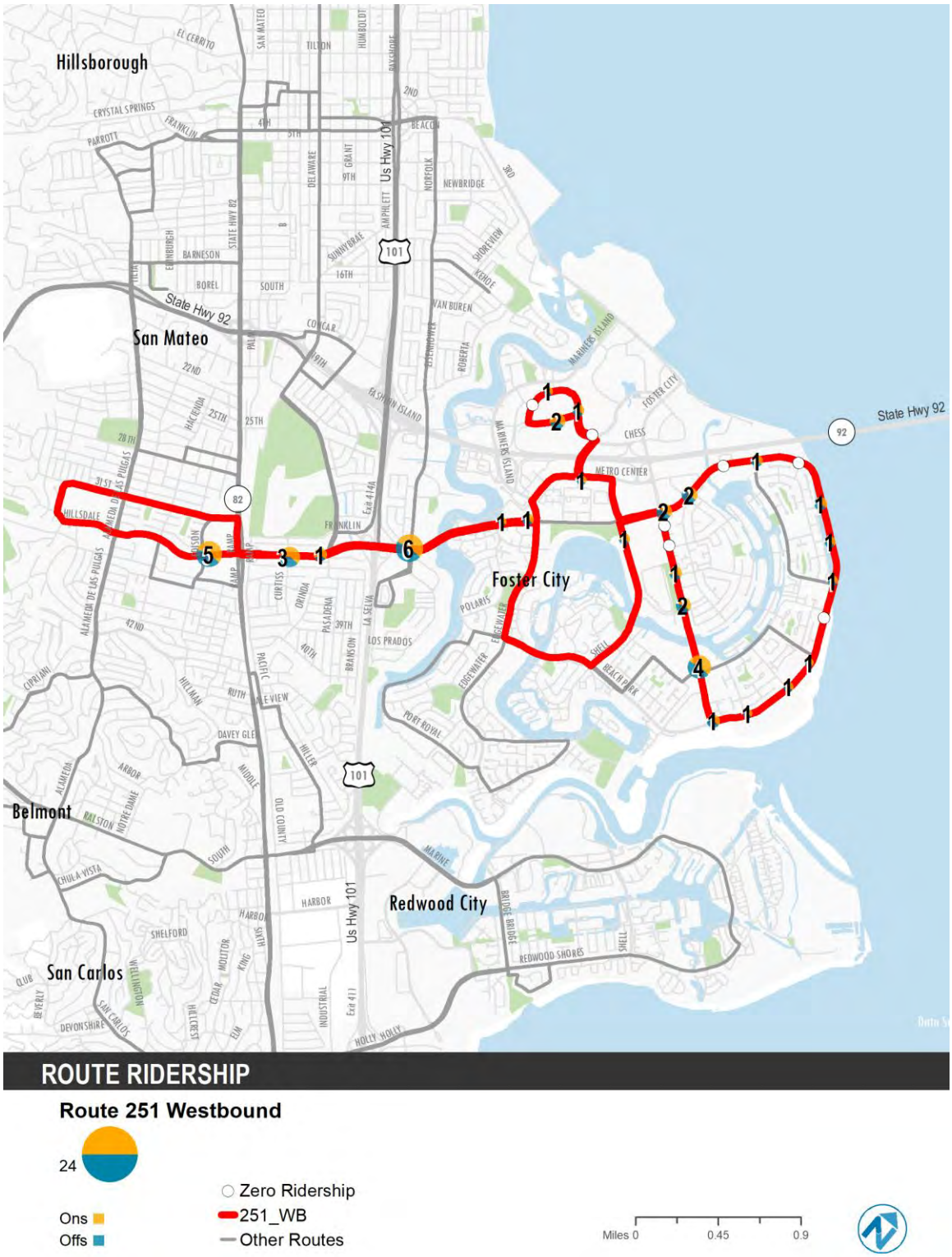


Figure 5-27 Route 256 Average Weekday Ridership Map – Eastbound

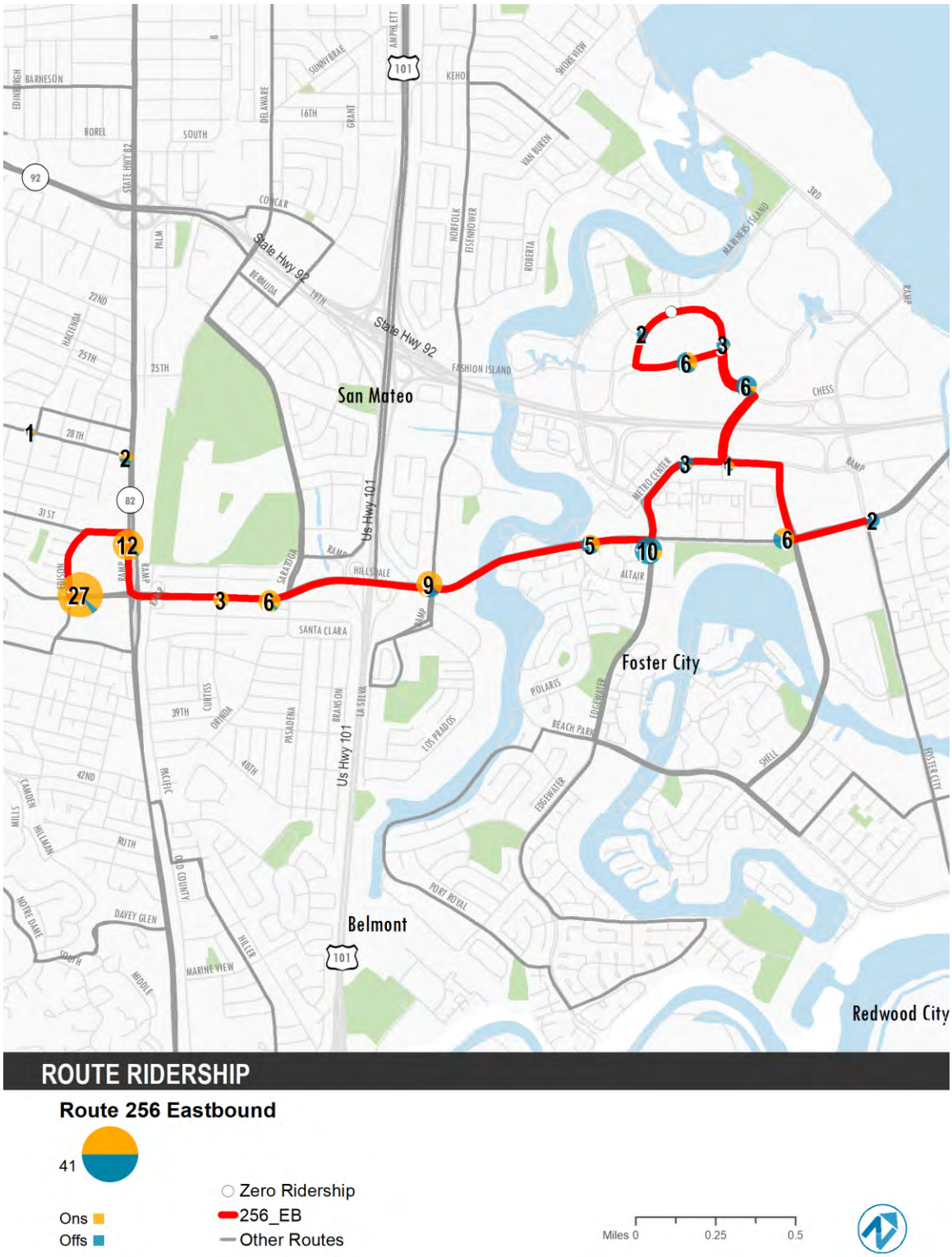
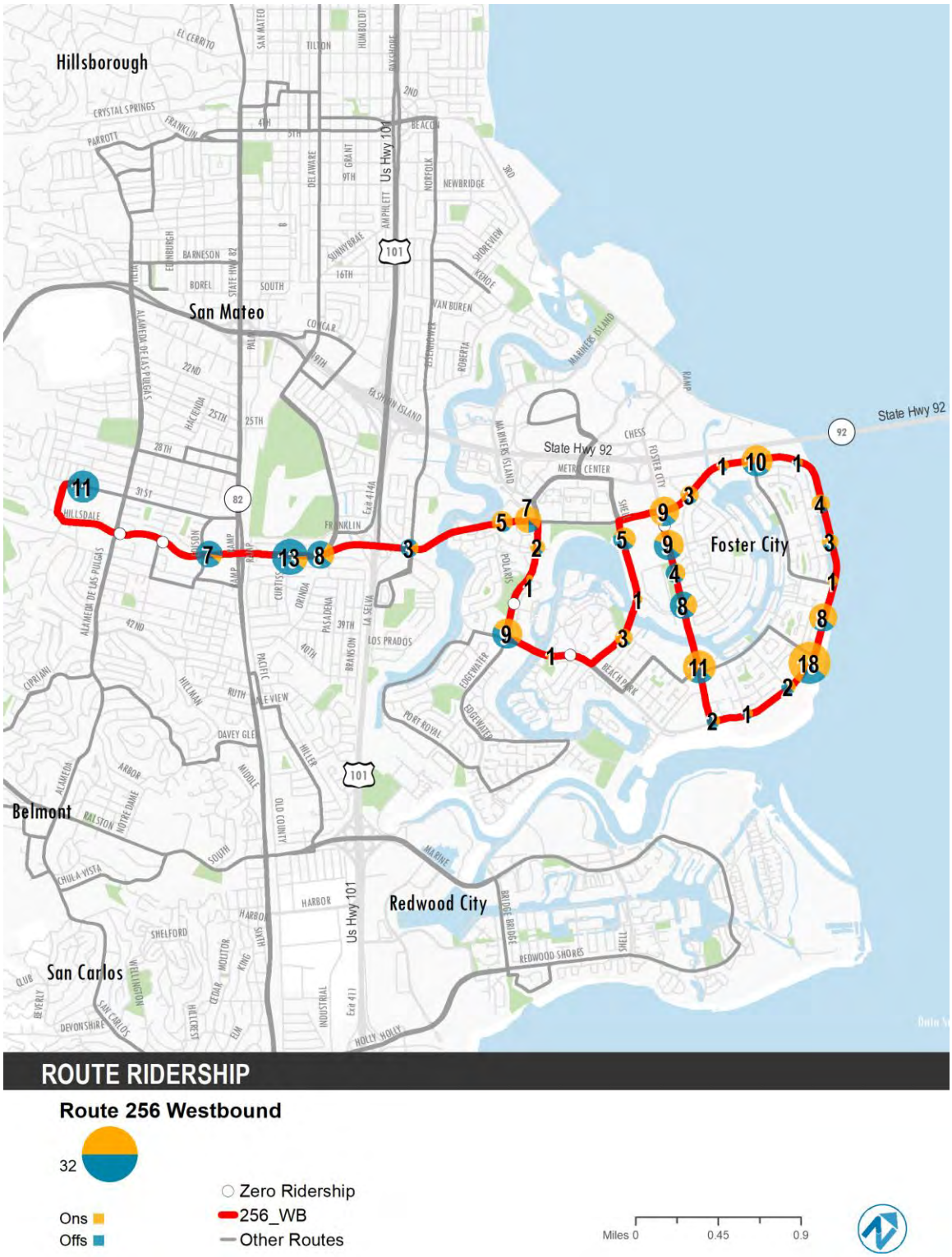


Figure 5-28 Route 256 Average Weekday Ridership Map – Westbound



ROUTE 260

Route 260 connects College of San Mateo, San Mateo, Redwood Shores, and San Carlos. It serves both the San Carlos and Belmont Caltrain stations. Key route destinations include Crystal Springs Shopping Center, Carlmont Library, Twin Pines Park, and Notre Dame de Namur University.

The route has four variants, with limited service to County Youth Center and Gateway Center in both the Eastbound and Westbound directions.

Weekday service is operated between 6:10 a.m. and 6:20 p.m., with 30-minute service on weekdays and 60-minute service on Saturday. Saturday service runs from 8:05 a.m. to 8:35 p.m. This route does not run on Sundays.

Route Characteristics		
Weekday		
Start Time		6:00 a.m.
End Time		6:20 p.m.
Boardings		480
Service Hours		33.7
Boardings per Service Hour		14.2
Peak Headway		30
Off-Peak Headway		30
Schedule Adherence	On Time	93%
	Early	4%
	Late	3%
Saturday		
Start Time		8:05 a.m.
End Time		8:35 p.m.
Daily Boardings		81
Headway		60

Ridership and Productivity

Route 260 has close to 500 average daily riders. The highest ridership stops on this route include San Carlos Caltrain Station, Ralston Ave/El Camino Real, and Ralston Ave/ Alamedas de las Pulgas.

The route has below average productivity of 14 boardings per service hour. The route segment between Continentals Way/Lyall Way and Ralston Ave/El Camino Real is the most productive segment of the route with 24 boardings per service hour. The segment connecting San Carlos to Redwood Shores is the least productive, at only 10 boardings per service hour.

Schedule Adherence

Route 260 has a good on-time performance with 93% of buses arriving at all timepoints on-time. Four eastbound trips arrived at the San Carlos Caltrain station late, but it was usually just over 5 minutes late.

Summary

Route 260's ridership does not reflect some of the major destinations on the route. San Mateo College only generates 30 passengers daily, which is much less than corresponding service from Hillsdale on Route 250. Redwood Shores service is unproductive. Most trips carry less than 5 people. Ridership destined to Carlmont High School appears to be the biggest ridership market.

Route 260 makes an out-of-direction one-way loop to serve the cluster of apartments along Continental Way, Lyall Way, and Carlmont Drive. Deviation adds at least 4 minutes in the eastbound direction and 7 minutes in the westbound direction. There are 30 boardings in either direction on this deviation. The other deviations (Gateway and the Youth Center) have hardly any ridership.

Figure 5-29 Route 260 Average Weekday Ridership Map – Eastbound

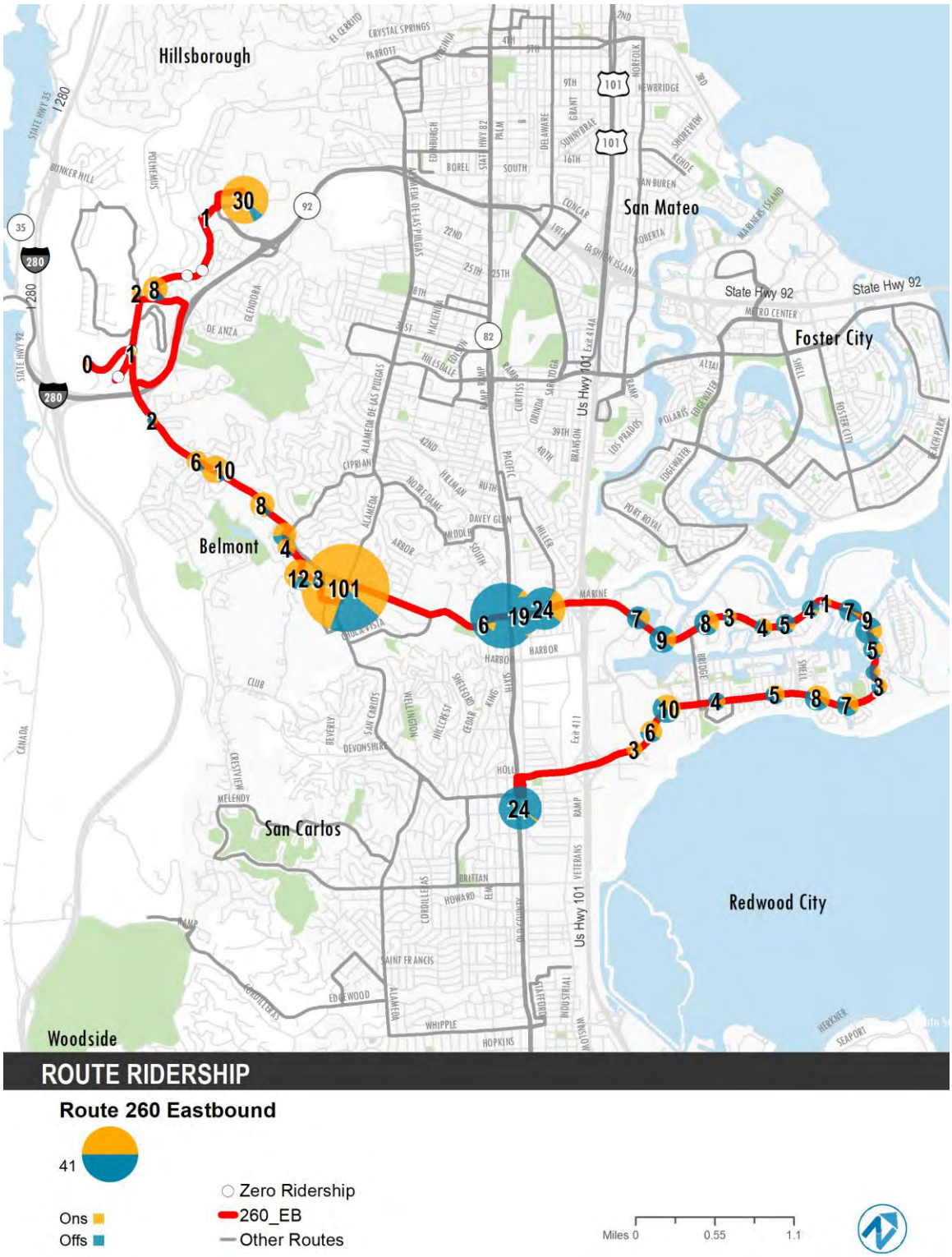
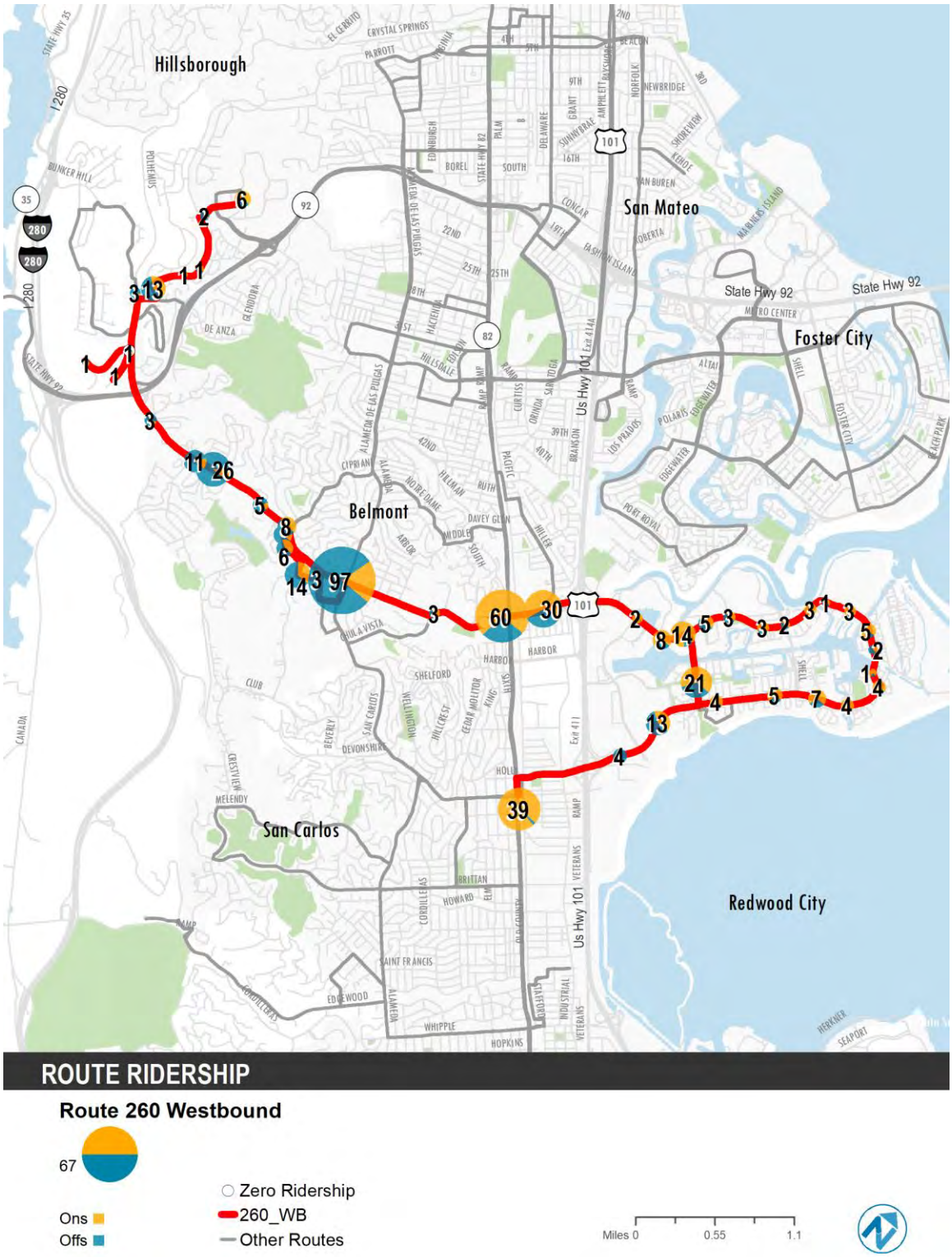


Figure 5-30 Route 260 Average Weekday Ridership Map – Westbound



ROUTE 270/276

Routes 270 and 276 are two coordinated routes that connect Redwood City to the employment areas along US 101 in Atherton. The routes travel from Redwood City Transit Center to Atherton via Bay Rd. Route 270 continues as a loop north on Bayshore and returns to the Transit Center, which 276 returns to the Transit Center north along Bay Rd. Key destinations along the route include Kaiser Hospital.

Both routes operate on weekdays between 6:00 a.m. and 7:05 p.m. with 60-minute frequency. Between the two routes, 30-minute service is offered to Kaiser Hospital, and parts of Veterans Boulevard, Broadway, and Bay Road. On Saturdays, only 270 operates, with service between 7:30 a.m. and 6:30 p.m. every 60-minutes. Neither route runs on Sundays.

Route Characteristics		
Weekday		
Start Time		6:00 a.m.
End Time		7:05 p.m.
Boardings		474
Service Hours		28.1
Boardings per Service Hour		16.9
Peak Headway		30/60
Off-Peak Headway		30/60
Schedule Adherence	On Time	88%
	Early	4%
	Late	8%
Saturday		
Start Time		7:20 a.m.
End Time		6:30 p.m.
Daily Boardings		105
Headway		60

Ridership and Productivity

The combined ridership of both routes is just under 500 average daily boardings. Stops with the highest ridership include Redwood City Caltrain Station and Florence/17th Street.

Together, routes 270 and 276 have below-average productivity with 17 boardings per service hour.

Schedule Adherence

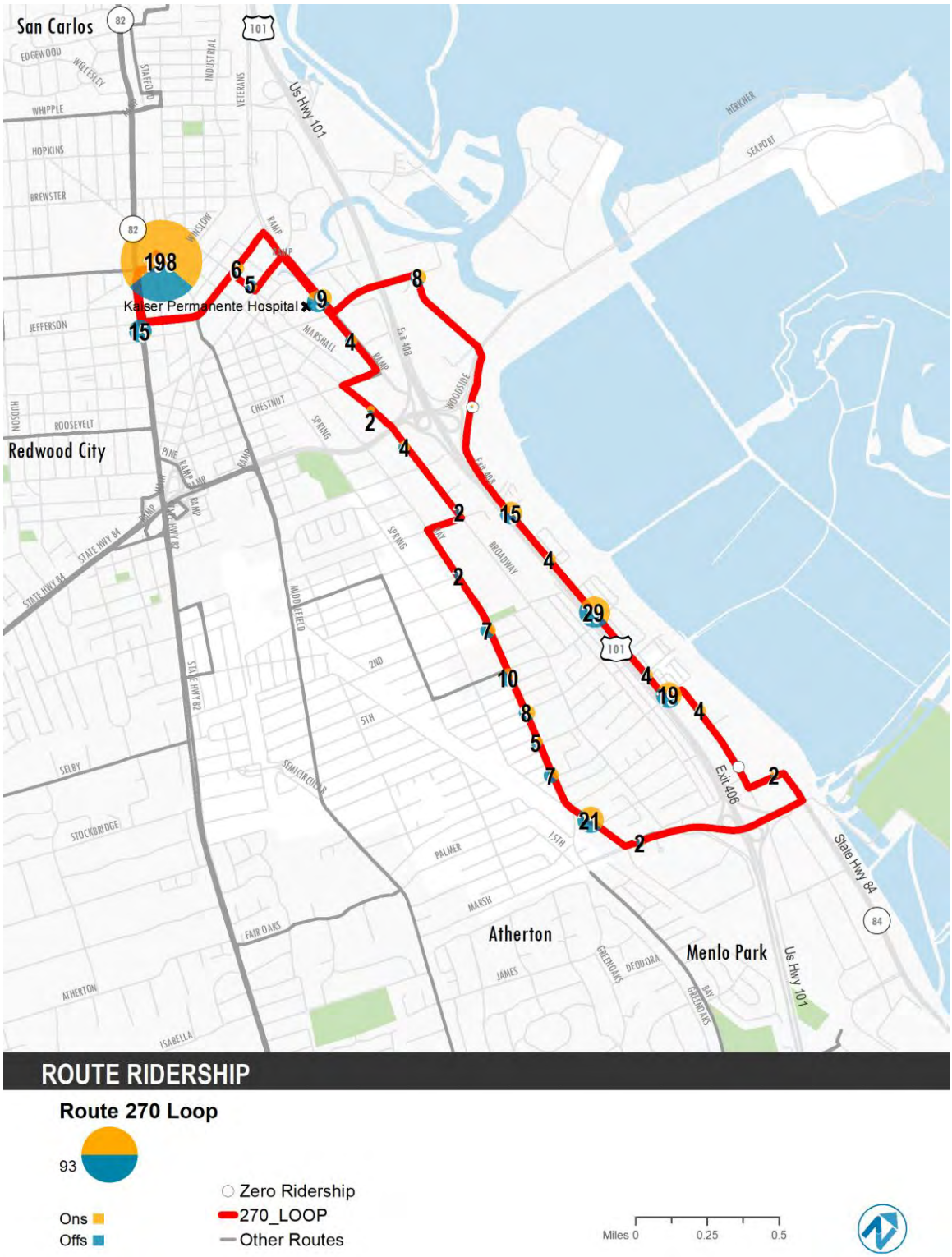
Routes 270 and 276 have an above-average on-time performance with 88% of buses arriving at timepoints on-time. 8% of buses arrive late while 4% arrive early. The segment between Florence St/17th Ave and Haven Ave/E Bayshore Rd sees the lowest on-time performance on this route, followed by the segment between Bay Rd/2nd Ave and Haven Ave/E Bayshore Rd.

Summary

The route design of Routes 270 and 276 is confusing. Combined the two routes provide 30-minute service between the Redwood Transit Center to Florence Street / 17th Avenue, but it is not evident from the schedules. The service provided by Route 270 on Bayshore Drive carries a fair amount of passengers, although the one-way service introduces significant out-of-direction travel for anyone using the service.

Routes 270 and 276 are duplicated by a shuttle connecting Redwood City Caltrain and the Stanford medical buildings on Broadway. The shuttle comes every 15 minutes during commute times and is free.

Figure d-31 Route 270 & 276 Average Weekday Ridership Map – Loop



ROUTE 274

Route 274 is a weekday-only route that runs between Canada College in Woodside to Redwood City Transit Center with connections to Redwood City Caltrain. Key destinations include Jefferson Plaza, the Library, and City Hall.

Weekday service operates every 30-minutes between 6:05 a.m. and 6:45 p.m. and hourly until 10:25 p.m.

Route Characteristics		
Weekday		
Start Time		6:05 a.m.
End Time		10:10 p.m.
Boardings		353
Service Hours		14.3
Boardings per Service Hour		24.7
Peak Headway		30
Off-Peak Headway		30/60
Schedule Adherence	On Time	97%
	Early	3%
	Late	0%

Ridership and Productivity

Route 274 carries just over 350 average daily passengers. The highest ridership stops are overwhelmingly Cañada College and Redwood City Transit Center. These two stops alone represent 72% of total route ridership.

Route 274 has above average productivity with 25 boardings per service hour. The high productivity on Route 274 can be attributed to the ridership generated by Cañada College and the relatively short length of the route.

Route 274 has less than 4 passengers on the first round-trip in the morning and carries no passengers on the final round trip in the evening.

Schedule Adherence

Route 274 has an excellent on-time performance with 97% of buses arriving on-time.

Summary

Route 274 is a shuttle between Redwood City Transit Center and Canada College, with limited ridership in between. It is a direct, fast route that performs well. The first and last trip ridership is low, however.

There is no weekend service on Route 274. Instead, Route 278 provides Saturday service to Canada College. Route 278 is in essence, an extension of 275 service to Canada College.

Figure 5-32 Route 274 Average Weekday Ridership Map – Eastbound

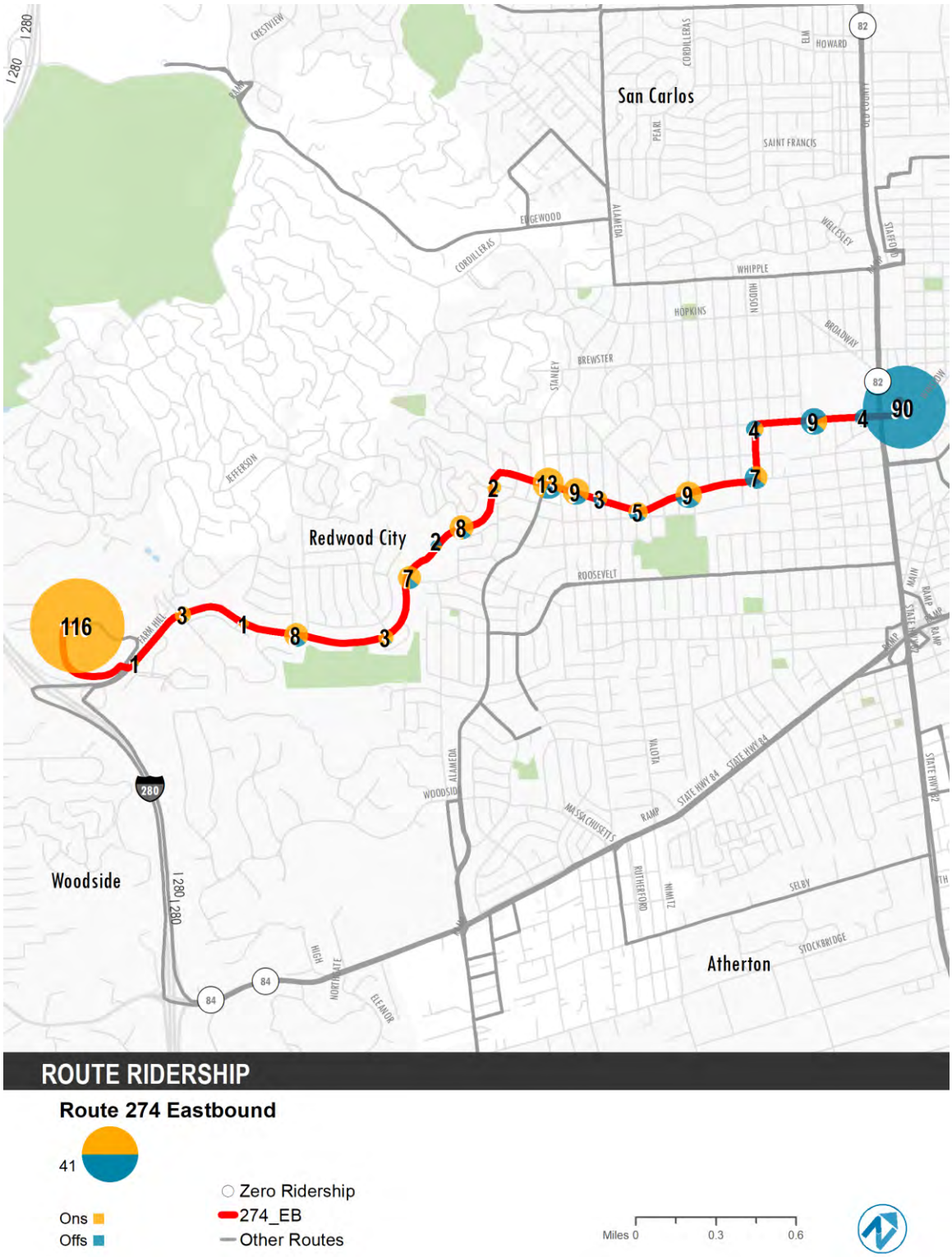
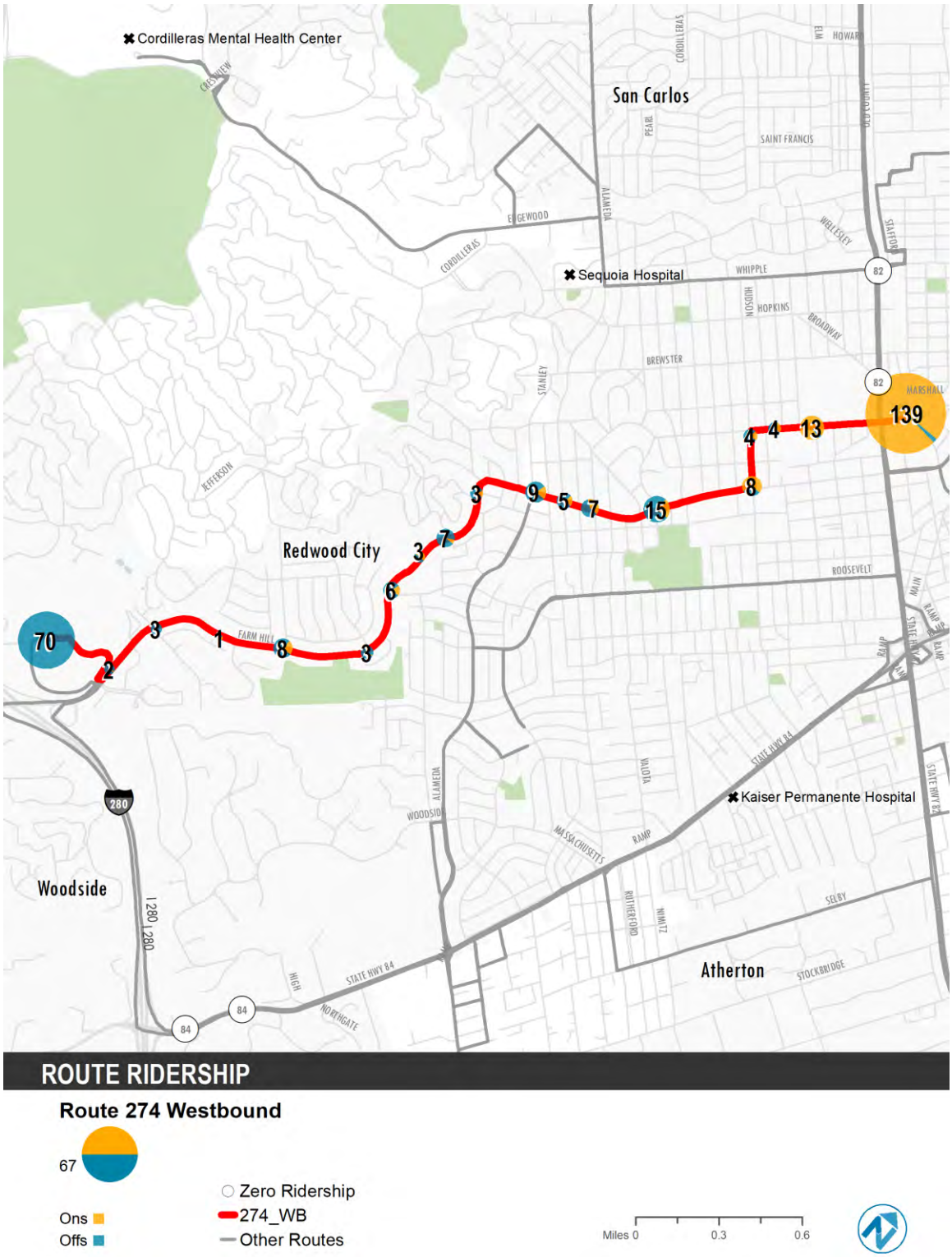


Figure 5-33 Route 274 Average Weekday Ridership Map – Westbound



ROUTE 275

Route 275 connects the Redwood City Transit Center and Woodside High School via El Camino Real and Woodside Road. Key destinations include Woodside Manor Shopping Center, Woodside Plaza, and the Redwood City Civic Center.

The route has three variants, including several trips to Canada College and targeted trips to Woodside High School that are timed with the start and end times.

Weekday service operates between 6:00 a.m. and 7:00 p.m., with 30-minute service all-day. There is no weekend service on this route.

Route Characteristics		
Weekday		
Start Time		6:00 a.m.
End Time		7:00 p.m.
Boardings		385
Service Hours		16.7
Boardings per Service Hour		23.1
Peak Headway		30
Off-Peak Headway		30
Schedule Adherence	On Time	84%
	Early	15%
	Late	2%

Ridership and Productivity

Route 275 averages 385 daily boardings. The highest ridership stops are Redwood City Transit Center, El Camino Real / Oak Avenue, and Woodside High School. These three stops represent 47% of the total route ridership.

The extension to Canada College carries 7 passengers on the two morning trips and 15 passengers on the two afternoon trips, 14 of which are on the 3:16 p.m. departure. High school students are the target for these two extensions.

Route 275 has above average productivity with 23 boardings per service hour

Schedule Adherence

Route 275 has below average on-time performance where 84% of the buses arrive on-time, and 15% of the buses arrive early. Around 30% of the westbound buses arrive early at their timepoints. The segment between Woodside Rd / Alameda de las Pulgas and El Camino Real / Main St has the highest percent of buses which arrive early.

Summary

Route 275's primary function is to provide access to Woodside High School. The highest ridership trips, which carry more than 10 passengers per trip, all correspond to school times. Almost all other trips carry less than five passengers per trip. The extremely high school trip ridership numbers cause the overall route numbers to look better than the route really is. Without Woodside High School ridership, Route 275 would be a marginal performer.

Saturday service on Woodside is provide by Route 278. There is no route profile for Route 278, as the stop-level ridership analysis was done only for weekday routes.

Figure 5-34 Route 275 Average Weekday Ridership Map – Eastbound

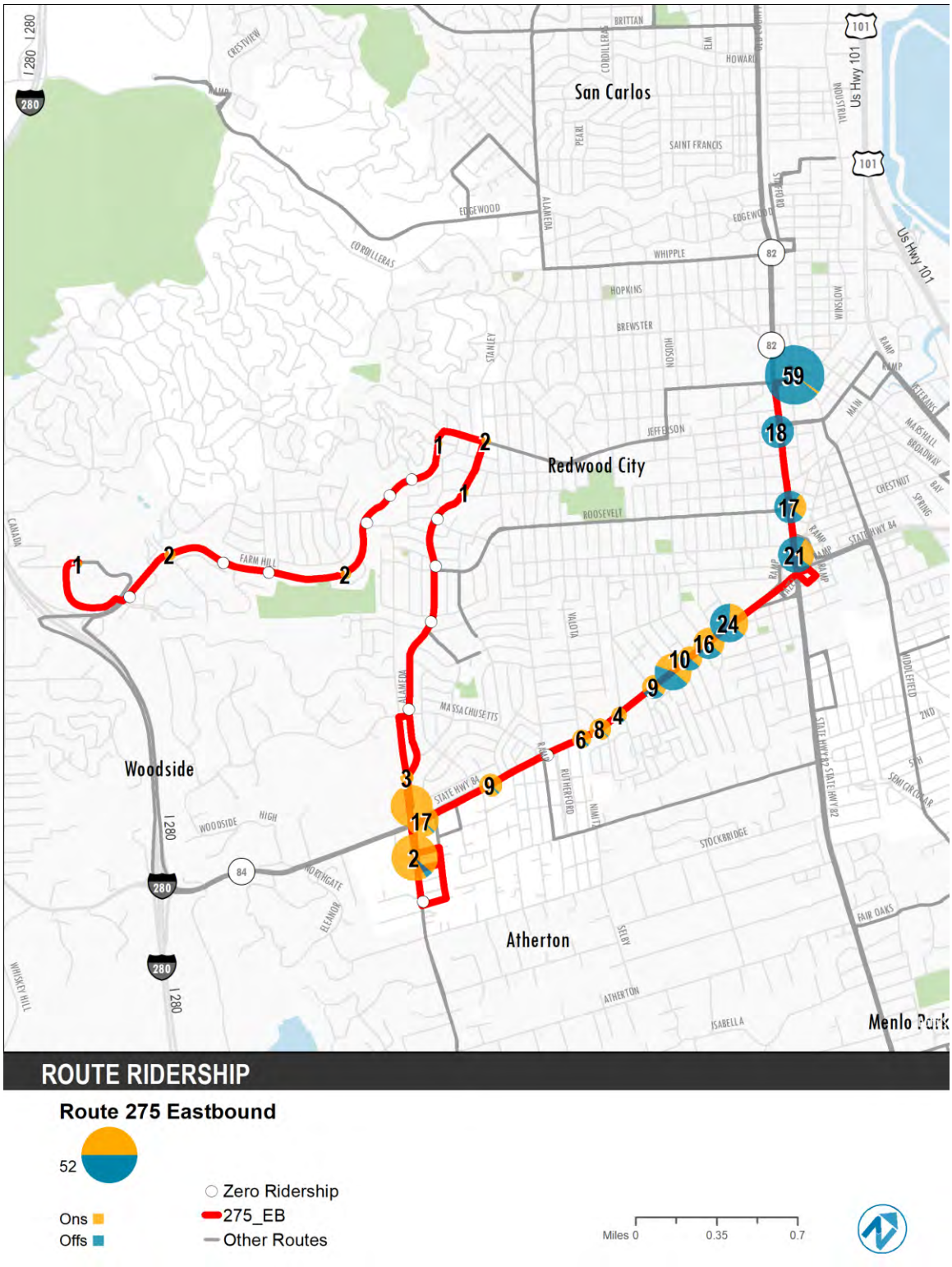
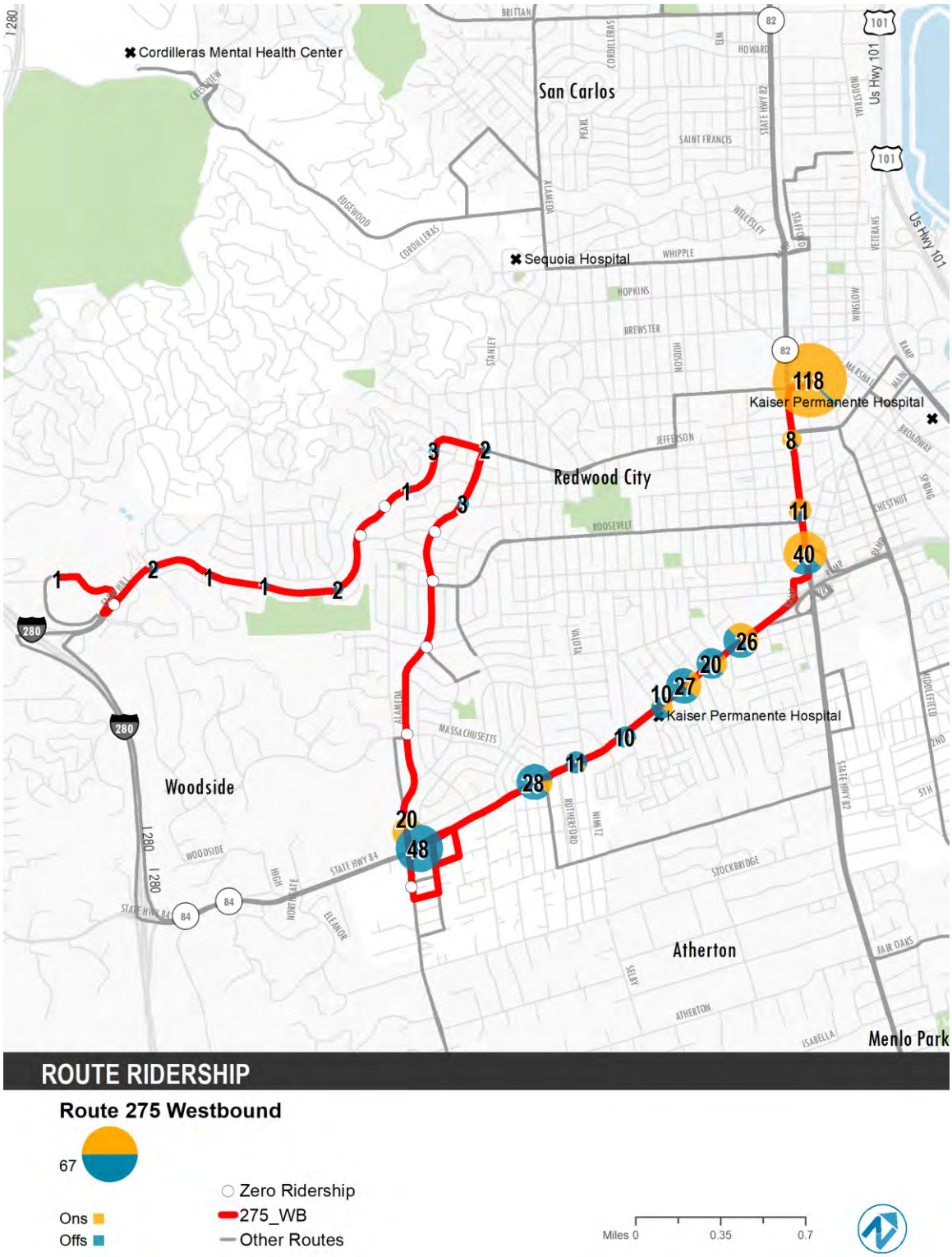


Figure 5-35 Route 275 Average Weekday Ridership Map – Westbound



ROUTE 280

Route 280 connects East Palo Alto with the Palo Alto Transit Center, where connections can be made to Santa Clara Valley Transit Authority, DB Express, Stanford Transit, Margeurite, and Palo Alto Caltrain. Key destinations include Palo Alto Transit Center, Stanford Shopping Center, Brentwood Elementary, Ravenswood Health Center, and Ravenswood Shopping Center.

Weekday service operates every 60-minutes between 5:35 a.m. and 9:50 p.m. On Weekends, service operates between 7:40 a.m. to 7:25 p.m. with 60-minute headway.

Route Characteristics		
Weekday		
Start Time		5:35 a.m.
End Time		9:50 p.m.
Boardings		173
Service Hours		28.6
Boardings per Service Hour		6
Peak Headway		60
Off-Peak Headway		60
Schedule Adherence	On Time	94%
	Early	6%
	Late	0%
Saturday		
Start Time		7:40 a.m.
End Time		7:25 p.m.
Daily Boardings		107
Headway		60
Sunday		
Start Time		7:40 a.m.
End Time		7:25 p.m.
Daily Boardings		82
Headway		60

Ridership and Productivity

Route 170 has low ridership, with just over 170 daily boardings. Stops with the highest weekday ridership include Palo Alto Transit Center, Purdue Ave/Fordham St, and Woodland Ave/University Ave.

Route 280 has below average productivity with 6 boardings per service hour. This is one of the least productive all-day fixed route services operated by SamTrans.

Schedule Adherence

This route has good on-time performance with 94% of the buses arriving at the timepoints on-time. The remaining 6% of buses arrive to timepoints early. Early arrivals mostly occur in two segments which are Palo Alto Transit Center-Manhattan Ave/Connor Street and W Bayshore Rd/Newell Rd – Pulgas Ave/O'Connor St.

Summary

Route 280 is a coverage route that provides more front door service to destinations in East Palo Alto with an indirect, confusing, long alignment. Between Woodland Avenue in East Palo Alto to Palo Alto, Route 280 shares the same alignment as Route 281. Route 281 operates every 15-20 minutes and carries significantly higher ridership.

Route 280 differentiates itself from Route 281 by providing deviations to higher density residential areas. The deviation to Manhattan picks up one person daily; residents are clearly walking less than a quarter mile from this stop to University Avenue for more frequent service. Likewise, the deviation on West Bayshore and Woodland Avenue carries 20 passengers – all of whom are within a ¼ mile walk of University Avenue.

Route 296 also serves the Pulgas Avenue area, which reduces the potential ridership on Route 280. Overall, passengers are choosing better options than Route 280.

Figure 5-36 Route 280 Average Weekday Ridership Map – Eastbound

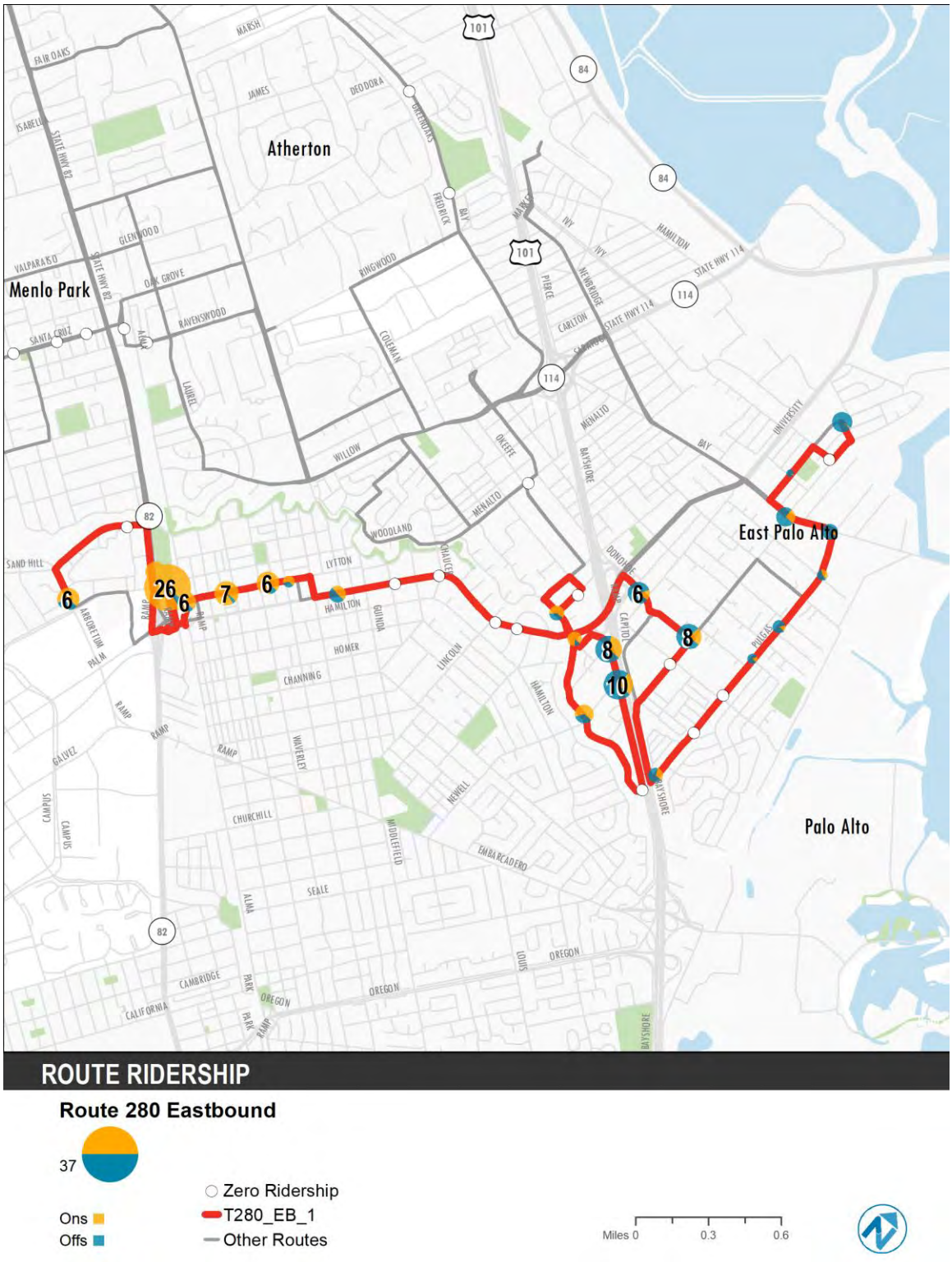
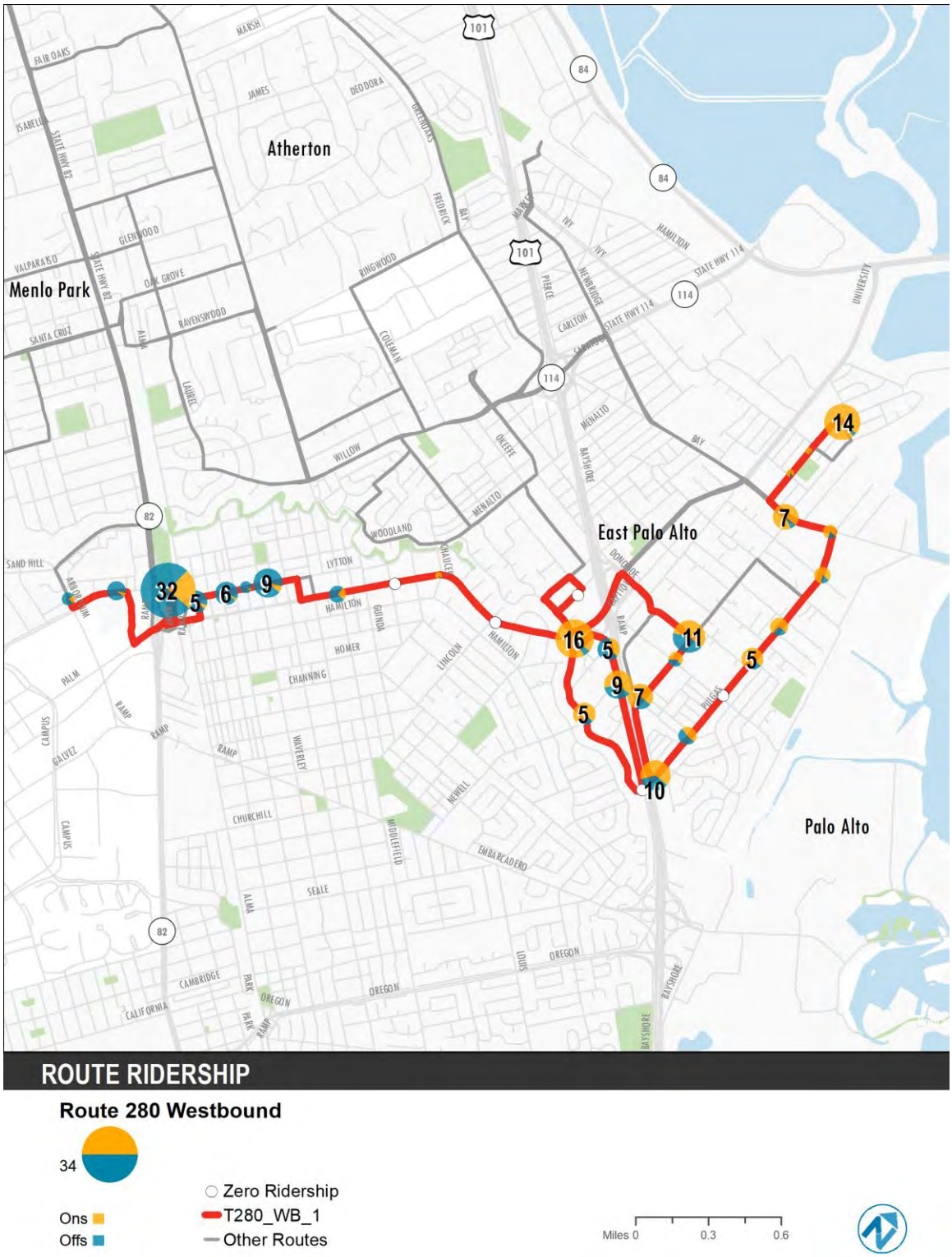


Figure 5-37 Route 280 Average Weekday Ridership Map – Westbound



ROUTE 281

Route 281 is a South County route with service between Palo Alto and Kelly Park, with a connection to Palo Alto Transit Center. Key destinations along the route include Onetta Harris Community Center, University Village Shopping Center, Clogswell Plaza, and Stanford Shopping Center.

The route operates between 6:00 a.m. and 10:00 p.m. on weekdays, with service every 15 to 20-minutes during peak hours and 20-60 minutes off-peak. Weekend service operates between 8:00 a.m. and 7:00 p.m. with service every 30-40 minutes.

Route Characteristics		
Weekday		
Start Time		6:00 a.m.
End Time		10:00 p.m.
Boardings		741
Service Hours		58.1
Boardings per Service Hour		12.8
Peak Headway		15
Off-Peak Headway		20-60
Schedule Adherence	On Time	93%
	Early	6%
	Late	1%
Saturday		
Start Time		8:00 a.m.
End Time		7:00 p.m.
Daily Boardings		328
Headway		30
Sunday		
Start Time		8:00 a.m.
End Time		6:00 p.m.
Daily Boardings		217
Headway		40

Ridership and Productivity

The route carries about 750 average daily passengers. Stops with the highest weekday ridership include Palo Alto Transit Center, University Ave & Woodland Ave, and Bay Rd & University Ave.

Route 281 has below average productivity with 13 boardings per service hour. The segment connecting the Stanford Shopping Center with the Palo Alto Transit Center is the least productive segment with only 6 boardings per service hour. Ridership is strongly directional, with higher activity coming westbound in the morning and eastbound in the afternoon.

Schedule Adherence

This route has good on-time performance with 93% of the buses arriving to timepoints on-time. Six percent of buses arrive earlier than the scheduled time, especially on the trips heading west. The greatest number of early arrivals mostly occur between Palo Alto Transit Center and University Ave / Woodland Ave.

Summary

Route 281 is the primary connection between East Palo Alto and Palo Alto. Productivity is lower than expected for a route that operates up to 15-minute service. Ridership may be dampened due to overlapping service with Route 280.

Travel times to Palo Alto in the morning and from Palo Alto in the afternoon are slow due to chronic congestion on University Avenue.

The Extension to the Stanford Shopping Center is not warranted based on ridership. VTA and Stanford shuttles provide this connection.

Figure 5-38 Route 281 Average Weekday Ridership Map – Eastbound

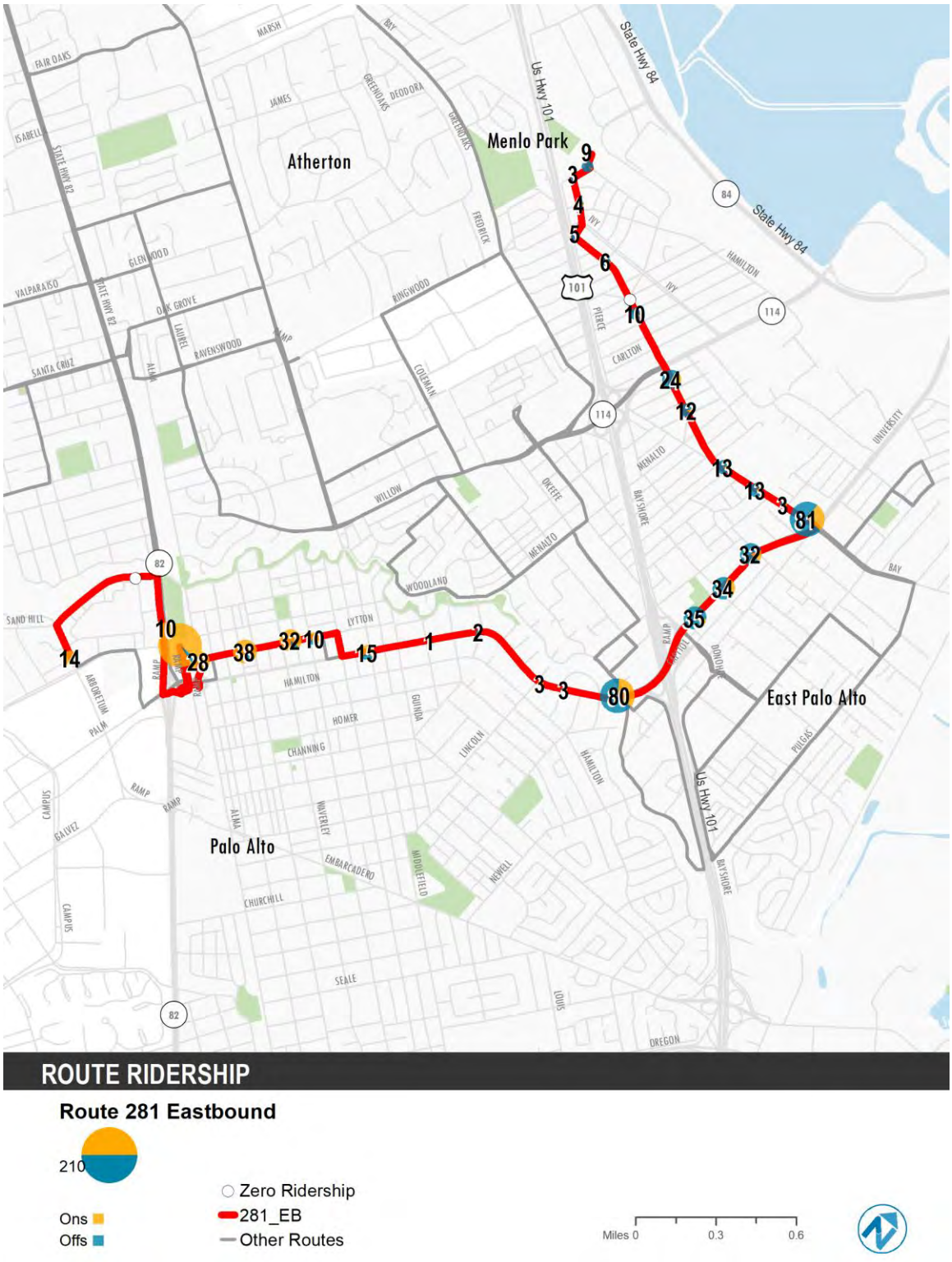
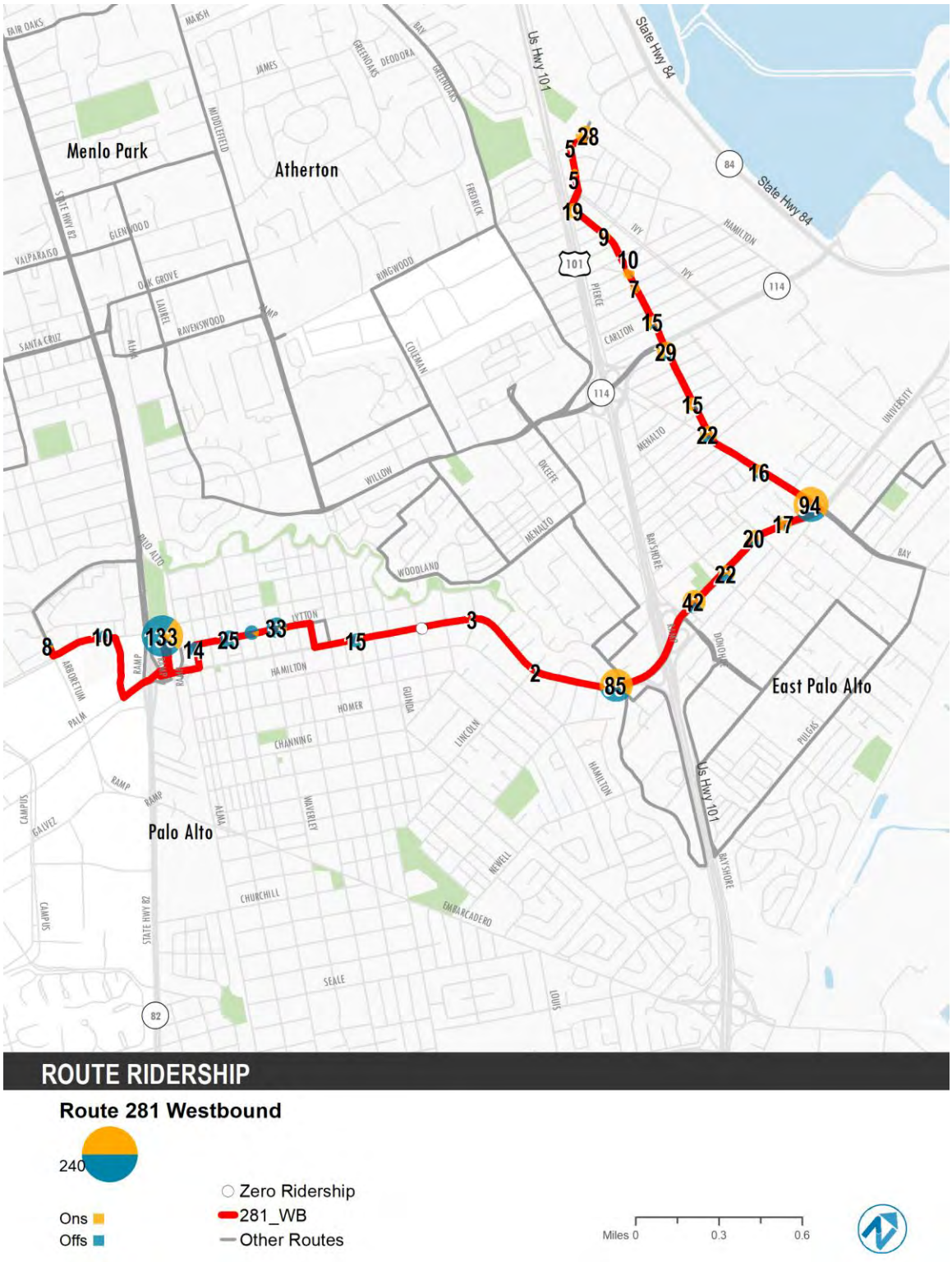


Figure 5-39 Route 281 Average Weekday Ridership Map – Westbound



ROUTE 286

Route 286 connects several schools and residential areas to Menlo Park Caltrain. There are several trips that continue to Corte Madera School in Portola Valley. The route serves Melo Park Caltrain Station and travels down Santa Cruz Ave in Menlo Park, where riders can transfer to multiple Sam Trans routes, including ECR.

The route schedule features multiple school day-specific only trips that serve Corte Madera and Menlo-Atherton High School.

Service operates during school times only between 7:00 a.m. and 9:25 a.m. in the morning and 3:25 p.m. and 6:02 p.m. on weekdays, with 5 trips in both directions.

Route Characteristics		
Weekday		
Morning Span		7:00 a.m. – 9:25 a.m.
Afternoon Span		3:25 p.m. - 6:00 p.m.
Boardings		73
Service Hours		59
Boardings per Service Hour		5.5
Peak Headway		5 NB / 5 SB trips
Off-Peak Headway		N/A
Schedule Adherence	On Time	70%
	Early	30%
	Late	0%

Ridership and Productivity

Route 286 is a low ridership route, with 73 average daily boardings. Stops with the highest week-day ridership include Ringwood Ave/ Middlefield Rd, Merrill St / Santa Cruz Ave, Avy Ave/ Cloud Ave, and Avy Ave/ Altschul Ave.

Route 286 has below average productivity with roughly 5.5 boardings per service hour. Most trips carry less than five passengers, with only one trip, the afternoon 3:25 p.m. departure, carrying almost 20 passengers.

Schedule Adherence

Early running is common on Route 286, with 30% of buses arriving at timepoints early. There is no late running on Route 286.

Summary

Route 286's primary purpose is to serve a high school. Its span of service is not conducive for Menlo Park residents using it to access Caltrain. The last two afternoon departures on Route 286 carry less than 3 passengers, which is low, even for a school-oriented route.

Figure 5-40 Route 286 Average Weekday Ridership Map – Eastbound

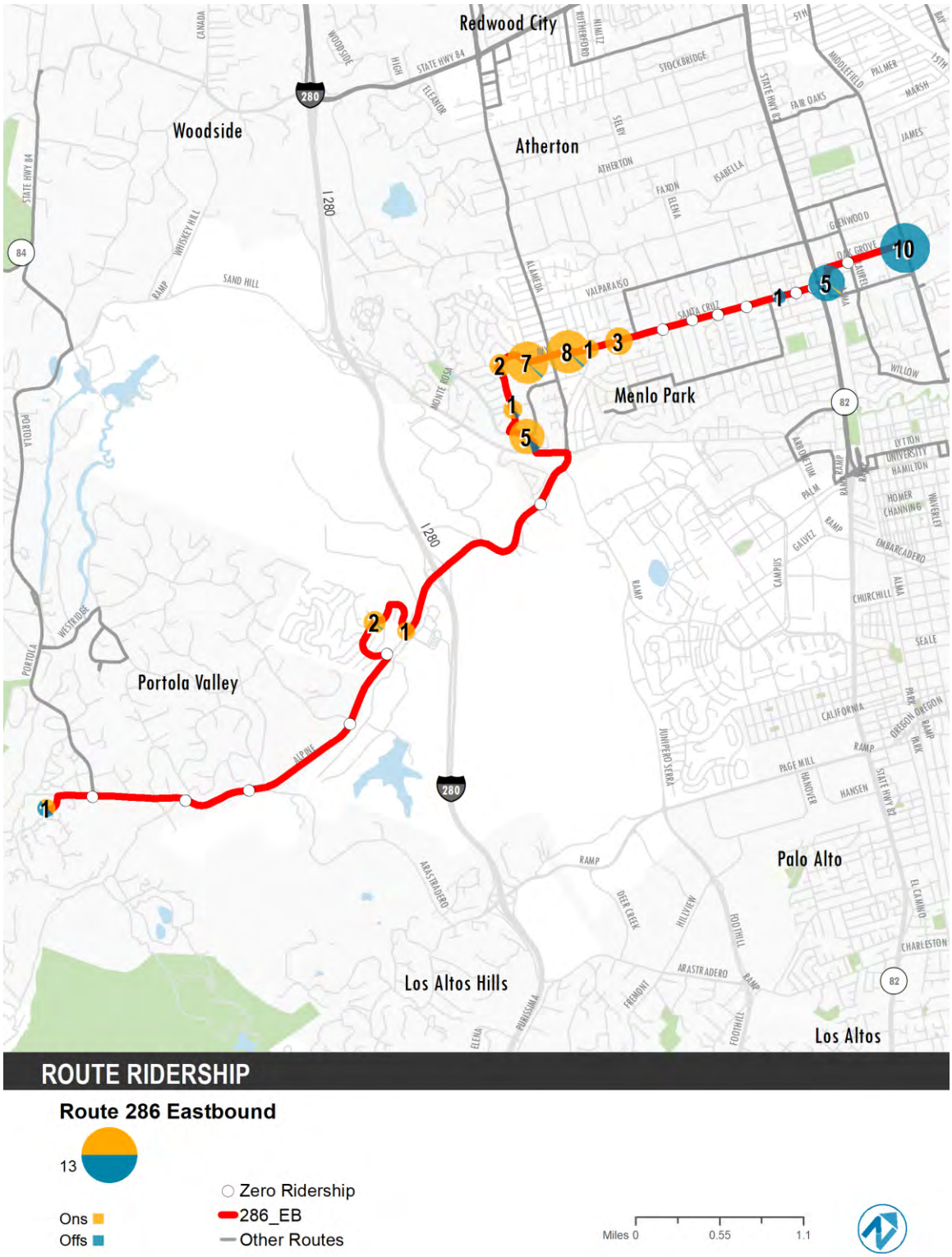
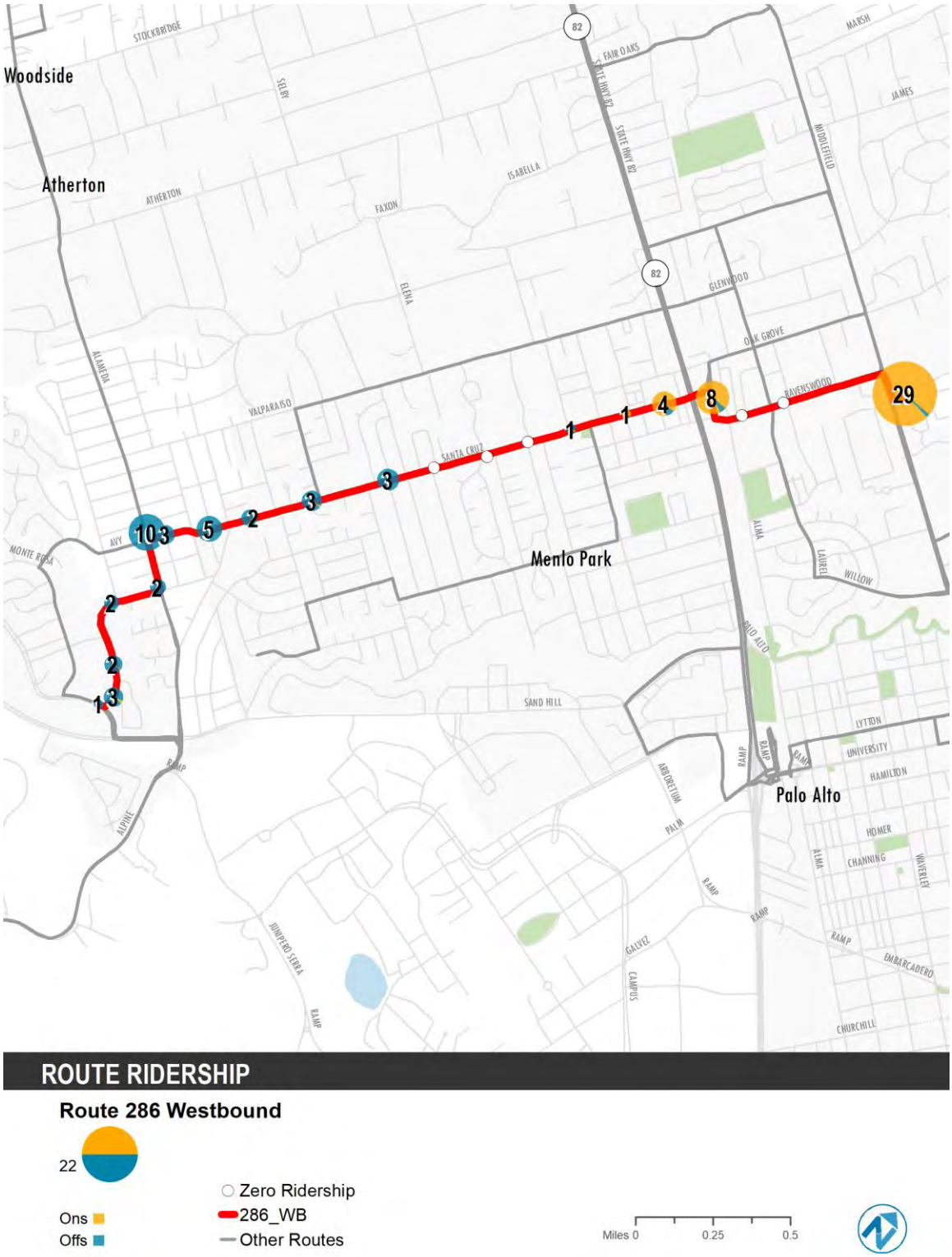


Figure 5-41 Route 286 Average Weekday Ridership Map – Westbound



ROUTE 292

Route 292 provides local service between Hillsdale, San Mateo, Burlingame, SFO Airport, South San Francisco, Brisbane, and downtown San Francisco.

The route has several variants that either begin or end trips from San Francisco at SFO Airport. Northbound, the schedule features four trips in both the morning and afternoon that only travel between SFO and downtown San Francisco. Southbound, four-morning trips only serve SFO to San Francisco General Hospital.

Service operates between 4:00 a.m. and 1:00 a.m. with 30-minute service in the peak hours and 30-60-minute service off-peak and on weekends.

Route Characteristics		
Weekday		
Start Time		3:55 a.m.
End Time		1:05 a.m.
Boardings		2,885
Service Hours		136.9
Boardings per Service Hour		21.1
Peak Headway		15-30
Off-Peak Headway		30-60
Schedule Adherence	On Time	80%
	Early	5%
	Late	15%
Saturday		
Start Time		4:00 a.m.
End Time		12:55 a.m.
Daily Boardings		2,034
Headway		30-60
Sunday		
Start Time		4:00 a.m.
End Time		12:45 a.m.
Daily Boardings		1,839
Headway		30-60

Ridership and Productivity

This route has the fourth-highest ridership of all SamTrans routes with nearly 3,000 average daily boardings. Highest ridership stops include Hillsdale Blvd/Edison St, Airport Blvd/Baden Ave, Airport Blvd/Linden Ave, and Bayshore Blvd/Sunnydale Ave.

This route has average productivity, with 21 boardings per service hour. The most productive segment along the route is between SFO Airport and South San Francisco (Airport Blvd/Linden Ave), which averages over 60 boardings per service hour. One of the lowest productivity segments is in downtown San Francisco at only 11.3 passengers per service hour. While ridership is high, the amount of service being provided is high as well.

Schedule Adherence

Route 292's arrives on-time at each timepoint an average of 80% of the time. Fifteen percent of buses arrive late, mostly in the southbound direction. The segment between Bayshore Blvd/Old County Rd and Potrero Ave/24th St sees the lowest on-time performance and the highest percent of buses which are delayed. Another section which sees late arrivals is between S Delaware/2nd Ave and California Dr/Howard Ave.

Summary

Route 292 provides all-day local service from Hillsdale to downtown San Francisco. SFO Airport is the single biggest ridership destination, with South San Francisco being the other major ridership generator. Ridership is high, but overall productivity is not outstanding.

Service into San Francisco is not very productive. Between Bayshore Blvd / Sunnydale Ave, Route 292 duplicates Muni T rail service, as well as Muni Routes 8, 9, 8BX, 8AX, and Rapid 9. In

general, drop-offs only are allowed on inbound trips and pick-ups only are allowed on outbound trips. Given the fact that Route 292 must be able to stop at every outbound stop, the travel speeds will be comparable to a local route.

There are four morning northbound morning trips that start at SFO. Each of these trips carries less than half the ridership of the longer trips, and the maximum loads of these trips is 16 passengers. These trips are designed to take the load off of adjacent trips, which are mostly close to capacity. There are five standalone southbound trips from SFO Airport to Hillsdale in the afternoon. Likewise, these fill in to create an approximate 15-minute service in the afternoon and provide additional capacity.

The first southbound trip from San Francisco has a maximum load of 31 passengers – or almost a full bus. This is a clear indicator that earlier service may be warranted than 4:30 a.m.

On-time performance is an issue and is challenging due to a difficult operating environment. Downtown San Francisco has extremely variable travel times due to congestion. SFO Airport also can be a bottleneck during certain times. Route 292 also has two at-grade crossings of the Caltrain corridor, which can also delay buses. Northbound trips appear to be more likely to run behind.

Figure 5-42 Route 292 Average Weekday Ridership Map – Northbound

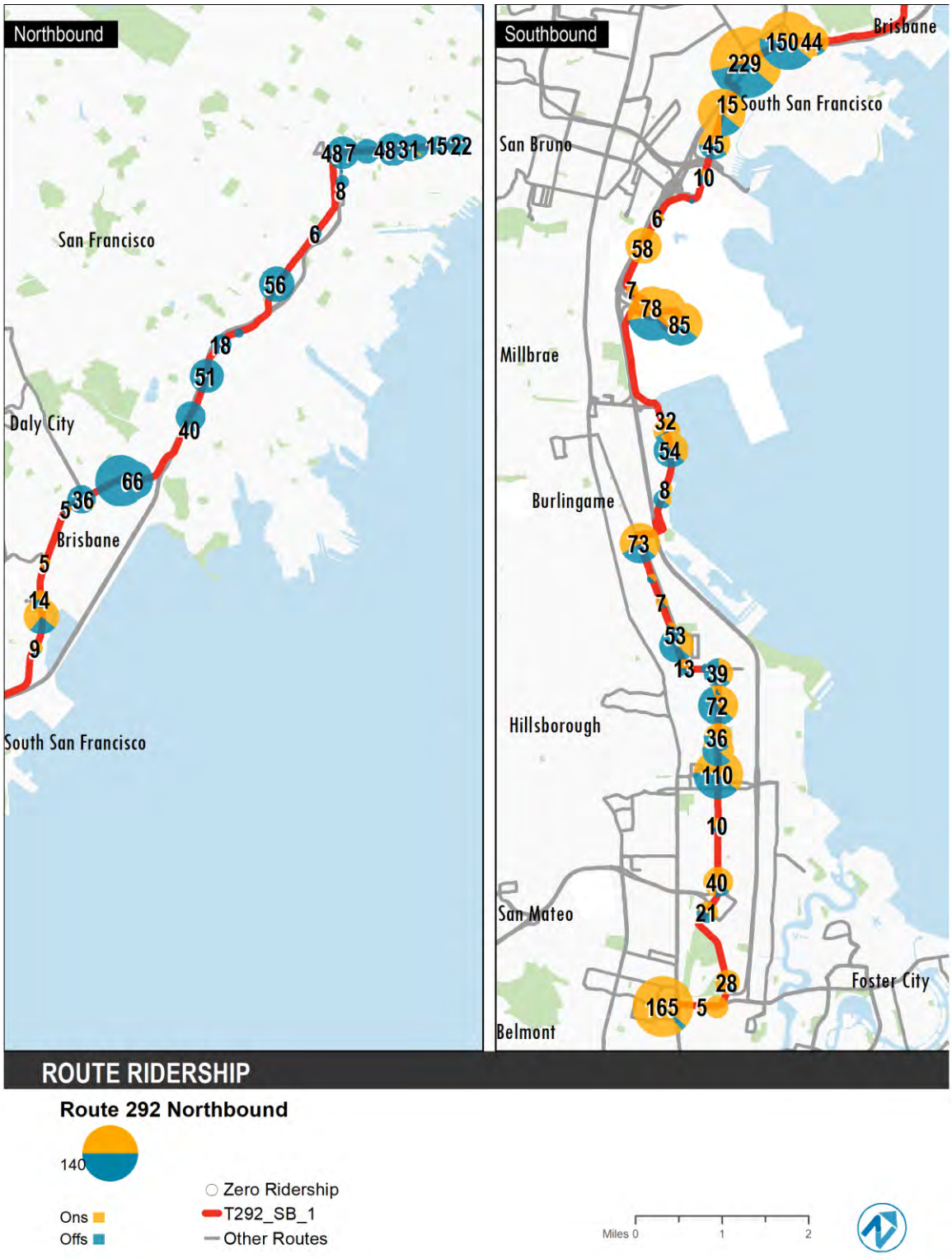
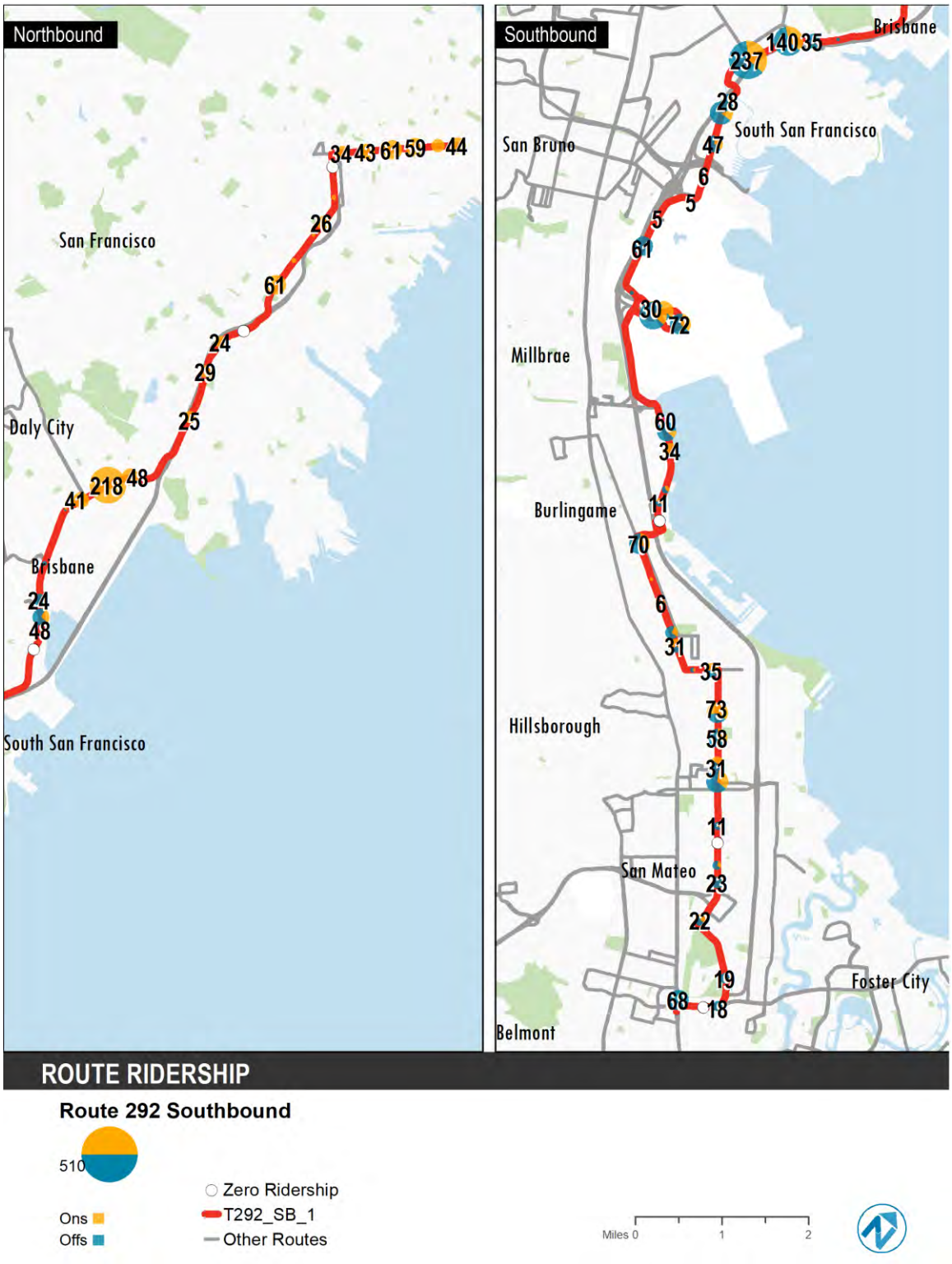


Figure 5-43 Route 292 Average Weekday Ridership Map – Southbound



ROUTE 294

Route 294 is a coverage route that connects Half Moon Bay and Hillsdale. Other key destinations include the College of San Mateo, Strawflower Shopping Center, and Hillsdale Shopping Center.

Not all trips stop at the College of San Mateo. The deviation is designed to serve patrons from Half Moon Bay only, so that it does not compete with Route 250 for riders between Hillsdale and the College. The route has one deviation in the eastbound and westbound directions with limited AM and PM service to College of San Mateo.

Service operates between 5:10 a.m. and 9:15 p.m. on weekdays with 60-minute service in the peak hours and 60-minute service off-peak. Weekend service operates between 6:10 p.m. and 9:10 p.m. with 60-minute headways.

Route Characteristics		
Weekday		
Start Time		5:10 a.m.
End Time		9:15 p.m.
Boardings		129
Service Hours		18.6
Boardings per Service Hour		6.9
Peak Headway		60
Off-Peak Headway		60
Schedule Adherence	On Time	87%
	Early	8%
	Late	5%
Saturday		
Start Time		6:10 a.m.
End Time		9:10 p.m.
Daily Boardings		97
Headway		60
Sunday		
Start Time		6:10 a.m.
End Time		9:10 p.m.
Daily Boardings		85
Headway		60

Ridership and Productivity

Route 294 has low ridership with about 129 average daily boardings. Stops with the highest weekday ridership include W Hillsdale Blvd/Edison St, Main St/Poplar St, and 235 Main St - HMB Visitor Ctr.

Route 294 has below average productivity with roughly 7 boardings per service hour. It is one of the least productive all-day routes operated by SamTrans. All route segments on Route 294 underperform.

All but one trip carries less than 10 passengers.

Schedule Adherence

The route has an above-average on-time performance, with 87% of trips arriving on time. Early arrivals are more problematical than late arrivals. The segment between Main St/Poplar St and CSM Transit Ctr has the lowest on-time performance among all segments, with 33% of the buses arriving to timepoints ahead of schedule.

Summary

Route 294 is a low-ridership, coverage route that connects Hillsdale and Half Moon Bay. The route covers an almost 9-mile segment where there is no ridership activity and no commercial or residential development. Few passengers are connecting from Half Moon Bay to the College of San Mateo.

Route 294 duplicates the alignment of Route 250 between Hillsdale and The College of San Mateo.

Figure 5-44 Route 294 Average Weekday Ridership Map – Eastbound

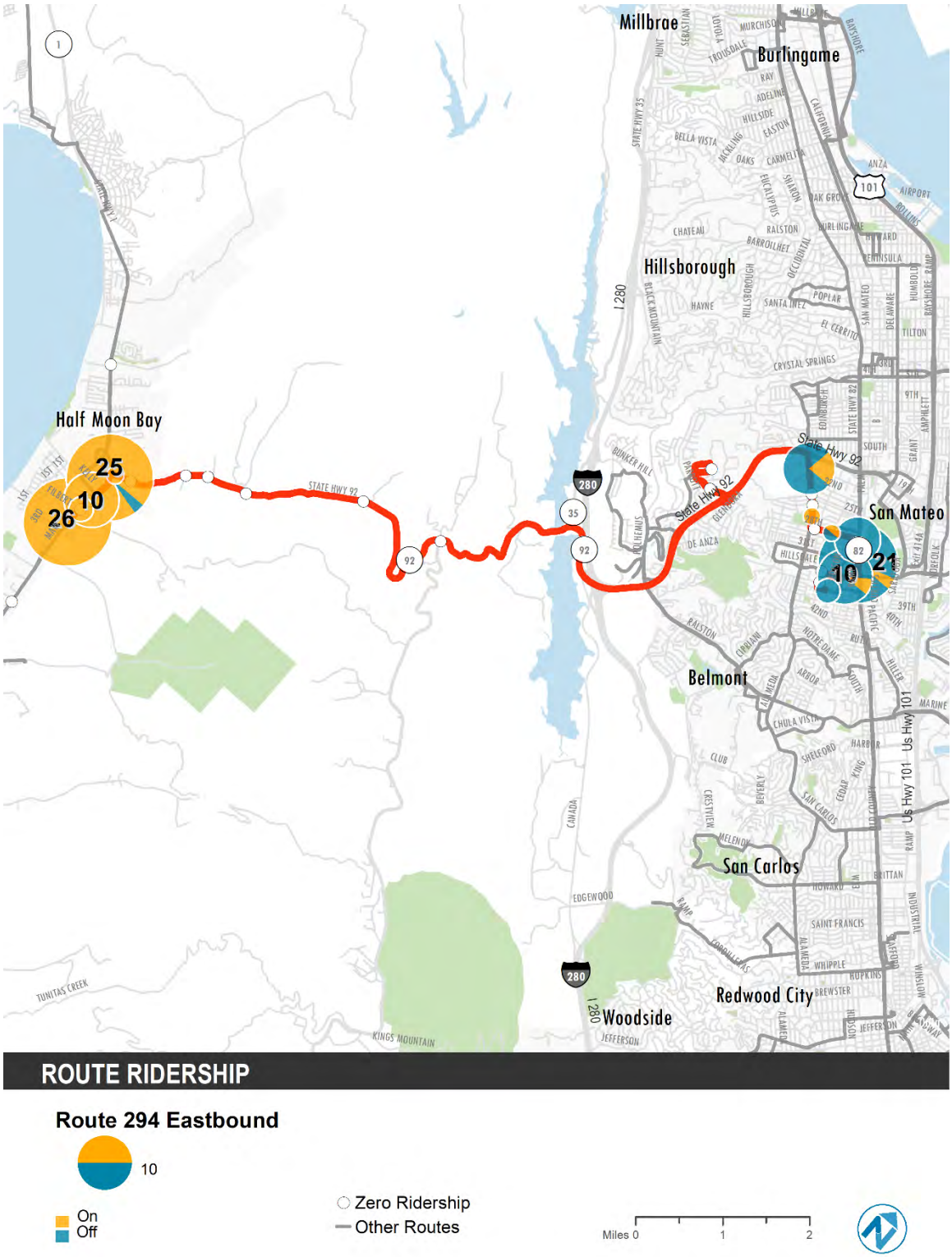
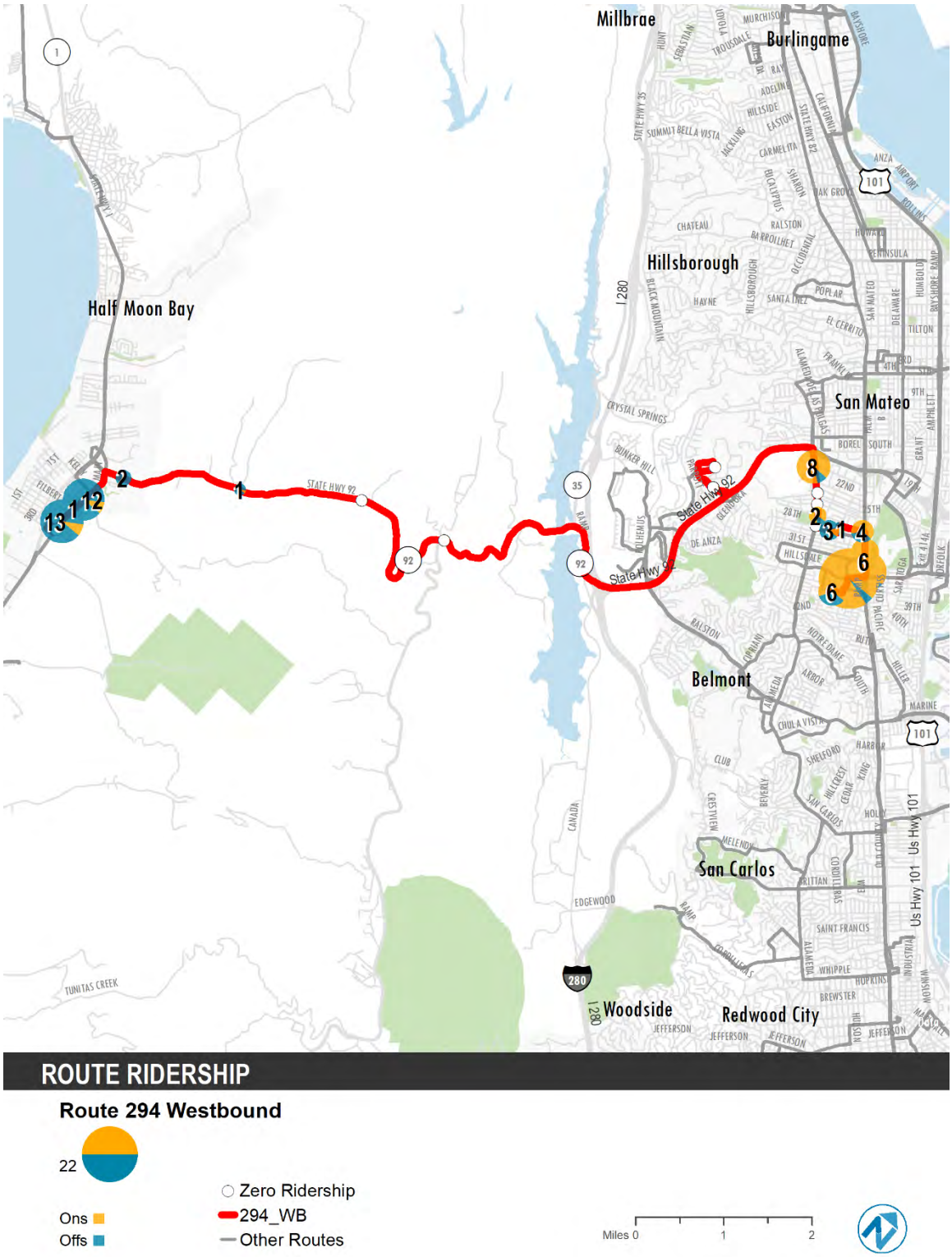


Figure 5-45 Route 294 Average Weekday Ridership Map – Westbound



ROUTE 295

Route 295 connects the low-density residential areas west of El Camino Real with Redwood City Caltrain, San Carlos Caltrain, Hillsdale Caltrain, and San Mateo Caltrain stations. Other key destinations include San Mateo Medical Center, Carlmont Village Shopping Center, and Sequoia Hospital.

Route 295 deviates to serve Cordilleras County Mental Health Facility once in the morning and once in the afternoon. This deviation adds eight minutes to the total trip time.

Weekday service operates between 5:40 a.m. and 6:40 p.m., with 60-minute service all-day. There is no weekend service on this route.

Route Characteristics		
Weekday		
Start Time		5:40 a.m.
End Time		6:40 p.m.
Boardings		246
Service Hours		29.8
Boardings per Service Hour		8.2
Peak Headway		60
Off-Peak Headway		60
Schedule Adherence	On Time	87%
	Early	4%
	Late	9%

Ridership and Productivity

Route 295 has below average ridership in comparison with other routes in the SamTrans system with 246 average daily boardings. The highest ridership stops are Redwood City Caltrain, Alameda de las Pulgas / Ralston Ave, San Carlos Ave / Club Dr, El Camino Real / Hillsdale Blvd, 1st Ave / B St, and El Camino Real / 4th Ave.

Route 295 has below average productivity with 8.2 boardings per service hour. The only trips that carry more than 11 passengers correspond to the start / end times at Carlmont and Aragon High Schools.

Schedule Adherence

Route 295 has an above-average on-time performance where 87% of the buses arrive at timepoints on-time performance dips towards the middle of the route between Alameda de las Pulgas/Ralston Ave and W Hillsdale Blvd/Edison Bay where 15% of the buses run late.

Summary

Route 295 is a coverage route with low ridership. With the exception of the school trips, ridership would not warrant fixed-route service. Almost all of the high ridership stops on Route 295 are within walking distance of other routes, including Carlmont High School.

Figure 5-46 Route 295 Average Weekday Ridership Map – Northbound

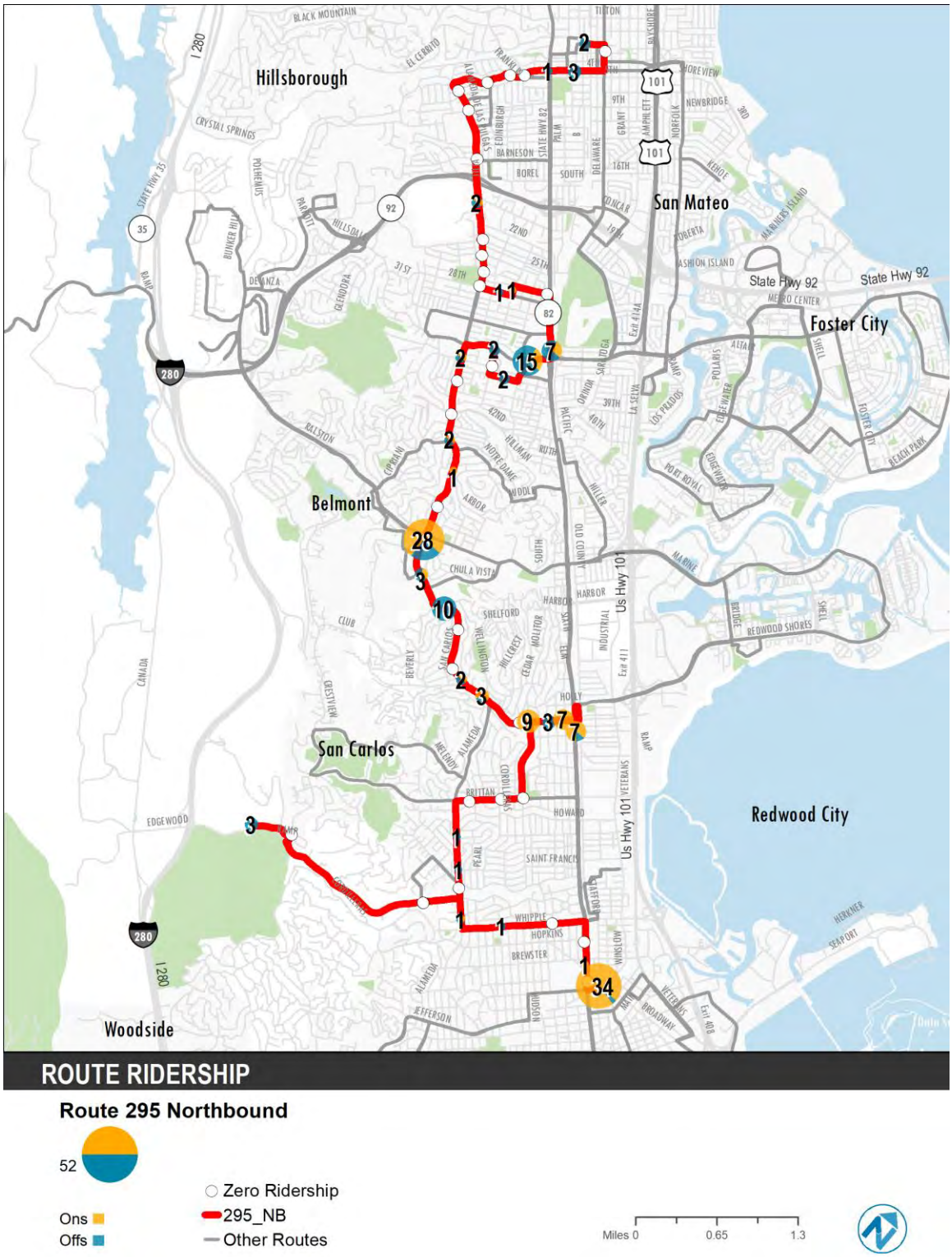
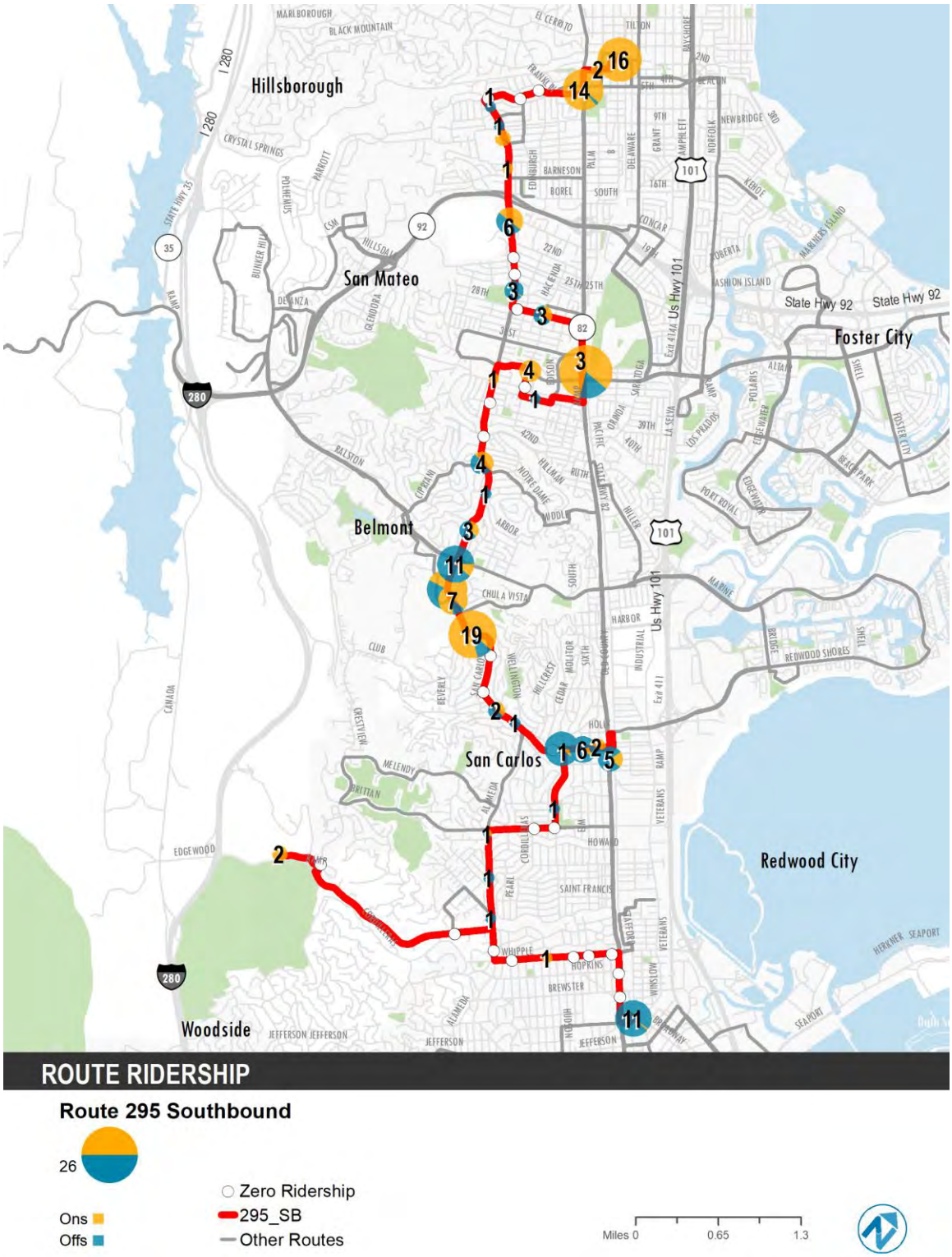


Figure 5-47 Route 295 Average Weekday Ridership Map – Southbound



ROUTE 296

Route 296 connects Redwood City Transit Center and East Palo Alto. The route serves Redwood City and Menlo Park Caltrain stations throughout the day. Other key destinations include Palo Alto VA Medical Center and East Palo Alto Civic Center.

Route 296 deviates to serve Palo Alto Transit Center in the early mornings and late evenings. This pattern occurs on both weekdays and weekends.

Weekday service operates between 3:40 a.m. and 2:00 a.m., with 20-minute service all-day. Weekend service operates between 3:45 a.m. and 1:45 a.m. with service every 30-minutes during the day.

Route Characteristics		
Weekday		
Start Time		3:40 a.m.
End Time		2:00 a.m.
Boardings		1,703
Service Hours		99
Boardings per Service Hour		17.2
Peak Headway		20
Off-Peak Headway		20
Schedule Adherence	On Time	88%
	Early	1%
	Late	11%
Saturday		
Start Time		3:45 a.m.
End Time		1:45 a.m.
Daily Boardings		827
Headway		30
Sunday		
Start Time		3:45 a.m.
End Time		1:45 a.m.
Daily Boardings		612
Headway		30

Ridership and Productivity

This route has the fifth-highest ridership of all SamTrans routes with nearly 2,000 average daily boardings. Highest ridership stops include Redwood City Caltrain, Merrill St/Santa Cruz Ave, E Bayshore Rd & Donohoe St, and Bay Rd/University Ave.

The route has average productivity, with 17 boardings per service hour. The route has consistent productivity in the Southbound and Northbound directions. The most productive segment along the route is Middlefield Rd/5th Ave to Redwood City Caltrain-Lane A with nearly 30 boardings per service hour. The lowest productivity segment is between Middlefield Rd/Ringwood Ave and Merrill St/Santa Cruz Ave with 4 boardings per service hour, which is a very short segment.

Schedule Adherence

Route 296 has an above average on-time performance with 88% of the buses arriving at timepoints on-time. The segment between Merrill St/Santa Cruz Ave and Middlefield Rd/5th Ave has the lowest on-time performance, with 17% of buses considered late.

Summary

Route 296 is a high ridership route with middling productivity. It has some high ridership trips which correspond to school times.

Route 296 deviates from Middlefield Road to serve the Menlo Park Caltrain station. Ridership averages close to 350 boardings and alightings near the Caltrain station.

Route 296 duplicates both Routes 280 and 281 in East Palo Alto, which may reduce some of the ridership potential in East Palo Alto.

Figure 5-48 Route 296 Average Weekday Ridership Map – Northbound

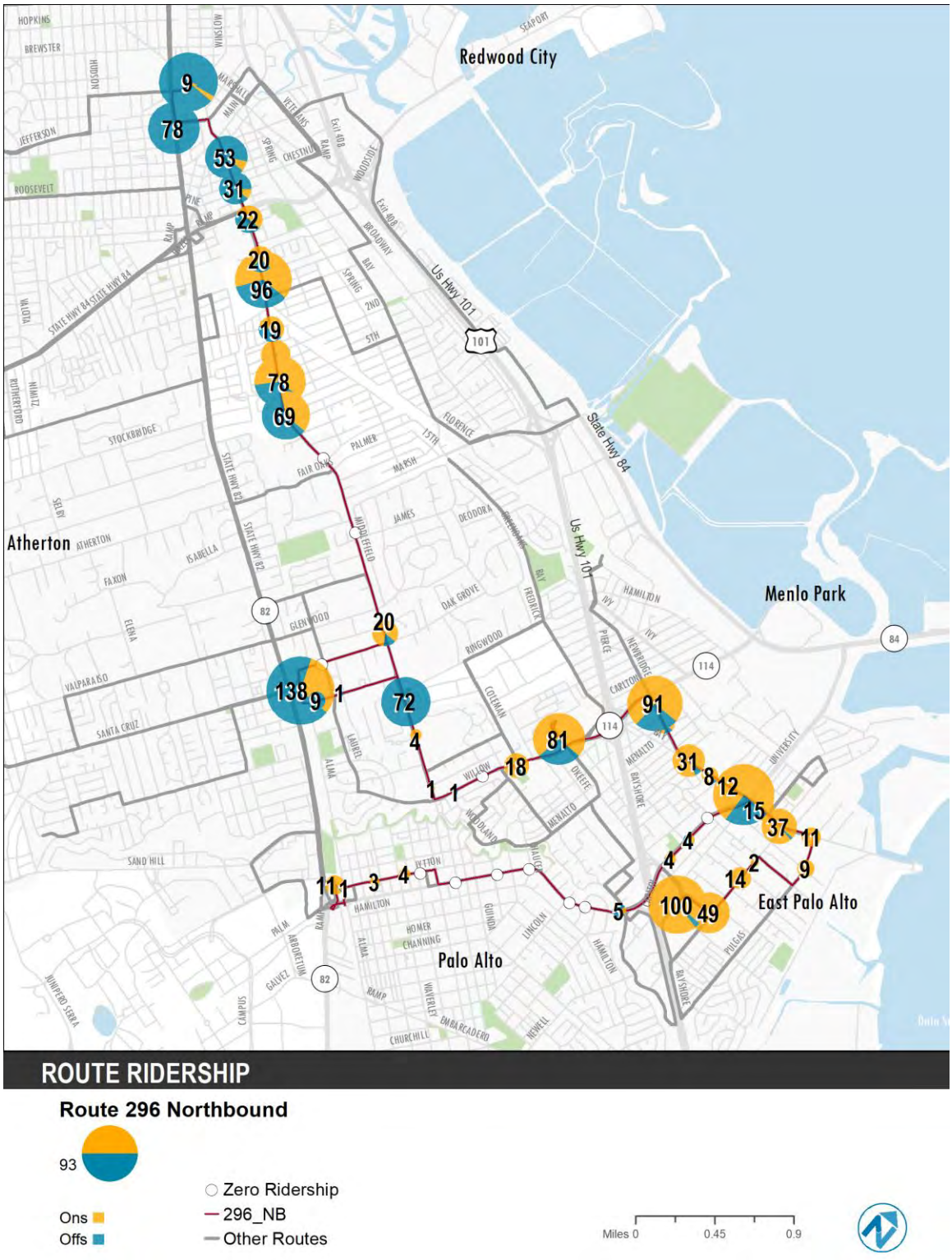
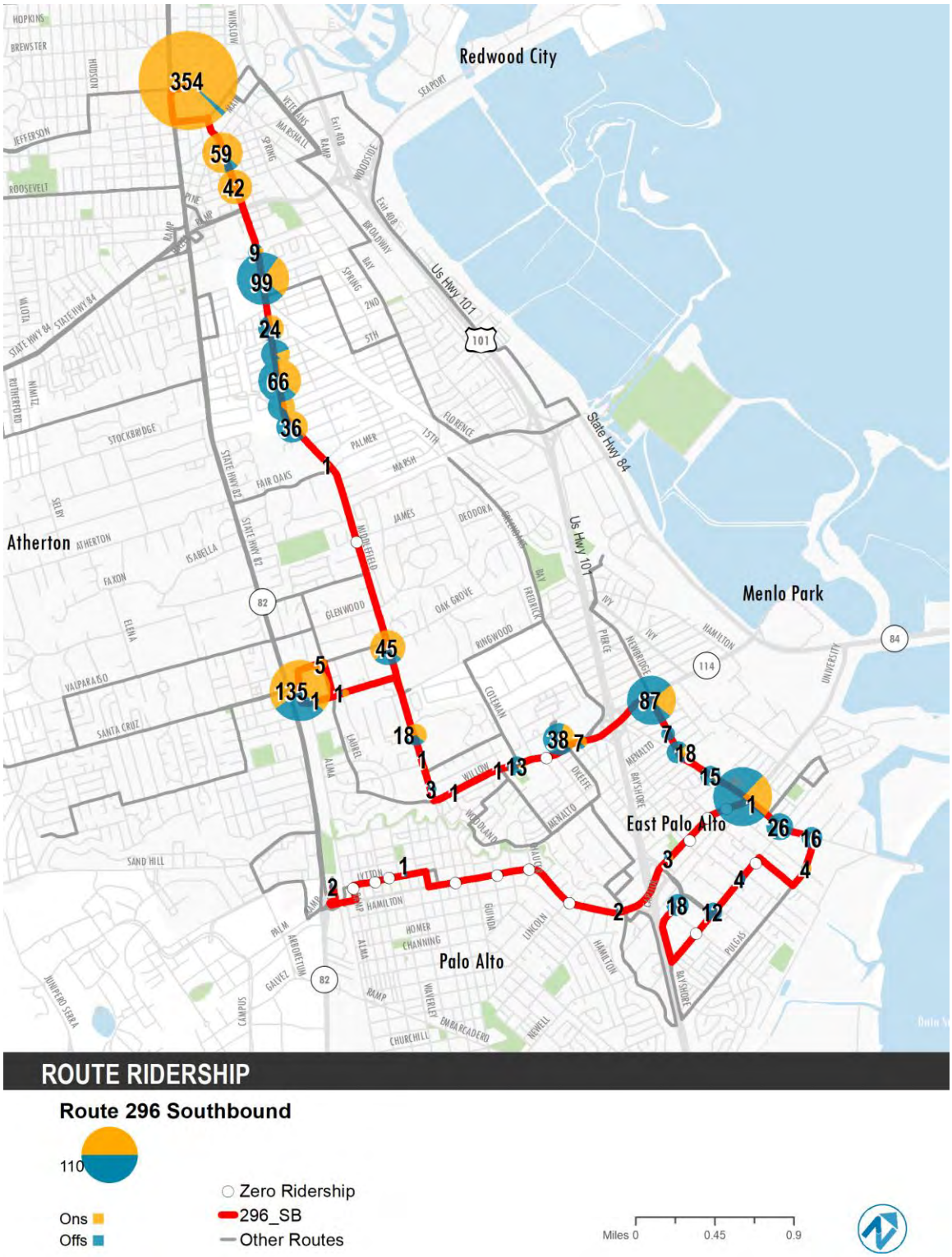


Figure 5-49 Route 296 Average Weekday Ridership Map – Southbound



ROUTE 397

Route 397 provides owl service between Downtown San Francisco and Palo Alto Transit Center. The route connects downtown San Francisco, SFO Airport, Millbrae Transit Center, the ECR corridor to Redwood City Transit Center, East Palo Alto, and the Palo Alto Transit Center.

The route operates seven days a week and provides three Midday Northbound trips to San Francisco and four Midday Southbound trips to Palo Alto.

Route Characteristics		
Weekday		
Start Time		12:45 p.m.
End Time		4:00 p.m.
Boardings		216
Service Hours		15.9
Boardings per Service Hour		13.6
Peak Headway		3 NB / 3 SB trips
Off-Peak Headway		N/A
Schedule Adherence	On Time	60%
	Early	0%
	Late	40%

Ridership and Productivity

Route 397 averages 216 average daily boardings. Stops with the highest weekday boardings include Palo Alto Transit Center, Redwood City Caltrain Station and Mills-Peninsula Medical Center

Route 397 has low productivity with 13.6 boardings per service hour. However, considering that all this activity takes place between midnight and 4 a.m., productivity is solid.

Schedule Adherence

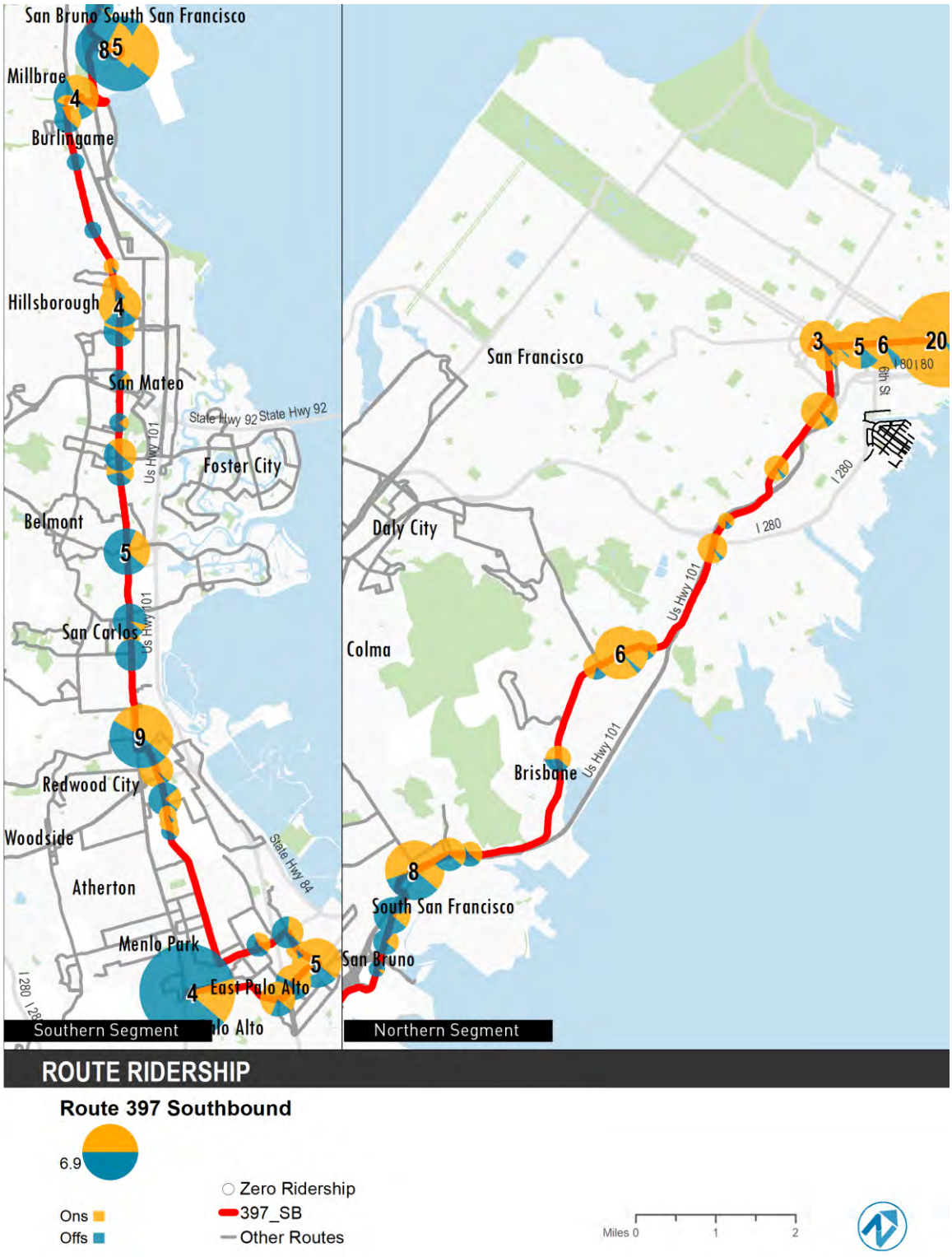
This route's on-time performance is the lowest in the entire system, with only 60% of trips arriving on-time. All other trips arrived late. There are multiple segments in the route which have a high percentage of delayed arrivals. Northbound trips were consistently late from Redwood City to Bayshore.

Summary

Route 397 is a coverage route that provides a specific role – provide late night access between San Mateo County and San Francisco. Ridership and productivity are low, but given the time, ridership levels are acceptable.

Figure 5-50 Route 397 Average Weekday Ridership Map – Northbound

Figure 5-51 Route 397 Average Weekday Ridership Map – Southbound



ROUTE 398

Route 398 combines local and express service characteristics in connecting Redwood City Transit Center and downtown San Francisco. The route operates as a local route on El Camino Real between Hillsdale and Redwood City before using US 101 to travel to SFO Airport. The route continues to the San Bruno BART Station, before continuing on US 101 to downtown San Francisco.

Weekday service operates between 5:05 a.m. and 10:45 p.m., with 60-minute service all-day. Weekend service operates 5:50 a.m. to 9:50 p.m. on Saturdays and 5:00 a.m. to 9:05 p.m. on Sundays with the same 60-minute frequency all-day.

Route Characteristics		
Weekday		
Start Time		5:05 a.m.
End Time		10:45 p.m.
Boardings		725
Service Hours		60.1
Boardings per Service Hour		12.1
Peak Headway		60
Off-Peak Headway		60
Schedule Adherence	On Time	91%
	Early	4%
	Late	5%
Saturday		
Start Time		5:50 a.m.
End Time		9:50 p.m.
Daily Boardings		512
Headway		60
Sunday		
Start Time		5:00 a.m.
End Time		9:05 p.m.
Daily Boardings		399
Headway		60

Ridership and Productivity

Route 398 has over 700 average daily boardings. The top ridership destinations include SFO Airport, San Bruno BART, El Camino Real & Hillsdale Boulevard, and Redwood City Caltrain.

This route has below average productivity with 12 boardings per service hour. The most productive segment is between SFO Airport and San Bruno BART, with 23 boardings per service hour. The least productive segment is between San Bruno BART and Mission Street & 7th Street in downtown San Francisco with 4 boardings per Service Hour. Outside of three morning northbound trips and three afternoon southbound trips, every trip north of San Bruno carried less than 10 passengers.

Schedule Adherence

Despite operating through downtown San Francisco, the always congested US 101, and SFO Airport, Route 398 has a good on-time performance with 90% of the buses arriving to timepoints on-time. It is highly likely that schedules are padded to allow for variable travel times. On-time performance is the lowest between San Bruno BART and Mission St/7th St where there is a significant number of buses which arrive earlier than scheduled.

Summary

Route 398 provides all-day express overlay from south San Mateo County to SFO Airport and downtown San Francisco.

Route 398 is uncompetitive with Caltrain for travel times from Redwood City to downtown San Francisco, even accounting for the non-central location of the downtown Caltrain station. Local

trains making all stops are at least 30-50 minutes faster than Route 398 – depending on the time of day. Caltrain's fare is also higher at $6 versus $2.25, but the travel time savings are significant.

Route 398 also competes for riders with BART between San Bruno and downtown. Depending on destination, BART is faster and more reliable than Route 398 into downtown San Francisco. Like Caltrain, however, BART is more expensive. Anecdotal evidence suggests that airport workers are taking Route 398 to San Bruno BART to avoid the $5 surcharge on airport BART trips.

Much of the local alignment of Route 398 duplicates other routes. Between Redwood City and Hillsdale, at total of 113 riders (16% or the entire route total) have both an origin and destination on the corridor and could have taken Route ECR instead of Route 398.

Route 398 into downtown San Francisco is underutilized. Competition from BART and Caltrain are part of the reason. All but 6 of 37 trips in or out of downtown San Francisco are less than half full. Half of all trips carry less than five passengers into or out of San Francisco.

Figure 5-52 Route 398 Average Weekday Ridership Map – Northbound

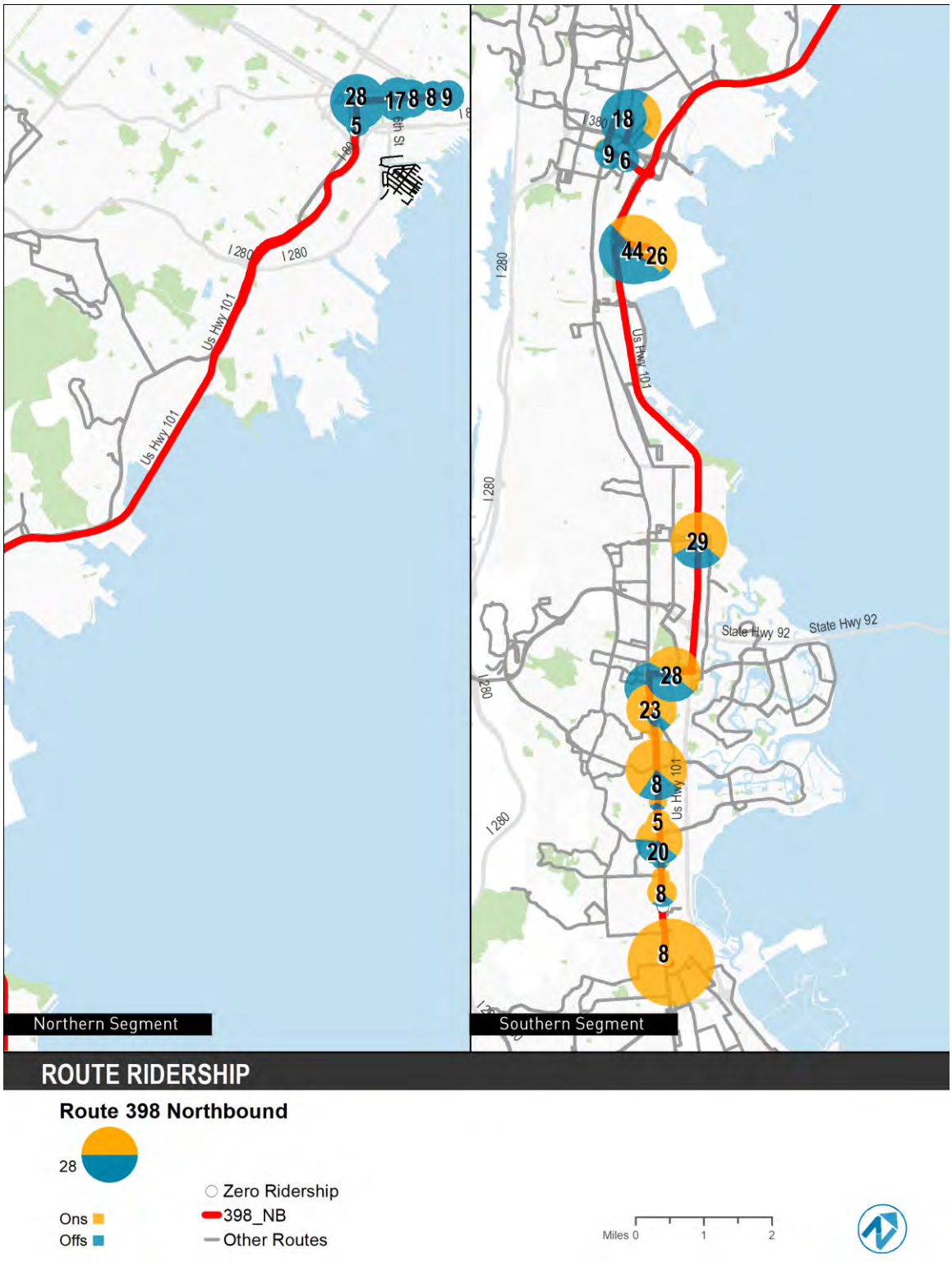
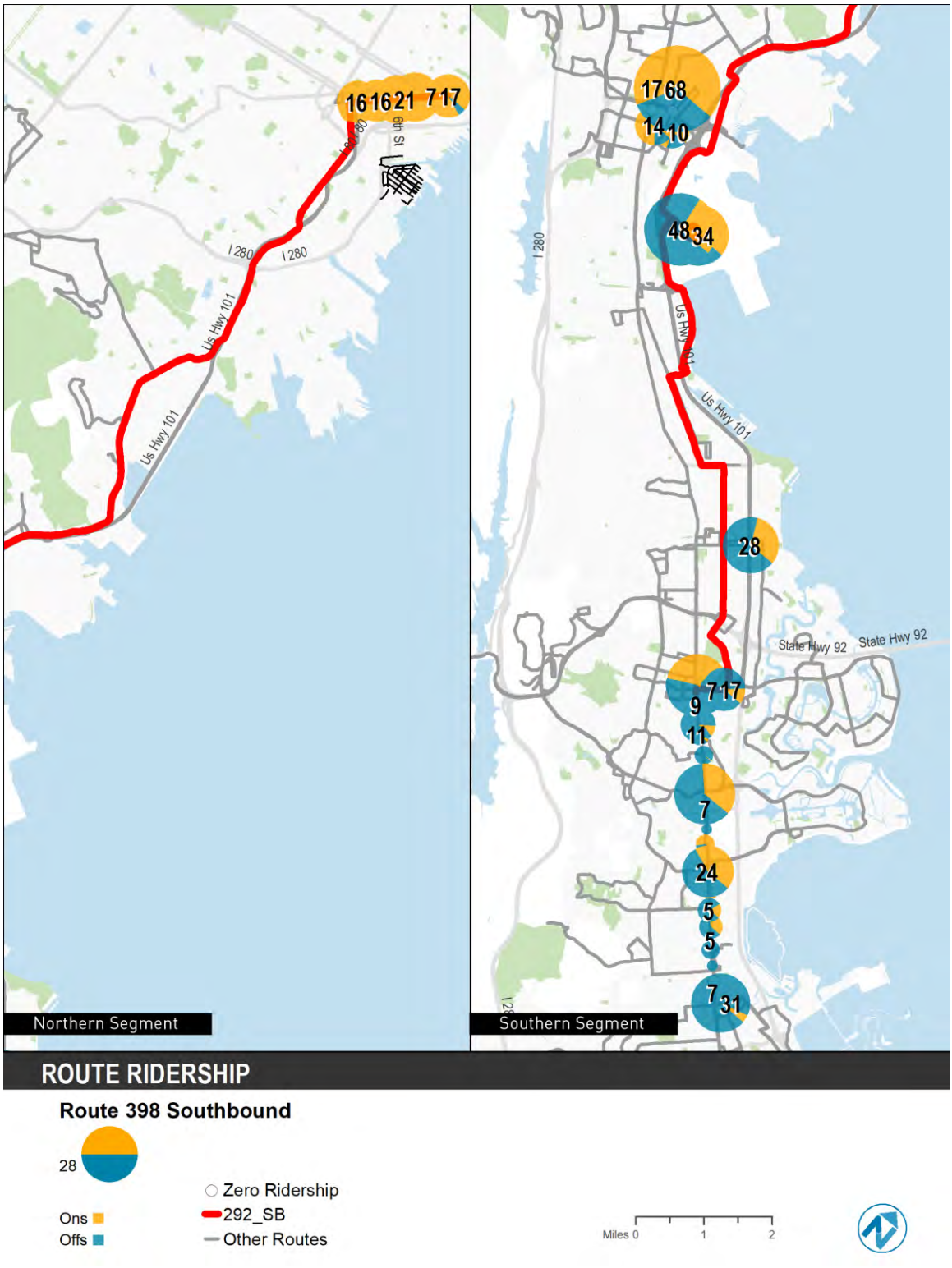


Figure 5-53 Route 398 Average Weekday Ridership Map – Southbound



ROUTE ECR

The ECR is 27-mile long route that connects Daly City BART with Palo Alto Transit Center vie El Camino Real. It travels through multiple jurisdictions, including Daly City, Colma, South San Francisco, San Bruno, Burlingame, San Mateo, San Carlos, Redwood City, and Palo Alto.

The ECR parallels BART service between Daly City and Millbrae and serves every station in between. The ECR also parallels the Caltrain corridor between Millbrae and Palo Alto, and has stops within a ¼ mile of every station in between.

The route has frequent service between 4:05 a.m. and 12:35 a.m. with approximately 20-minute service on weekdays and 30-minute weekend service. Night owl service is provided every 60-minutes between San Francisco International Airport and Daly City.

The ECR has a limited stop overlay called the ECR Rapid that operates during peak periods only between Daly City BART and Redwood City. In addition, between Hillsdale and Redwood City, Route 398 duplicates ECR service.

Route Characteristics		
Weekday		
Start Time		4:05 a.m.
End Time		12:35 a.m.
Boardings		7,914
Service Hours		278.6
Boardings per Service Hour		28.4
Peak Headway		15-20
Off-Peak Headway		20-30
Schedule Adherence	On Time	77%
	Early	4%
	Late	19%
Saturday		
Start Time		4:50 a.m.
End Time		12:30 a.m.
Daily Boardings		5,628
Headway		20-30
Sunday		
Start Time		4:50 a.m.
End Time		12:30 a.m.
Daily Boardings		4,764
Headway		20-30

Ridership and Productivity

This route has the highest ridership of all the SamTrans routes with 7,000 average daily riders and accounts for one-quarter of all SamTrans ridership. Stops with the most significant weekday ridership are Palo Alto Transit Center, Redwood City Caltrain, El Camino Real & Hillsdale Blvd, San Bruno BART, Colma BART, Mission St & Goethe St, and Daly City BART.

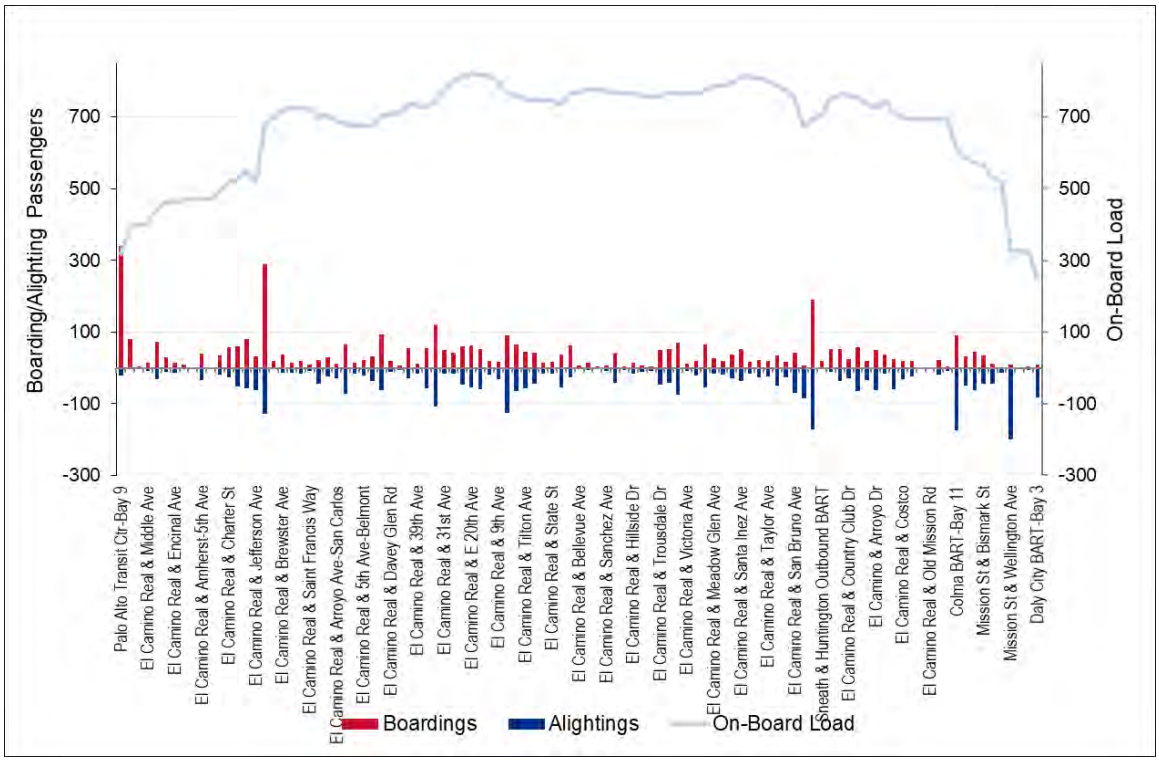
The route has an average productivity of 28 boardings per service hour. Route productivity is highest between Hillsdale and Colma BART and drops off near the northern and southern route termini, as shown in Figure 5-54.

Figure 5-54 Route ECR Productivity by Segment

Segment	Passengers per Service Hour
Palo Alto Transit Ctr to Redwood City Caltrain	27.6
Redwood City Caltrain to El Camino Real & San Carlos Ave	26.7
El Camino Real & San Carlos Ave to ECR & Hillsdale Blvd	29.4
El Camino Real & Hillsdale Blvd to El Camino Real & E 5th Ave	32.8
El Camino Real & E 5th Ave to El Camino Real & Linden Ave	30.0
El Camino Real & Linden Ave to San Bruno BART	21.4
San Bruno BART to El Camino Real & BART-South SF	44.7
El Camino Real & BART-South SF to Colma BART	14.5
Colma BART to Mission St & Wellington Ave	35.0
Mission St & Wellington Ave to Daly City BART	29.3

As shown in Figure 5-55, the ECR has strong anchors at Daly City BART and at the Palo Alto Transit Centers. The average total load of the ECR does not vary much between Redwood City and Colma BART, which given the large amount of ridership activity in between, suggests steady rider turnover.

Figure 5-55 Route ECR Northbound Ridership and Average Load



The route is most productive in the morning and afternoon peak periods, with an average productivity of over 35 passengers per service hour. Midday productivity is almost as high, at 33 passengers per service hours. In the early AM and night times, productivity drops to around 15 boardings per hour.

Schedule Adherence

Running times along the ECR are highly dependent on time of day. A single northbound trip, for instance, can take anywhere from 94 minutes late at night to 160 minutes. High ridership and congested roadways cause running times to increase by more than an hour. In addition, running times are highly variable by day and by segment. Figure 5-56 shows the average northbound scheduled and actual running times. Overall, the scheduled running times approximate the schedule, with some small deviations. A closer look at segment level travel times shows more widespread variations. Some segments appear to have more scheduled time than necessary (Figure 5-57) and others appear to need additional travel times (Figure 5-58).

Figure 5-56 Route ECR Northbound Travel Times for Entire Route

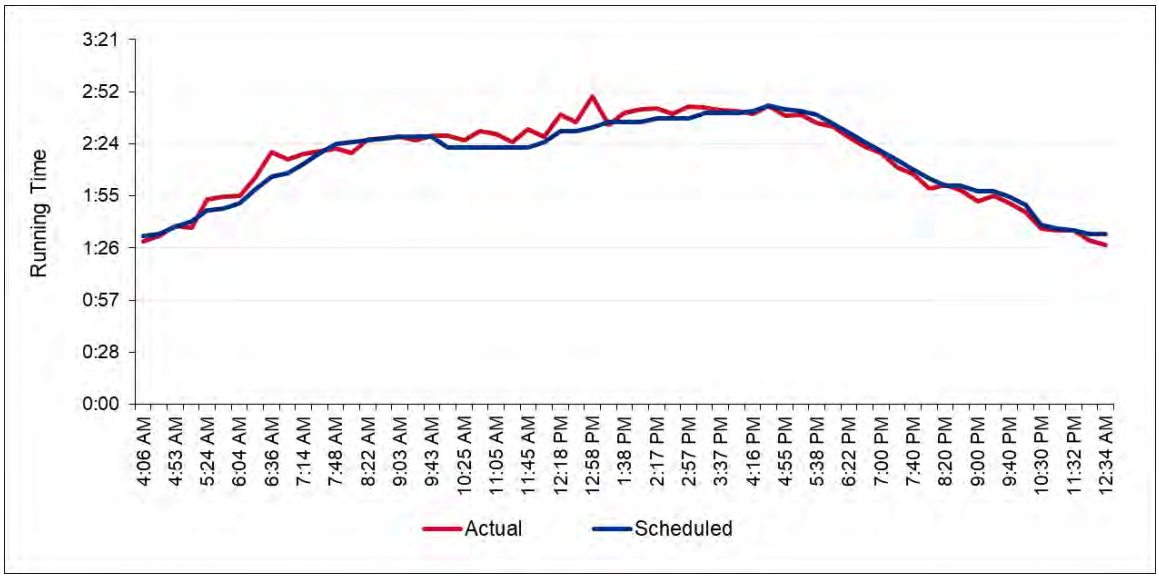


Figure 5-57 Route ECR Northbound Travel Times between Redwood City and San Carlos

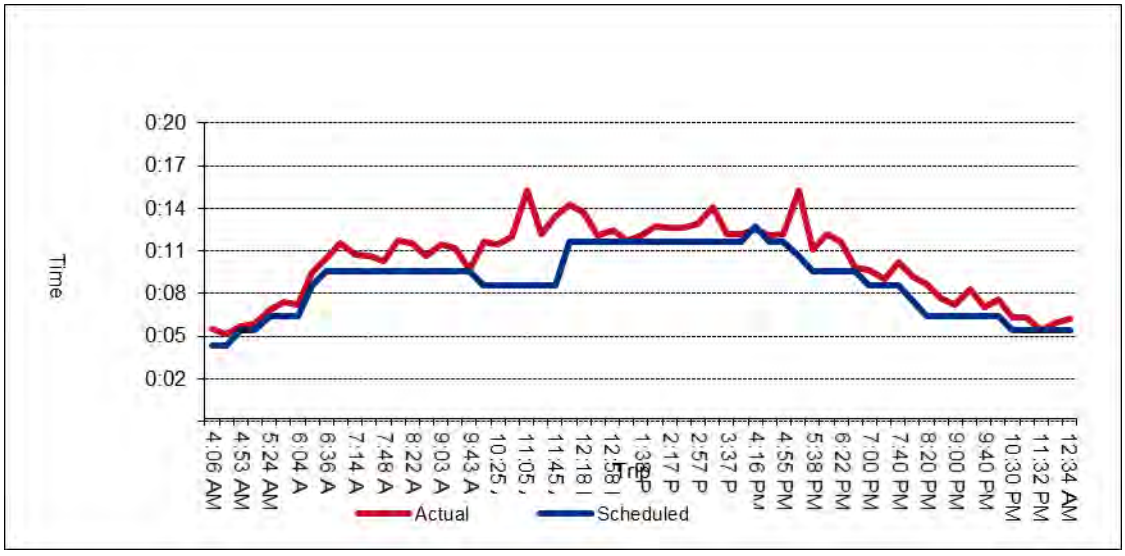
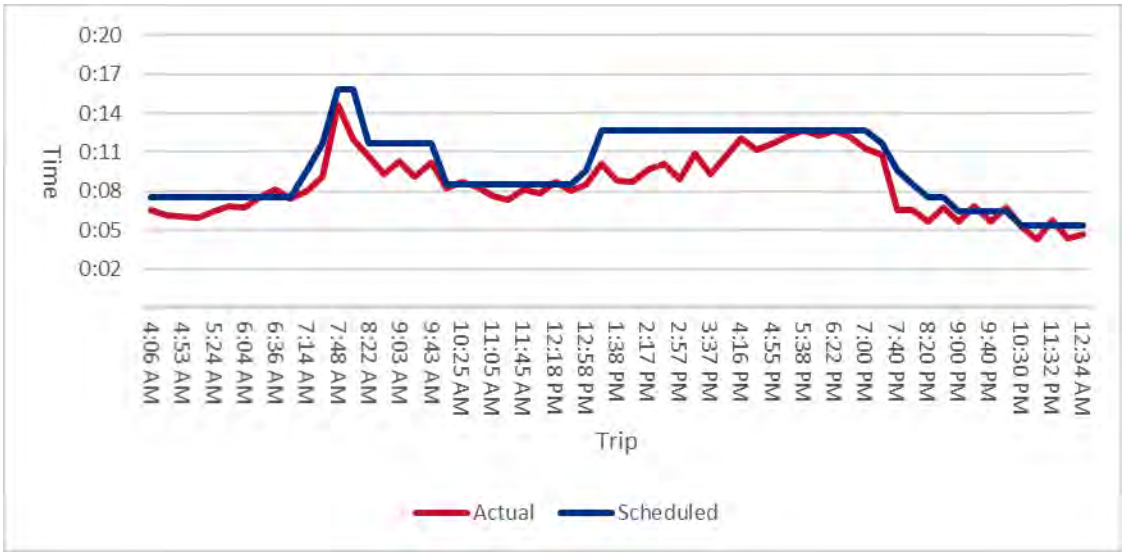


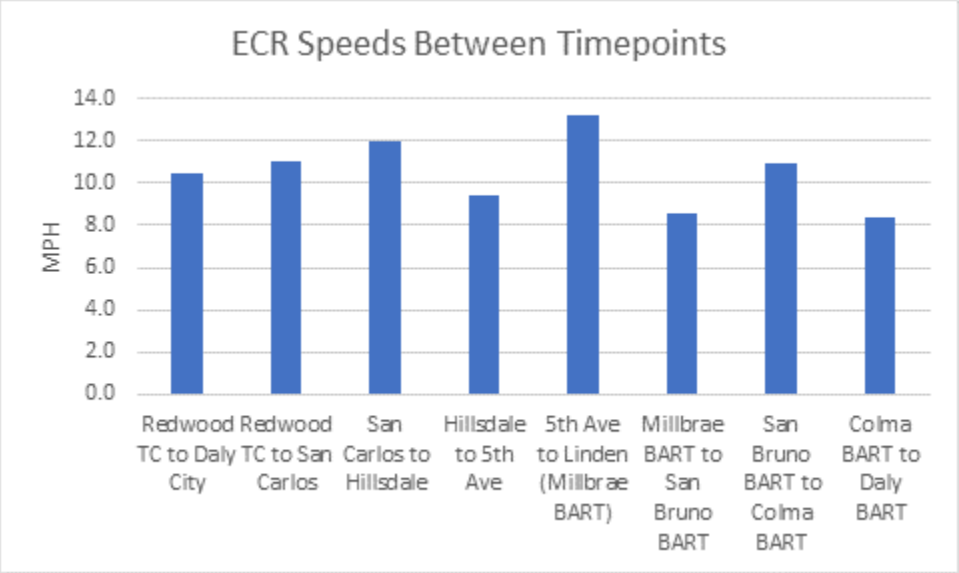
Figure 5-58 Route ECR Northbound Travel Times between SF BART and Colma BART



ECR arrives on-time to 77% of timepoints, which is below average. Late arrivals are consistent across the direction, with over 15% of buses arriving at timepoints late, but occur most often in the center of the route between San Carlos Ave and Linden Ave.

It is exceedingly difficult to keep a 27-mile-long route on a high ridership, heavily trafficked arterial on-time. SamTrans in many cases added travel time to the routes so that buses often have to sit and wait on the side of the road so that they do not run ahead of schedule. The average scheduled northbound speed of the ECR during the afternoon peak is around 10.8 miles per hour. As a comparison, the predicted automobile speed on the same corridor at the same time is 16.4 miles per hour. ECR is scheduled to operate at less than 10 miles per hour between Hillsdale and 5th and between Millbrae and San Bruno BART stations. This 10 miles per hour service is twice as slow as driving in an automobile. Travel times for longer trips on the ECR are uncompetitive.

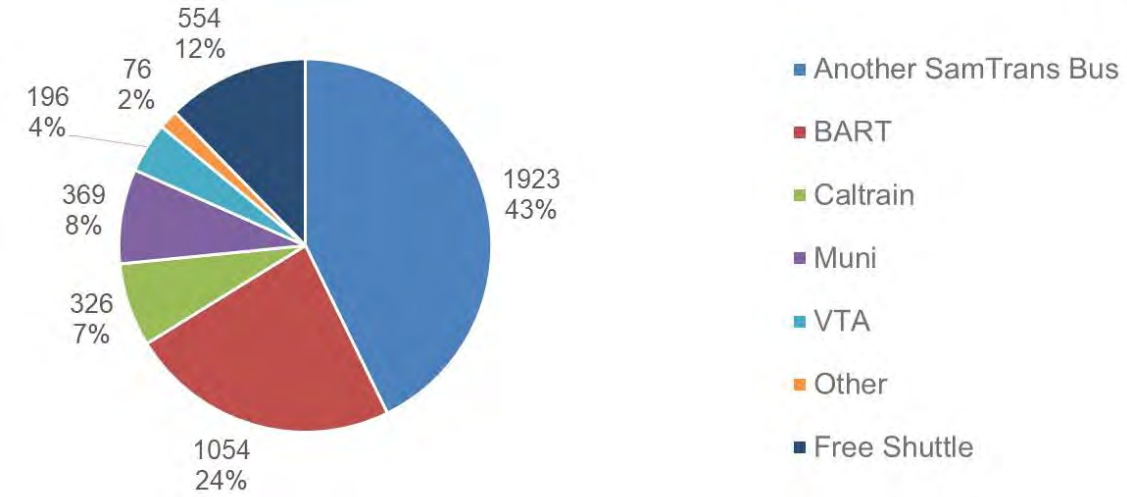
Figure 5-59 Route ECR Northbound Scheduled Speeds



Transfers

The ridership pattern shows strong activity at major hubs along the ECR, including BART stations and transfer hubs such as the Redwood Transit Center. An on-board survey conducted in 2019 provides some insight into ECR transfer patterns. Approximately 44 percent of ECR passengers transfers, with most of the transfers happening to or from another SamTrans route. BART is the other service that had high transfers. The wide range of potential connection opportunities along the ECR is highlighted in Figure 5-60.

Figure 5-60 Route ECR Transfer Pattern



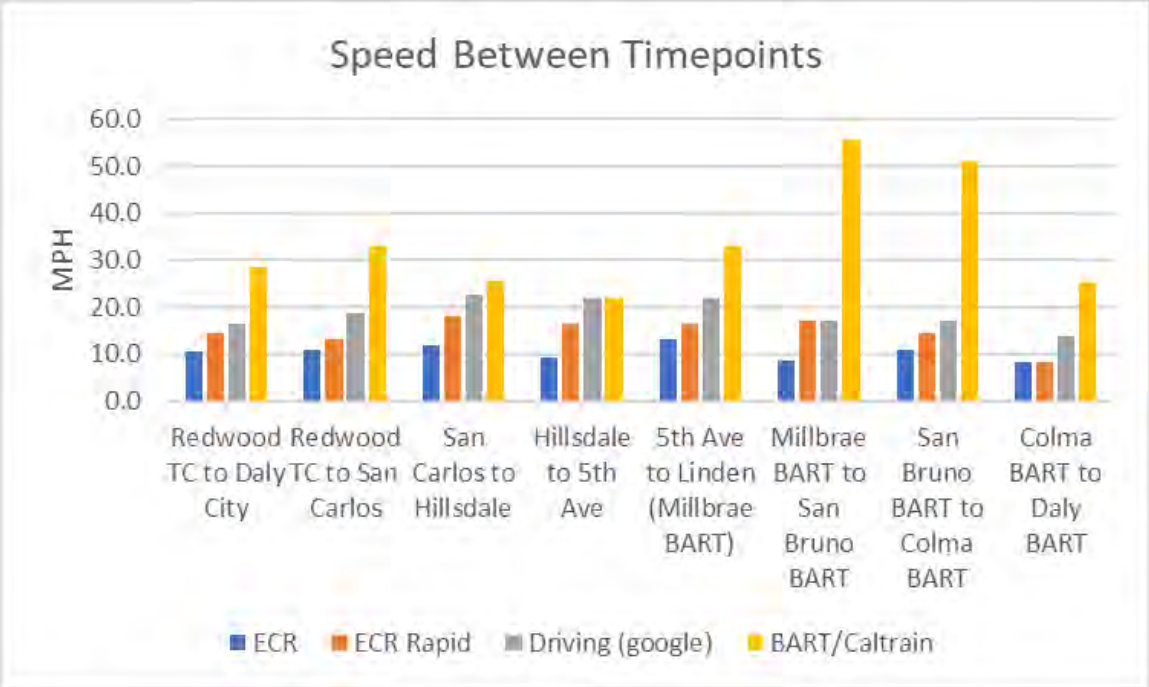
Summary

ECR has the highest ridership in the SamTrans system, but over the past several years, ridership has been dropping. In 2018, SamTrans attempted to address the ridership declines by reducing all-day frequency on the ECR and creating a peak-only Rapid ECR overlay, with both routes operating every 20 minutes throughout the day. While it takes time for any route to mature, the initial results show that ridership in the El Camino Real corridor continues to decline.

The reduction of the schedule from 15-minute service to 20-minute service throughout the day has negatively impacted ECR ridership. National market research has shown repeatedly that 15-minute frequencies are the minimum thresholds for potential passengers not to need a schedule. Given some of the variable travel times in the ECR corridor, having more frequent service takes some of the guesswork out of the question "when will my bus actually arrive?" In addition, the vast majority of transfers to/from the ECR are not of the timed variety, but instead depend on a random arrival and departure. In cases such as these, frequency means that waits are minimized. While a five-minute increase in headways may seem insignificant, ridership typically responds strongly whenever a route reaches at least 15-minute threshold. Midday riders, in particular, were negatively affected by this change, as there is no limited stop overlay service. Over 3,000 midday riders had their service reduced by 25 percent so that 700 riders could have faster service. Standard elasticities suggest that the midday ridership loss as a result of these changes exceeded any anticipated gains of faster service during peak times.

The ECR travel times are uncompetitive, with an average speed just under 11 miles per hour. This is significantly slower than driving and less than half the speed of parallel rail service, including transfers between Caltrain and BART. While the SamTrans fare on the ECR is much lower than the cost of driving or taking BART/Caltrain, travel times are more than twice as long. For longer trips, the ECR cannot compete with rail services. The high turnover rates along the route suggest that few people are riding ECR end-to-end.

Figure 5-61 Travel Time Comparisons between Modes along ECR Corridor



One of the primary reasons that travel times are slower is to ensure that buses always have a chance to make it to the route endpoint on time. Indeed, buses tend to run late towards the middle of the trip, but often arrive at final timepoints on-time. The underlying challenge of the slower running times is highly variable running times, which are impacted by congestion, passenger volumes, and regularly occurring incidents along the corridor. Improving underlying route reliability would allow SamTrans to reduce the amount of schedule padding and offer faster and more efficient service.

Overall, the ECR is one of the lynchpins of service for SamTrans. It accounts for one quarter of SamTrans ridership, and given the transfer patterns, directly impacts almost every route SamTrans operates. It is an excellent route, but it is directly competing against other modes, such as driving and using rail services, that continue to erode its ridership potential.

Figure 5-62 Route ECR Average Weekday Ridership Map – Northbound

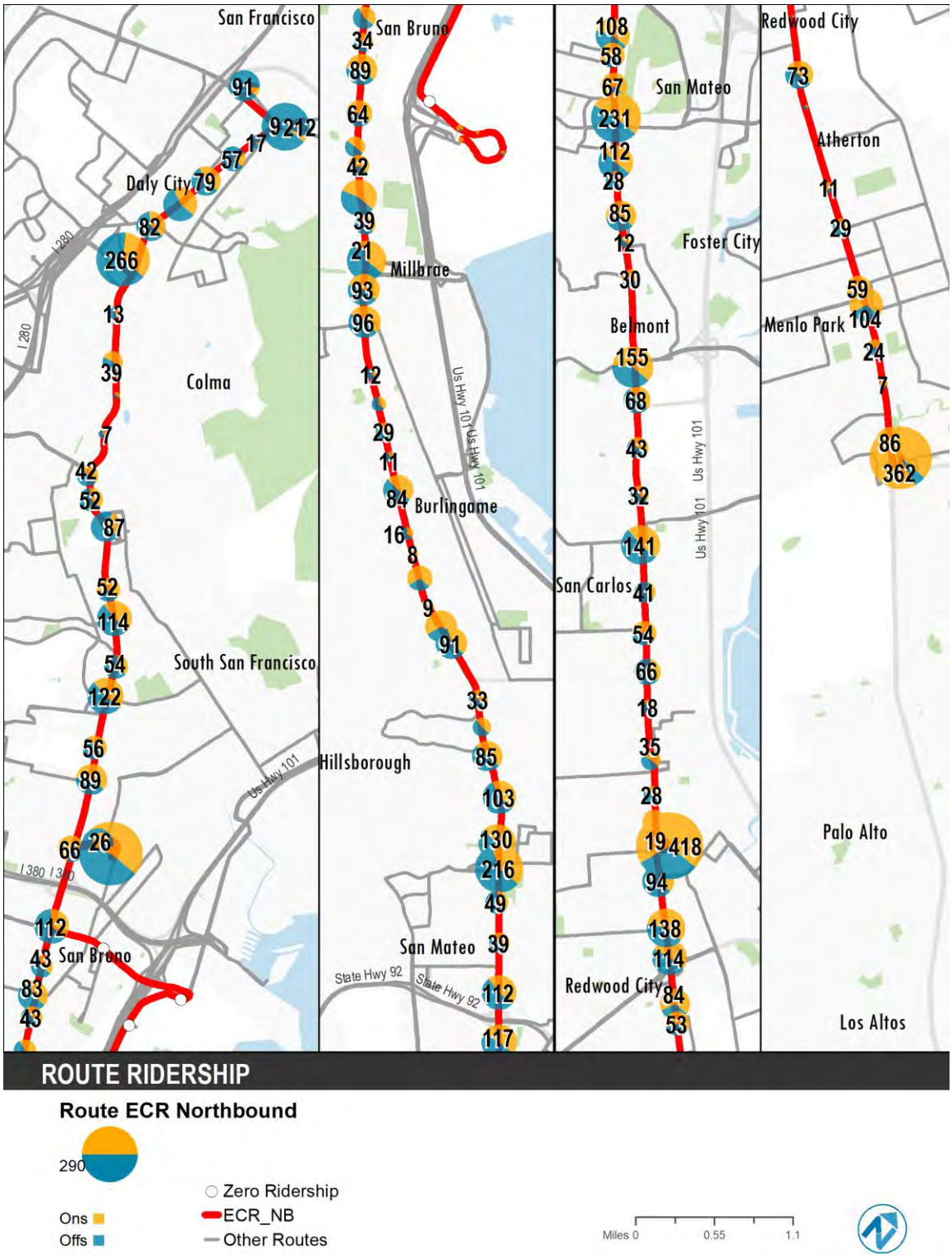
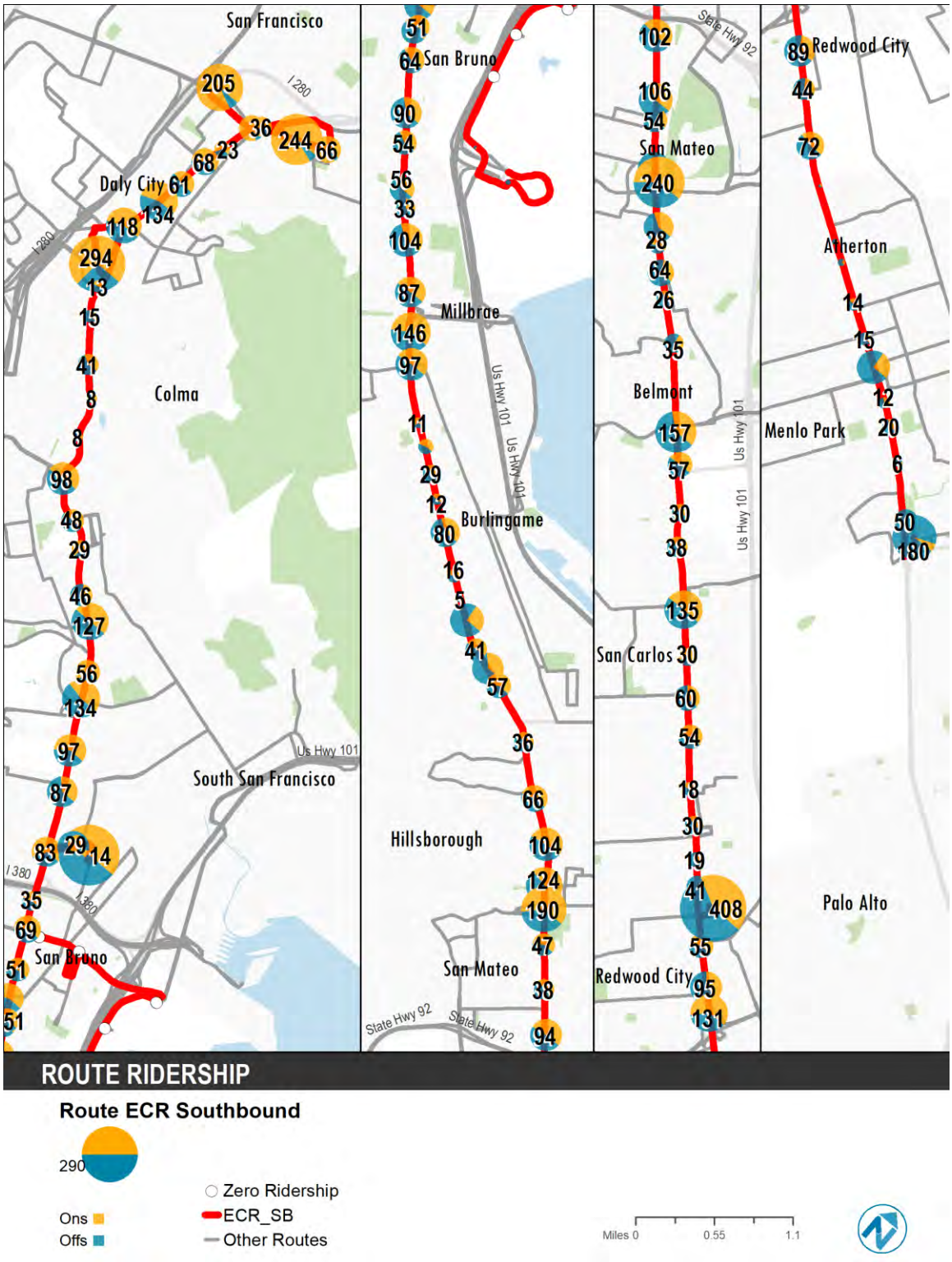


Figure 5-63 Route ECR Average Weekday Ridership Map – Southbound



ROUTE ECR RAPID

The El Camino Real Rapid (ECR Rapid) provides a limited stop overlay service to Route ECR along the El Camino Real corridor between Daly City BART and Redwood City Transit Center.

The route operates on weekdays between 6:00 a.m. and 6:10 p.m. with 20-minute service. Weekend service runs between 9:30 a.m. and 6:30 p.m. with 30-minute service.

The Rapid has 20 stops, thirteen of which correspond to a rail station.

- Redwood City – Redwood City Caltrain
- San Carlos – San Carlos Caltrain
- Ralston – Belmont Caltrain
- Hillsdale – Hillsdale Caltrain
- 17th Ave – Hayward Park Caltrain
- E 5th Ave – San Mateo Caltrain
- Burlingame – Burlingame Caltrain
- Broadway – Broadway Caltrain (weekends)
- Linden – Millbrae BART/Caltrain
- San Bruno BART
- South San Francisco BART
- Colma BART
- Daly City BART

At 4 p.m., the northbound Rapid is scheduled to take 93 minutes to travel between Redwood City and Daly City BART. The regular ECR takes 134 minutes, a potential time savings of up to 41 minutes.

Route Characteristics		
Weekday		
Start Time		6:00 a.m.
End Time		6:10 p.m.
Boardings		705
Service Hours		54.1
Boardings per Service Hour		13
Peak Headway		20
Off-Peak Headway		20
Schedule Adherence	On Time	84%
	Early	7%
	Late	9%
Saturday		
Start Time		9:30 a.m.
End Time		6:30 a.m.
Daily Boardings		646
Headway		30
Sunday		
Start Time		9:30 a.m.
End Time		6:30 a.m.
Daily Boardings		574
Headway		30

Ridership and Productivity

The Rapid averages just 700 average daily boardings. The highest ridership weekday stops include Daly City BART, Colma BART, San Bruno BART, El Camino Real & 4th Ave, El Camino Real & Hillsdale Blvd, and Redwood City Caltrain.

The shared Rapid/ECR stops currently serve about 40% of the existing Route ECR total ridership. Overall the Rapid serves about 50% of the total El Camino Real SamTrans boardings (combining both Rapid and Route ECR ridership).

One of the Rapid's primary competitors for fast, reliable service is the parallel rail service. About 80 percent of the Rapids boardings occur at a stop served either by Caltrain or BART. While rail service is significantly more expensive, it is also more than twice as fast as the Rapid between any two stops.

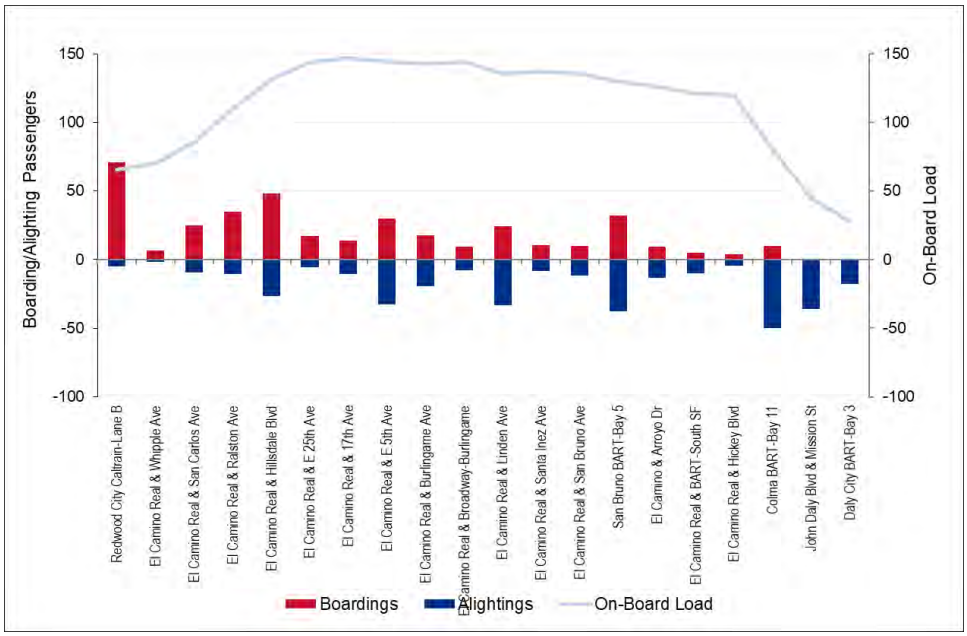
The Rapid has below average productivity with 13 boardings per service hour, which for a premium service, is underperforming. No segment carries more than 20 boardings per service hour. The productivity of the Rapid is less than half of the regular Route ECR (Figure 5-64) on a route level and on all segments.

Figure 5-64 Route Rapid ECR Compared to ECR Productivity by Segment

Segment	Rapid ECR Passengers per Service Hour	ECR Passengers per Service Hour
Palo Alto Transit Ctr to Redwood City Caltrain	N/A	27.6
Redwood City Caltrain to El Camino Real & San Carlos Ave	12.2	26.7
El Camino Real & San Carlos Ave to ECR & Hillsdale Blvd	19.5	29.4
El Camino Real & Hillsdale Blvd to El Camino Real & E 5th Ave		32.8
El Camino Real & E 5th Ave to El Camino Real & Linden Ave	10.8	30.0
El Camino Real & Linden Ave to San Bruno BART		21.4
San Bruno BART to El Camino Real & BART-South SF	11	44.7
El Camino Real & BART-South SF to Colma BART		14.5
Colma BART to Mission St & Wellington Ave	12	35.0
Mission St & Wellington Ave to Daly City BART		29.3

Like Route ECR, the Rapid's passenger loads are steady throughout most of the route. As shown in Figure 5-65, passenger loads are fairly consistent between Hillsdale and Colma BART, which suggests significant turnover along the route. Turnover levels are not as high as Route ECR, suggesting that longer trips are indeed taking place on the Rapid.

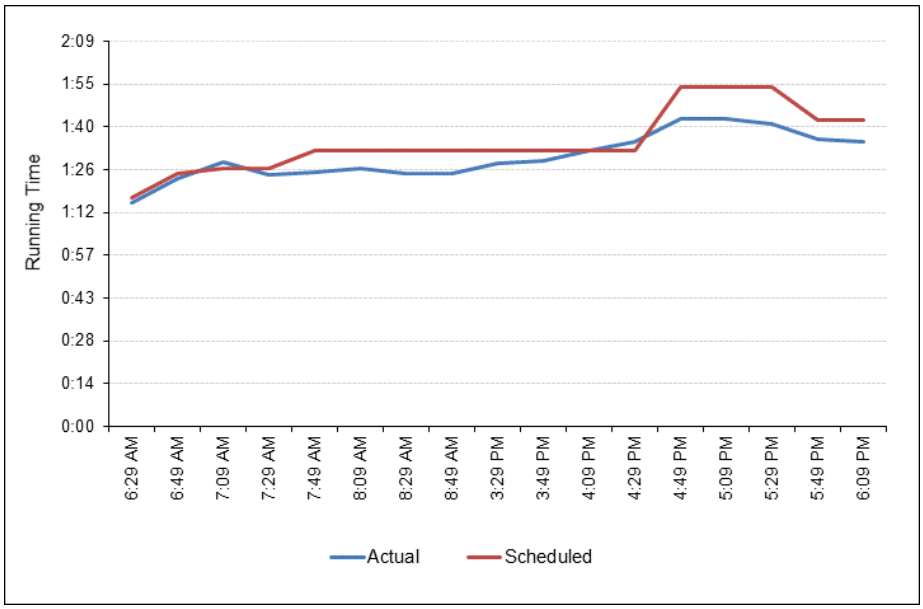
Figure 5-65 Route ECR Rapid Northbound Ridership and Average Load



Schedule Adherence

The ECR Rapid arrives on-time to 84% of timepoints. Buses have better on-time performance in the northbound direction. Trips between Redwood City Caltrain and El Camino Real & E 5th Ave have the highest rates of late arrivals. Buses between San Bruno BART and Colma BART arrive early 20% of the time. The ECR Rapid appears to have more scheduled time than necessary for most trips (Figure 5-66).

Figure 5-66 Route ECR Rapid Scheduled vs. Actual Running Times



Summary

The ECR Rapid is a faster alternative to the regular Route ECR, with riders having up to a 40-minute faster trip. However, the travel market does not appear to be responding to the ECR Rapid. Productivity is less than half of the regular ECR.

The biggest benefit of the ECR Rapid is that it is faster than the regular ECR. However, for discretionary riders that are sensitive to time, there is an even faster option at most ECR Rapid stops – Caltrain/BART. Almost every ECR Rapid stop is also served by rail service. Rail service is at least twice as fast as the ECR, although the cost is also more than twice as much. As Caltrain upgrades service, and train frequency and capacity improve, the travel time differences will become even more apparent. Slower, less reliable bus service, even a limited stop service, will have a difficult time competing with regional rail service.

The implementation of the ECR Rapid led to a degradation of service for more than half the El Camino Real riders while benefiting only those during peak commute times at select stops.

Figure 5-67 Route ECR Rapid Average Weekday Ridership Map – Northbound

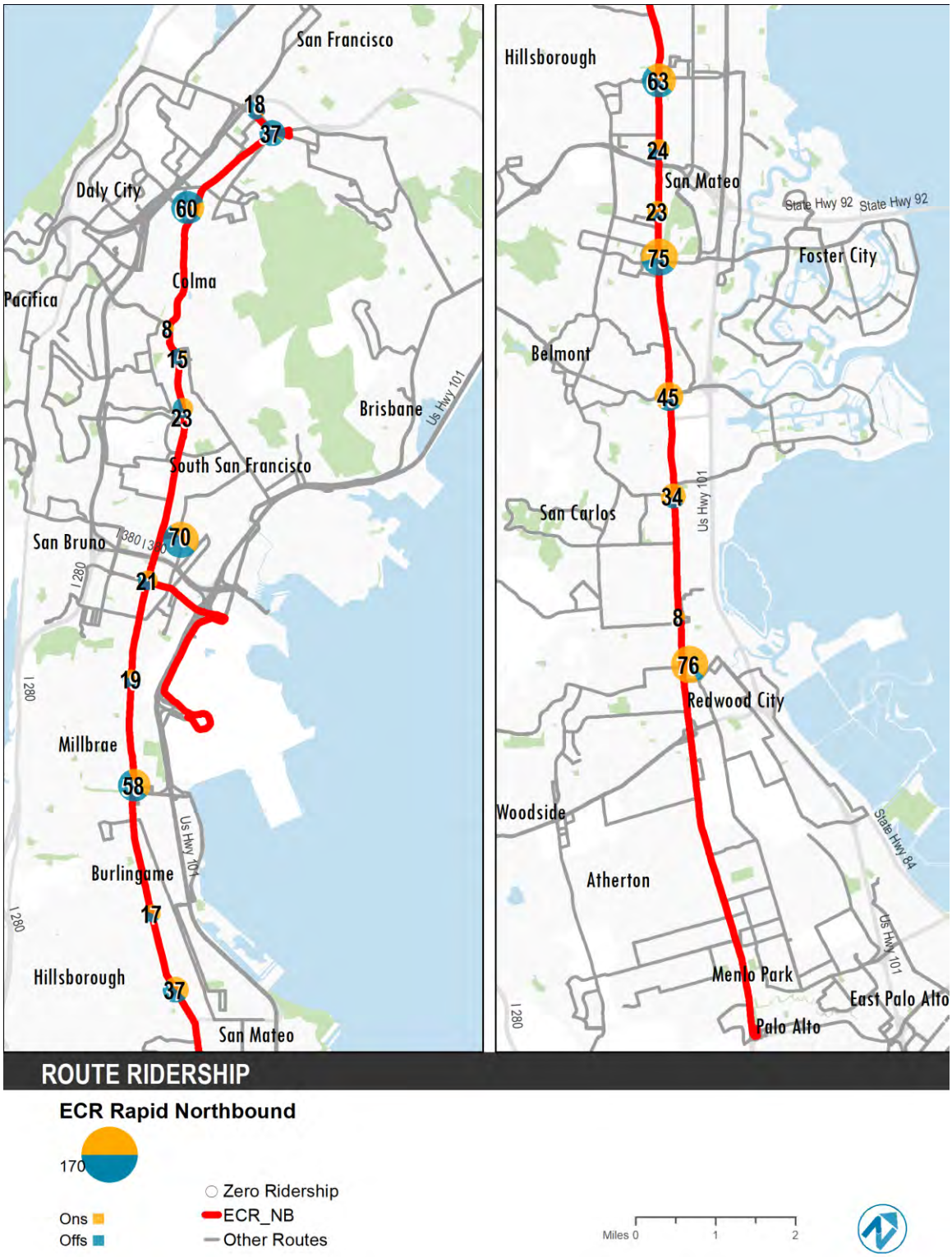
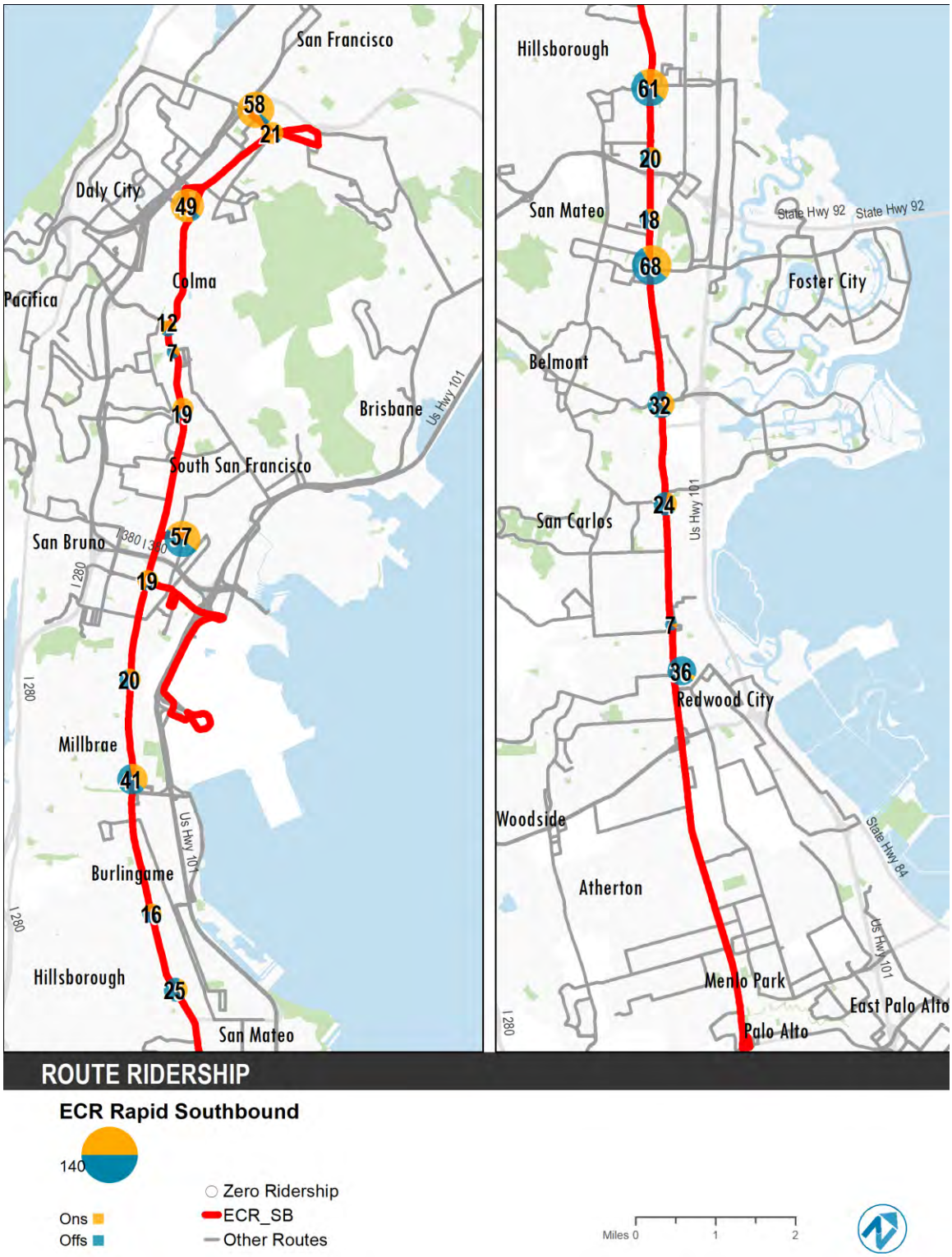


Figure 5-68 Route ECR Rapid Average Weekday Ridership Map – Southbound



ROUTE SFO

Route SFO runs a loop service between Millbrae Transit Center to San Francisco Airport (SFO). The route provides a connection to Caltrain, BART, and other SamTrans routes at Millbrae Transit Center. There are only five stops, four of which are at various airport terminals.

The route operates between 5:45 a.m. and 11:45 p.m. on weekdays service every 25-30 minutes during peak hours and 30-45 minutes off-peak. Saturday service runs between 8:20 a.m. and 11:55 p.m. with trips every 25-40 minutes. On Sundays, service runs between 10:00 a.m. and 11:30 every 25-40 minutes.

Route Characteristics		
Weekday		
Start Time		5:45 a.m.
End Time		11:45 p.m.
Boardings		211
Service Hours		10.2
Boardings per Service Hour		20.6
Peak Headway		25-30
Off-Peak Headway		30-45
Schedule Adherence	On Time	86%
	Early	11%
	Late	3%
Saturday		
Start Time		8:20 a.m.
End Time		11:55 p.m.
Daily Boardings		62
Headway		25-40
Sunday		
Start Time		10:00 a.m.
End Time		11:30 p.m.
Daily Boardings		54
Headway		25-40

Ridership and Productivity

This route has just 211 daily riders and averages 13.4 passengers per service hour.

Most round trips carry only a handful of people. The maximum load carried on the entire route was four people.

Schedule Adherence

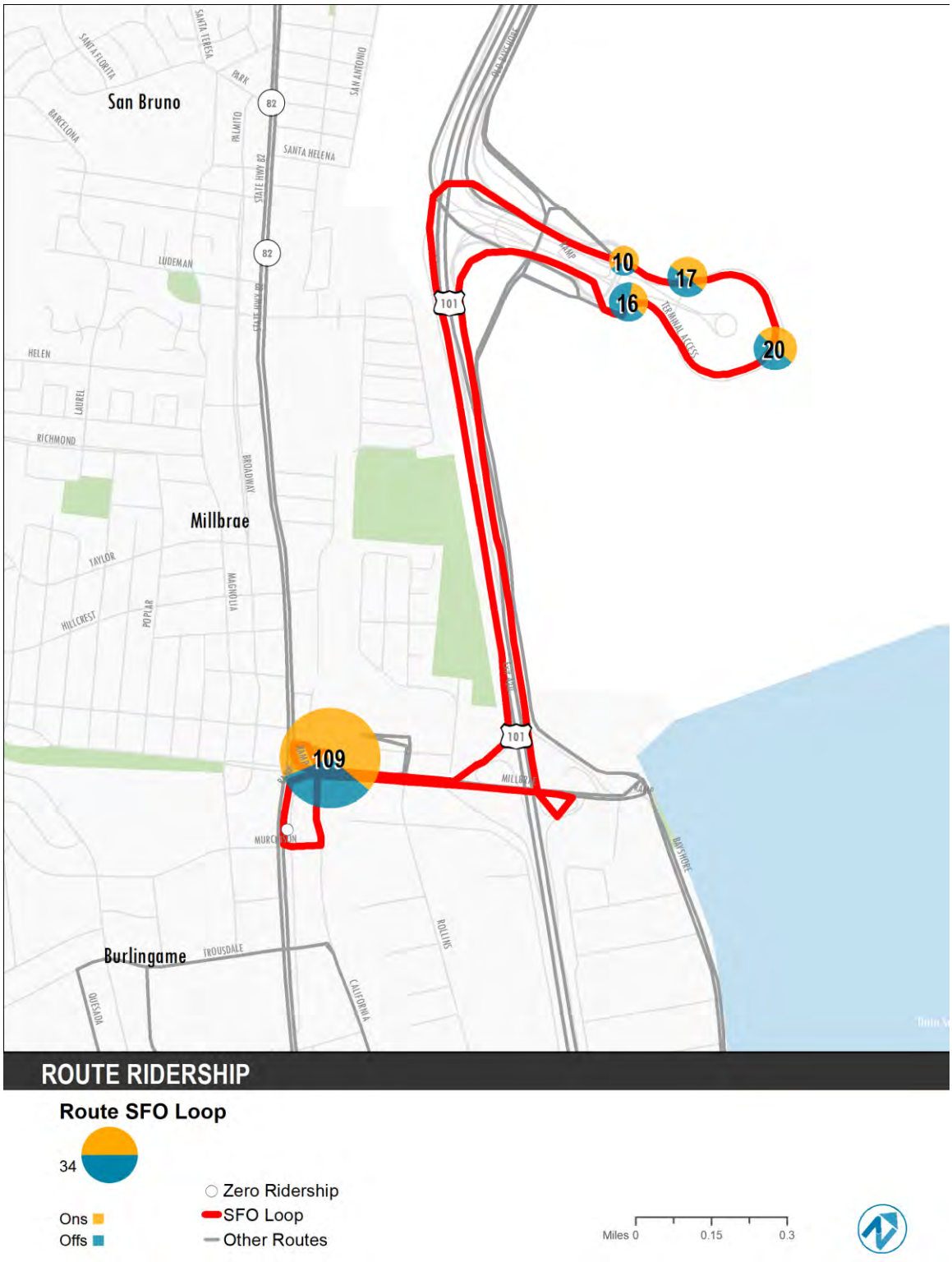
Route SFO has an average on-time performance, with 86% of buses arriving to timepoints on-time and 11% arriving early. Early arrivals were almost all at the Millbrae BART station.

Summary

Route SFO is a low ridership route that provides non-stop service between Millbrae BART and SFO Airport. This duplicates the BART Purple Line, which also provides a train every 30 minutes between SFO and Millbrae. The BART trip takes 4 minutes compared to Route SFO's 8 or 9 minutes. BART is more expensive and requires an airport access surcharge for a short trip. BART does not operate at all times Route SFO does, particularly early in the morning.

Route SFO operates at a 27 minute or so headway. Industry research has shown repeatedly that a clock-faced headway, or a memory headway, such as a bus every 30-minutes is more conducive to attracting ridership.

Figure 5-69 Route SFO Average Weekday Ridership Map – Loop



6 Community Route Profiles

This chapter describes SamTrans' Community Routes. Community routes almost exclusively provide service to schools. The alignment characteristics, service span, headway, destinations served, ridership, and schedule adherence are discussed for every route.

Ridership maps accompany each route profile. These maps depict boardings and alightings at each stop for each direction based on Automatic Passenger Count (APC) data provided by SamTrans for April of 2019.

Appendix B provides more detailed information associated with each route. Specifically, it includes the following charts and tables for reference:

- Weekday running time by trip
- Weekday load by stop
- Weekday boarding/alighting profile
- Weekday ridership and maximum load by trip
- Tables summarizing boardings, alightings, and maximum load by direction, segment, and time of day

ROUTE 14

Route 14 is a school-day only route looping from Linda Mar Park and Ride to Terra Nova High School in Pacifica. The route has a total of five trips. Three trips occur in the morning and the remaining two occur in the afternoon. Route 14 duplicates Route 19 for the majority of its route, and duplicates Route 49 along Terra Nova Blvd and Crespi Dr.

Route Characteristics		
Weekday		
Morning Span		7:00 a.m.-7:55 a.m.
Afternoon Span		3:10 p.m.-3:35 p.m.
Boardings		43
Revenue Hours		1.9
Boardings per Revenue Hour		22.2
Boardings per Trip		7
Number of Trips		3 a.m. / 2 p.m.
Schedule Adherence	On Time	87%
	Early	13%
	Late	0%

Ridership and Productivity

Route 14 utilization is very low with about seven boardings per trip. Utilization of the first trip in the morning is especially low with less than four boardings per trip.

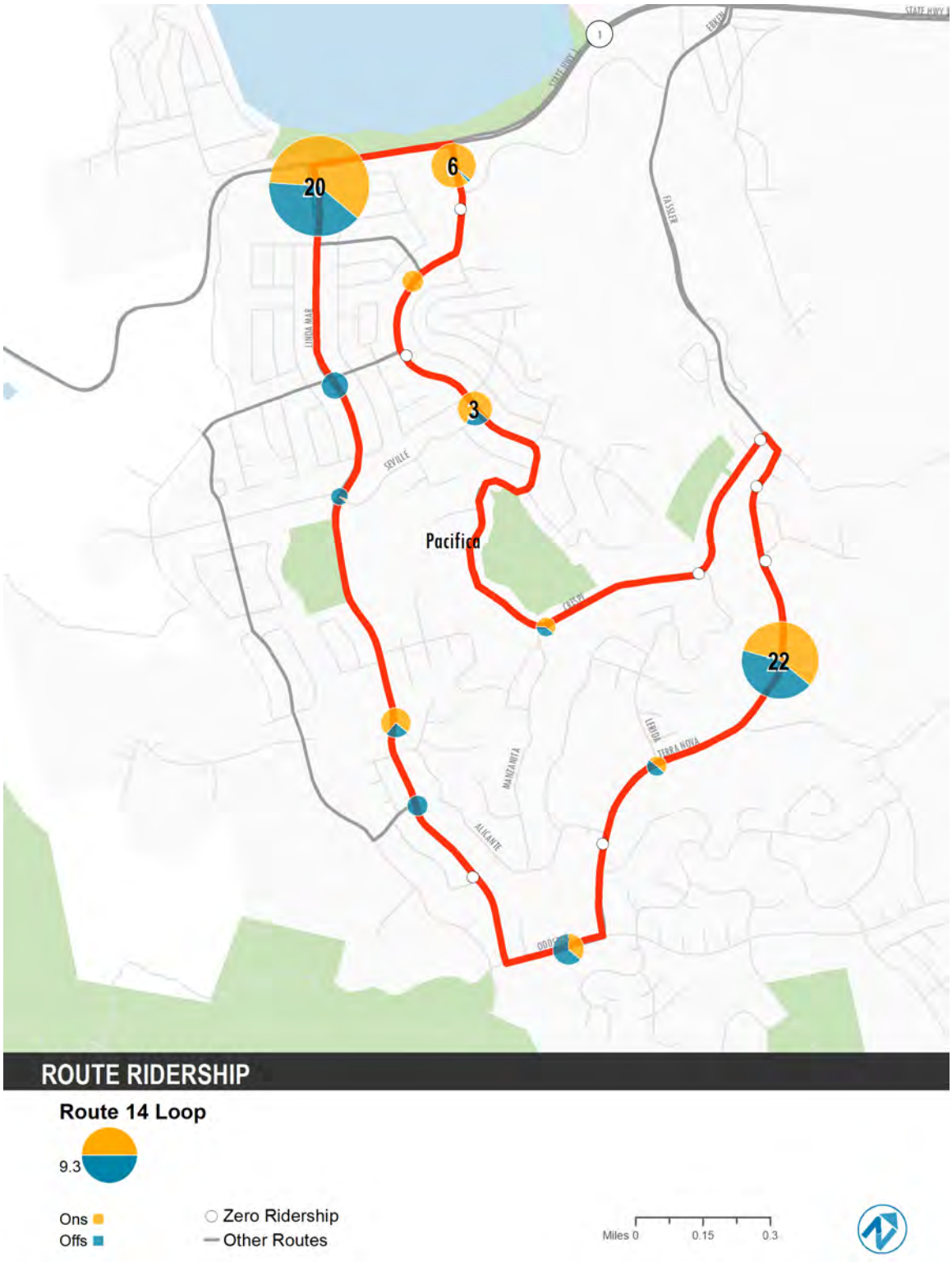
Schedule Adherence

This route has perfect on-time performance, with all buses arriving to their timepoints on-time. Most importantly, buses arrive at Terra Nova High School on time for all trips throughout the entirety of the route.

Summary

This route loops between Linda Mar Park and Ride and Terra Nova High School. The majority of the route overlaps with Route 19, except along Linda Mar Blvd. Additionally, Route 14, 19 and 49 overlap along Terra Nova Blvd and Crespi Dr. Overall, this route is underutilized with about 7 boardings per trip.

Figure 6-1 Route 14 Average Weekday Ridership Map - Loop



ROUTE 16

Route 16 is a school-day only route that operates between Serramonte Center in Daly City and Terra Nova High school in Pacifica with one service in each direction. Route 16 overlaps with Route 49 South San Francisco and Terra Nova Blvd and with Route 121 between Daly City and South San Francisco.

Route Characteristics		
Weekday		
Morning Span		7:05 a.m.-7:35a.m.
Evening Span		3:20 p.m.-3:50 p.m.
Boardings		52
Revenue Hours		1.0
Boardings per Revenue Hour		52.8
Boardings per Trip		25
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	90%
	Early	10%
	Late	0%

Ridership and Productivity

Route 14 has average utilization with about 25 boardings per trip in both the Northbound and Southbound directions. In the Northbound direction the majority of afternoon boardings occur at Terra Nova High School whereas the majority of morning boardings occur near Daly City.

Schedule Adherence

All trips between Serramonte Center in Daly City and Terra Nova High School are either early or on time in both the Northbound and Southbound directions.

Summary

Route 16 runs from Serramonte Center in Daly City to Terra Nova High School in Pacifica. The route overlaps with Route 121 along the Northern portion of the alignment between Serramonte Center and South San Francisco. Additionally, there is overlap with Route 49 from to South San Francisco to Terra Nova High School.

Figure 6-2 Route 16 Average Weekday Ridership Map – Northbound

Figure 6-3 Route 16 Average Weekday Ridership Map – Southbound

ROUTE 18

Route 18 is a school-day only route operates between Montana and Cunha Intermediate School and between Cunha Intermediate and Half Moon Bay. The length of Route 18's alignment is shared with Route 17. The route operates 5 trips in the morning and 4 in the afternoon. There is alternate morning and afternoon service on Tuesdays and Thursday.

Route Characteristics		
Weekday		
Morning Span		7:00 a.m.-9:20 a.m.
Evening Span		3:15 p.m.-4:20 p.m.
Boardings		168
Revenue Hours		4.2
Boardings per Revenue Hour		40.4
Boardings per Trip		19
Number of Trips		5 a.m. / 4 p.m.
Schedule Adherence	On Time	87%
	Early	9%
	Late	4%

Ridership and Productivity

This route has relatively low utilization with an average of 19 boardings per trip in both the Northbound and Southbound direction.

Schedule Adherence

The Route arrives either on-time or early to Cunha Intermediate School in both the Northbound and Southbound direction.

Summary

Overall Route 18 is underutilized with an average of 19 boardings per trip. It spans from Montara to Half Moon Bay while also serving Cunha Intermediate School. The entirety of the route's alignment is duplicative with Route 17's alignment.

Figure 6-4 Route 18 Average Weekday Ridership Map – Northbound

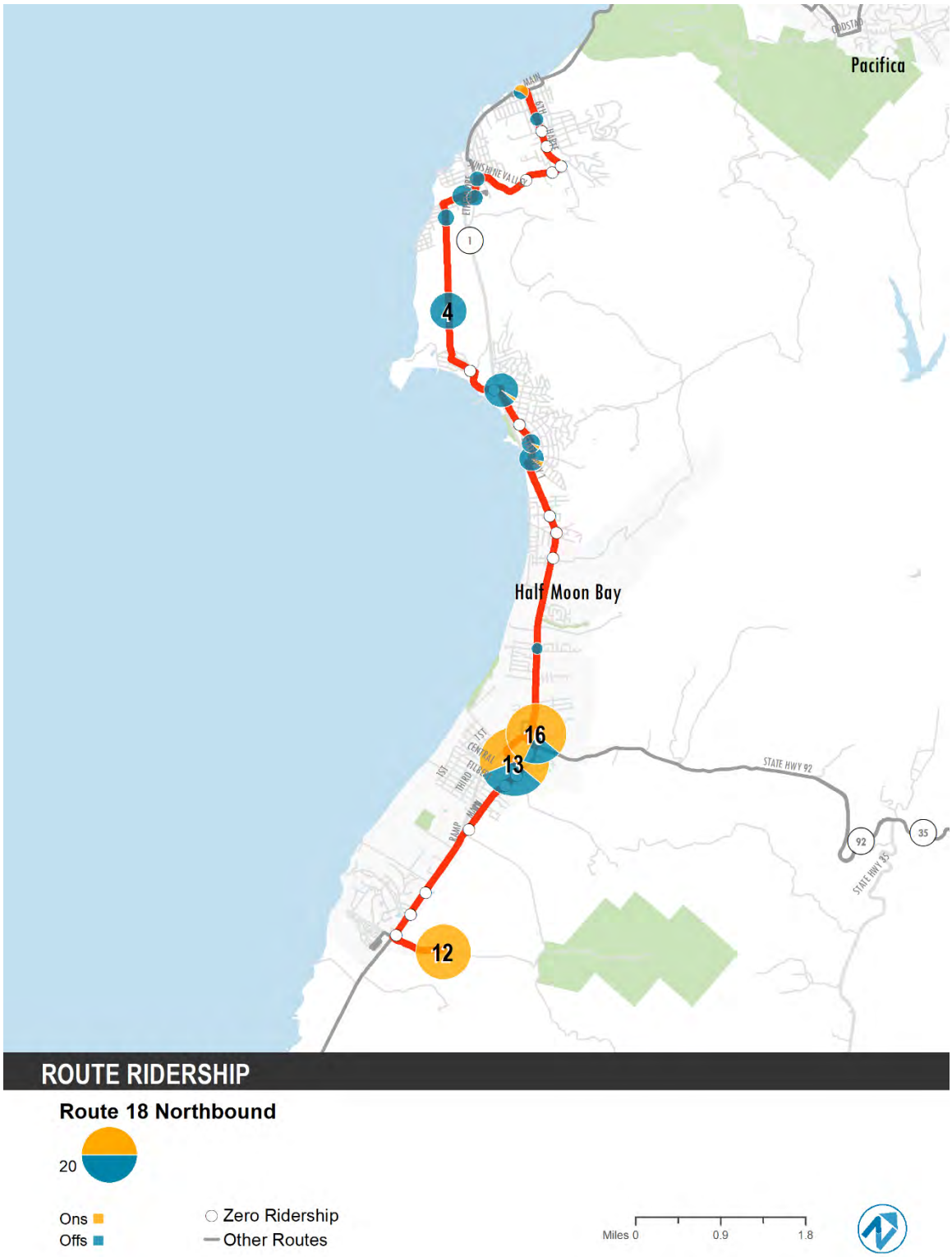
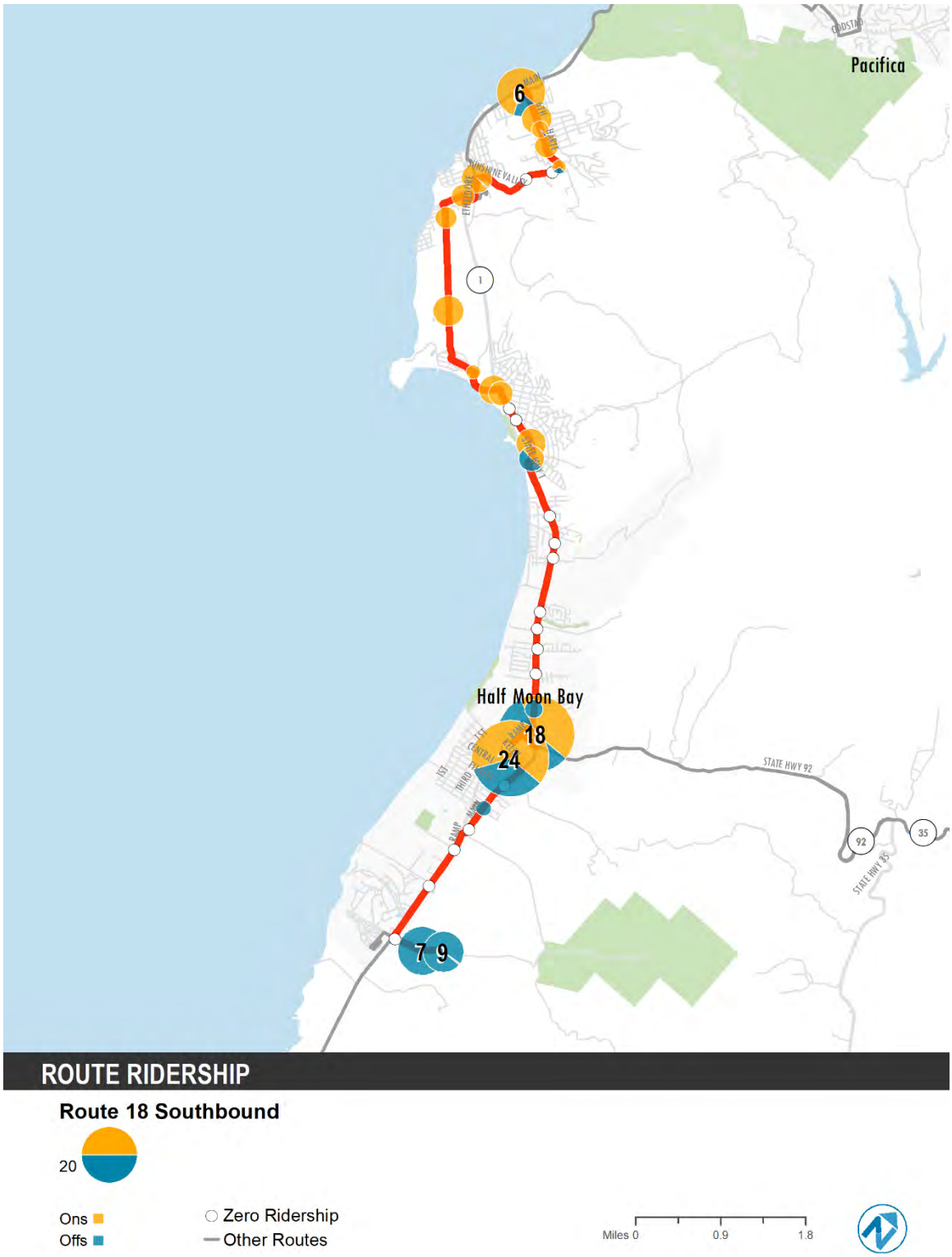


Figure 6-5 Route 18 Average Weekday Ridership Map – Southbound



ROUTE 19

Route 19 is a school-day only route connecting Linda Mar to Terra Nova High School and IBL Middle School. The route has significant overlap with Route 14, apart from the service to IBL Middle School. Additionally, the route has overlap along Coast Hwy with Routes 118, 112, 110, past IBL Middle School. The service operates one trip in both the Northbound and Southbound direction. Wednesdays return service operates an hour earlier.

Route Characteristics		
Weekday		
Morning Span		8:05 a.m.-8:45 a.m.
Afternoon Span		3:20 p.m.-3:55 p.m.
Boardings		87
Revenue Hours		1.8
Boardings per Revenue Hour		48.2
Boardings per Trip		32
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	100%
	Early	0%
	Late	0%

Ridership and Productivity

Route 19 has strong utilization in the northbound direction with over 43 boardings. It has average utilization in the southbound direction with roughly 22 boardings.

Schedule Adherence

This route has perfect on-time performance, with all buses arriving to their timepoints on-time. Most importantly, all trips to IBL Middle School arrive on time in both the Northbound and Southbound direction.

Summary

This route connects Linda Mar to Terra Nova High School and IBL Middle School. It has strong utilization in the Northbound direction and average utilization in the Southbound direction. The route has significant overlap with Route 14 and some overlap along Coast Hwy with routes 110. 112, and 118 past IBL Middle School.

Figure 6-6 Route 19 Average Weekday Ridership Map – Northbound

Figure 6-7 Route 19 Average Weekday Ridership Map – Southbound

ROUTE 24

Route 24 is a school-day only route that operates from downtown Brisbane to Summit Shasta High School, Jefferson High School, and Westmoor High. It operates one morning trip and one afternoon trip. The Route has overlap with Route 29 from Brisbane to Colma and Route 121 to all three high schools from Colma,

Route Characteristics		
Weekday		
Start Time		7:05 a.m.-7:50 a.m.
End Time		3:25 p.m.-4:15 p.m.
Boardings		68
Revenue Hours		1.6
Boardings per Revenue Hour		42
Boardings per Trip		33
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	100%
	Early	0%
	Late	0%

Ridership and Productivity

The majority of riders take Route 24 to Jefferson High School with lower utilization to Summit Shasta High School and Westmoor High School. The morning trip has is highly utilized with an average of 42 boardings and the afternoon trip has average utilization of 25 boardings.

Schedule Adherence

Route 24 arrives on time to Summit Shasta High School, Jefferson High School, and Westmoor High School in both directions.

Summary

This route operates school trips from downtown Brisbane to Summit Shasta High School, Westmoor High School, and Jefferson High School. The route tends to have standees in the morning and has lower utilization in the afternoon.

Figure 6-8 Route 24 Average Weekday Ridership Map – Eastbound

Figure 6-9 Route 24 Average Weekday Ridership Map – Westbound

ROUTE 25

Route 25 is a school-day only route that connects from Daly City and Jefferson High School to Ben Franklin Intermediate School in Broadmoor. There is some overlap with Route 121 from Daly City to both schools. The route runs one westbound trip in the morning and one Eastbound trip in the afternoon. Wednesdays return service operates about an hour earlier.

Route Characteristics		
Weekday		
Morning Span		7:50 a.m.-8:05 a.m.
Afternoon Span		3:10 p.m.-3:30 p.m.
Boardings		129
Revenue Hours		0.8
Boardings per Revenue Hour		161.6
Boardings per Trip		40
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	67%
	Early	33%
	Late	0%

Ridership and Productivity

This is a highly utilized route with roughly 40 boardings per trip in both the eastbound and westbound directions.

Schedule Adherence

Overall, all trips arrive on-time to Jefferson High School and Ben Franklin Intermediate School in both directions.

Summary

This route operates from Jefferson High School in Daly City to Ben Franklin Intermediate School in Broadmoor. It is highly utilized in both the eastbound and westbound directions.

Figure 6-10 Route 25 Average Weekday Ridership Map – Eastbound

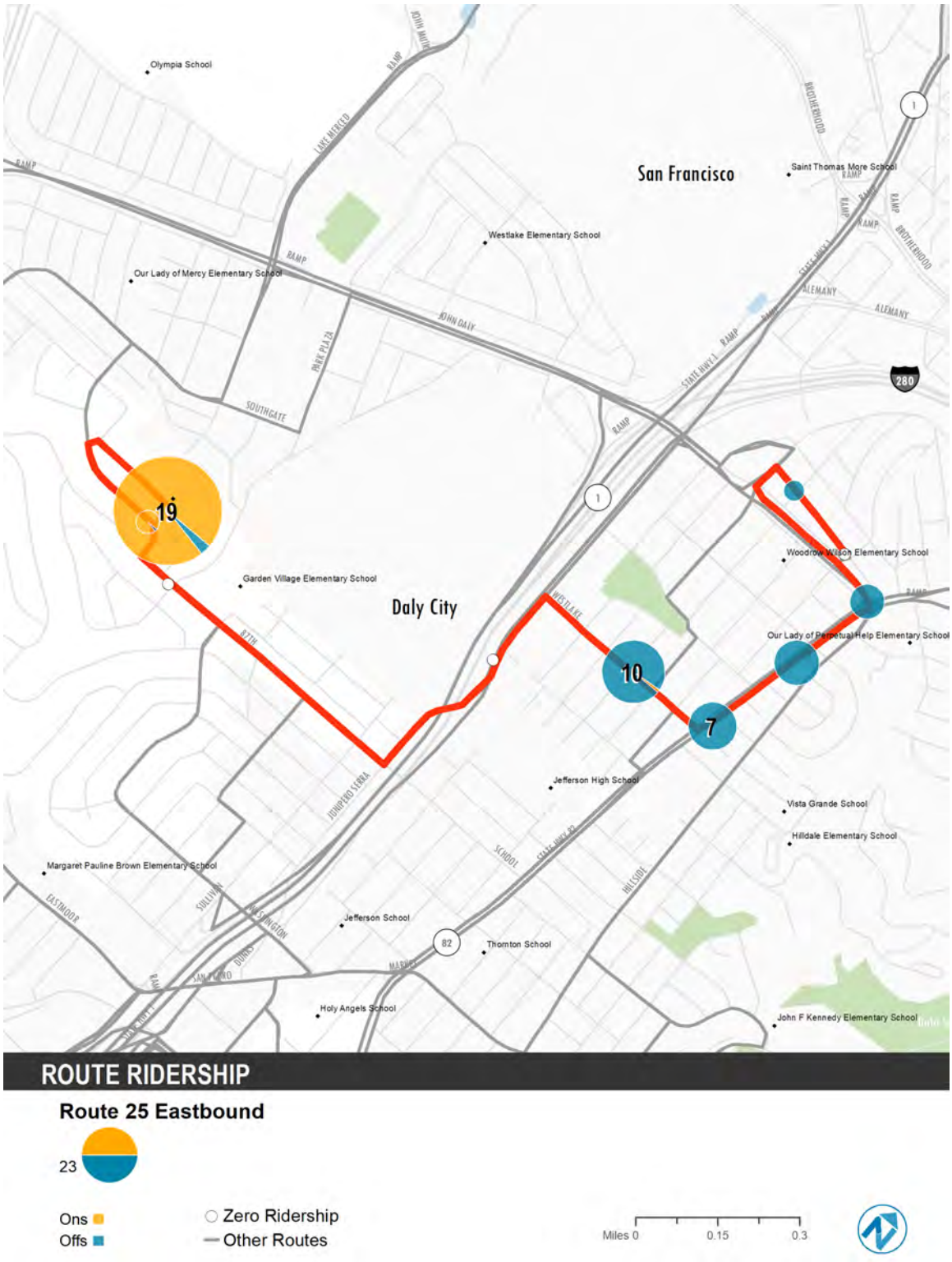
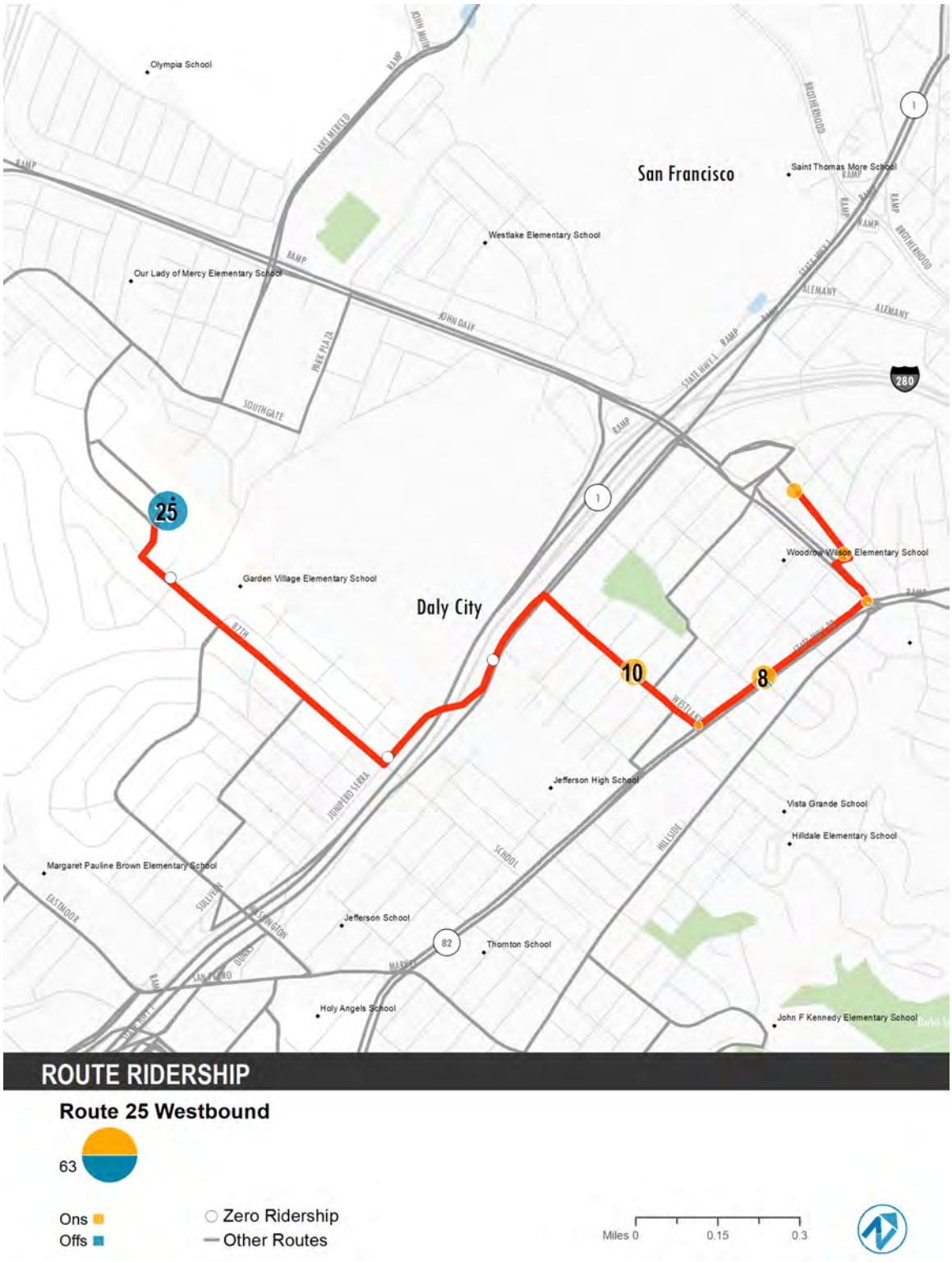


Figure 6-11 Route 25 Average Weekday Ridership Map – Westbound



ROUTE 28

Route 28 is a school-day only route that connects Daly City to Westborough Middle School and South San Francisco High School. There are two Southbound services in the morning and one northbound trip in the afternoon. Wednesdays have an additional afternoon return trip.

Route Characteristics		
Weekday		
Start Time		7:20 a.m.-7:55 a.m.
End Time		2:00 p.m.-3:50 p.m.
Boardings		104
Revenue Hours		2.0
Boardings per Revenue Hour		52.2
Boardings per Trip		31
Number of Trips		1 a.m. / 2 p.m.
Schedule Adherence	On Time	93%
	Early	0%
	Late	7%

Ridership and Productivity

Route 28 has average utilization with 2o boardings in the morning and high utilization with 42 boardings in the afternoon. The segment along Gellert Blvd has relatively low utilization.

Schedule Adherence

Route 28 arrives on time to Westborough Middle School and South San Francisco High School in both directions

Summary

This route connects Daly City to Westborough Middle School and South San Francisco High School. It has average utilization in the morning and tends to have standees in the afternoon. The northern segment of the route along Gellert Boulevard sees few riders in both the morning and afternoon.

Figure 6-12 Route 28 Average Weekday Ridership Map – Northbound

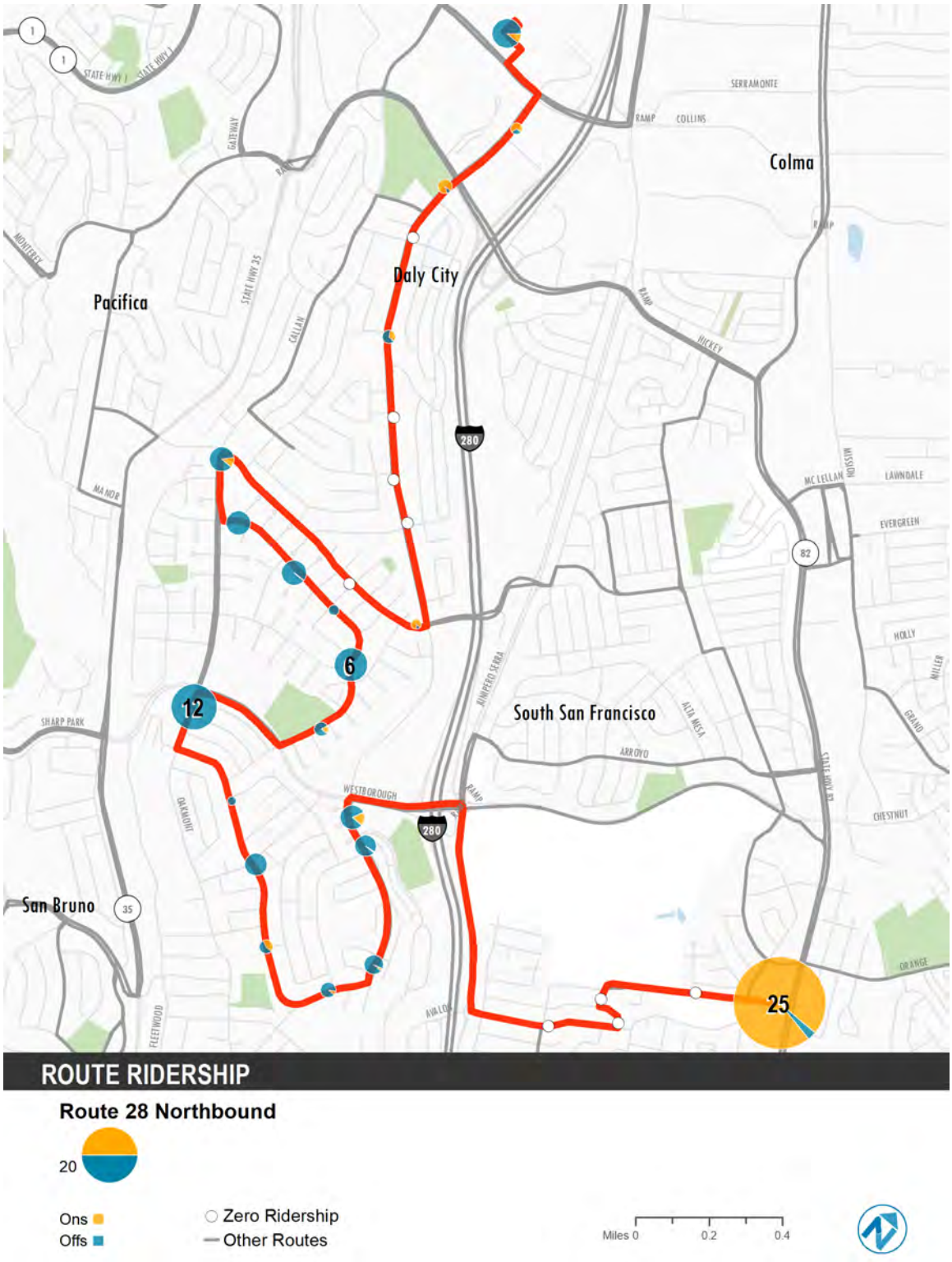
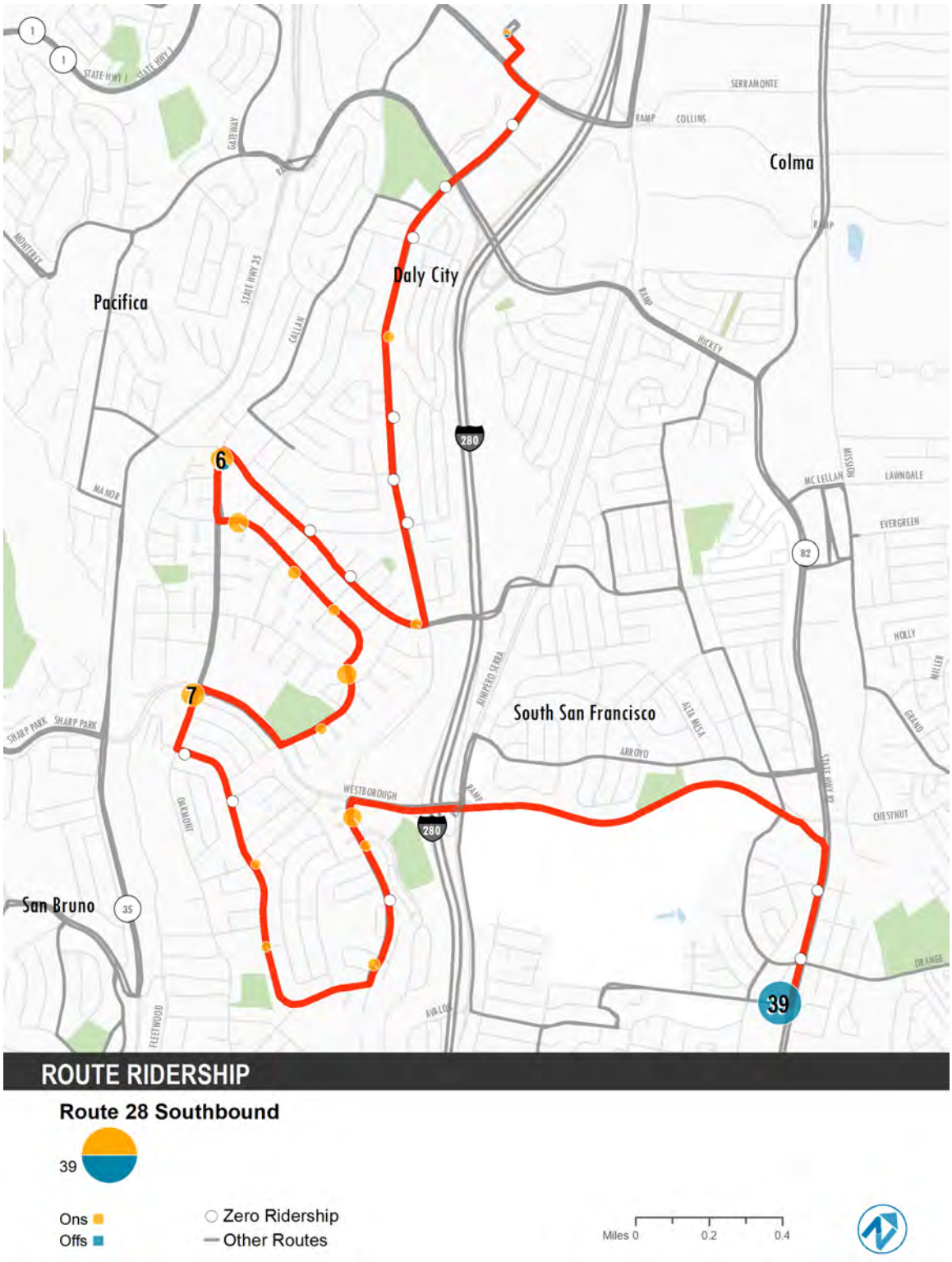


Figure 6-13 Route 28 Average Weekday Ridership Map – Southbound



ROUTE 29

Route 29 is a school-day only route that operates from Daly City to Lipman Middle School in Brisbane. Much of the route alignment overlaps with Route 121. This route has one trip in the morning and one in the afternoon.

Route Characteristics		
Weekday		
Morning Span		7:50 a.m.-8:15 a.m.
Afternoon Span		2:10 p.m.-3:40 p.m.
Boardings		45
Revenue Hours		1.4
Boardings per Revenue Hour		32.9
Boardings per Trip		17
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	95%
	Early	0%
	Late	5%

Ridership and Productivity

On average Route 29 has low utilization with an average of 17 boardings per trip in each direction. This route is slightly more productive in the morning period, but still has an average of less than 20 boardings.

Schedule Adherence

Route 29 arrives to Lipman Middle School on time in both the eastbound and westbound direction.

Summary

This route operates from Daly City to Lipman Middle School in Brisbane. It has relatively low utilization for a fixed-route service.

Figure 6-14 Route 29 Average Weekday Ridership Map – Eastbound

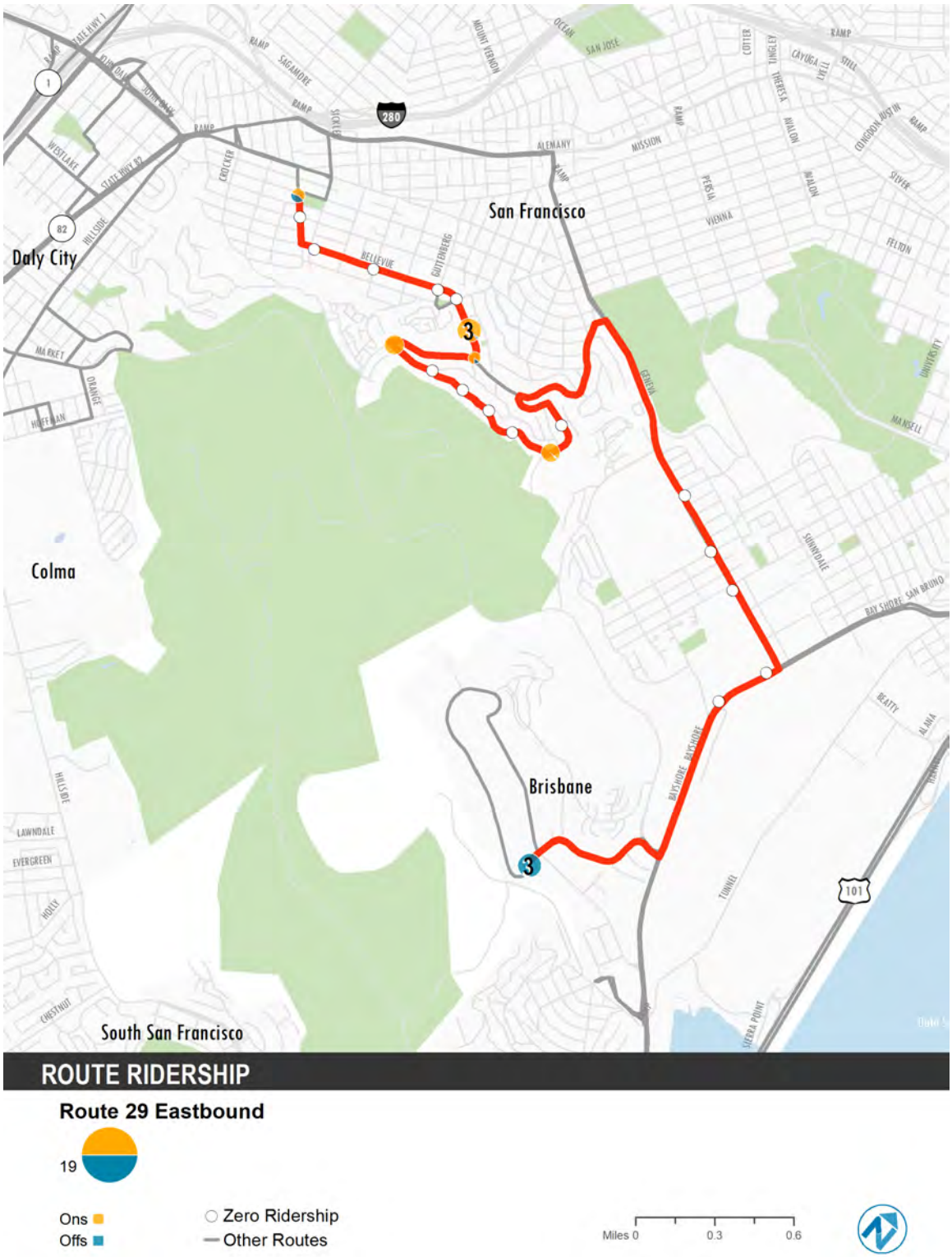
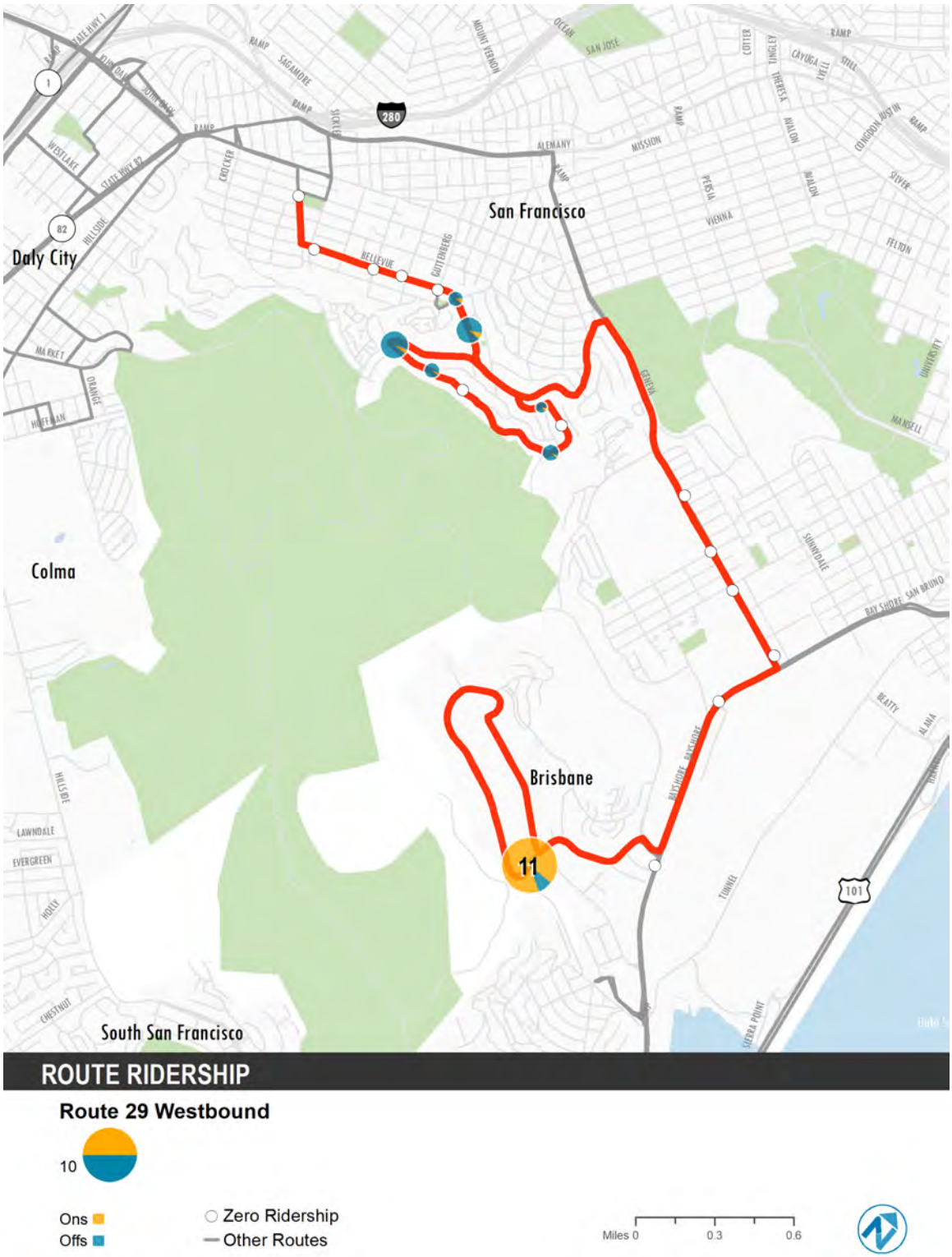


Figure 6-15 Route 29 Average Weekday Ridership Map – Westbound



ROUTE 35

Route 35 is a school-day only route that runs from South Daly City to El Camino High School and Alta Loma Middle School. There are three eastbound trips in the mornings and two westbound trips in the afternoon.

Route Characteristics		
Weekday		
Morning Span		7:25 a.m.-8:25 a.m.
Afternoon Span		3:15 p.m.-3:45 p.m.
Boardings		98
Revenue Hours		1.5
Boardings per Revenue Hour		64.9
Boardings per Trip		20
Number of Trips		3 a.m. / 2 p.m.
Schedule Adherence	On Time	85%
	Early	15%
	Late	0%

Ridership and Productivity

This route has relatively low utilization with an average of 20 boardings per trip. The morning trips have lower utilization with 15 boardings per trip, while afternoon trips have average utilization of 25 boardings per trip.

Schedule Adherence

Route 35 arrives either on time or early to El Camino High School and Alta Loma Middle School in both the Eastbound and Westbound directions.

Summary

This route operates from South Daly City to El Camino High School and Alta Loma Middle School. The morning trips are underutilized while afternoon trips have average utilization.

Figure 6-16 Route 35 Average Weekday Ridership Map – Eastbound

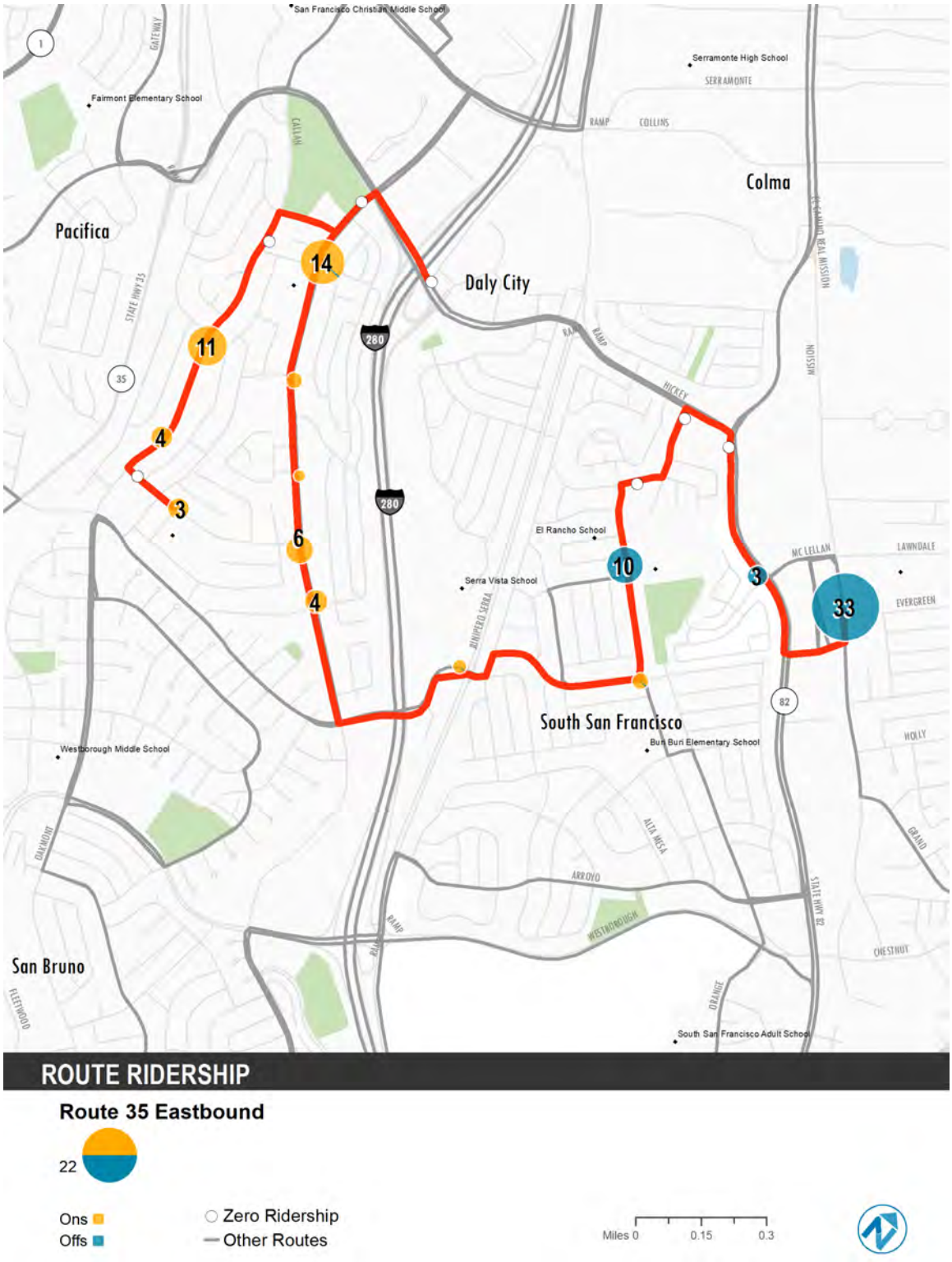
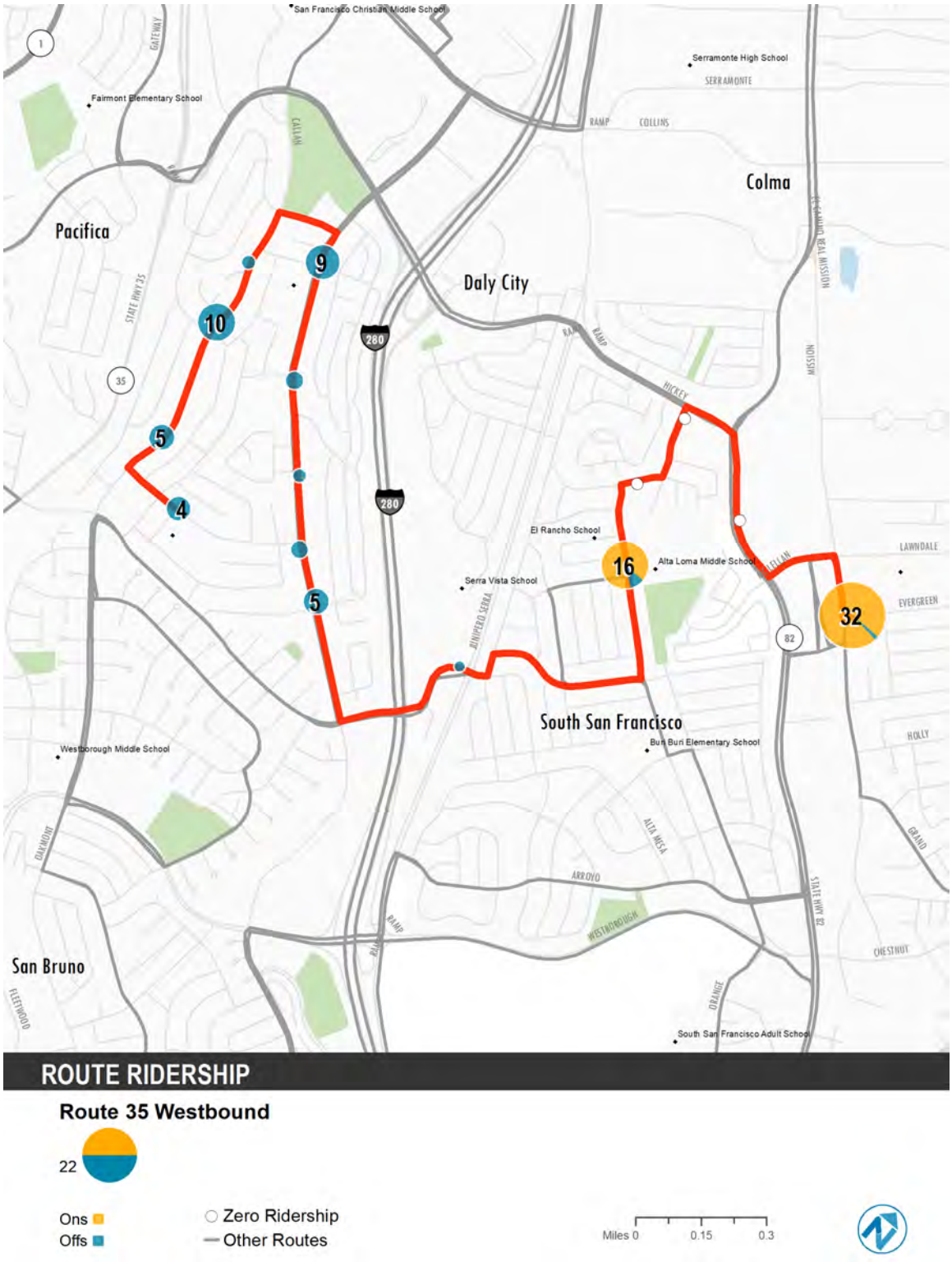


Figure 6-17 Route 35 Average Weekday Ridership Map – Westbound



ROUTE 37

Route 37 is a school-day only route that runs through South San Francisco to Alta Loma Middle School and South San Francisco High School. The route shares a lot of its alignment with Route 39, which also serves Alta Loma Middle School. The route operates 1 trip in the morning and one in the afternoon.

Route Characteristics		
Weekday		
Start Time		8:00 a.m. – 8:20 a.m.
End Time		3:35 p.m. – 4:00 p.m.
Boardings		42
Revenue Hours		0.8
Boardings per Revenue Hour		55.5
Boardings per Trip		15
Number of Trips		1 a.m. / 1 PM
Schedule Adherence	On Time	90%
	Early	10%
	Late	0%

Ridership and Productivity

This is a below average ridership route with roughly 40 average daily boardings. Between the two trips, the route has low utilization with an average of 20 boardings per trip. The route has particularly low utilization at the south end of the route between the South San Francisco Caltrain station and South San Francisco High School.

Schedule Adherence

The route has dependable on-time performance, with buses arriving to the schools on time or early in both directions.

Summary

Route 37 operates school service from South San Francisco to Alta Loma Middle School and South San Francisco High School. The route shares much of its alignment with Route 39, including its service to Alta Loma High school. The portion that is not shared with Route 39 has low ridership and could be eliminated.

The Free South City Shuttle also duplicates large parts of Route 37 and stops less than a quarter mile from Alta Loma Middle School.

Figure 6-18 Route 37 Average Weekday Ridership Map – Eastbound

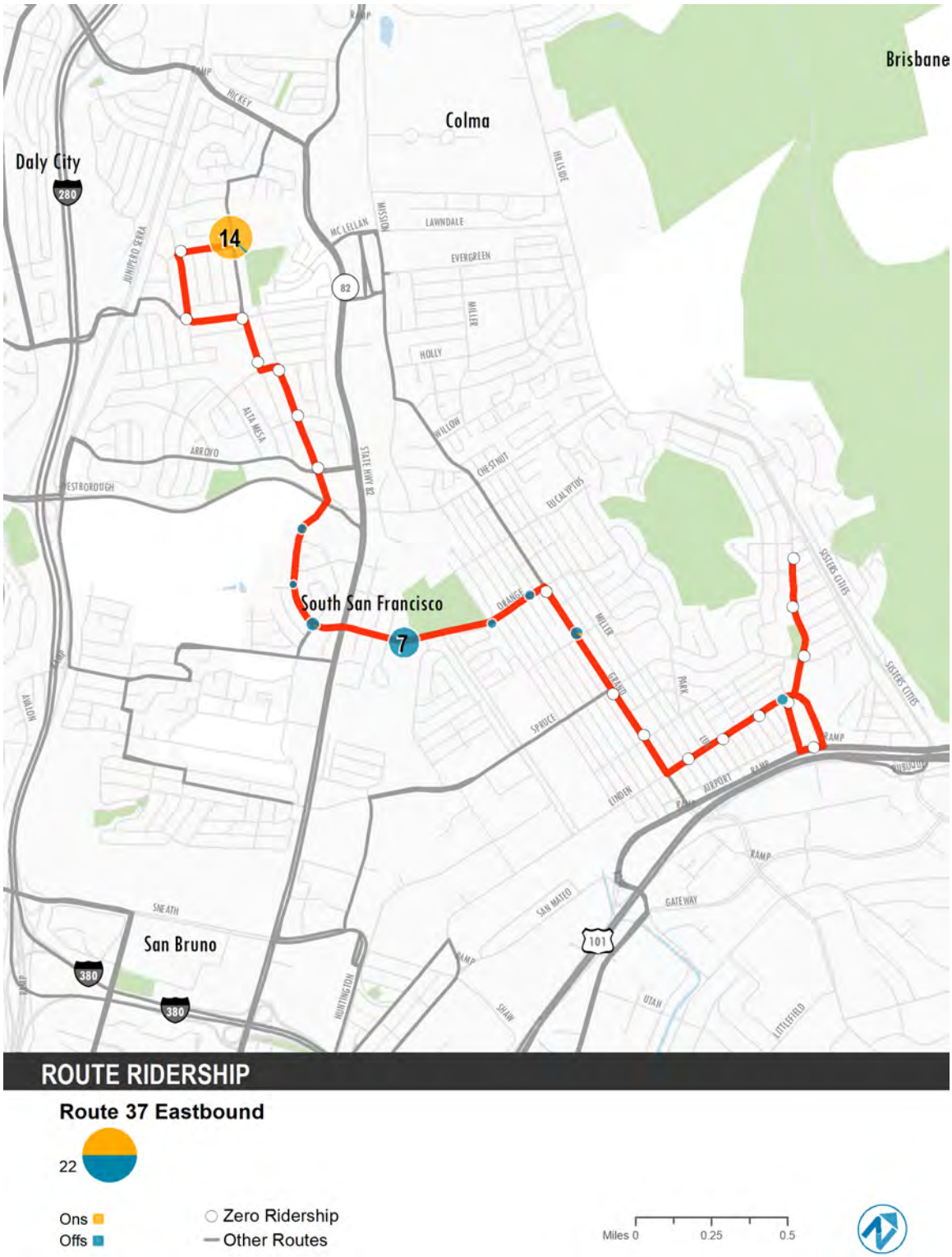
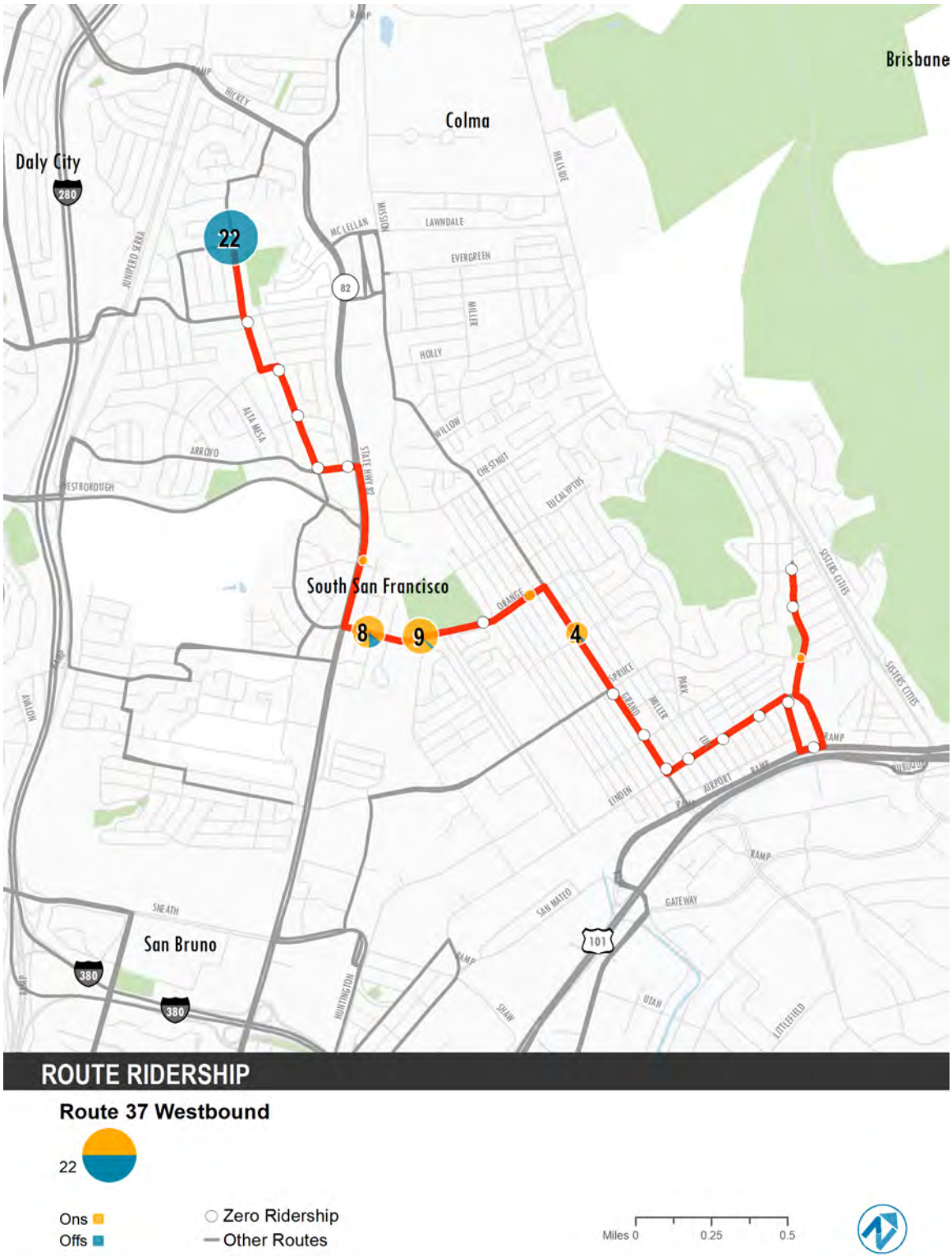


Figure 6-19 Route 37 Average Weekday Ridership Map – Westbound



ROUTE 39

Route 39 operates school-day only trips between South San Francisco and Alta Loma Middle School. The route has one trip in both the morning and afternoon. The route shares a portion of the route with Route 39 through South San Francisco and both serve the Middle School.

Route Characteristics		
Weekday		
Start Time		8:15 a.m. – 8:30 a.m.
End Time		3:25 a.m. - 3:40 p.m.
Boardings		31
Revenue Hours		0.5
Boardings per Revenue Hour		59.7
Boardings per Trip		15
Number of Trips		1 a.m. / 1 PM
Schedule Adherence	On Time	83%
	Early	17%
	Late	0%

Ridership and Productivity

This is a below average ridership route, with an average of 31 daily boardings. Between the two trips, the route has low utilization with 15 boardings per trip.

Schedule Adherence

The route has strong on-time performance and tends to arrive to the school on time in both directions.

Summary

Route 39 operates school trips between South San Francisco and Alta Loma Middle School. The route has less than desirable utilization, with an average of 15 boardings per trip. The route shares a significant portion of its alignment with Route 39, which also serves Alta Loma Middle School.

Figure 6-20 Route 39 Average Weekday Ridership Map – Northbound

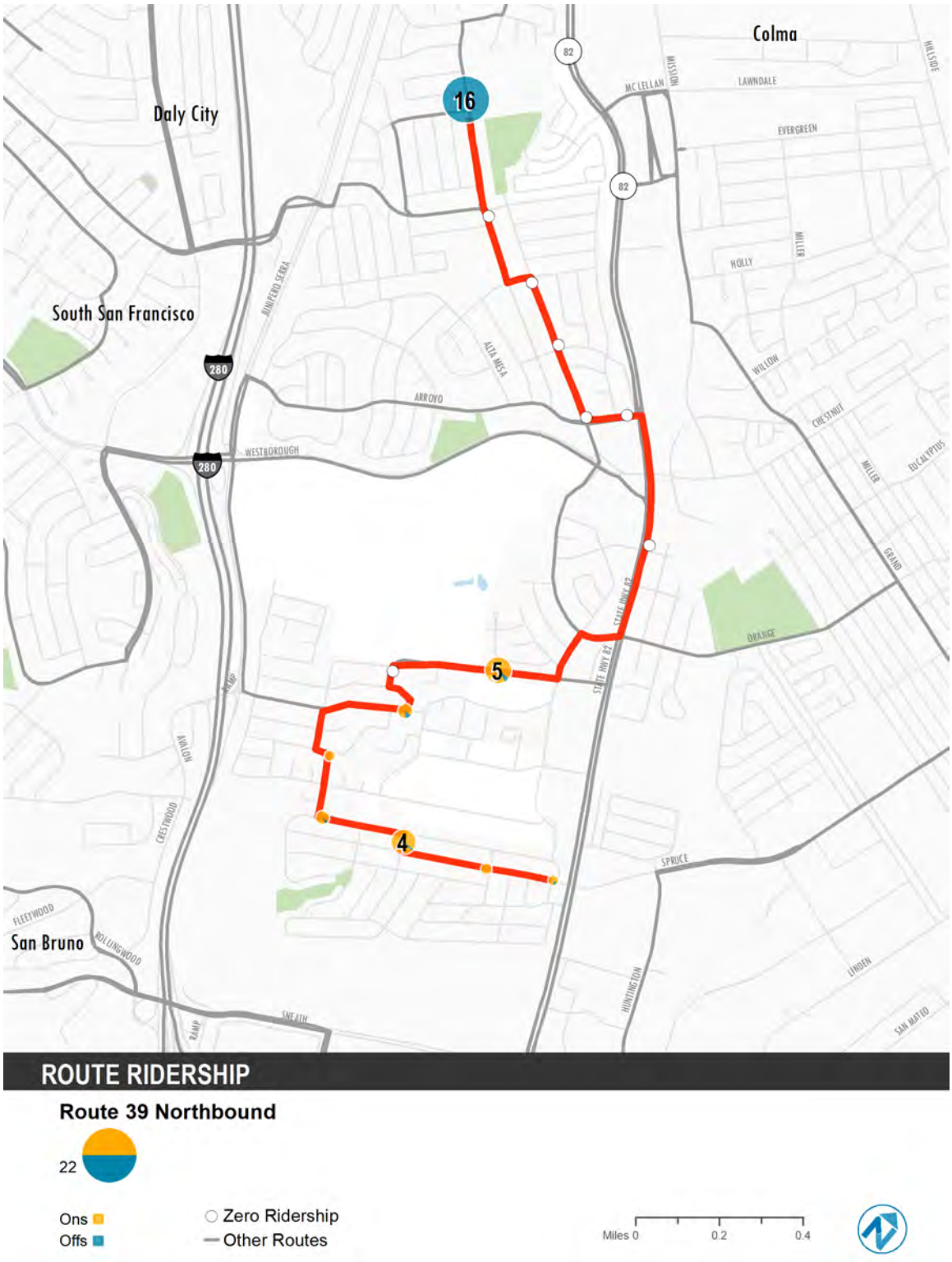
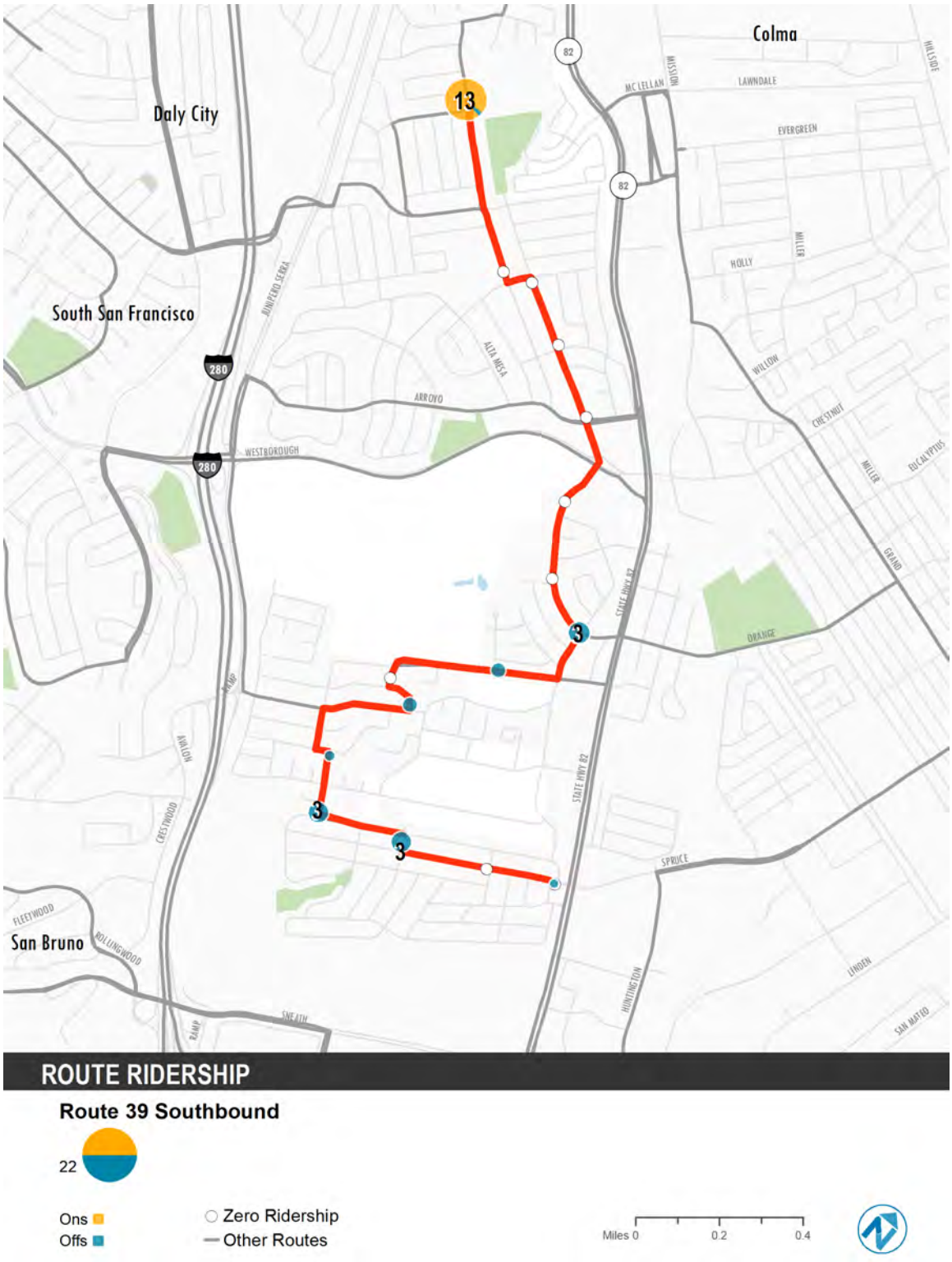


Figure 6-21 Route 39 Average Weekday Ridership Map – Southbound



ROUTE 46

Route 46 provides service from Burlingame to Burlingame Intermediate School and Burlingame High School. The route operates two trips in each direction. Tuesdays have special service with two hour earlier return trips in the afternoon.

Route Characteristics		
Weekday		
Start Time		7:35 a.m. – 8:05 a.m.
End Time		3:15 p.m. – 3:40 p.m.
Boardings		196
Revenue Hours		1.7
Boardings per Revenue Hour		117.5
Boardings per Trip		49
Number of Trips		2 a.m. / 2 p.m.
Schedule Adherence	On Time	95%
	Early	5%
	Late	0%

Ridership and Productivity

This route has high ridership for a school route with 196 average daily boardings. Between the four trips, the route has very high productivity with an average of 49 boardings per trip. All trips have more than 40 boardings.

Schedule Adherence

The route is either early or on-time to the two schools in both directions.

Summary

Route 46 operates school service from Burlingame to Burlingame Intermediate School and High School. The route has very high utilization, with full buses on all trips in both directions.

Figure 6-22 Route 46 Average Weekday Ridership Map – Northbound

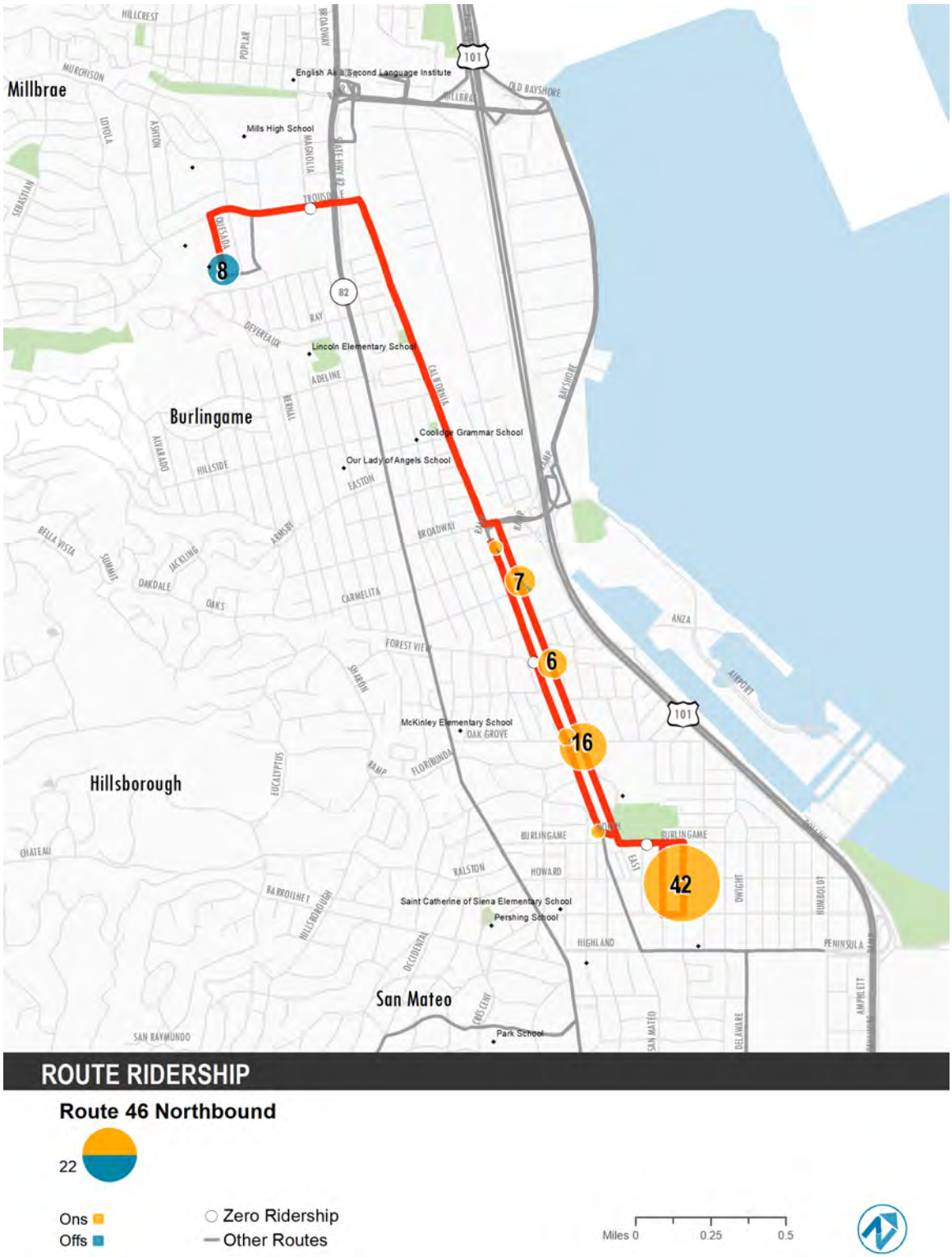
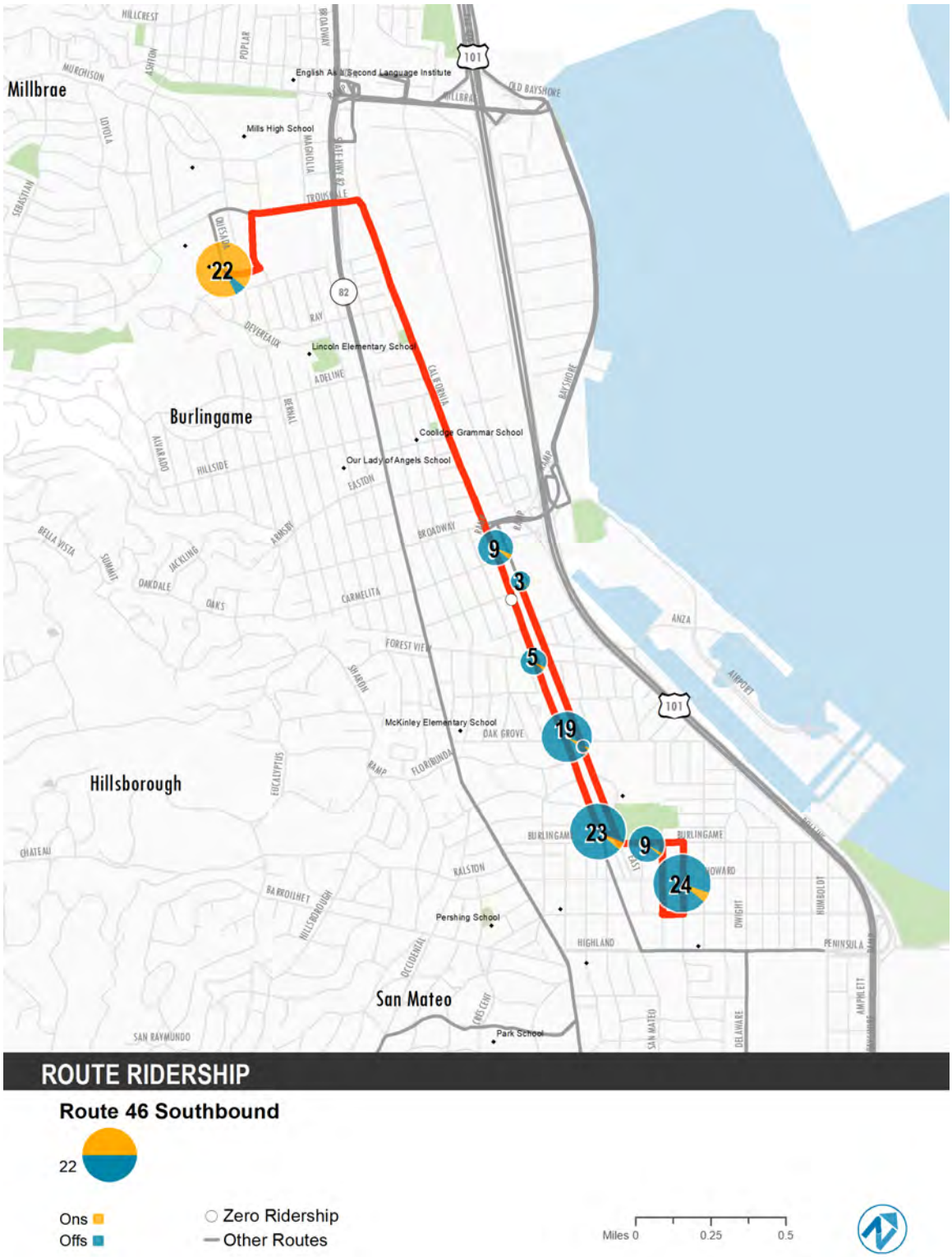


Figure 6-23 Route 46 Average Weekday Ridership Map – Southbound



ROUTE 49

Route 49 is a school-day only route that operates from Brisbane to Terra Nova High School and Oceana High School. The service provides one morning and one afternoon trip.

Route Characteristics		
Weekday		
Morning span		6:48 a.m. – 7:45 a.m.
Afternoon span		3:10 p.m. – 4:10 p.m.
Boardings		45
Revenue Hours		2.0
Boardings per Revenue Hour		22.9
Boardings per Trip		23
Number of Trips		1 a.m. / 1 PM
Schedule Adherence	On Time	60%
	Early	10%
	Late	30%

Ridership and Productivity

This route captures an average of 45 daily riders. With 2 trips, the route has relatively low utilization with 23 boardings per trip. There is particularly low ridership along the alignment through Brisbane and has very few boardings at Skyline College.

Schedule Adherence

The route's on-time performance has room for improvement. Buses tend to arrive to Oceana High School Late, but on time to Terra Nova High School in both directions.

Summary

Route 48 operates school trips from Brisbane to Terra Nova High School and Oceana High School. The route has low utilization, with an average of 23 boardings per trip. Trips through Brisbane have relatively low ridership and the non-linear segment to Skyline College yields very few boardings in either direction.

Figure 6-24 Route 49 Average Weekday Ridership Map – Eastbound

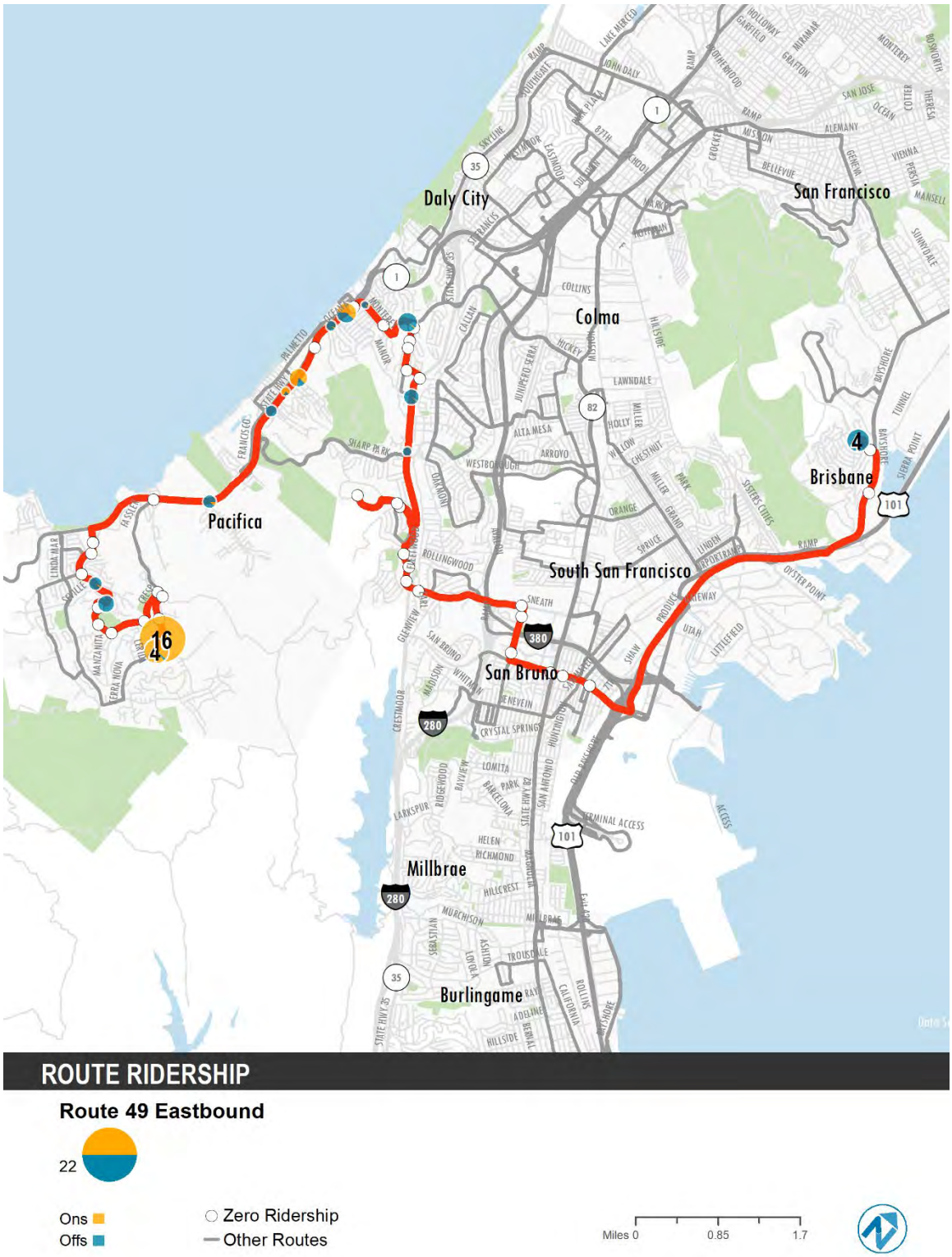
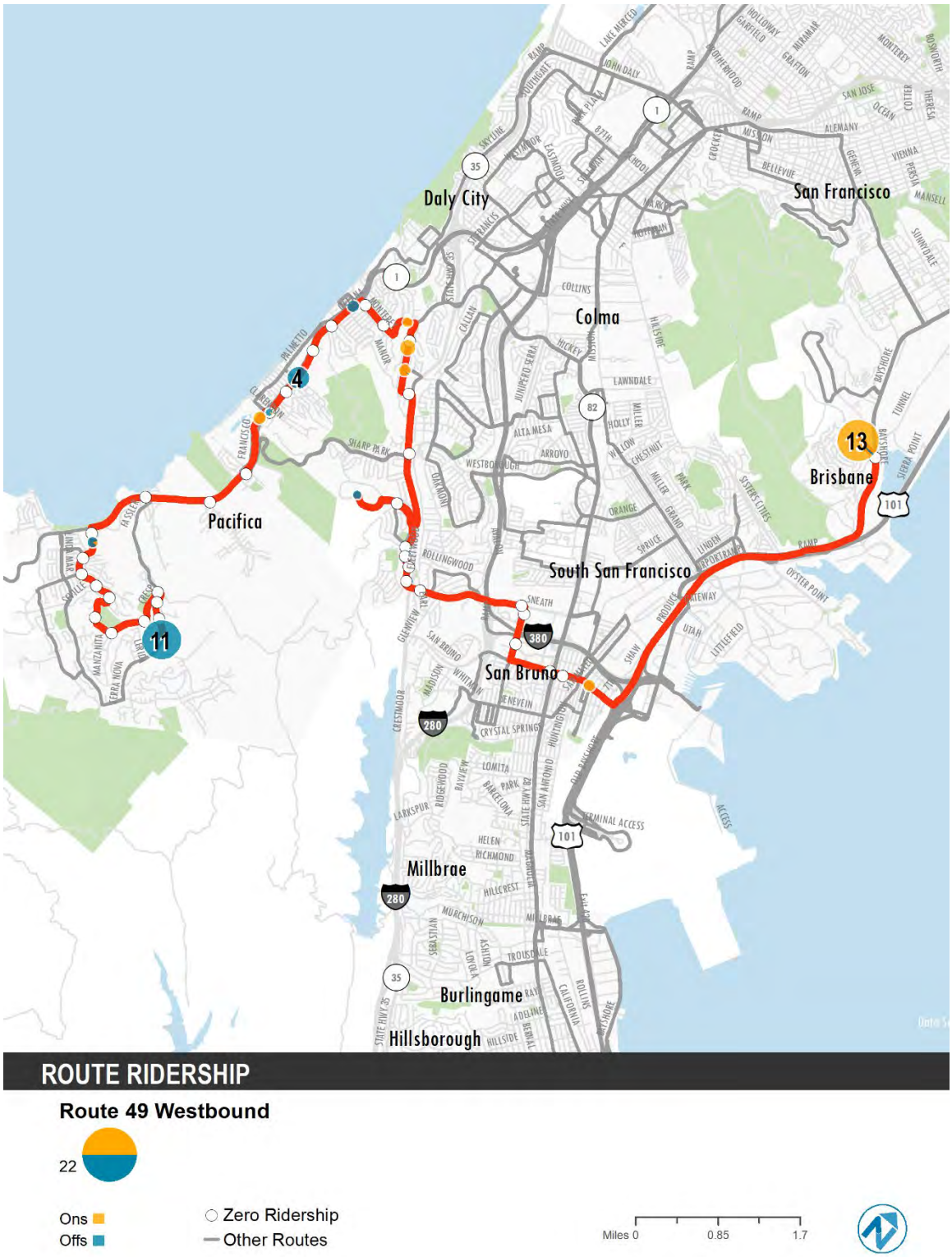


Figure 6-25 Route 49 Average Weekday Ridership Map – Westbound



ROUTE 53

Route 53 is a school-day only route that connects San Mateo with Borel Middle School. Much of the alignment is shared with Route 292. The route operates 2 trips in the morning and 3 trips in the afternoon. Afternoon service runs approximately three hours earlier on Wednesdays to match the school release times.

Route Characteristics		
Weekday		
Morning span		7:20 a.m. – 7:48 a.m.
Afternoon span		2:50 a.m. - 3:20 p.m.
Boardings		90
Revenue Hours		1.9
Boardings per Revenue Hour		47.9
Boardings per Trip		18
Number of Trips		2 a.m. / 3 p.m.
Schedule Adherence	On Time	74%
	Early	26%
	Late	0%

Ridership and Productivity

This route has an average of 90 daily boardings. Between the 5 trips, the trip has low utilization with an average of 18 boardings per trip. Utilization is at its lowest on the last afternoon trip at 2:56 p.m.

Schedule Adherence

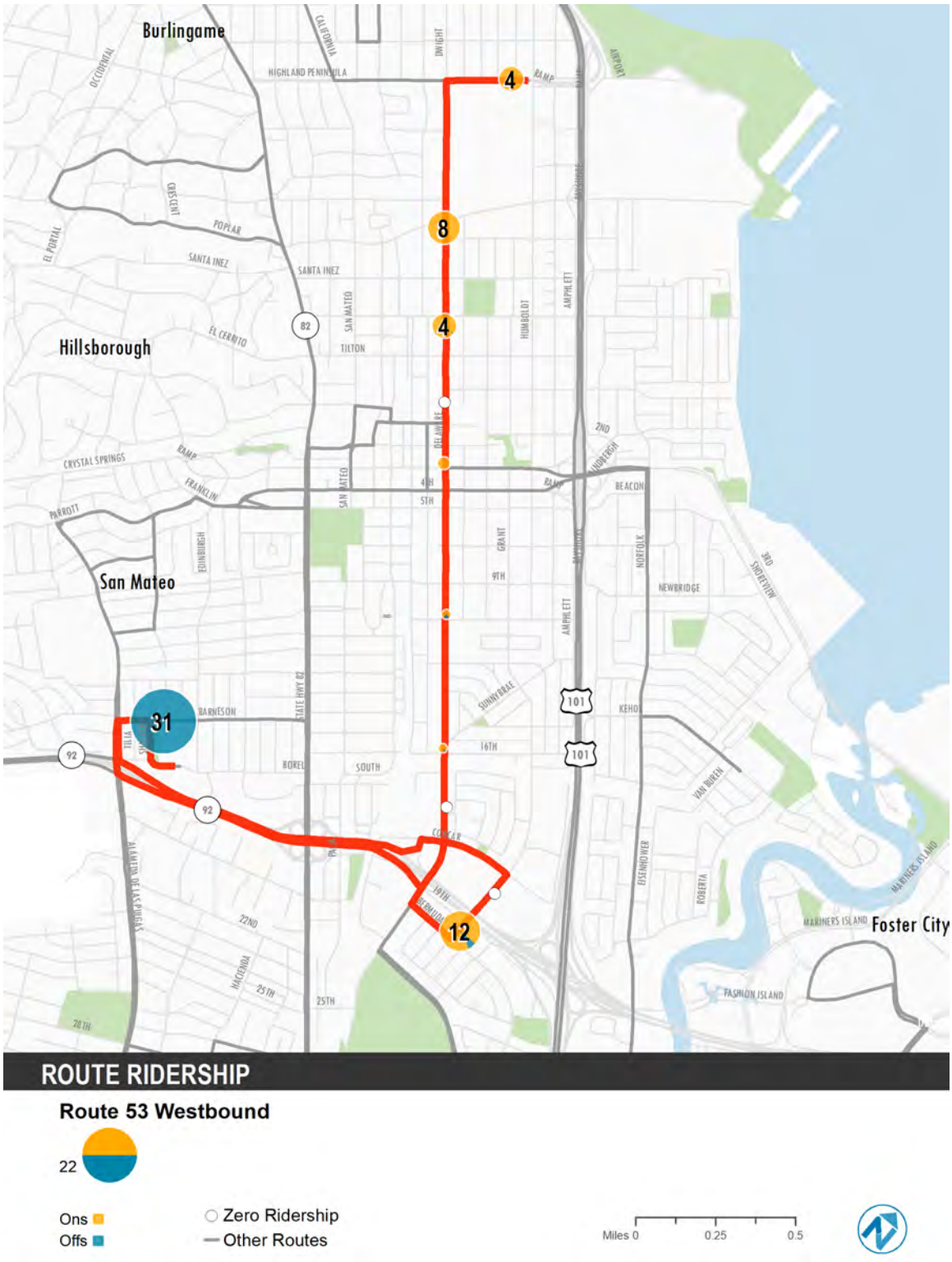
The route is on time or early to Borel Middle School in both directions.

Summary

Route 53 operates school trips between San Mateo and Borel Middle School. The route operates 5 trips, all with lower than desirable utilization. The route could run more efficiently with less trips.

Figure 6-26 Route 53 Average Weekday Ridership Map – Eastbound

Figure 6-27 Route 53 Average Weekday Ridership Map – Westbound



ROUTE 54

Route 54 is a school-day only route that connects San Mateo with Bowditch Middle School. There is significant alignment overlap with Route 256 and 251 through San Mateo. The route has 1 morning trip and 3 afternoon trips. Afternoon service runs approximately two and a half hours earlier on Wednesdays to match the school release times.

Route Characteristics		
Weekday		
Morning span		7:40 a.m. – 8:05 a.m.
Afternoon span		3:10 p.m. – 3:40 p.m.
Boardings		203
Revenue Hours		1.6
Boardings per Revenue Hour		129.4
Boardings per Trip		50
Number of Trips		1 a.m. / 3 p.m.
Schedule Adherence	On Time	75%
	Early	22%
	Late	3%

Ridership and Productivity

This route has the third-highest ridership of all SamTrans school routes, with 203 average daily boardings. The route has very high utilization, with an average of 50 boardings per trip.

Schedule Adherence

The route is consistently on time getting to school in the morning. This route has inconsistent on-time performance in the afternoon with the trips running early, on time, and late, respectively.

Summary

Route 54 operates school trips between San Mateo and Bowditch Middle School with peak trips in both directions. The route has very high utilization, with nearly every trip reaching seated capacity.

Figure 6-28 Route 54 Average Weekday Ridership Map – Eastbound

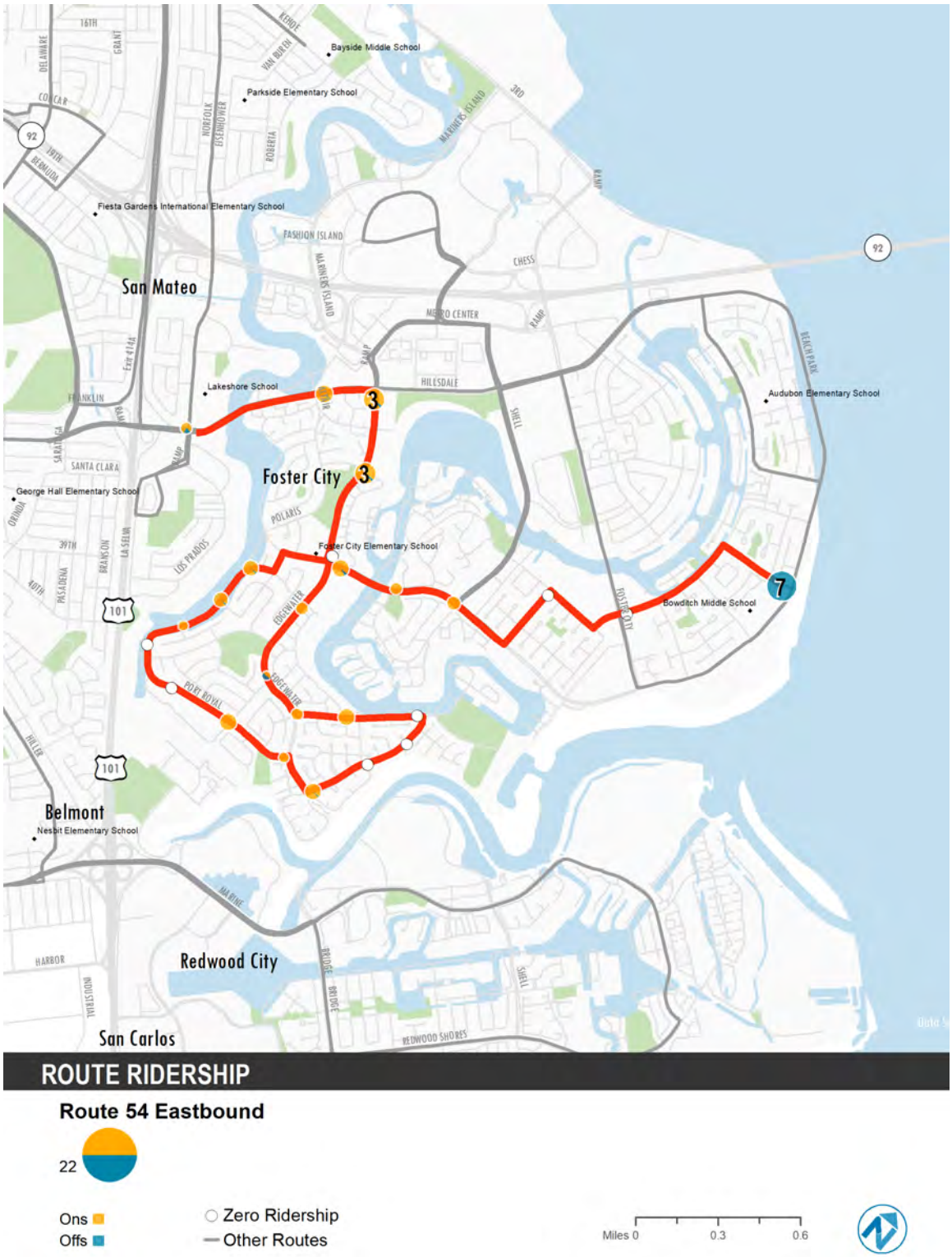
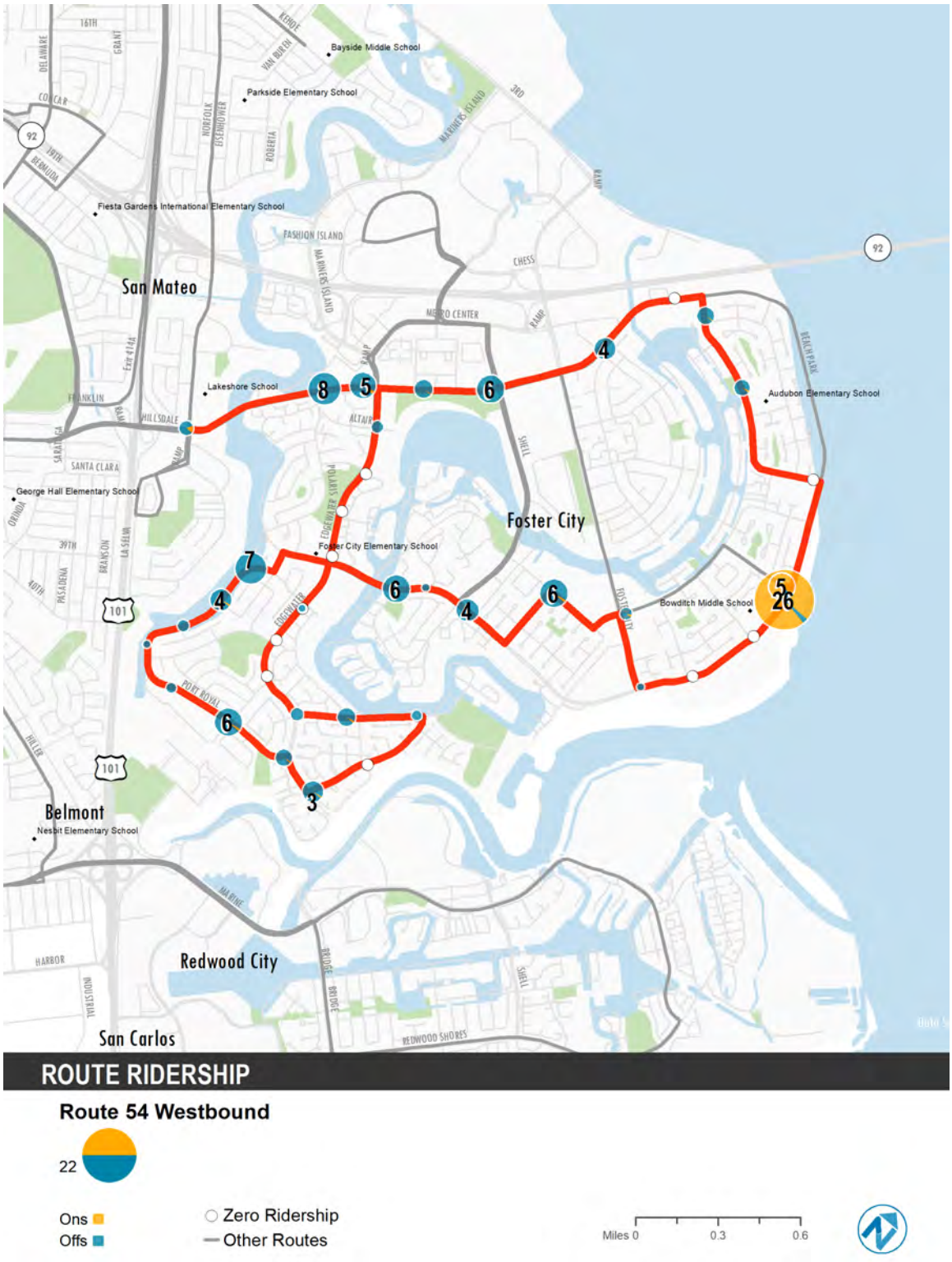


Figure 6-29 Route 54 Average Weekday Ridership Map – Westbound



ROUTE 55

Route 55 is a school-day only route that travels between San Mateo to Borel Middle School. It has one morning trip and one afternoon trip. There is an additional afternoon return trip on Mondays, Tuesdays, Thursdays, and Fridays.

Route Characteristics		
Weekday		
Morning span		7:30 a.m. – 7:50 a.m.
End Time		3:00 p.m. – 3:20 p.m.
Boardings		25
Revenue Hours		1.0
Boardings per Revenue Hour		25
Boardings per Trip		12
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	60%
	Early	40%
	Late	0%

Ridership and Productivity

This is a low ridership school route with an average of 25 boardings per trip. It has low utilization with an average of 12 boardings per trip. The route's northern loop through the residential area in San Mateo has little ridership in both directions.

Schedule Adherence

This route has perfect on-time performance, with all buses arriving to their timepoints on-time. Most importantly, the route is on-time or early to Borel Middle School in both directions.

Summary

Route 55 operates school trips between San Mateo and Borel Middle School. It has very low utilization with an average of 12 boardings per trip, and spends time traveling through residential areas in San Mateo with little ridership.

Figure 6-30 Route 55 Average Weekday Ridership Map – Northbound

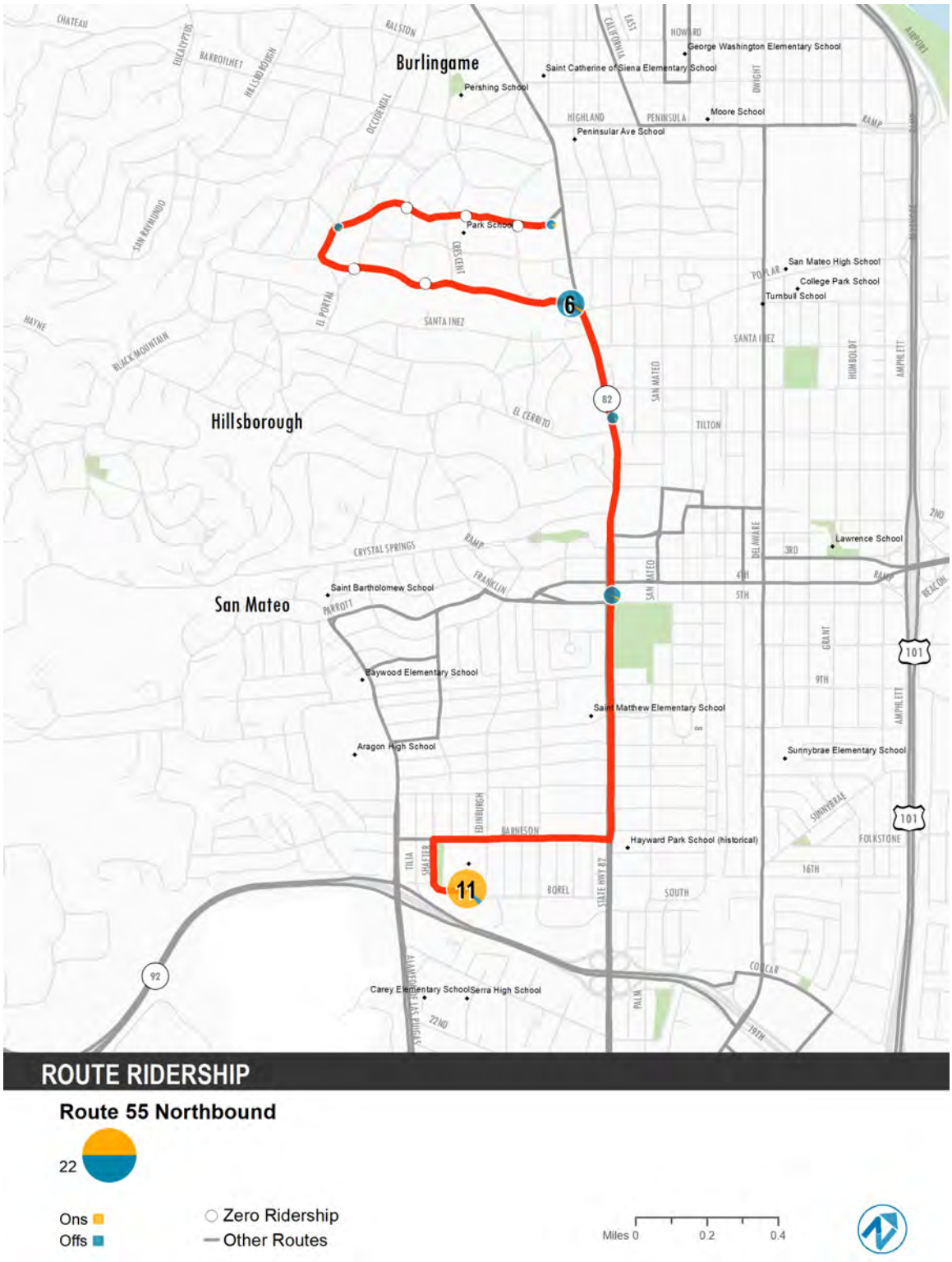
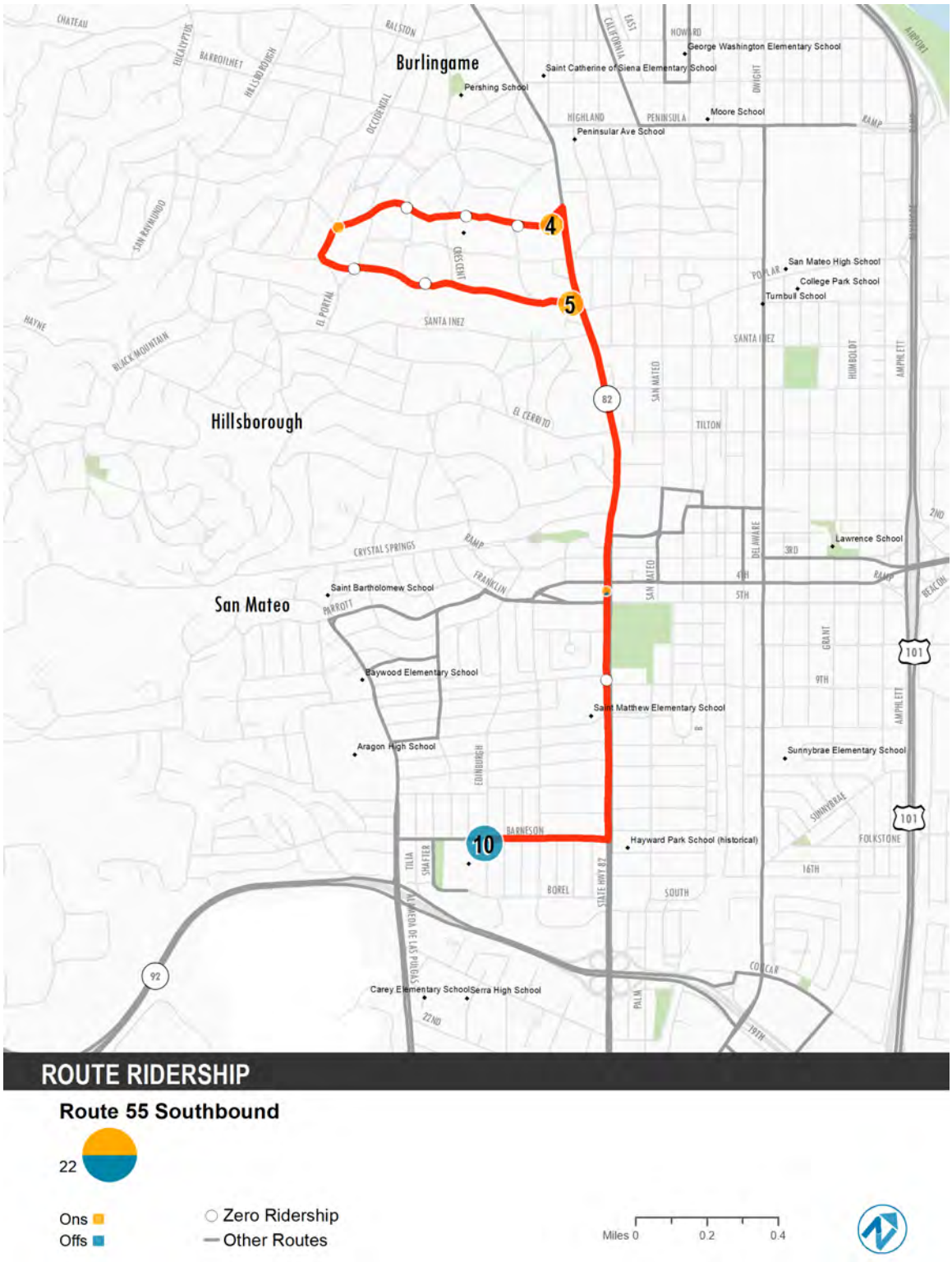


Figure 6-31 Route 55 Average Weekday Ridership Map – Southbound



ROUTE 56

Route 56 is a school-day only route that connects residential areas in San Mateo Highlands to Aragon High School in San Mateo. There is one trip in each direction. Service on Wednesdays runs and hour and a half later in the morning.

Route Characteristics		
Weekday		
Morning span		7:05 a.m. – 7:35 a.m.
Afternoon span		3:25 p.m. – 3:50 a.m.
Boardings		49
Revenue Hours		1.4
Boardings per Revenue Hour		47.0
Boardings per Trip		25
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	100%
	Early	0%
	Late	0%

Ridership and Productivity

This route has 49 average daily boardings. Between the two trips, there is relatively low utilization with 25 boardings per trip. The route is better utilized in the afternoon than the morning.

Schedule Adherence

This route has perfect on-time performance, with all buses arriving to their timepoints on-time. Most importantly, the route tends to arrive on time to Aragon High School in both directions.

Summary

Route 57 operates school trips between San Mateo Highlands and Aragon High School. The route has low utilization with an average of 25 boardings per trip.

Figure 6-32 Route 56 Average Weekday Ridership Map – Eastbound

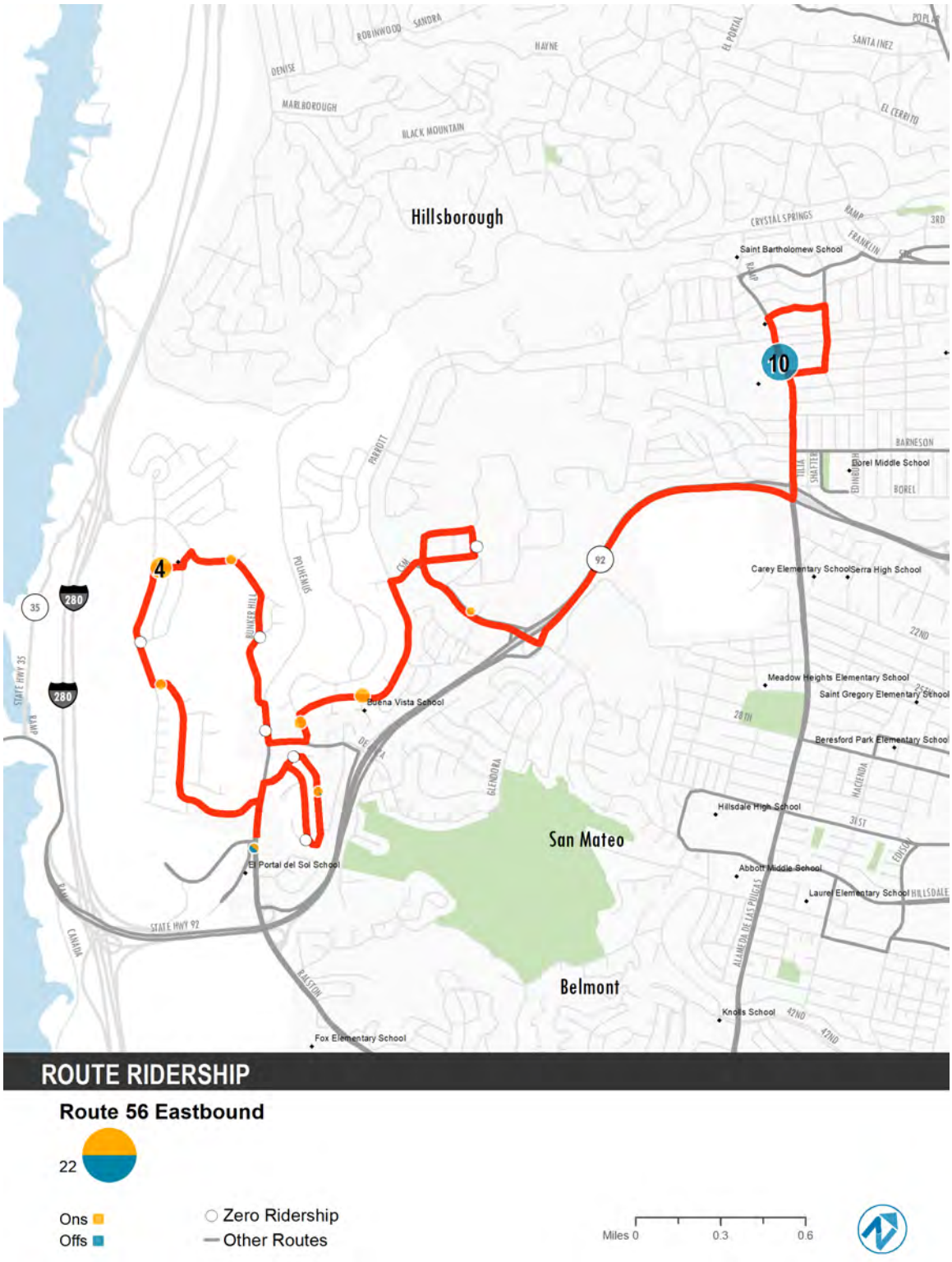
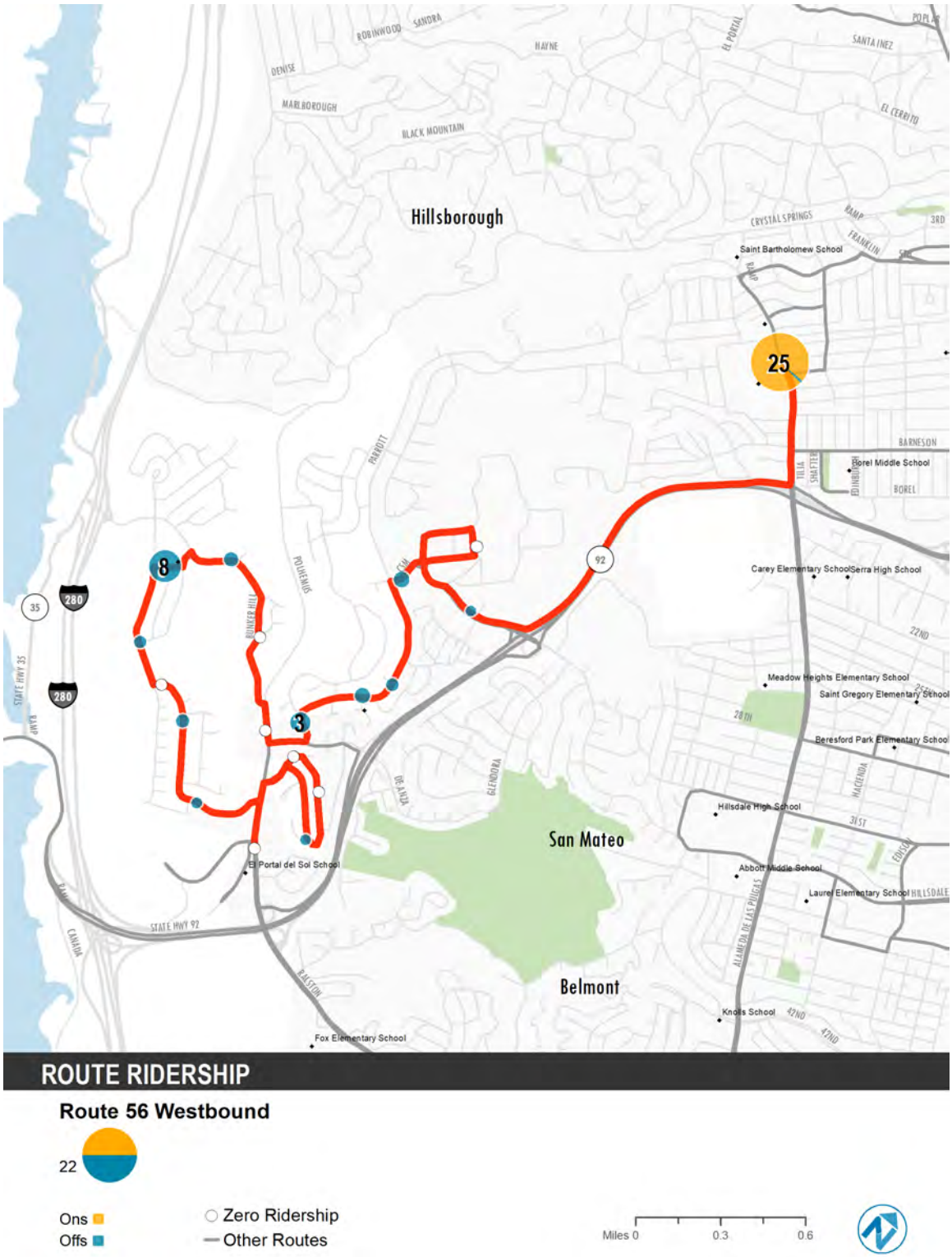


Figure 6-33 Route 56 Average Weekday Ridership Map – Westbound



ROUTE 57

Route 57 is a school-day only route that runs from the residential areas of Foster City to Hillsdale High School. There is one trip in each direction. Morning service on Thursdays runs an hour and a half later.

Route Characteristics		
Weekday		
Morning span		6:50 a.m. – 7:20 a.m.
Afternoon span		3:30 p.m. – 4:00 p.m.
Boardings		47
Revenue Hours		1
Boardings per Revenue Hour		45
Boardings per Trip		23
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	100%
	Early	0%
	Late	0%

Ridership and Productivity

This route has an average of 47 average daily boardings. With two trips, the route has relatively low utilization with 23 boardings per trip.

Schedule Adherence

This route has perfect on-time performance, with all buses arriving to their timepoints on-time. Most importantly, the route arrives to Hillsdale High School on time in both the morning and afternoon.

Summary

This school route runs between Foster City and Hillsdale Caltrain Station. It has relatively low utilization with 23 boardings per trip.

Figure 6-34 Route 57 Average Weekday Ridership Map – Eastbound

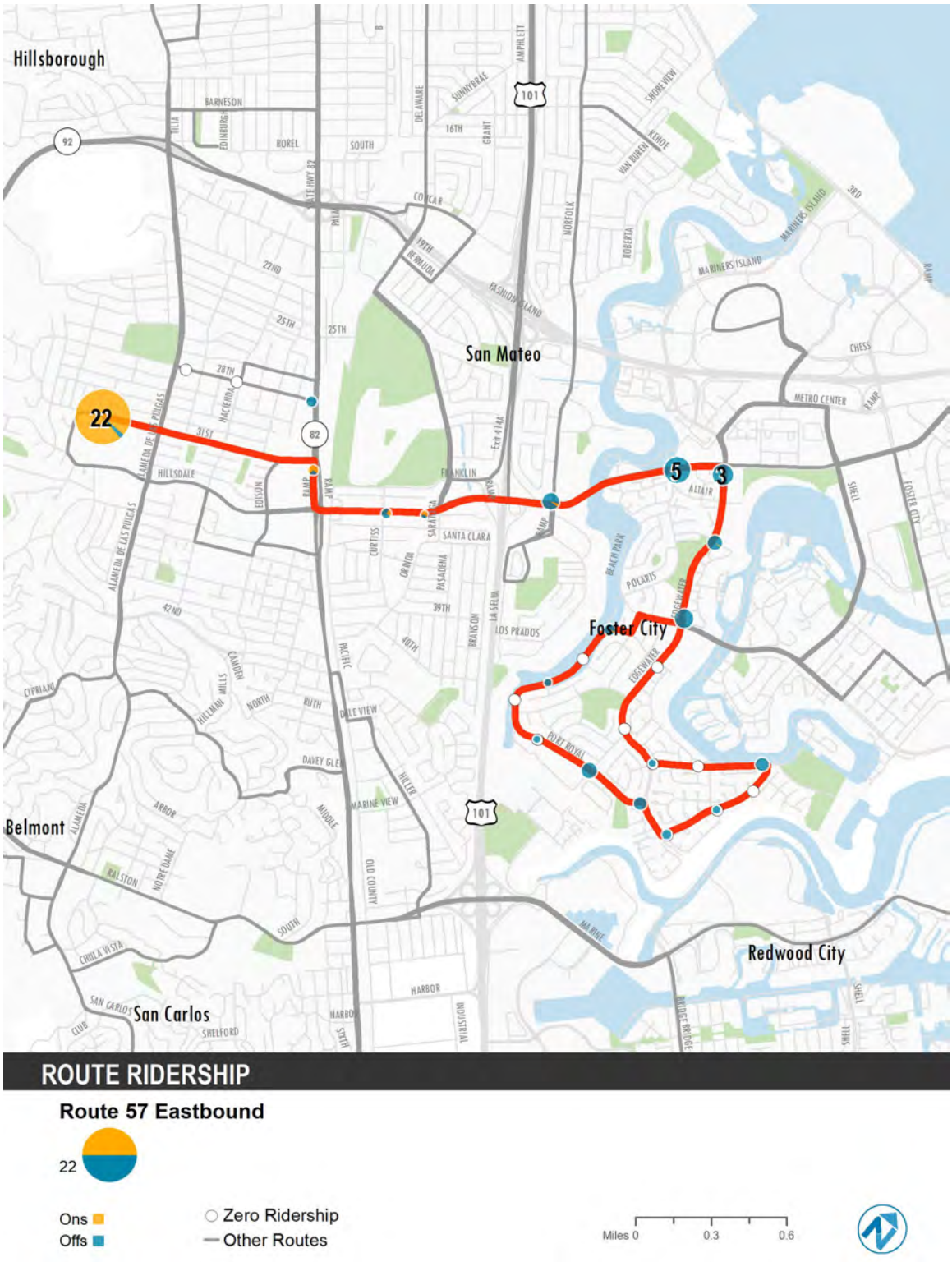
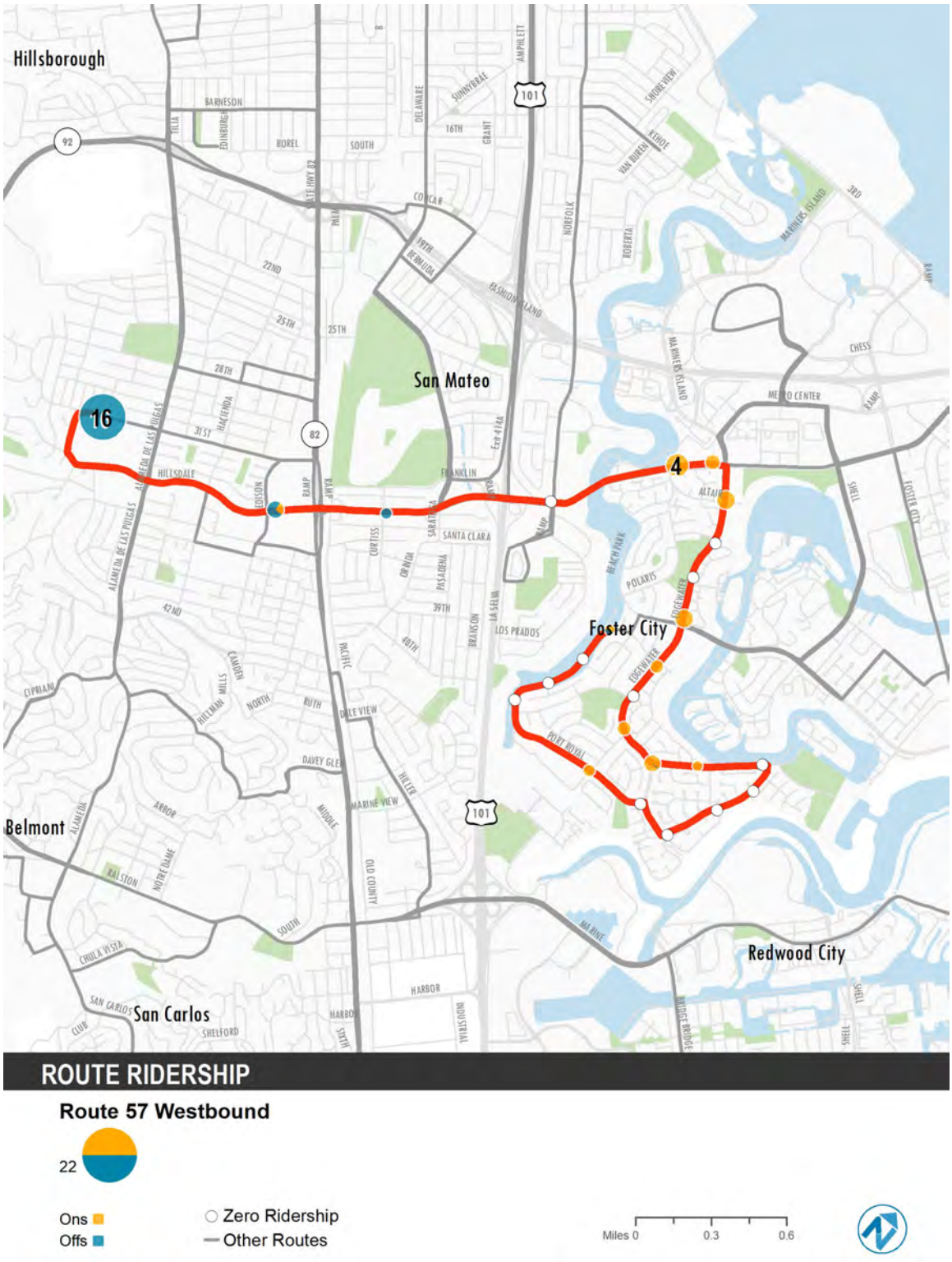


Figure 6-35 Route 57 Average Weekday Ridership Map – Westbound



ROUTE 58

Route 58 is a school-day only route that runs from San Mateo Highlands to Borel Middle School. The alignment has significant overlap with Route 56 but runs at different times in both the morning and afternoon. The route has one morning trip and two afternoon trips. Wednesday afternoon return service runs about two hours earlier.

Route Characteristics		
Weekday		
Morning span		7:25 a.m. – 7:55 a.m.
Afternoon span		2:55 p.m. - 3:25 p.m.
Boardings		68
Revenue Hours		1.4
Boardings per Revenue Hour		49
Boardings per Trip		23
Number of Trips		1 a.m. / 2 PM
Schedule Adherence	On Time	95%
	Early	5%
	Late	0%

Ridership and Productivity

With 68 average daily boardings, this is an above average ridership school route. The route has low utilization with an average of 23 boardings per trip. All trips have at least 20 boardings.

Schedule Adherence

Route 58 tends to run on time to Borel Middle School in both directions.

Summary

Route 58 operates school trips between San Mateo Highlands and Borel Middle School. The route has relatively low utilization with 23 boardings per trip. The route has significant alignment duplication with route 56.

Figure 6-36 Route 58 Average Weekday Ridership Map – Eastbound

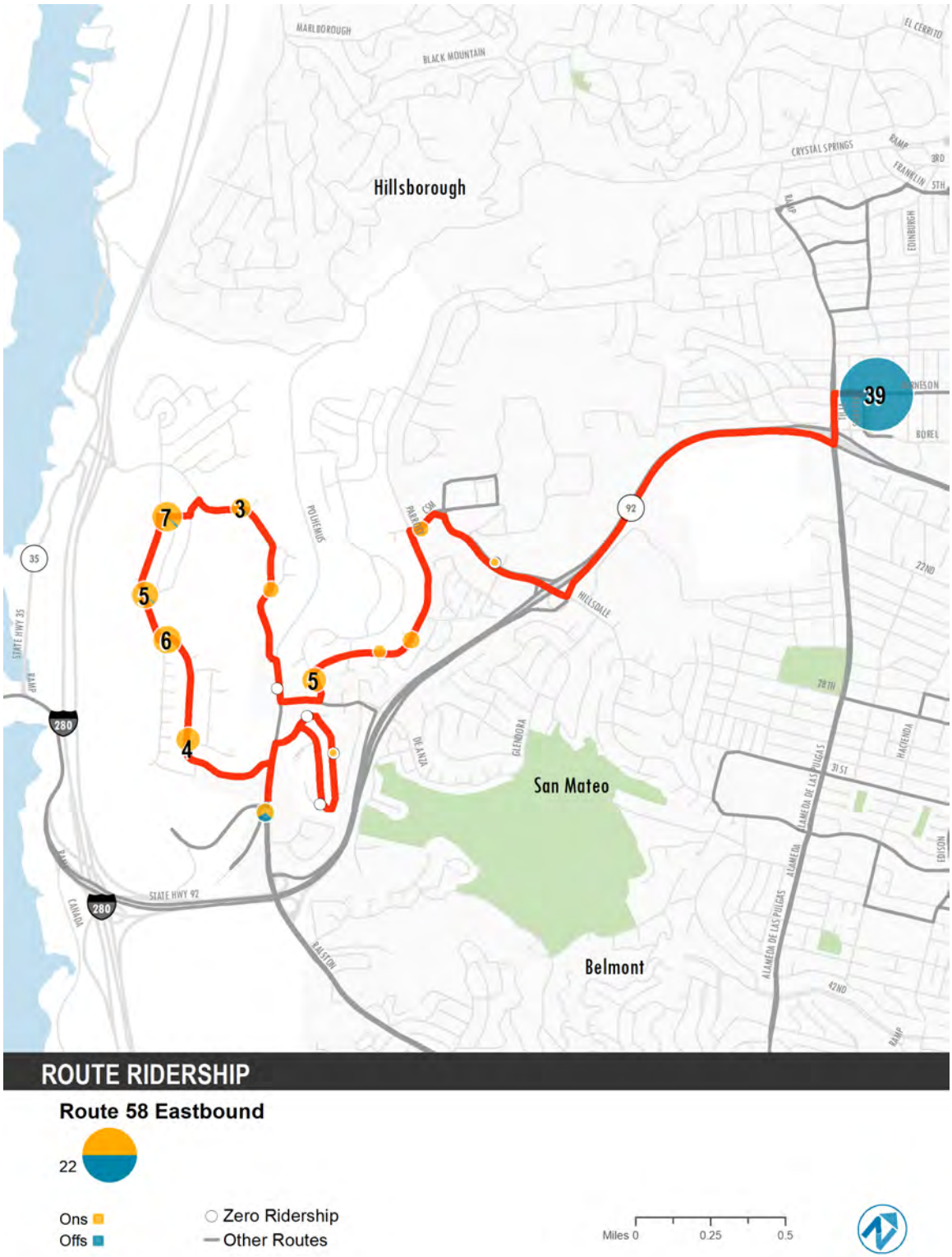
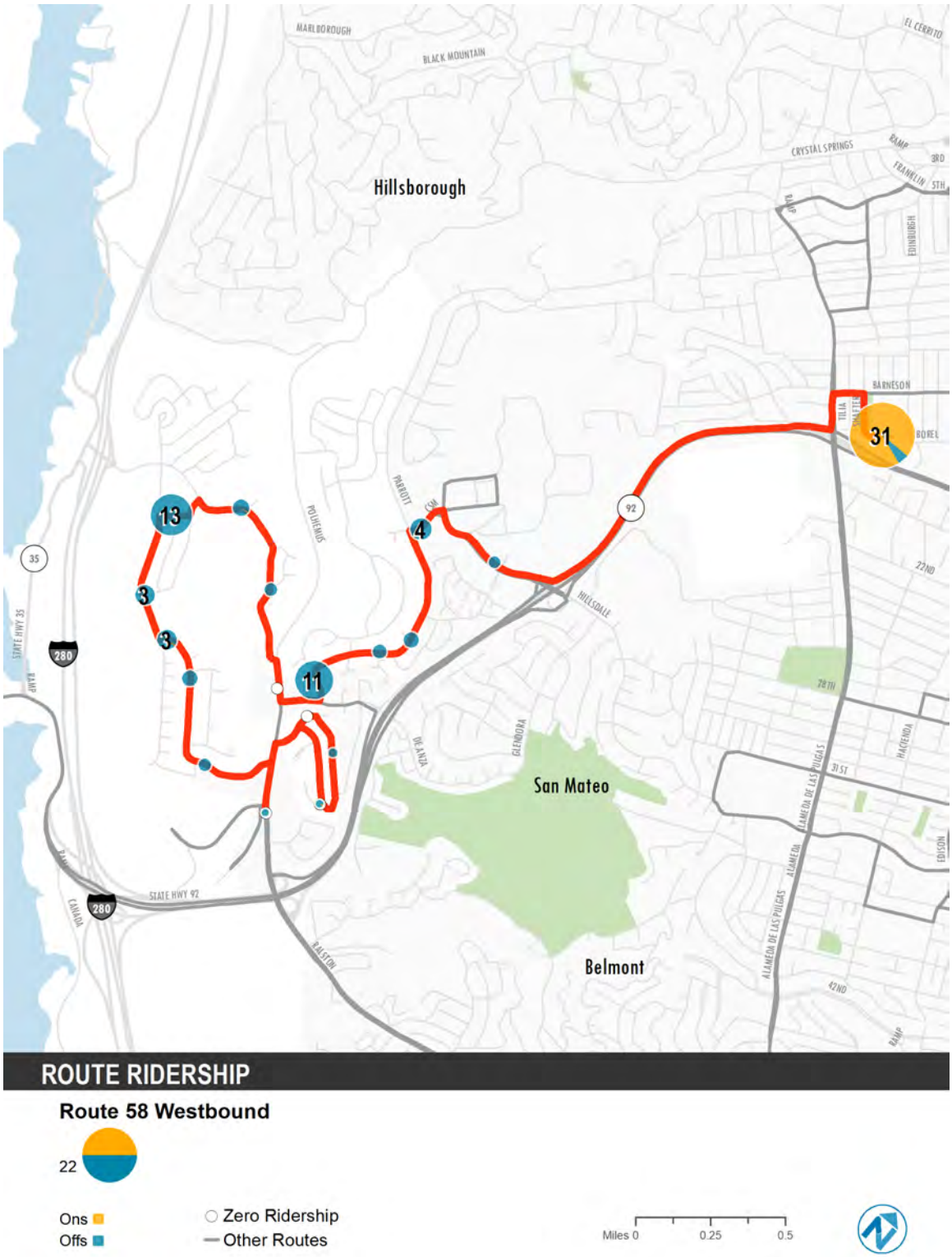


Figure 6-37 Route 58 Average Weekday Ridership Map – Westbound



ROUTE 59

Route 59 is a school-day only route that travels between Foster City and Aragon High School. Much of the route's alignment overlaps with Route 250. The route has one trip in each direction. Afternoon return service runs about an hour and a half later on Wednesdays.

Route Characteristics		
Weekday		
Morning span		7:20 a.m. – 7:45 a.m.
Afternoon span		3:30 p.m. – 3:50 a.m.
Boardings		68
Revenue Hours		0.8
Boardings per Revenue Hour		87.4
Boardings per Trip		34
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	75%
	Early	25%
	Late	0%

Ridership and Productivity

This route has an average of 68 daily boardings. The route has good utilization with an average of 34 boardings per trip. The Southern portion of Norfolk Street has relatively few boardings compared to the rest of the route.

Schedule Adherence

The route arrives on time to Aragon High School in both directions.

Summary

Route 59 runs between Foster City and Aragon High School with good utilization of both the morning and evening trip. The route has significant route duplication with Route 250.

Figure 6-38 Route 59 Average Weekday Ridership Map – Eastbound

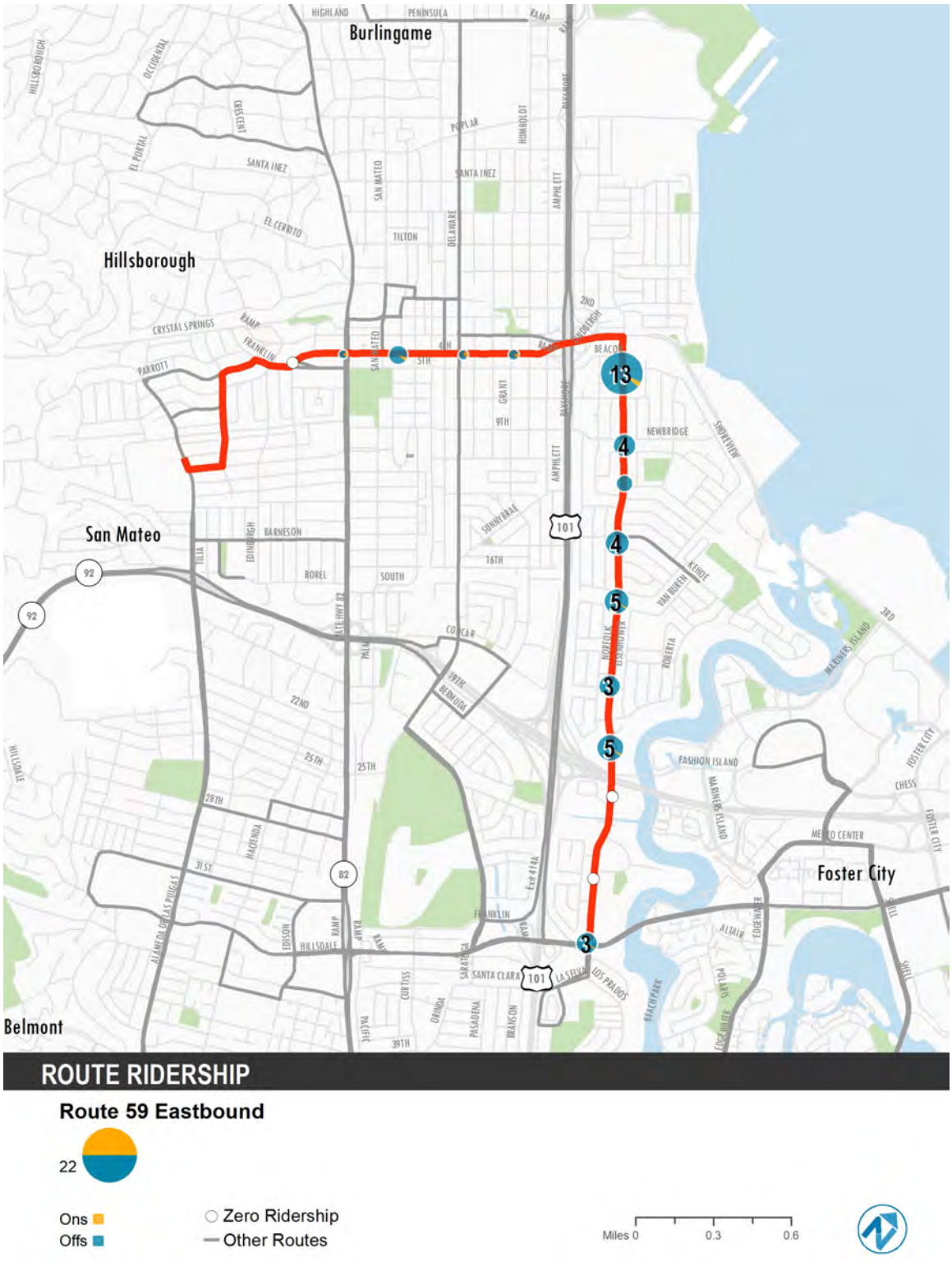
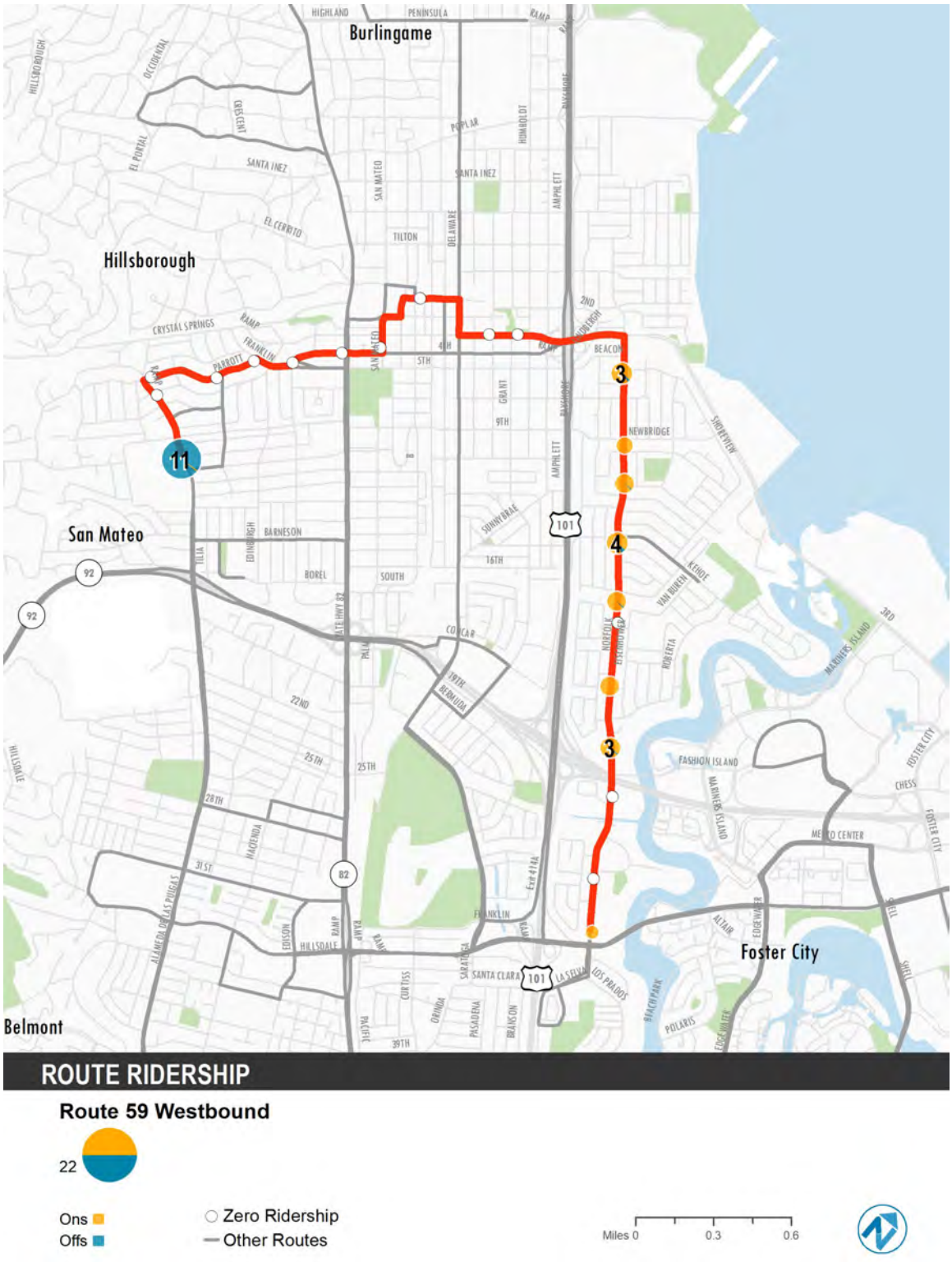


Figure 6-39 Route 59 Average Weekday Ridership Map – Westbound



ROUTE 60

Route 60 is a school-day only route that runs from Redwood Shores to Ralston Middle School and Carlmont High School. The route's alignment has significant route duplication with Route 260. Route 67 also serves Ralston Middle School and shares much of the alignment with Route 60. There are five westbound services in the morning and two eastbound services in the afternoon. Service runs on a different schedule on Wednesdays to match the school hours.

Route Characteristics		
Weekday		
Morning Trips		6:50 a.m. – 8:40 a.m.
Afternoon Trips		3:15 p.m. – 4:05 p.m.
Boardings		333
Revenue Hours		5.7
Boardings per Revenue Hour		58.6
Boardings per Trip		42
Number of Trips		5 a.m. / 3 p.m.
Schedule Adherence	On Time	41%
	Early	9%
	Late	50%

Ridership and Productivity

With nearly 333 average daily boardings, this route has the second highest ridership among the community routes. The route is highly utilized with an average of 42 boardings per trip. All morning trips have high utilization, while ridership is less consistent in the afternoon. The last afternoon trip at 3:30 has less than 5 average boardings.

Schedule Adherence

This route has decent on-time performance arriving to Ralston Middle School and Carlmont High School. Buses tend to arrive early or on time to the schools in the morning, but sometimes run late in the afternoon.

Summary

Route 60 is a high utilization school route that runs between Redwood Shores, Ralston Middle School, and Carlmont High School. Morning trips and the first afternoon trip often run at seated capacity. Later afternoon buses run with low utilization and are sometimes late to arrive at the schools.

Figure 6-40 Route 60 Average Weekday Ridership Map – Eastbound

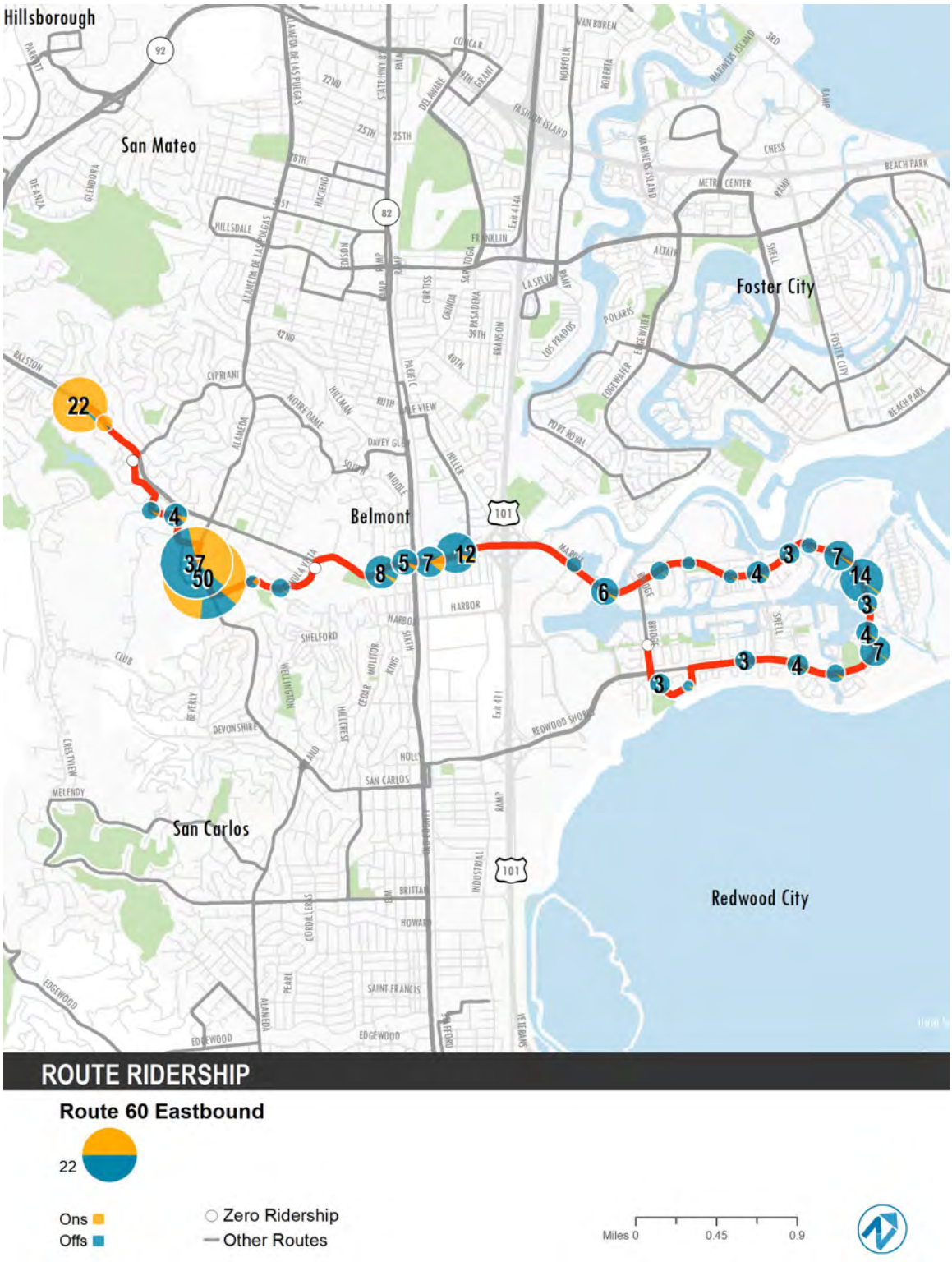
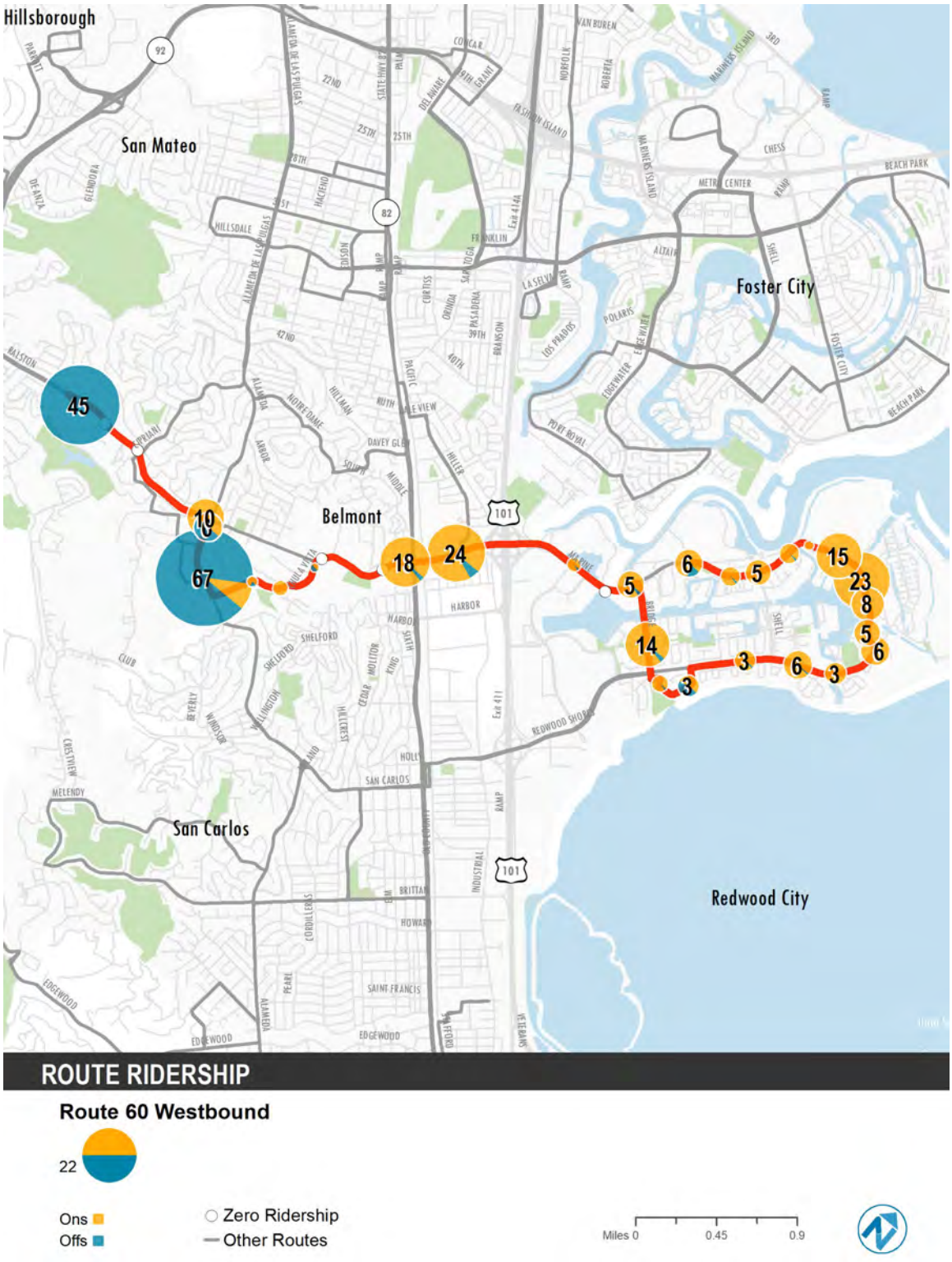


Figure 6-41 Route 60 Average Weekday Ridership Map – Westbound



ROUTE 61

Route 61 is a school day-only route that connects Tierra Linda to Carlmont High School and Heather School. The school has 4 trips in the morning and 3 trips in the afternoon, with special trips on Wednesdays in both directions.

Route Characteristics		
Weekday		
Morning trips		7:10 a.m. – 8:35 a.m.
Afternoon trips		3:15 p.m. – 3:55 p.m.
Boardings		108
Revenue Hours		3.4
Boardings per Revenue Hour		32.1
Boardings per Trip		18
Number of Trips		4 a.m. / 3 p.m.
Schedule Adherence	On Time	73%
	Early	6%
	Late	21%

Ridership and Productivity

With nearly 108 average daily boardings, this route has relatively high ridership compared to other school routes. The route has low utilization, with 18 boardings per trip in both the morning and afternoon. The 7:30 a.m. trip has significantly higher utilization than the other morning trips, with 32 average boardings.

There are boardings and alightings across the span of the route, with the exception of the segment to San Carlos Caltrain, which has very low utilization in both directions.

Schedule Adherence

This route has decent on-time performance, with all trips arriving early or on time to both schools in the morning. In the afternoon, the bus tends to be late to Carlmont High School.

Summary

This route travels between Tierra Linda to Carlmont High School and Heather School. The route has low utilization on most trips, with the exception of the 7:30 a.m. trip. The route does not have any significant overlap with other system routes. The portion of the alignment that travels to San Carlos Caltrain has little to no boardings in both directions.

Figure 6-42 Route 61 Average Weekday Ridership Map – Northbound

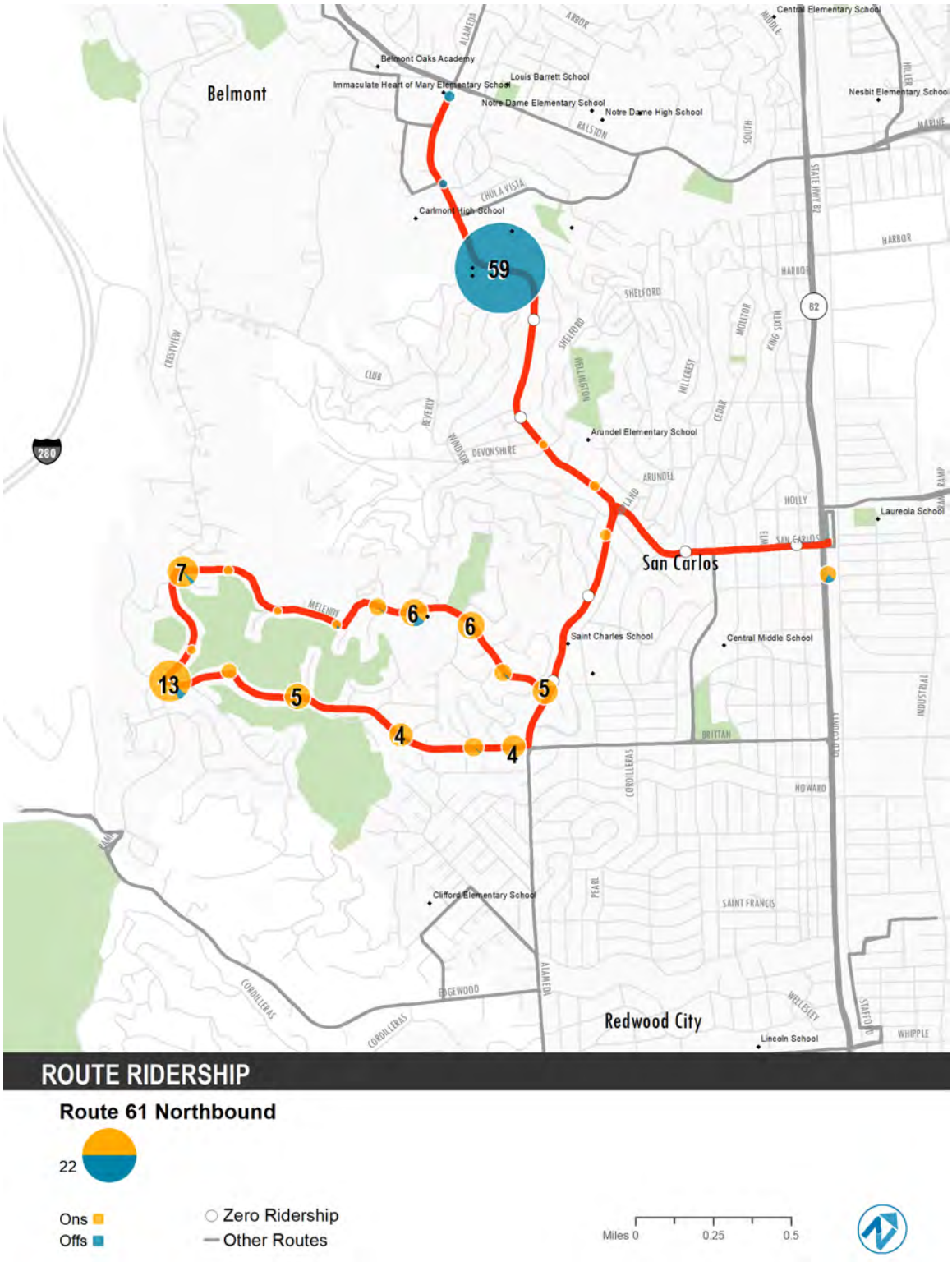
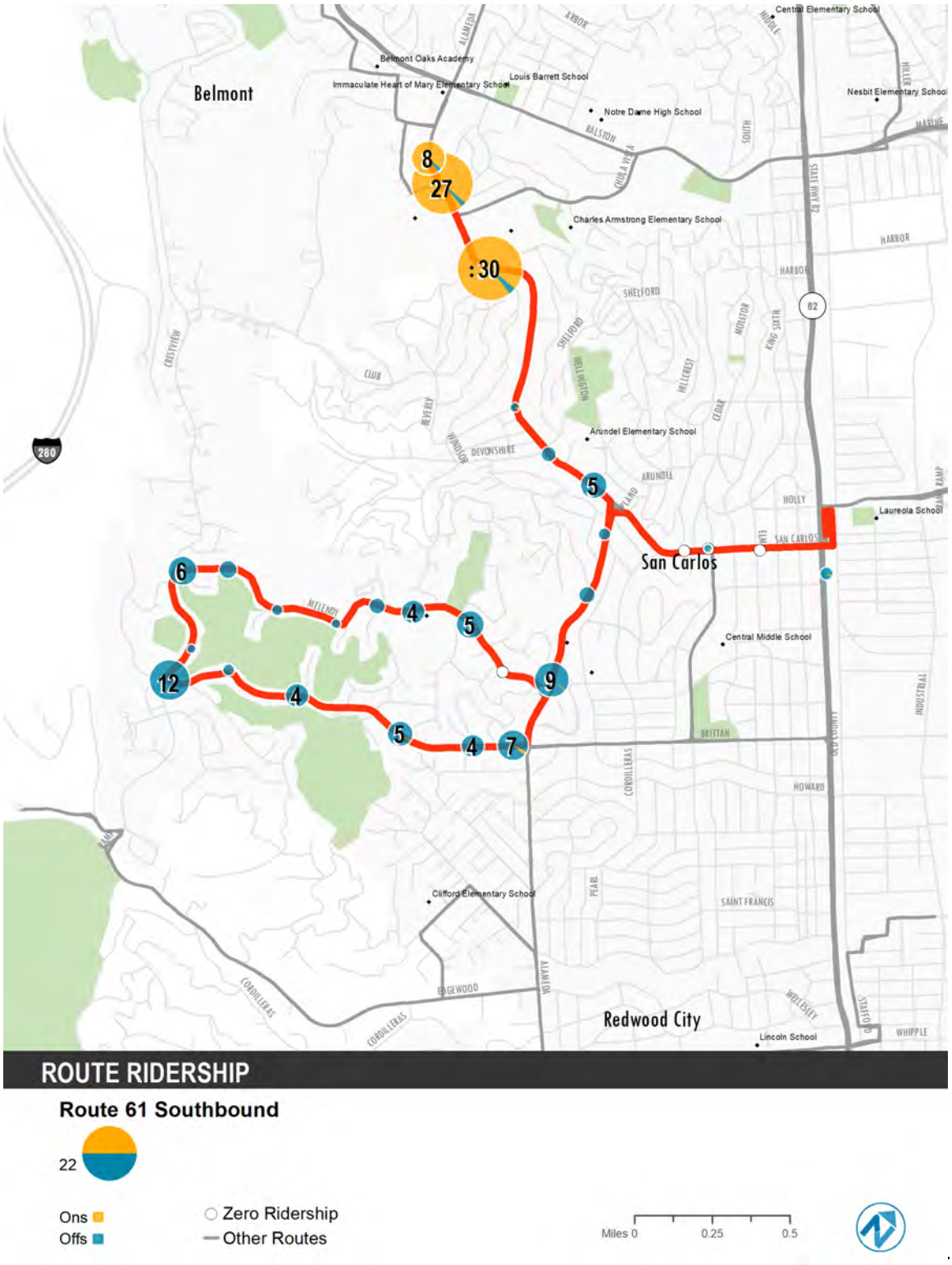


Figure 6-43 Route 61 Average Weekday Ridership Map – Southbound



ROUTE 62

Route 62 is a school-day only route that connects Belmont to Carlmont High School. The route has two trips in each direction. The route alignment has significant overlap with route 62, which serves nearby Ralston Middle School. There is an additional later morning trip on Wednesdays.

Route Characteristics		
Weekday		
Morning trips		8:10 a.m. – 8:35 a.m.
Afternoon trips		3:20 p.m. – 4:00 p.m.
Boardings		44
Revenue Hours		1.1
Boardings per Revenue Hour		41
Boardings per Trip		16
Number of Trips		2 a.m. / 2 p.m.
Schedule Adherence	On Time	69%
	Early	0%
	Late	31%

Ridership and Productivity

With 44 average daily boardings, this route has below average ridership among the school routes. The route has low utilization, with an average boardings per trip of 16 in both directions. The first p.m. trip at 3:20 has particularly low utilization with less than 5 boardings per trip.

Schedule Adherence

This route has a good record of arriving to Calmont High School in the morning and afternoon.

Summary

Route 62 travels between Belmont to Carlmont High School with relatively low utilization. The route has low ridership in the both a.m. and p.m. peak periods. The route has significant route alignment overlap with Route 62.

Figure 6-44 Route 62 Average Weekday Ridership Map – Northbound

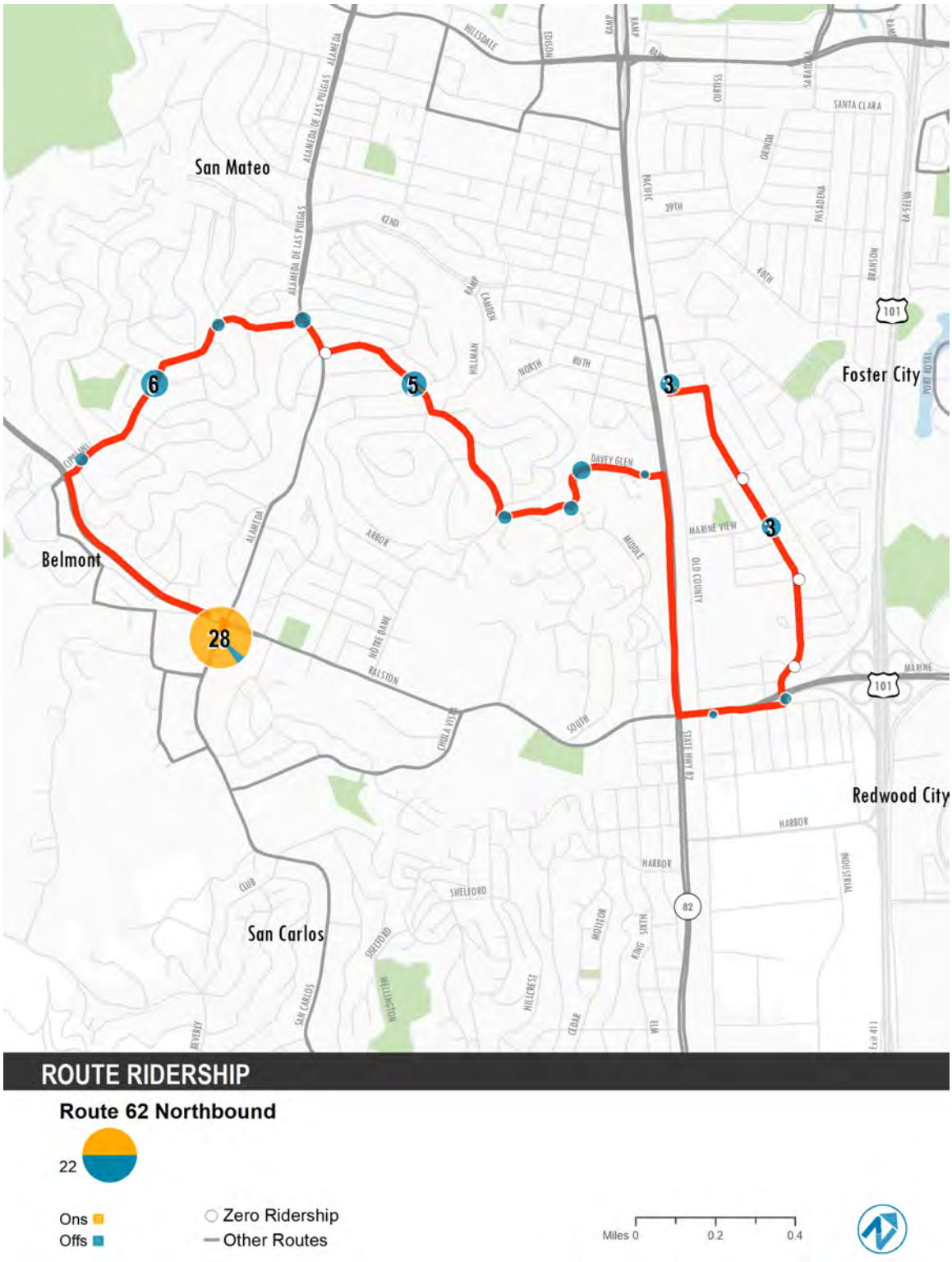
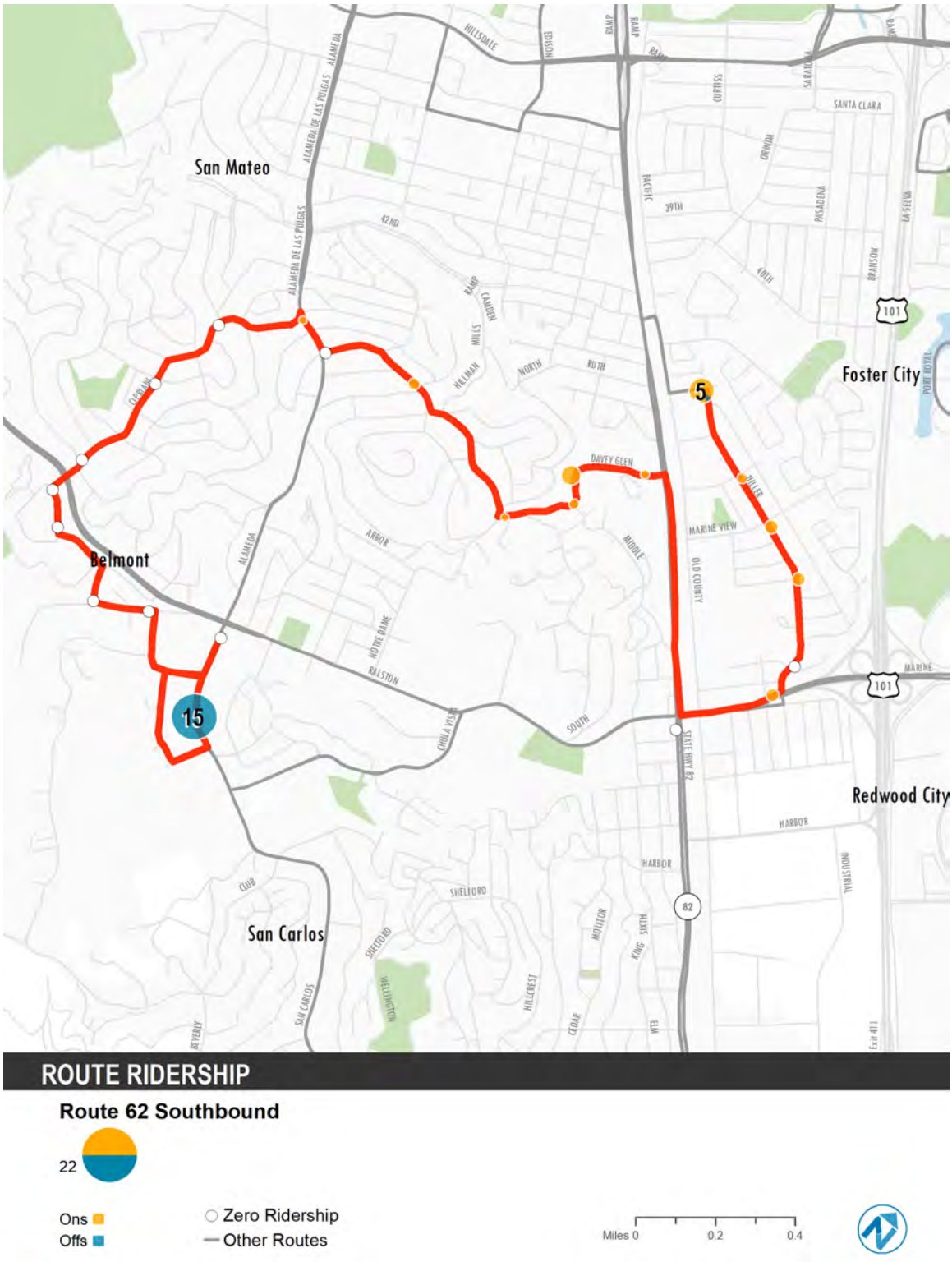


Figure 6-45 Route 62 Average Weekday Ridership Map – Southbound



ROUTE 67

Route 67 is a school-day only route that travels between Belmont and Ralston Middle School. The route has a similar alignment with Route 60, which travels between Belmont and the nearby Calmont High School. The route has 4 trips in the morning and 3 trips in the afternoon. Afternoon service runs three hours earlier on Wednesdays to match the school release times.

Route Characteristics		
Weekday		
Morning Trips		7:05 a.m. – 7:50 a.m.
Afternoon Trips		3:15 p.m. – 4:00 p.m.
Boardings		334
Revenue Hours		4.3
Boardings per Revenue Hour		78
Boardings per Trip		48
Number of Trips		4 a.m. / 3 p.m.
Schedule Adherence	On Time	80%
	Early	20%
	Late	0%

Ridership and Productivity

The route has a total of 334 average daily boardings and has the highest ridership among the school routes. The route has very high utilization with an average boarding per trip of 48. Some trips have as many as 59 boardings per trip.

Schedule Adherence

Route 67 has good on-time performance to Ralston Middle School, with all trips arriving at the school on time in both directions.

Summary

Route 67 is a school-day only trip that carries students between Belmont and Ralston Middle School. With high ridership and utilization, buses are over seated capacity on average.

Figure 6-46 Route 67 Average Weekday Ridership Map – Eastbound

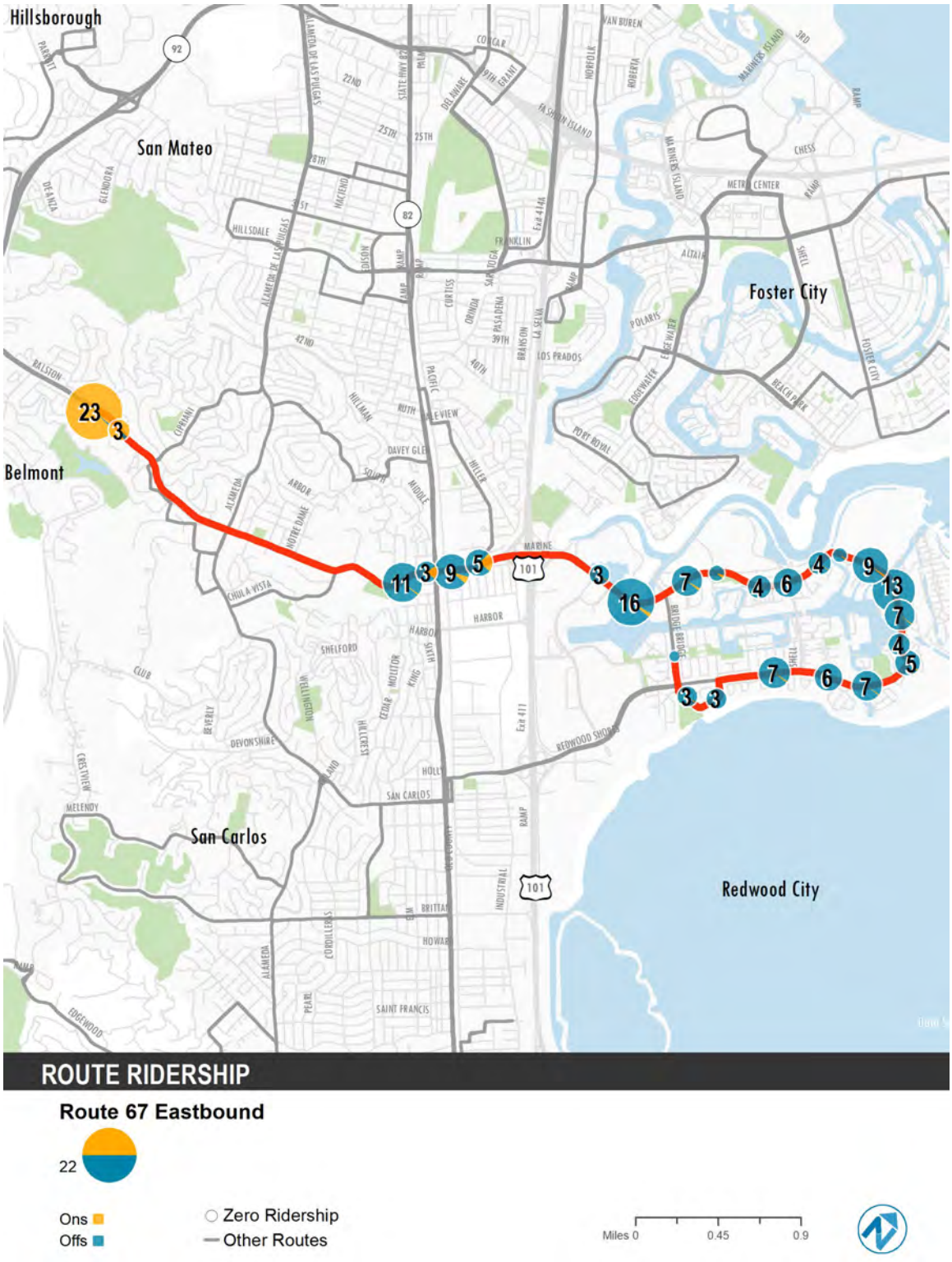
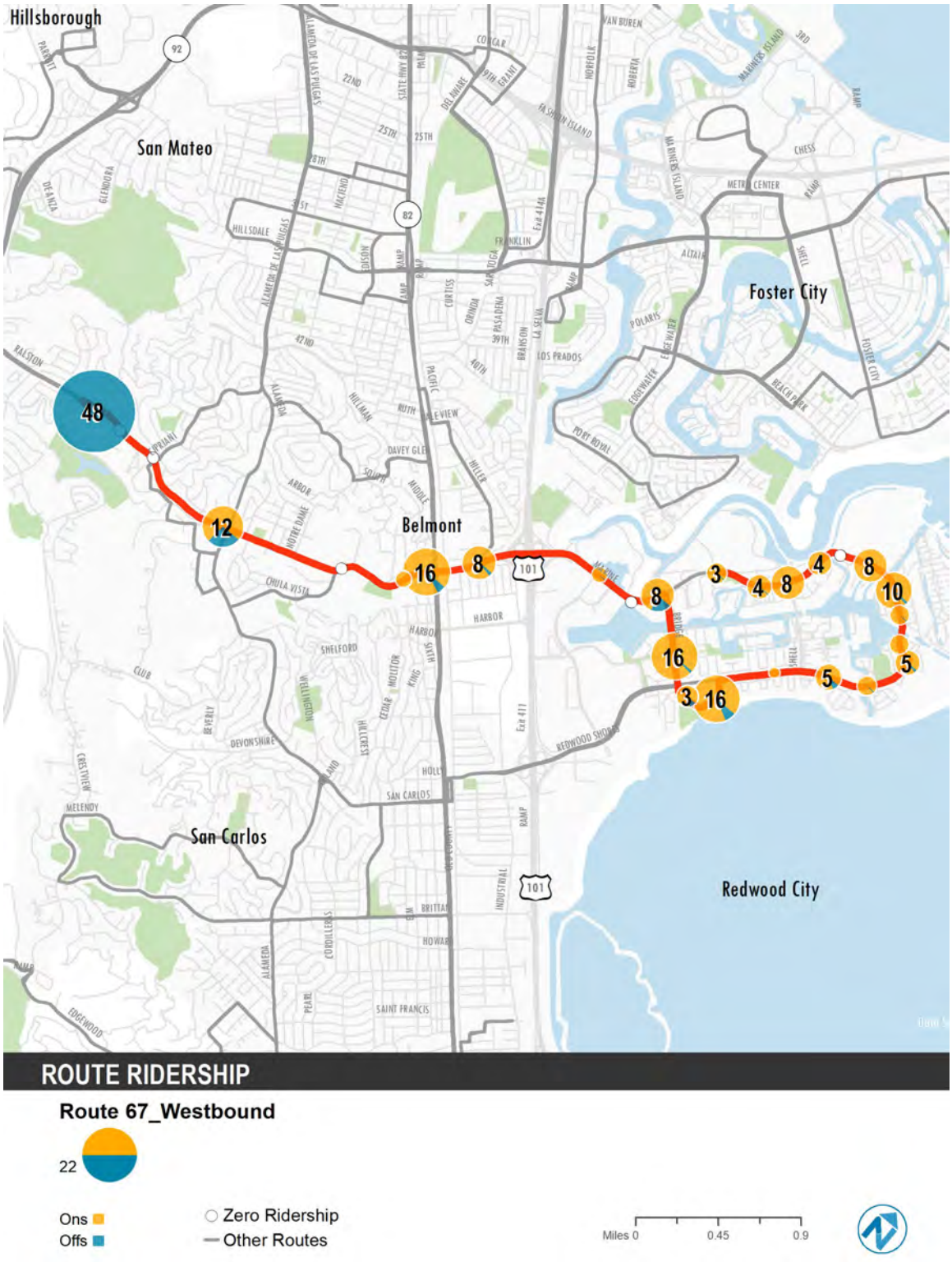


Figure 6-47 Route 67 Average Weekday Ridership Map – Westbound



ROUTE 68

Route 68 is a school-day only route that connects residential neighborhoods in Belmont and San Mateo to Ralston Middle School. There are three trips in the morning and three trips in the afternoon to Ralston Middle School. Afternoon service runs three hours earlier on Wednesdays to match the school release times.

Route Characteristics		
Weekday		
Morning Span		7:35 a.m. – 8:00 a.m.
Afternoon Span		3:15 p.m. – 3:50 p.m.
Boardings		248
Revenue Hours		2.5
Boardings per Revenue Hour		98.6
Boardings per Trip		41
Number of Trips		3 a.m. / 3 p.m.
Schedule Adherence	On Time	62%
	Early	28%
	Late	10%

Ridership and Productivity

Route 68 generates 248 average daily boardings with an average of 41 boardings per trip throughout the day. This route is among the best utilized of the SamTrans school services. Ridership is higher in the mornings than in the afternoon. The three morning trips average 51 boardings per trip while the three afternoon departures average 32 boardings per trip. In the mornings there is a higher likelihood of standing loads.

Schedule Adherence

Route 68 is consistently on-time both in both arriving and departing Ralston Middle School.

Summary

Route 68 connects students residing in Belmont and San Mateo to Ralston Middle School with three trips in the morning and three trips in the afternoon. The school-based trips are heavily utilized with as many as 56 boardings per trip in the mornings. Better scheduling can also help provide more reliable on-time performance for the riders that use it to travel to school daily.

Figure 6-48 Route 68 Average Weekday Ridership Map – Eastbound

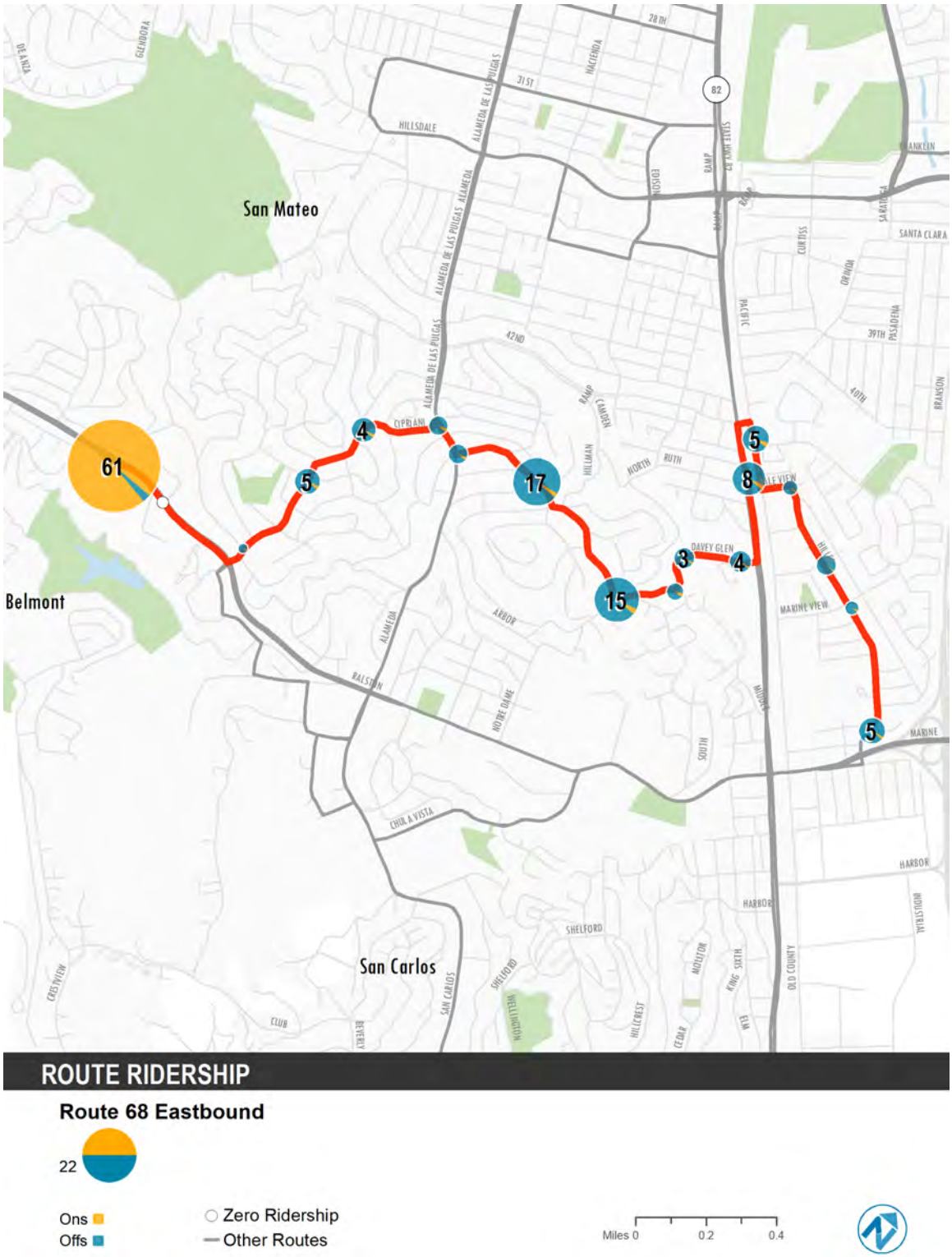
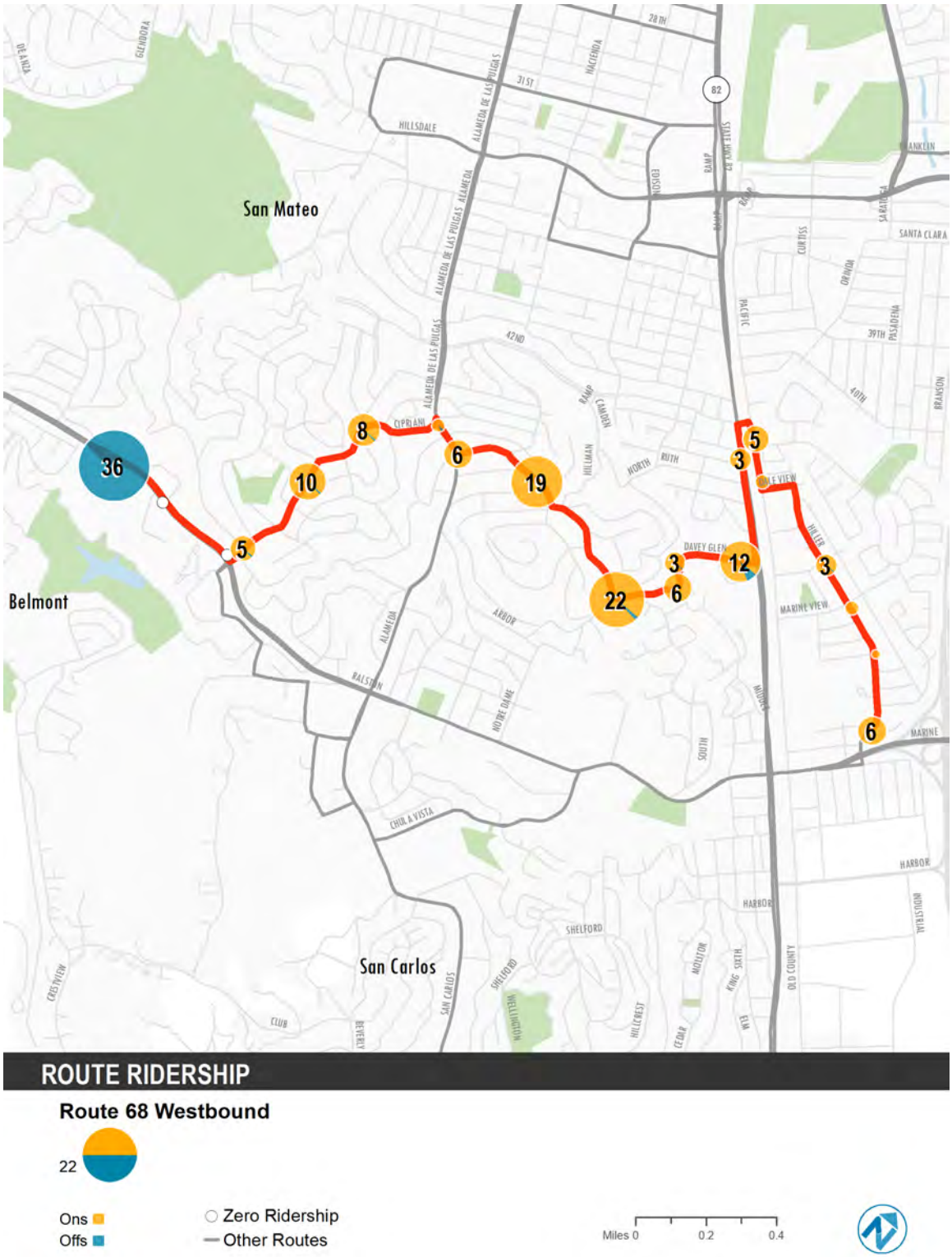


Figure 6-49 Route 68 Average Weekday Ridership Map – Westbound



ROUTE 72

Route 72 is a school-day only route that runs from Redwood City to Selby Lane Elementary School in Atherton. The service operates one morning trip and two afternoon return trips. The afternoon trip deviates to Woodside High School to serve those students as well.

Route Characteristics		
Weekday		
Morning Span		7:55 a.m. – 8:05 a.m.
Afternoon Span		2:45 p.m. – 3:55 p.m.
Boardings		71
Revenue Hours		0.5
Boardings per Revenue Hour		132.5
Boardings per Trip		24
Number of Trips		1 a.m. / 2 p.m.
Schedule Adherence	On Time	100%
	Early	0%
	Late	0%

Ridership and Productivity

Route 72 generates 71 average daily boardings with an average of 23 boardings per trip in the morning and 24 boardings per trip in the afternoon. With double the service in the afternoon, that means there are approximately twice as many riders on Route 72 in that time period compared to the mornings. The vast majority of the ridership is generated at Selby Lane Elementary School which shows that many students are finding alternative methods of traveling to school in the morning but are taking the bus back in the afternoons.

Schedule Adherence

Route 72 has among the best on-time performance in the SamTrans system with 100% of buses in both the directions arriving at all timepoints on-time. Most importantly, Route 72 arrives to Selby Lane Elementary School on time in both directions.

Summary

Route 72 runs from Redwood City to Selby Lane Elementary School in Atherton with one trip in the morning and two trips in the afternoon. With each trip generating at least 20 boardings, the route has relatively low utilization. Students are more likely to get dropped off by parents and others in the morning but are less likely to have that as an option in the early afternoon.

Figure 6-50 Route 72 Average Weekday Ridership Map – Eastbound

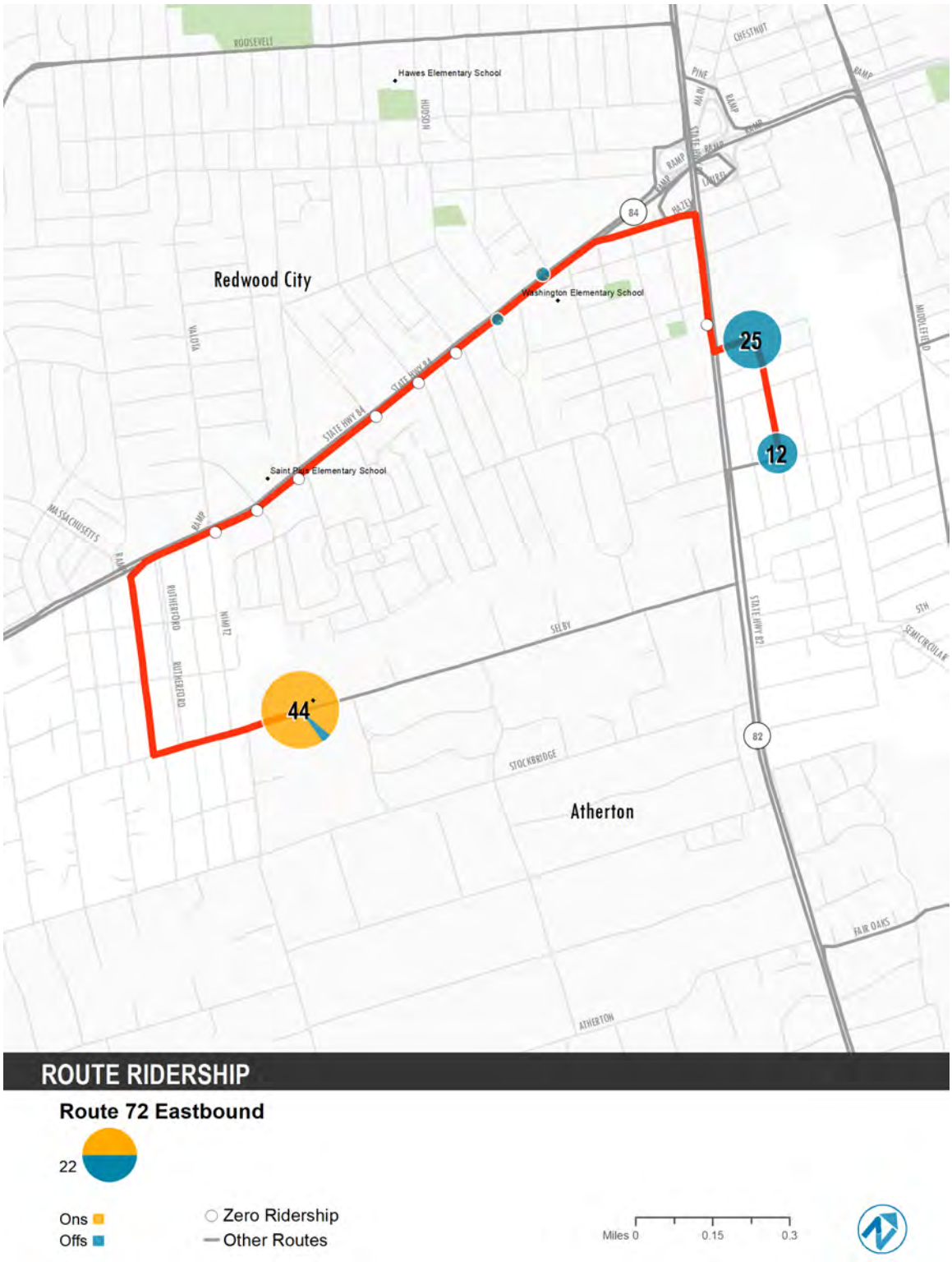


Figure 6-51 Route 72 Average Weekday Ridership Map – Westbound

ROUTE 73

Route 73 is a school-day only route that runs from San Carlos to Clifford Elementary School in Redwood City. There is one trip westbound to the school in the morning and one return trip in the afternoon. The afternoon service has a varied schedule on Wednesdays to be in line with the school release times.

Route Characteristics		
Weekday		
Morning Span		7:50 a.m. – 8:10 a.m.
Afternoon Span		2:45 p.m. – 3:00p.m.
Boardings		37
Revenue Hours		0.6
Boardings per Revenue Hour		65.0
Boardings per Trip		19
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	100%
	Early	0%
	Late	0%

Ridership and Productivity

Route 73 generates 37 average daily boardings, with 14 boardings on the morning trip and 23 boardings on the afternoon trip.

Schedule Adherence

Route 73 has solid on-time performances with 100% of buses in both the directions arriving at all timepoints on-time. Most importantly, buses arrive to Clifford Elementary School on time in both directions.

Summary

Route 73 runs from San Carlos to Clifford Elementary School in Redwood City with minimal service of one trip in the morning and one trip in the afternoon. Utilization is low, with just 19 boardings per trip.

Figure 6-52 Route 73 Average Weekday Ridership Map – Eastbound

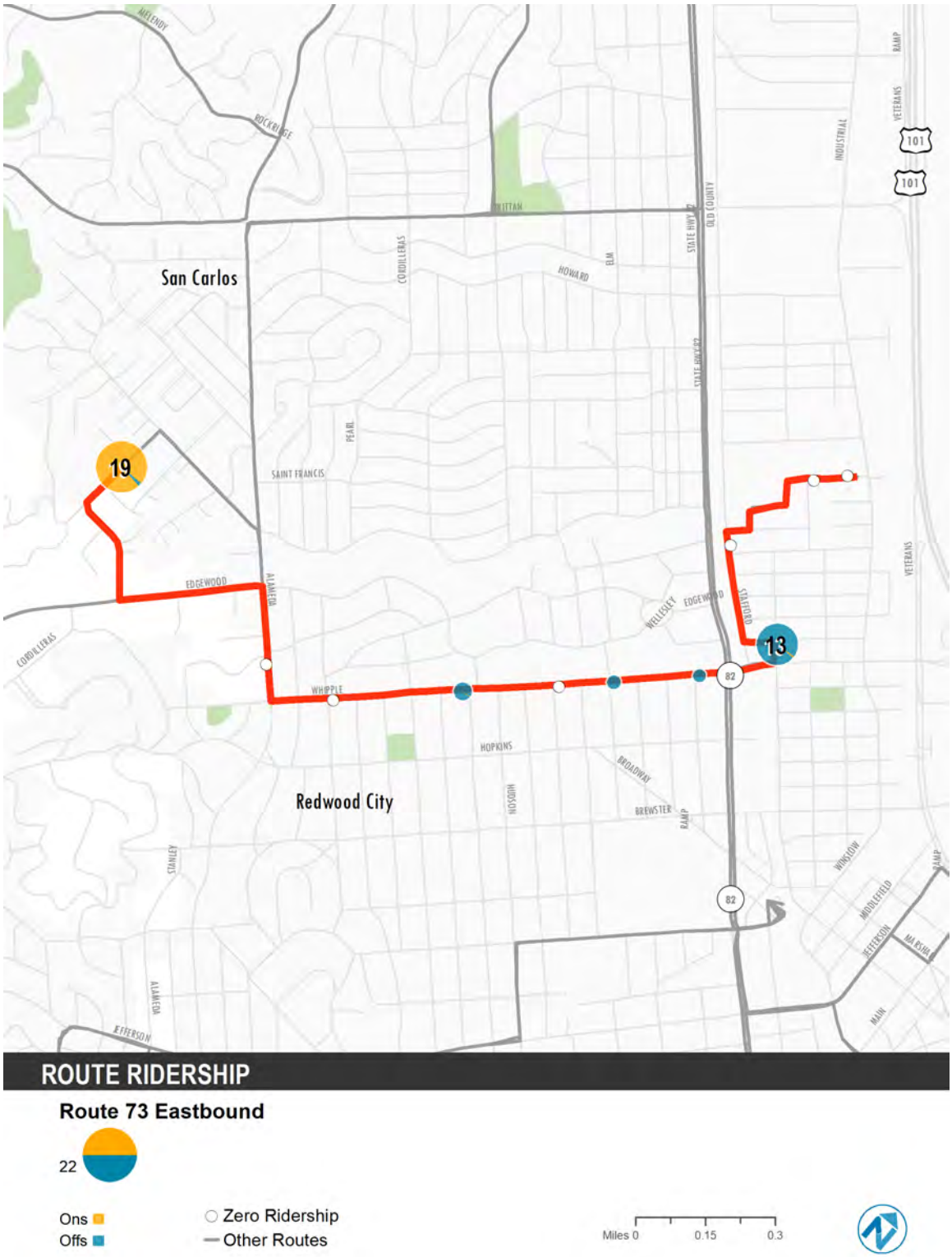
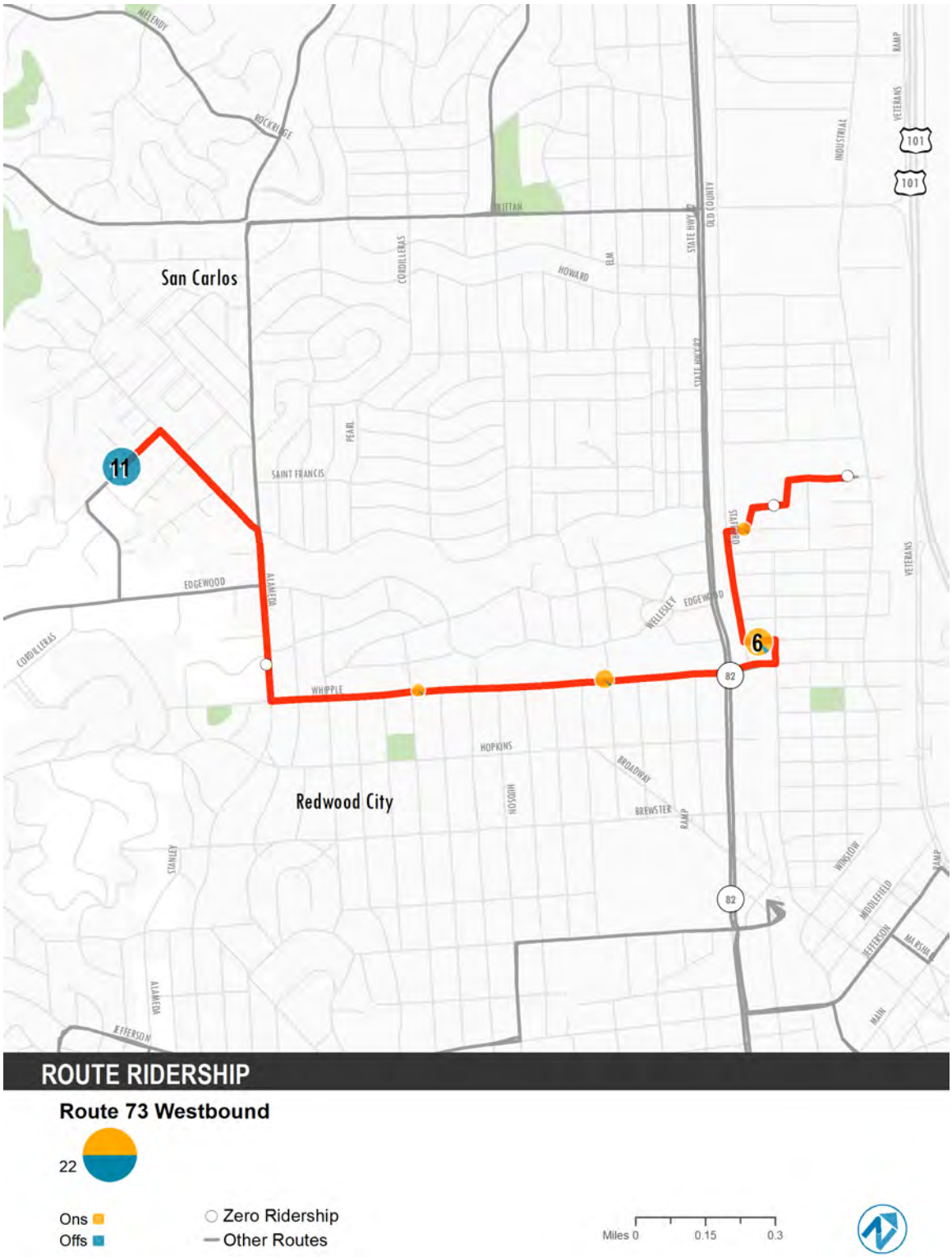


Figure 6-53 Route 73 Average Weekday Ridership Map – Westbound



ROUTE 79

Route 79 is a school-day only route that runs from Redwood City to Kennedy Middle School in Redwood City. There are three trips in the morning to Kennedy Middle School and two return trips in the afternoon. On Thursdays, the afternoon service runs on an earlier schedule to match the school release times.

Route Characteristics		
Weekday		
Morning Span		7:05 a.m. – 8:10 a.m.
Afternoon Span		3:15 p.m. – 4:40 a.m.
Boardings		100
Revenue Hours		2.1
Boardings per Revenue Hour		47.0
Boardings per Trip		20
Number of Trips		3 a.m. / 2 p.m.
Schedule Adherence	On Time	86%
	Early	14%
	Late	0%

Ridership and Productivity

Route 79 generates 100 average daily boardings, with an average of 16 boardings per trip in the morning and 26 boardings per trip in the afternoon. Demand on the morning trips are more evenly distributed with an average boarding per trip ranging from 10 to 24 boardings. However, in the afternoon the 3:16 p.m. trip generates 45 boardings while the 4:15 p.m. trip only generates an average of 6 boardings. The later afternoon service may be better utilized somewhere else in the SamTrans system.

Schedule Adherence

Route 79 has an on-time performance of 86% across all timepoints. All five trips on Route 79 arrive either on-time or early to Kennedy Middle School which is important for retaining riders on the service.

Summary

Route 79 runs in Redwood City to Kennedy Middle School with 5 trips each school day. There are potential standees on the 3:16 p.m. trip and significant underutilization of the 4:15 p.m. that could be reallocated to other uses in the SamTrans system.

Figure 6-54 Route 79 Average Weekday Ridership Map – Eastbound

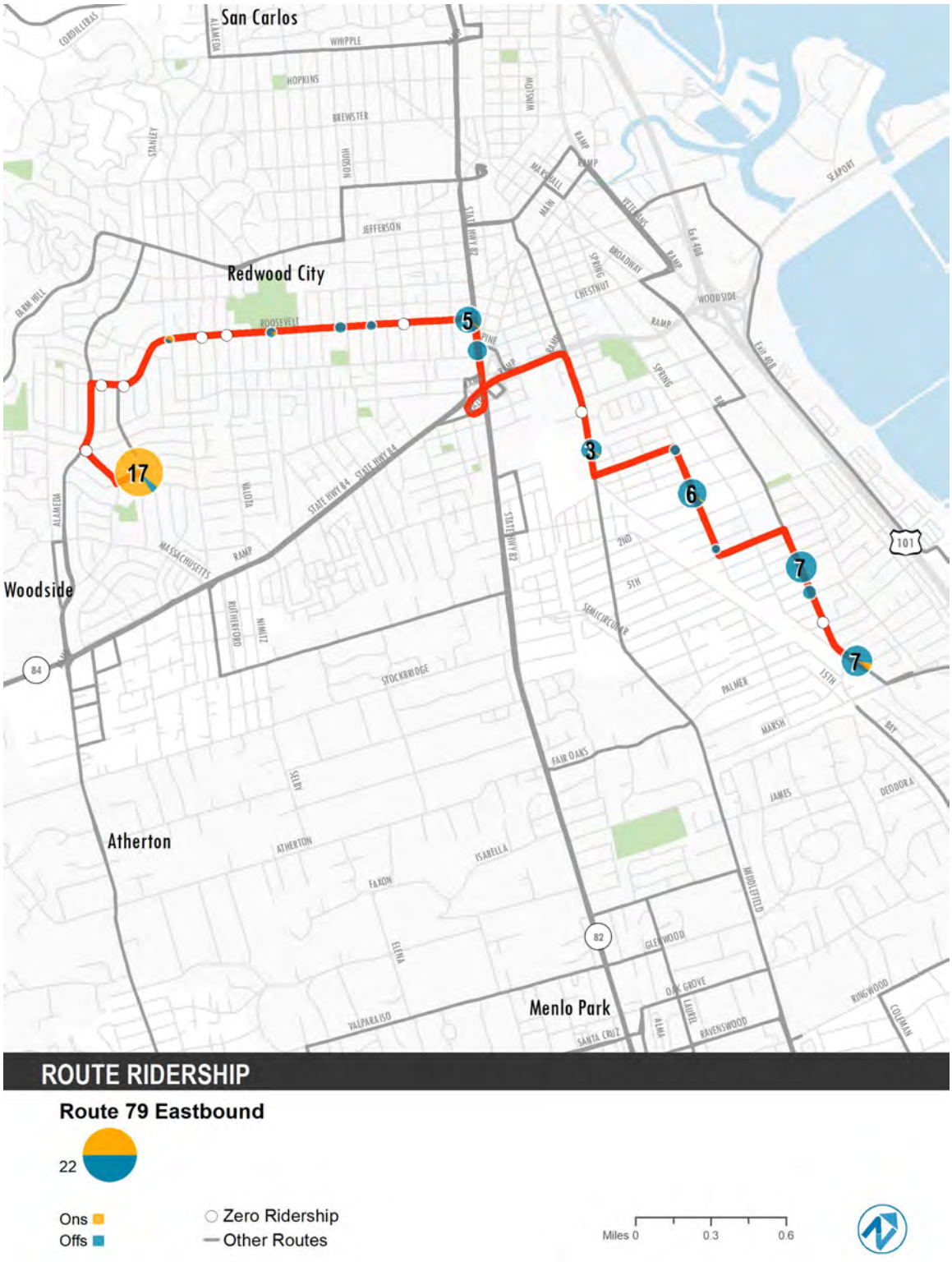
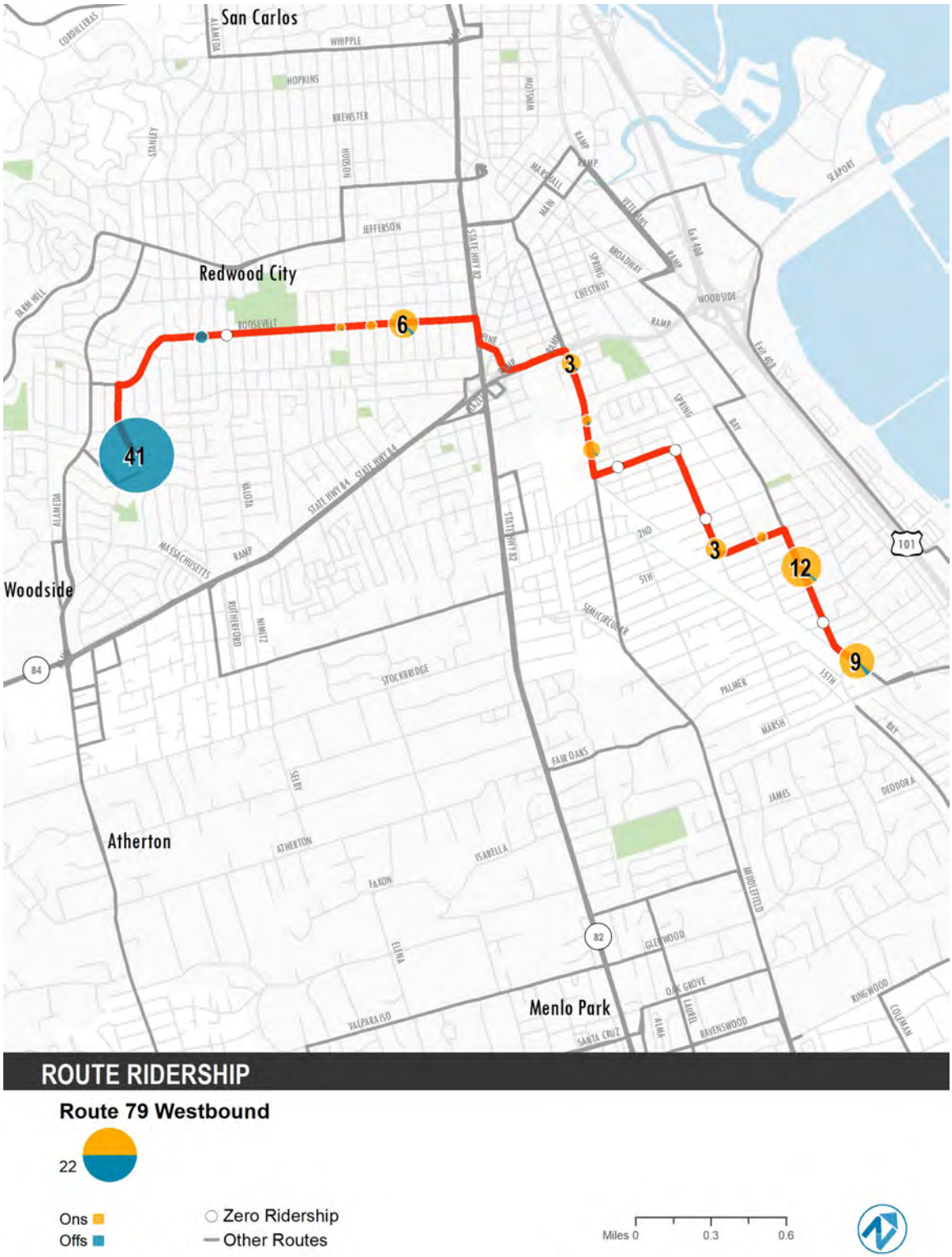


Figure 6-55 Route 79 Average Weekday Ridership Map – Westbound



ROUTE 80

Route 80 is school-day only route that travels through Menlo Park from Oak Knoll School to Hillview Middle School. There is one trip in the afternoon between the two schools. On Thursdays, the bus runs on an earlier schedule to match the school release times.

Route Characteristics		
Weekday		
Afternoon Span		3:10 p.m. – 3:30 p.m.
Boardings		11
Revenue Hours		0.3
Boardings per Revenue Hour		34.1
Boardings per Trip		11
Number of Trips		1 p.m.
Schedule Adherence	On Time	87%
	Early	13%
	Late	0%

Ridership and Productivity

Route 80 generates 11 average daily boardings on one trip in the afternoon. This is among the lowest ridership routes in the entire SamTrans system. Average utilization is also low with an average of 11 boardings per trip. There are no alightings in the westbound direction towards Hillview Middle School which may provide an opportunity for route restructuring.

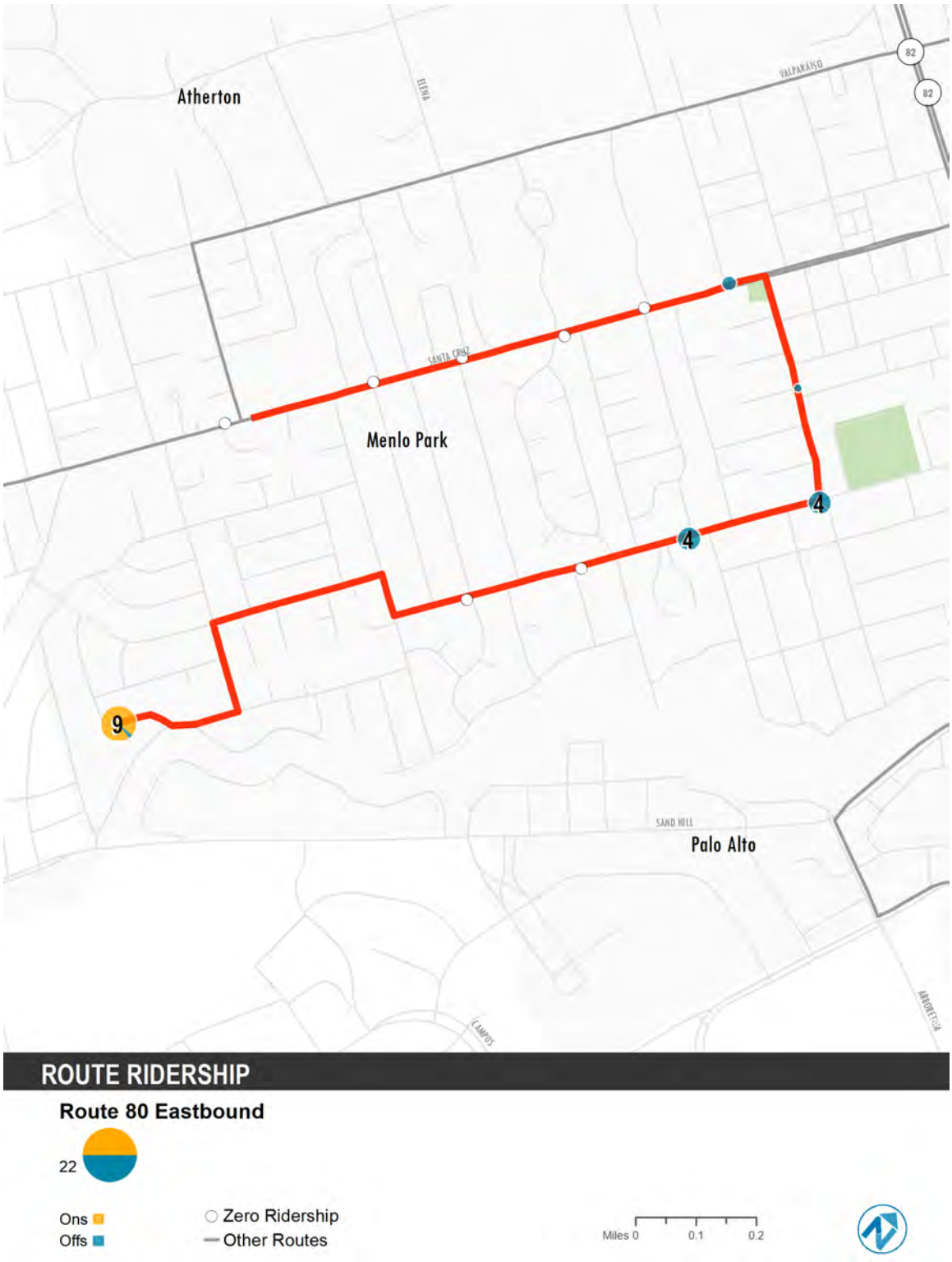
Schedule Adherence

Route 80 has an on-time performance of 87% across all timepoints. Early arrivals constitute 13% of all timepoints. Most importantly, Route 80 departs Hillview Middle School and Oak Knoll School on-time for 100% of the trips recorded.

Summary

Route 80 travels from Oak Knoll School to Hillview Middle School in Menlo Park. With only one trip in the afternoon that is in service for 20 minutes, it is among the shortest routes in the SamTrans system. Despite only generating 11 boardings per trip, the short length of the service generates a respectable 34.1 boardings per revenue hour. Importantly, Route 80 departs Hillview Middle School and Oak Knoll School on-time on a consistent basis.

Figure 6-56 Route 80 Average Weekday Ridership Map – Eastbound



Route 81

Route 81 is a school-day only trip that runs from East Palo Alto to Menlo-Atherton High School in Menlo Park. Much of Route 81 overlaps with service provided by Routes 280 and 296 in East Palo Alto.

Route Characteristics		
Weekday		
Morning Span		6:45 a.m. – 9:10 a.m.
Afternoon Span		3:25 p.m. – 4:10 p.m.
Boardings		39
Revenue Hours		2.3
Boardings per Revenue Hour		16.5
Boardings per Trip		13
Number of Trips		2 a.m. trip/ 1 p.m. trips
Off-Number of Trips		N/A
Schedule Adherence	On Time	71%
	Early	0%
	Late	29%

Ridership and Productivity

Route 81 generates 39 average daily boardings with more demand in the afternoons than the morning. There are two trips in the morning that average 7 boardings per trip. In the afternoon there is one trip that averages 24 boardings per trip. There is a significant investment being made to provide morning trips that is serving a very small ridership base.

Schedule Adherence

Route 81 has below average on-time performance with 71% on-time arrivals across all timepoints. Late arrivals constitute 29% of all total stops. However, Route 81 is successful in arriving and departing on-time at Menlo-Atherton High School 100% of the time. This allows students to rely on the published schedules to get to school on time and leave school when expected.

Summary

Route 81 primarily serves students residing in East Palo Alto that attend Menlo-Atherton High School in Menlo Park. The two morning trips are underperforming with an average of 7 boardings per trip. However, the one afternoon trip is better utilized with an average of 24 boardings per trip. Students are more likely to get dropped off by parents and others in the morning but are less likely to have that as an option in the early afternoon. Existing Route 81 morning trip resources may be better utilized on other routes in the SamTrans system.

Figure 6-57 Route 81 Average Weekday Ridership Map – Eastbound

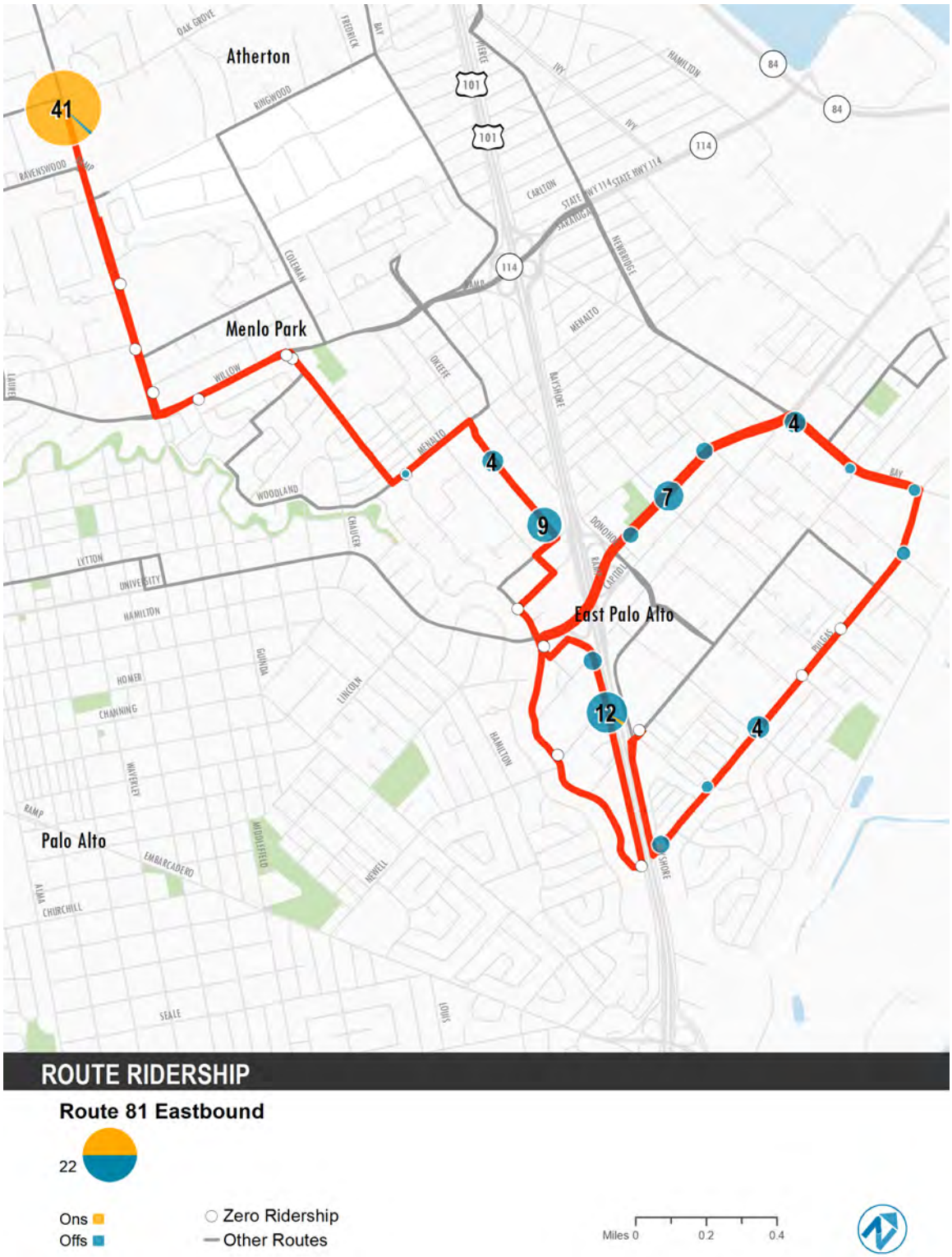
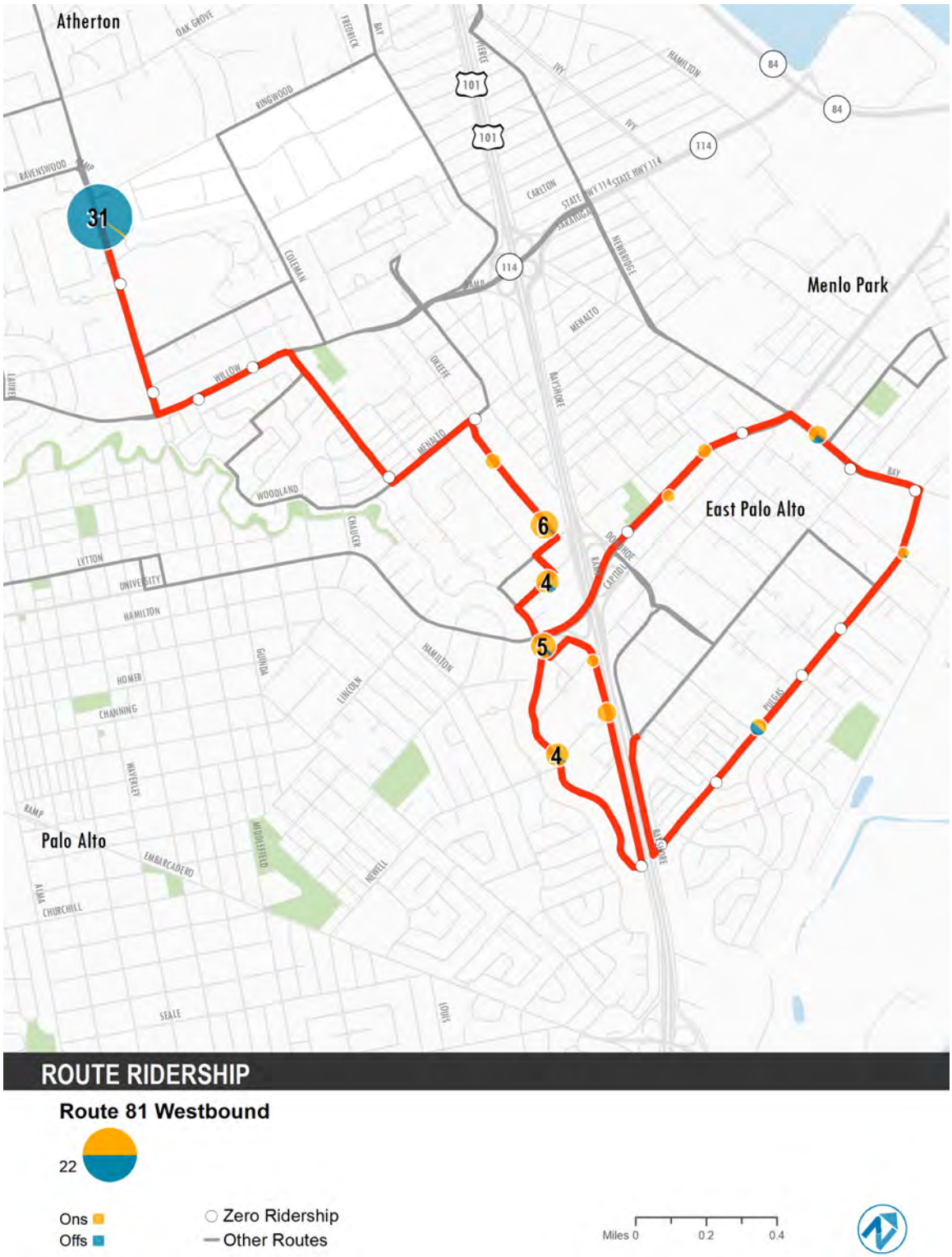


Figure 6-58 Route 81 Average Weekday Ridership Map – Westbound



ROUTE 82

This is a school-day only route that runs within Menlo Park to Hillview Middle School. There is one trip in the morning and one trip in the afternoon. The afternoon service runs on a slightly different route than the morning service and has a varied schedule on Wednesdays and Thursdays to match release schedules at Hillview Middle School.

Route Characteristics		
Weekday		
Morning Span		7:40 a.m. – 8:10 a.m.
Afternoon Span		3:15 p.m. – 3:45 p.m.
Boardings		74
Revenue Hours		0.9
Boardings per Revenue Hour		77.5
Boardings per Trip		37
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	50%
	Early	10%
	Late	40%

Ridership and Productivity

Route 82 generates 74 average daily boardings which translates to 37 boardings per trip. Utilization is consistent across the morning and afternoon trips.

Schedule Adherence

Route 82 has below average on-time performance with 50% on-time arrivals across all timepoints. However, late trips are concentrated in the afternoon at timepoints after Hillview Middle School. Most importantly, Route 82 arrived to Hillview Middle School on-time for 100% of the recorded trips and departed Hillview Middle School 100% of the time as well.

Summary

Route 82 connects students in Menlo Park to Hillview Middle School with one trip in the morning and one trip in the afternoon. Among school routes, this service is among the most efficient with an average of 37 boardings per trip. Although there are on-time performance issues in the afternoon, Route 82 arrives and departs Hillview Middle School on-time which is the most important consideration for students.

Figure 6-59 Route 82 Average Weekday Ridership Map – Eastbound

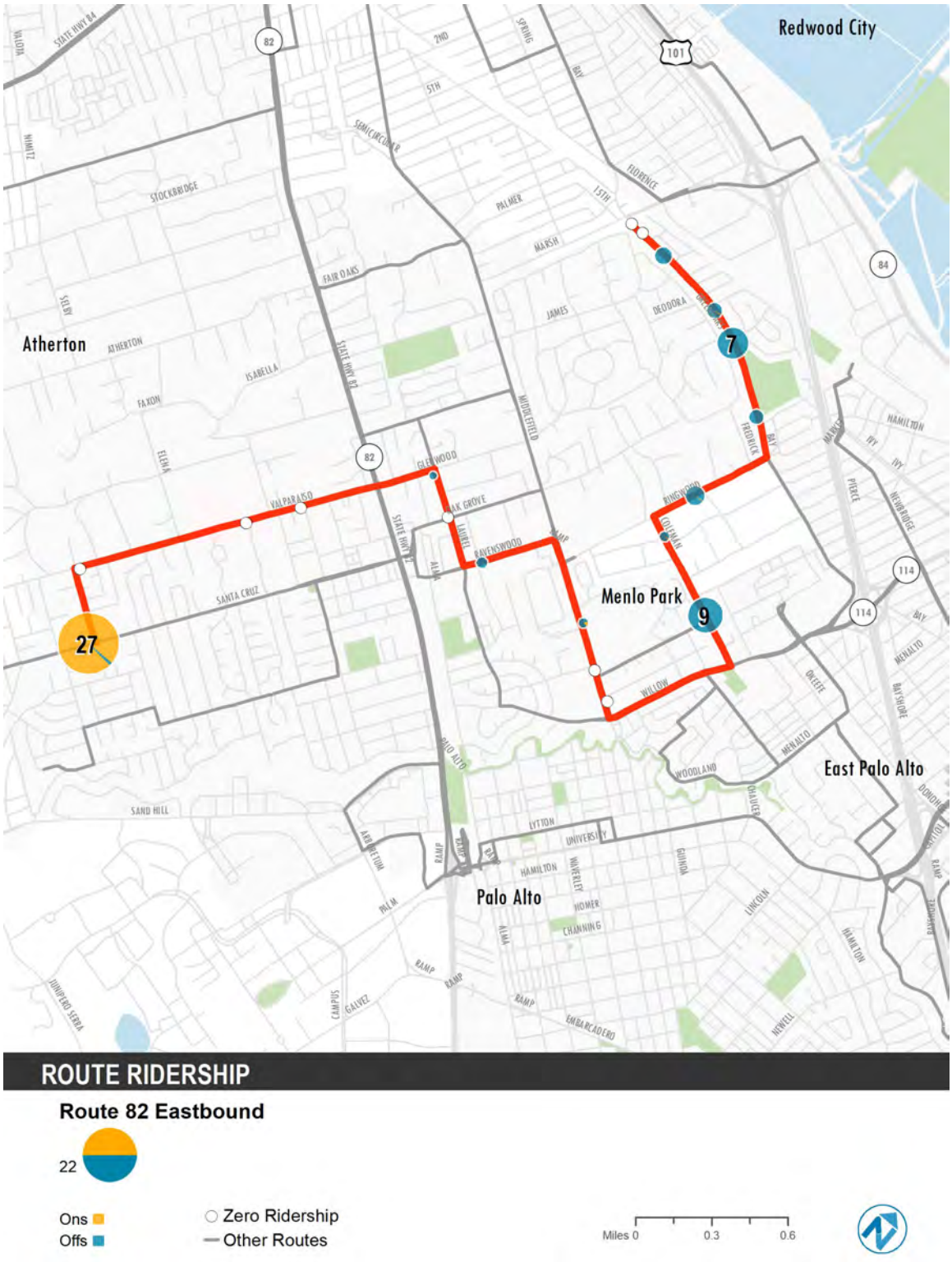
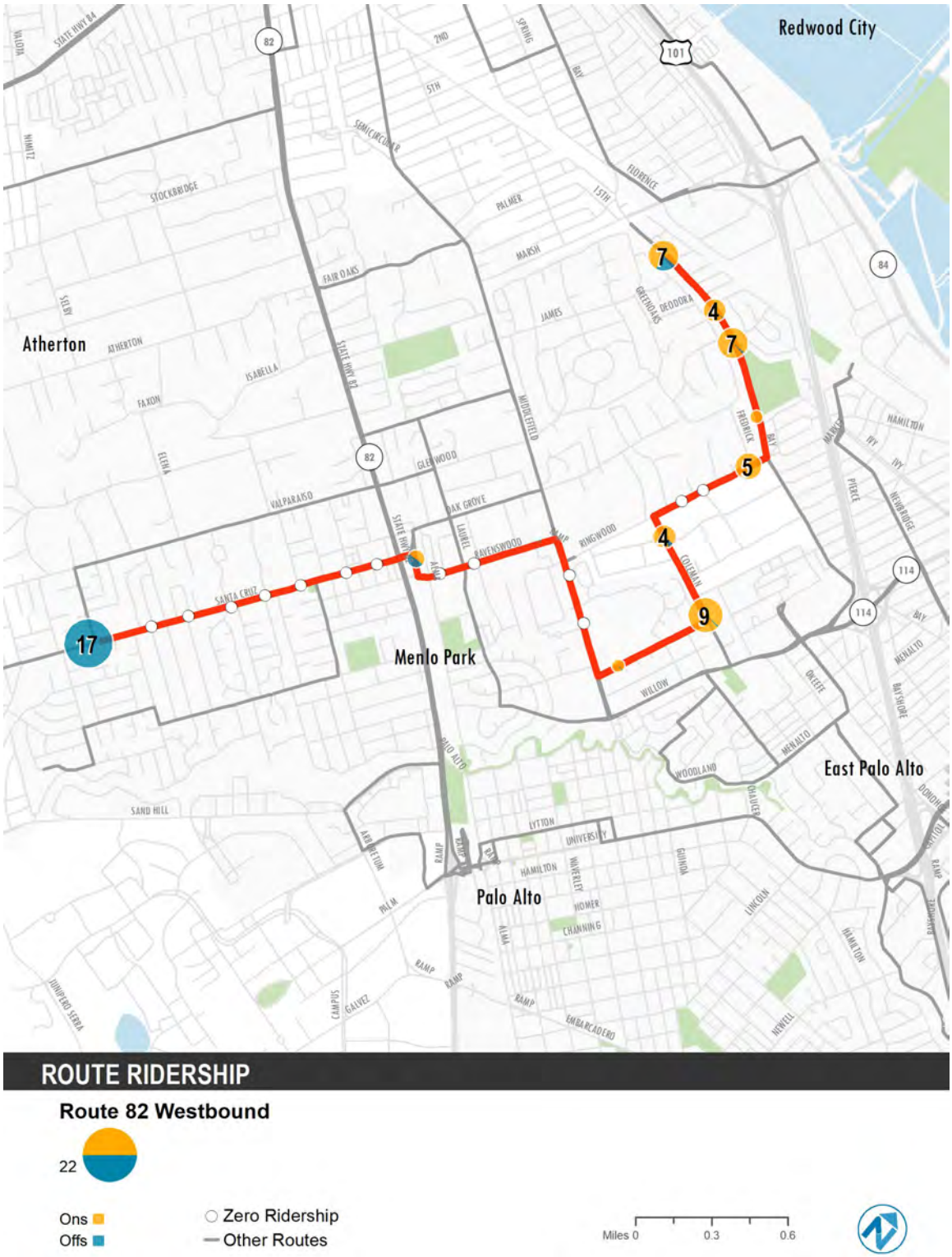


Figure 6-60 Route 82 Average Weekday Ridership Map – Westbound



ROUTE 83

Route 83 is a school day-only route that runs in Menlo Park to Hillview Middle School. There are three morning trips to Hillview Middle School. There are 2 trips in the afternoon to drop students off from Hillview Middle School. Service departs earlier on Wednesdays and Thursdays to match the release schedule of Hillview Middle School.

Route Characteristics		
Weekday		
Morning Span		7:20 a.m. – 8:10 a.m.
Afternoon Span		3:20 p.m. – 4:05 p.m.
Boardings		119
Revenue Hours		3.6
Boardings per Revenue Hour		33.3
Boardings per Trip		24
Number of Trips		3 a.m. / 2 p.m.
Schedule Adherence	On Time	86%
	Early	8%
	Late	6%

Ridership and Productivity

With 119 average daily boardings, this route is an above average school-oriented service. Morning trips average 25 boardings and afternoon trips average 22 boardings. Ridership is concentrated at Hillview Middle School with activity spread out along all other stops in the residential neighborhoods of Menlo Park.

Schedule Adherence

Route 83 has average on-time performance with 86% on-time arrivals across all timepoints. Late and early arrivals constitute 14% of all total stops. Most importantly Route 83 arrives and departs Hillview Middle School on-time for all 5 trips on average.

Summary

Route 83 provides a robust school trip service between residential neighborhoods in Menlo Park and Hillview Middle School. With 5 total daily trips, Route 83 is among the highest ridership school routes SamTrans operates. With an average of 24 boardings per trip, Route 83 is also among the most productive school routes. Despite the high ridership, Route 83 maintains a high on-time performance and arrives at Hillview Middle School when the schedule says the bus will arrive, an important factor in attracting and retaining students as riders.

Figure 6-61 Route 83 Average Weekday Ridership Map – Eastbound

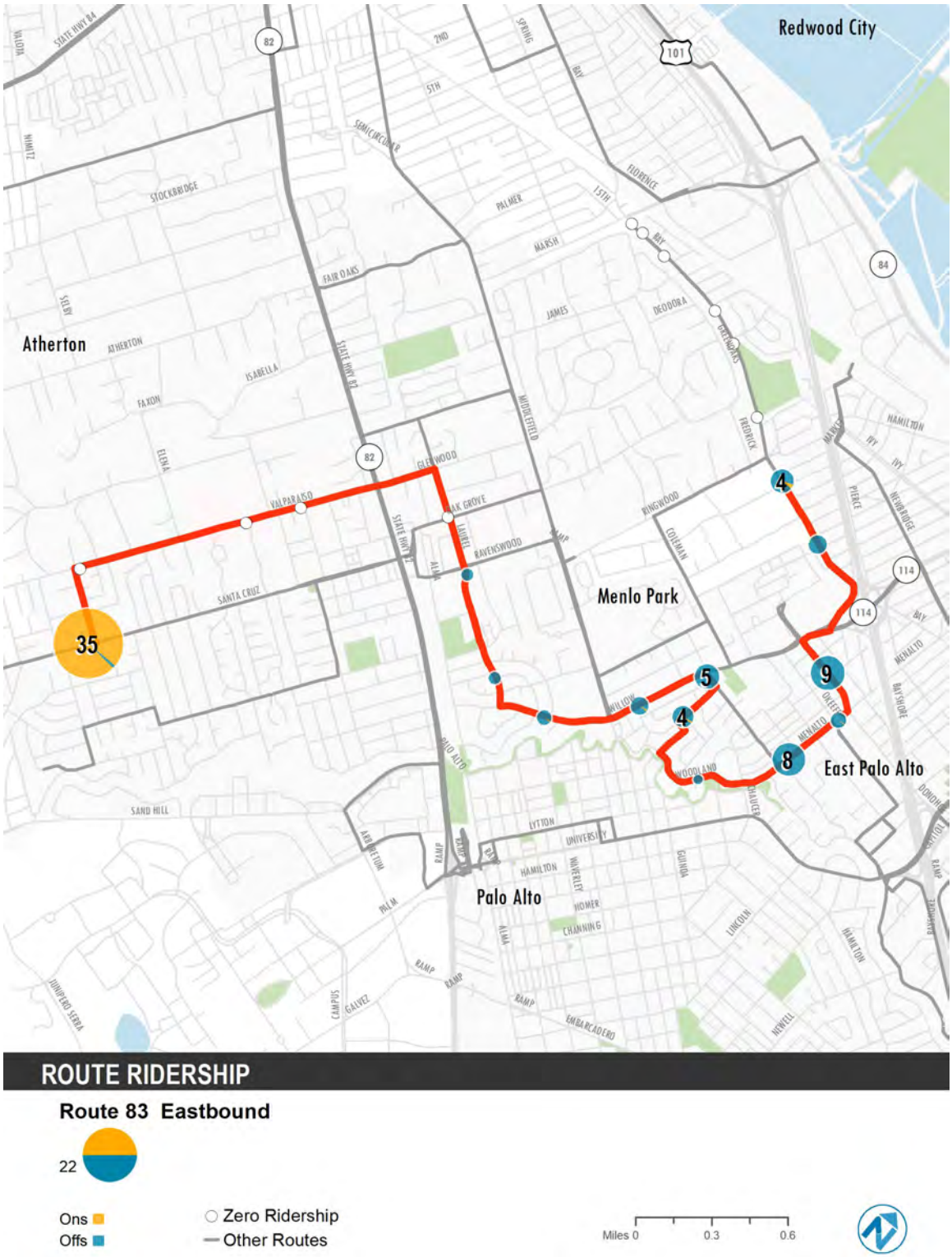
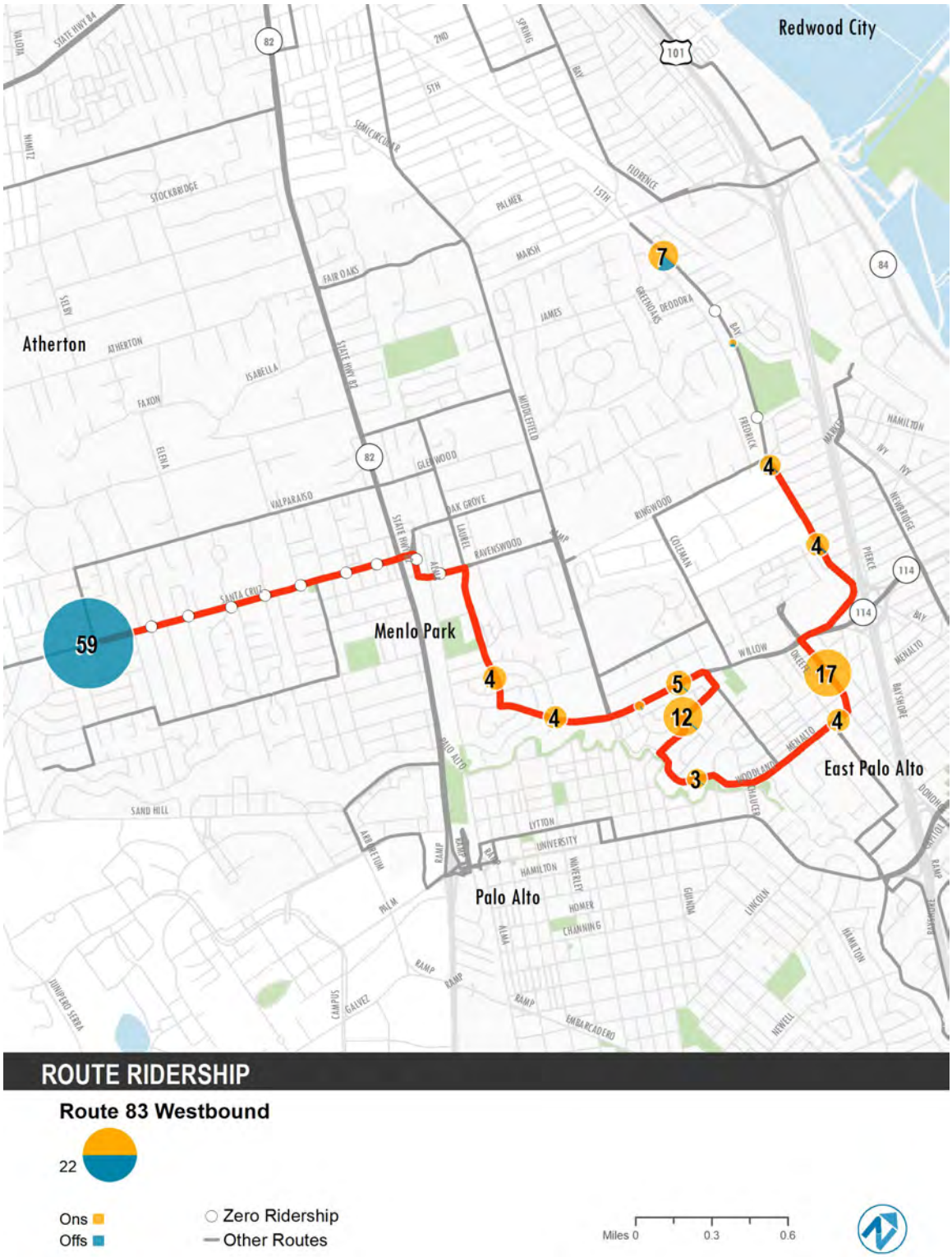


Figure 6-62 Route 83 Average Weekday Ridership Map – Westbound



ROUTE 84

Route 84 is a school-day only route, that runs through Menlo Park to Hillview Middle. The alignment overlaps Route 82 between Menlo Park Caltrain and Hillview Middle School. There is one trip in in the morning and one trip in the afternoon. The afternoon trip operates on a modified early schedule on Wednesdays and Thursdays to match the release schedules of Hillview Middle School.

Route Characteristics		
Weekday		
Morning Span		7:40 a.m. – 8:10 a.m.
Afternoon Span		3:20 p.m. – 3:55 p.m.
Boardings		25
Revenue Hours		1.1
Boardings per Revenue Hour		24.1
Boardings per Trip		13
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	100%
	Early	0%
	Late	0%

Ridership and Productivity

Route 84 generates 25 average daily boardings or an average of 13 boardings per trip. This low utilization is consistent across the morning and afternoon trip. Ridership is concentrated at Hillview Middle School with activity evenly distributed along the rest of the service as students disembark and board near their homes in the residential neighborhoods of Menlo Park.

Schedule Adherence

Route 84 has high on-time performance with 100% of buses in both directions arriving at all timepoints on-time, including Hillview Middle School.

Summary

Route 84 primarily serves students that attend Hillview Middle School in Menlo Park and has low utilization with an average of 13 boardings per trip. The route has significant overlap with route 82 through Menlo Park and past Hillview Middle School.

Figure 6-63 Route 84 Average Weekday Ridership Map – Eastbound

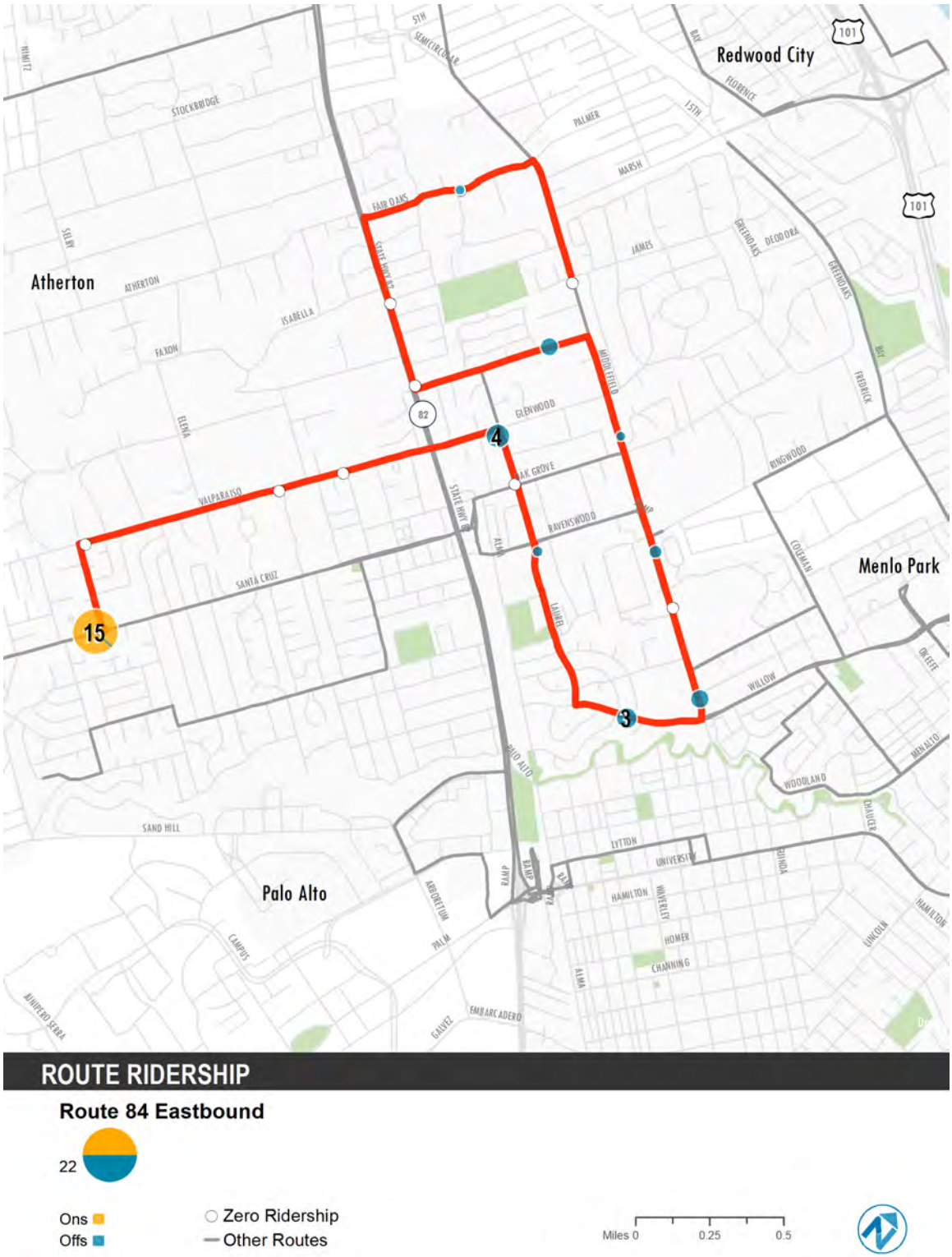


Figure 6-64 Route 84 Average Weekday Ridership Map – Westbound

ROUTE 85

Route 85 is a school-day only route that runs from Portola Valley to Ormondale Elementary School and Corte Madera School. It is not a linear route and makes three deviations along the route. It has one trip in each direction. On Wednesdays, the afternoon service runs two afternoon trips to match the different release schedules of Corte Madera School and Ormondale Elementary School.

Route Characteristics		
Weekday		
Morning Span		7:10 a.m. – 7:55 a.m.
Afternoon Span		2:55 p.m. – 3:45 p.m.
Boardings		30
Revenue Hours		1.6
Boardings per Revenue Hour		18.8
Boardings per Trip		15
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	87%
	Early	13%
	Late	0%

Ridership and Productivity

Route 85 attracts 30 boardings on weekdays with an average of 15 boardings per trip. Demand is similar in the mornings and afternoons with 13 boardings in the morning and 17 boardings in the afternoon.

Ridership is very low in Woodside with an average of 0f boardings in this segment of the route. Corte Madera is a greater generator of boardings with 11 boardings in the afternoon compared to Ormondale Elementary School which generates 5 boardings in the afternoon.

Schedule Adherence

Route 85 has average on-time performance with 88% on-time arrivals across all timepoints. Early arrivals constitute 12% of all total stops, with no late arrivals. Most importantly, Route 85 arrives and departs from Corte Madera School and Ormondale Elementary School on-time 100% of the time.

Summary

Route 85 connects residential neighborhoods in Woodside and Portola Valley to Corte Madera School and Ormondale Elementary School with one trip in the morning and one trip in the afternoon. The route has an average of 15 boardings per trip, which is less than desirable for fixed-route service.

Figure 6-65 Route 85 Average Weekday Ridership Map – Eastbound

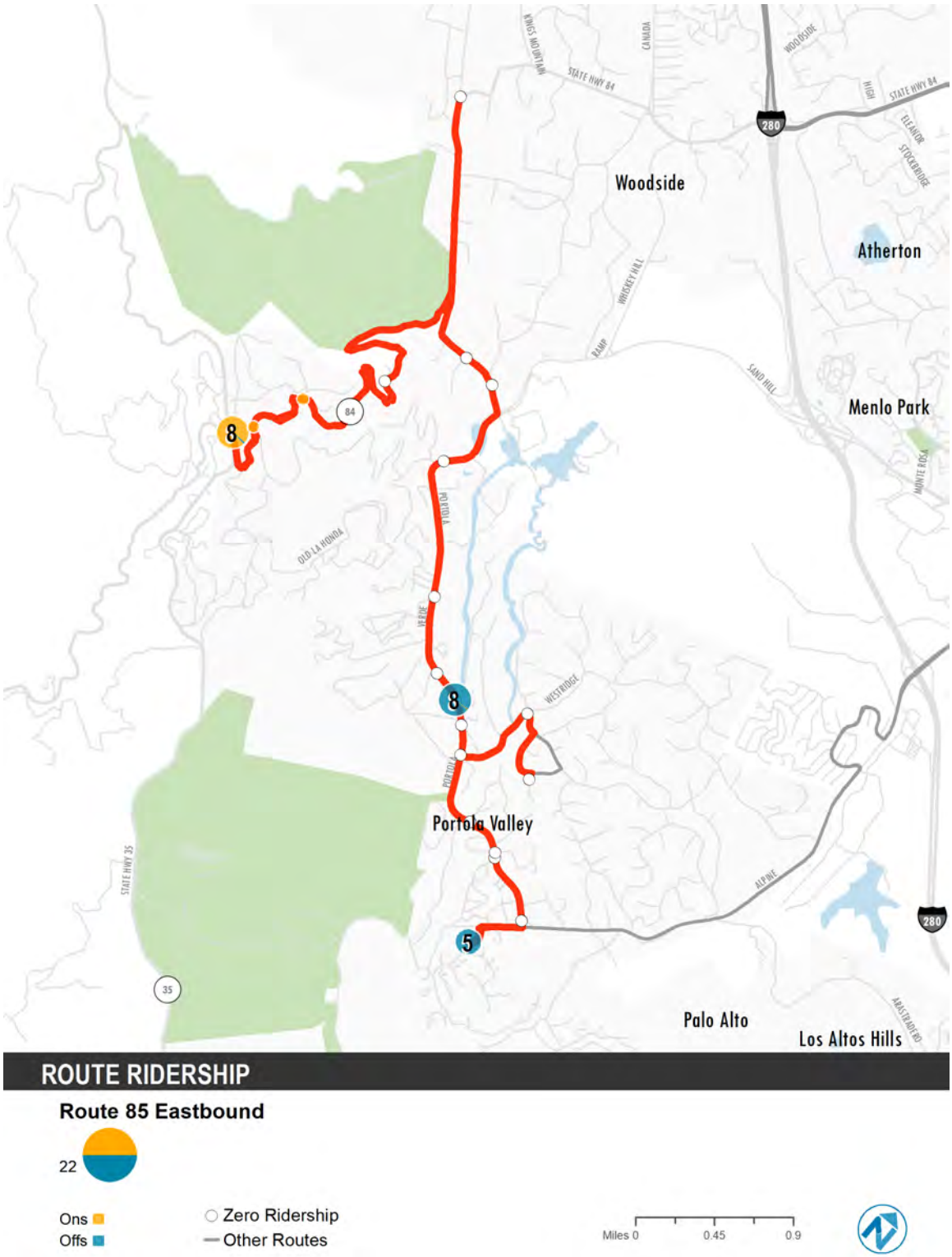
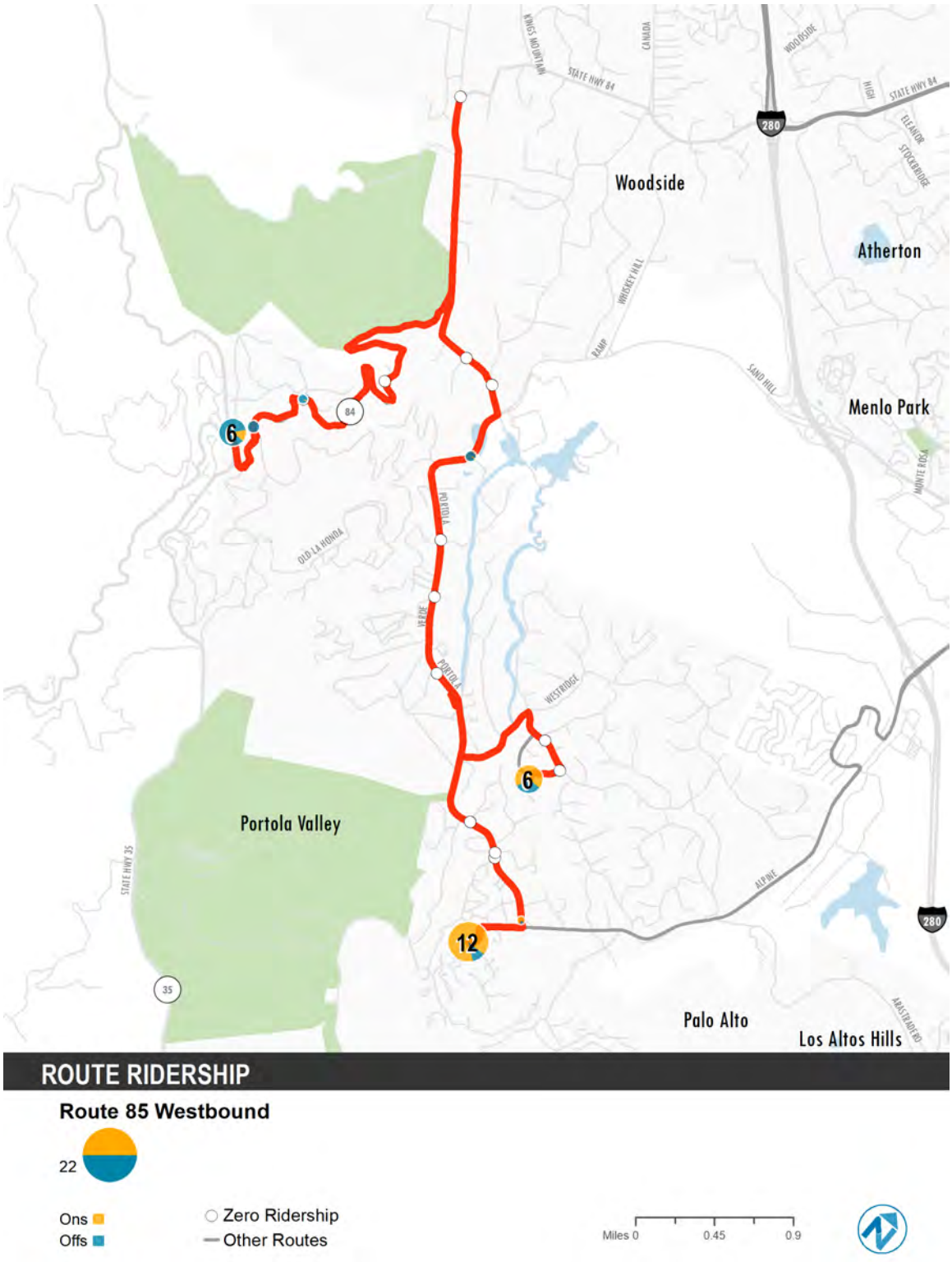


Figure 6-66 Route 85 Average Weekday Ridership Map – Westbound



ROUTE 87

Route 87 is a school-day route that runs between Portola Valley to Ormondale Elementary and Woodside High School. Route 87 overlaps with Route 85 through Portola Valley to Ormondale Elementary but does not pass Woodside High School. There is one trip the morning and one trip in the afternoon. On Wednesdays, the afternoon trip departs earlier to match school release schedules.

Route Characteristics		
Weekday		
Morning Span		7:00 a.m. – 7:35 a.m.
Afternoon Span		3:25 p.m. – 4:00 p.m.
Boardings		22
Revenue Hours		1.2
Boardings per Revenue Hour		19.0
Boardings per Trip		11
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	80%
	Early	0%
	Late	20%

Ridership and Productivity

Route 87 averages 22 daily boardings or 11 boardings per trip. Demand is stronger in the afternoon when there are an average of 18 boardings than in the morning when there are an average of only 4 boardings. Additionally, despite being advertised as serving Ormondale Elementary, there is an average of 0 boardings and alightings at the school. Ridership activity is primarily oriented around Woodside High School.

Schedule Adherence

Route 87 has an on-time performance of 80% across all timepoints. Late arrivals constitute 20% of all timepoints, with no early arrivals. Service arrives and departs Woodside High School on-time which is important to attract students as riders.

Summary

This route runs from Portola Valley to Woodside High School with one trip in the morning and one trip in the afternoon. Utilization is low on both morning and afternoon trips. Morning service may be better utilized on other routes in the SamTrans system.

Figure 6-67 Route 87 Average Weekday Ridership Map – Eastbound

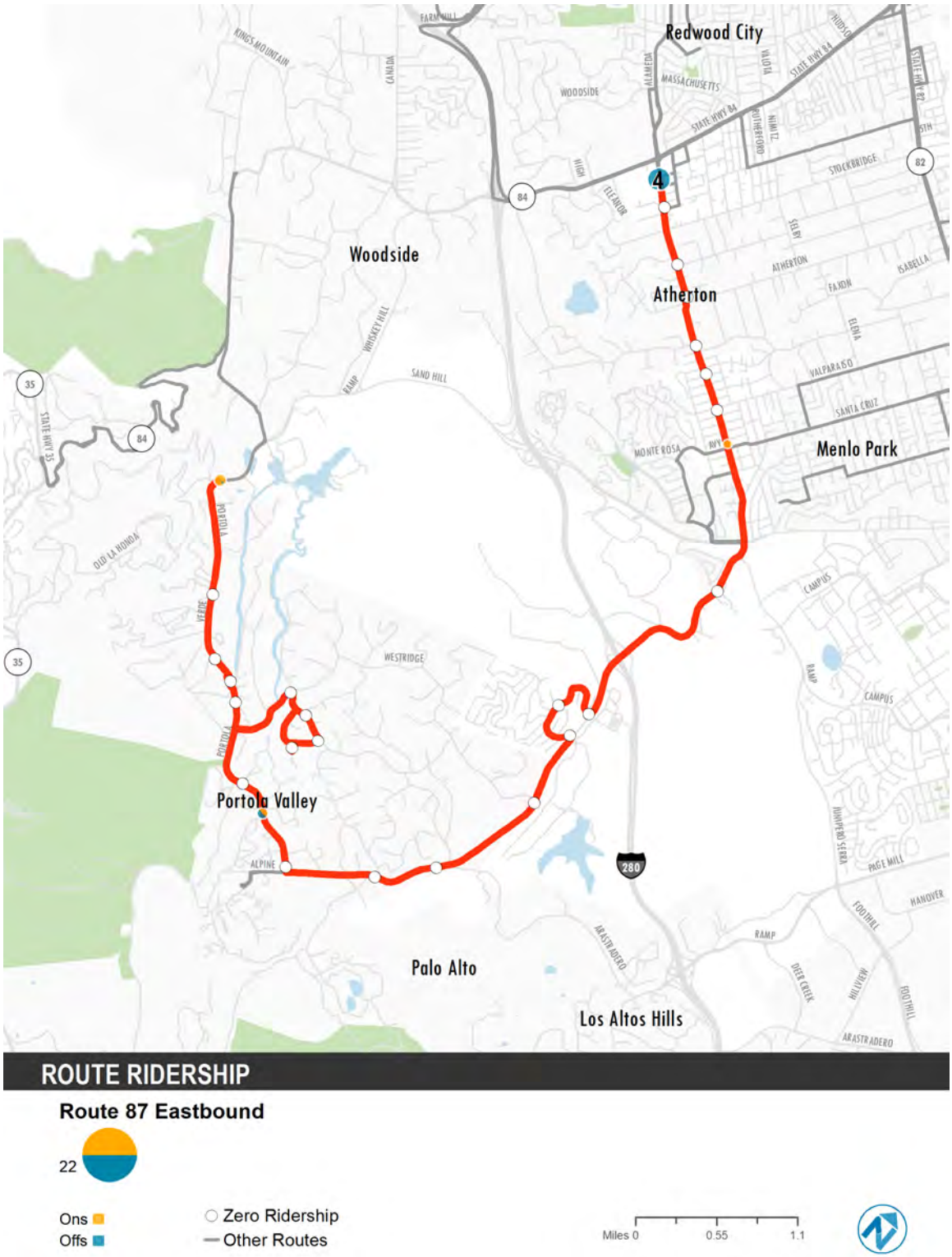
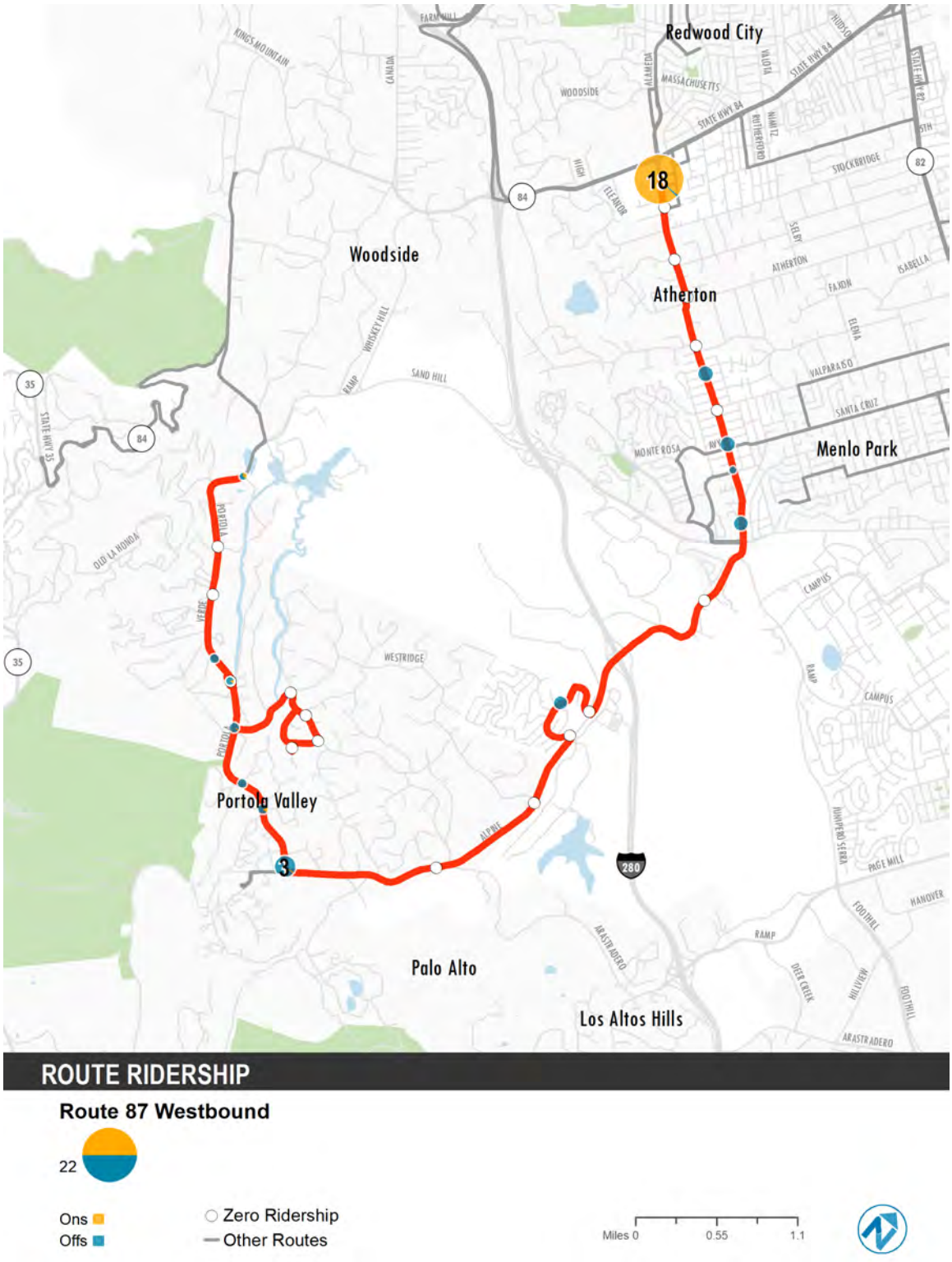


Figure 6-68 Route 87 Average Weekday Ridership Map – Westbound



ROUTE 88

Route 88 is a school-day only route that connects Menlo Park to Encinal Elementary School. There is some service overlap with Route 83 and Route 84, however these routes serve different schools in the community. It has one trip in the morning and one trip in the afternoon timed with the school schedule.

Route Characteristics		
Weekday		
Morning Span		7:25 a.m. – 8:00 a.m.
Afternoon Span		3:10 p.m. – 3:45 p.m.
Boardings		22
Revenue Hours		1.1
Boardings per Revenue Hour		20.6
Boardings per Trip		11
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	100%
	Early	0%
	Late	0%

Ridership and Productivity

With 22 average daily boardings, this is a below average ridership route. In the mornings Route 88 attracts an average of only 5 boardings per trip. Afternoon service from Encinal Elementary School serves more riders with an average of 17 boardings on this trip.

Schedule Adherence

This route has strong on-time performance, with buses arriving to Encinal Elementary School on time for all trips in both directions.

Summary

This route runs from Encinal Elementary School in Atherton to residential neighborhoods in Menlo Park. Route 88 has low utilization with an average of 11 boardings per trip, which is even lower in the morning.

Figure 6-69 Route 88 Average Weekday Ridership Map – Eastbound

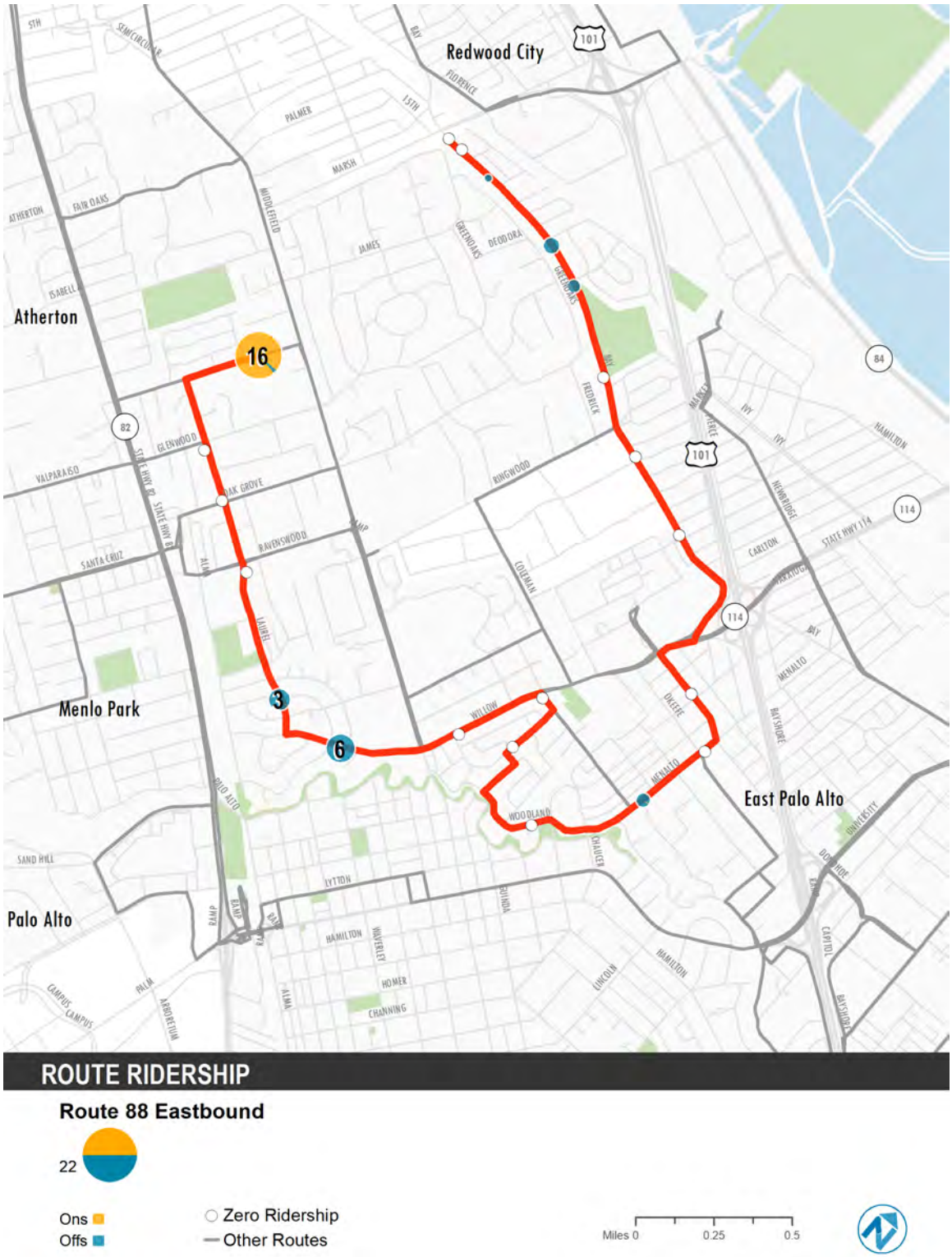


Figure 6-70 Route 88 Average Weekday Ridership Map – Westbound

ROUTE 95

Route 95 is a school day only route that connects Redwood City Transit Center to Carlmont High School in Belmont. Additional schools that fall on this route include Tierra Linda Middle School, Mariposa Upper Elementary School and Carlmont High School. Route 95 shares a significant portion of its alignment with Route 295 which is an all-day service. Service operates once in the morning and once in the afternoon. Afternoon service departs an hour early on Wednesdays to coincide with school end times.

Route Characteristics		
Weekday		
Morning Span		7:45 a.m. – 8:00 a.m.
Afternoon Span		3:20 p.m. – 3:35 p.m.
Boardings		35
Revenue Hours		0.5
Boardings per Revenue Hour		67.3
Boardings per Trip		18
Number of Trips		1 a.m. / 1 p.m.
Schedule Adherence	On Time	50%
	Early	0%
	Late	50%

Ridership and Productivity

This route has low utilization with an average of 18 boardings per trip. Morning service averages 23 boardings, while afternoon utilization is lower with 12 boardings. Students may be finding other ways to travel home instead of using the same service in the afternoon.

Schedule Adherence

Route 95 has among the lowest on-time performance of all SamTrans services with 50% on-time arrivals across all timepoints. Specifically, service is late in the morning in arriving at Carlmont High School. On average, Route 95 arrives 7 minutes late at this timepoint in the morning which makes it difficult for students to rely on the service. In the afternoons Route 95 departs Carlmont High School on time but is late at subsequent timepoints. This pattern results in an on-time performance of only 33% in the afternoons.

Summary

This route connects Carlmont High School in Belmont with residential neighborhoods in Redwood City and connecting routes at Redwood City Transit Center. On average there are 23 passengers on the one morning trip and 12 passengers on the one afternoon trip which is below system average for school-oriented service. Additionally, there are on-time performance issues with Route 95 with trips arriving late to school start times as a major concern.

Figure 6-71 Route 95 Average Weekday Ridership Map – Northbound

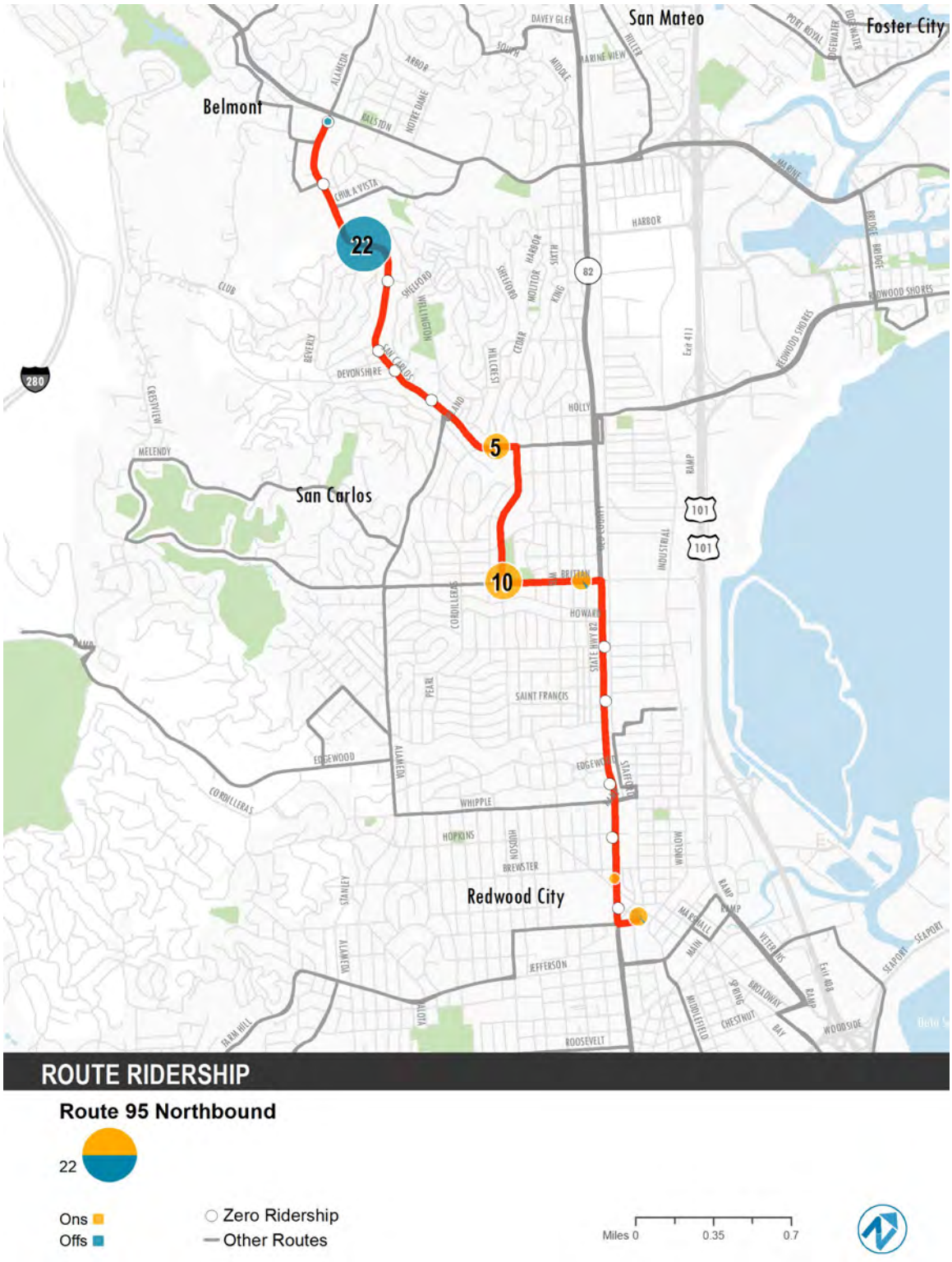
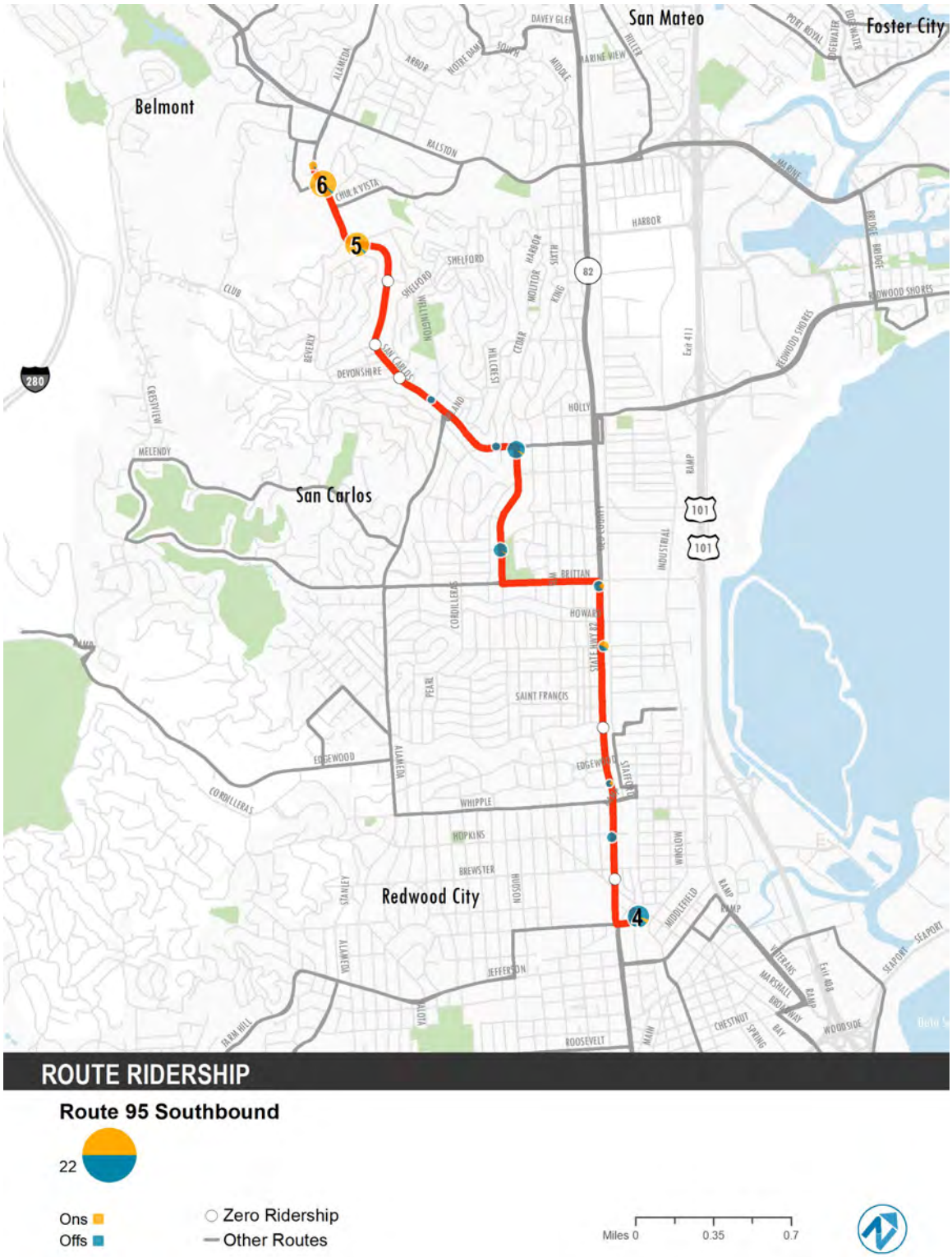


Figure 6-72 Route 95 Average Weekday Ridership Map – Southbound



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APPENDIX B:

BUS NETWORK ALTERNATIVES

Detailed Route Changes included in Alternatives Phase

Route 17 – Linda Mar Park & Ride - Miramontes / Moonridge

Existing Service

Route 17 is a below average productivity route that provides coverage to lower-density areas along the Coast between Pacifica and Half Moon Bay. Pescadero, south of Half Moon Bay, gets limited service to provide lifeline connections from that community. Weekend service is only every two hours. Higher frequency service was a top request during public outreach.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This option simplifies the route to operate with fewer deviations off US Highway 1. Route deviations with lower ridership would be removed, including Sunshine Valley Road, 6th Street, Seton Coastside Medical Center, Cañada Cove, and the extension to Pescadero. Riders from 6th Street, Seton Coastside Medical Center, and Cañada Cove would still be able to access Route 17 with a longer walk. Riders in Pescadero would be able to use SamCoast service. School service on Route 18 would not change.

Resources saved by reducing deviations on Route 17 would be reinvested in better weekend service. With the deviations removed, Route 17 would operate every 60 minutes on Saturdays and Sundays.

Alt 2: Improved connections to rail and the region

The existing route would continue to operate with no changes.

Alt 3: Retain geographic coverage

No changes to Route 17 are made in this alternative. A new on-demand service in Half Moon Bay would supplement Route 17 service.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	5:30 AM-9:30 PM	5:15 AM--9:30 PM	5:15 AM--9:30 PM
Alt 1	5:30 AM-9:30 PM	5:15 AM--9:30 PM	5:15 AM--9:30 PM
Alt 2	5:30 AM-9:30 PM	5:15 AM--9:30 PM	5:15 AM--9:30 PM
Alt 3	5:30 AM-9:30 PM	5:15 AM--9:30 PM	5:15 AM--9:30 PM

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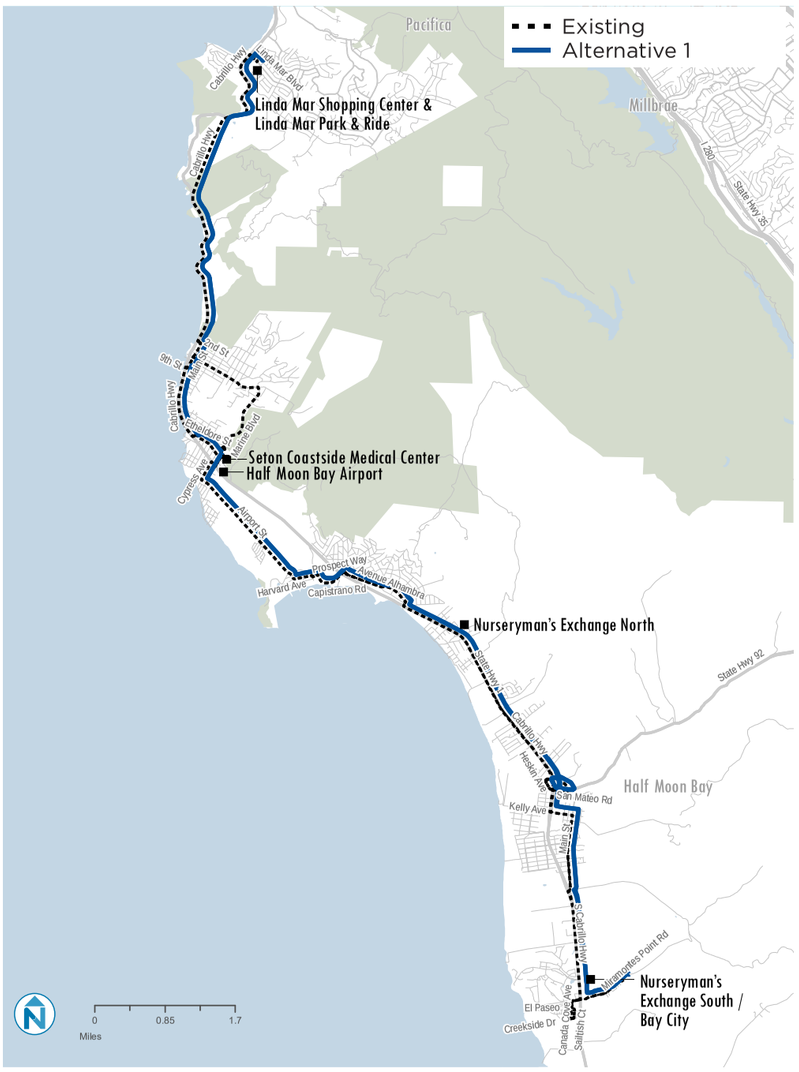
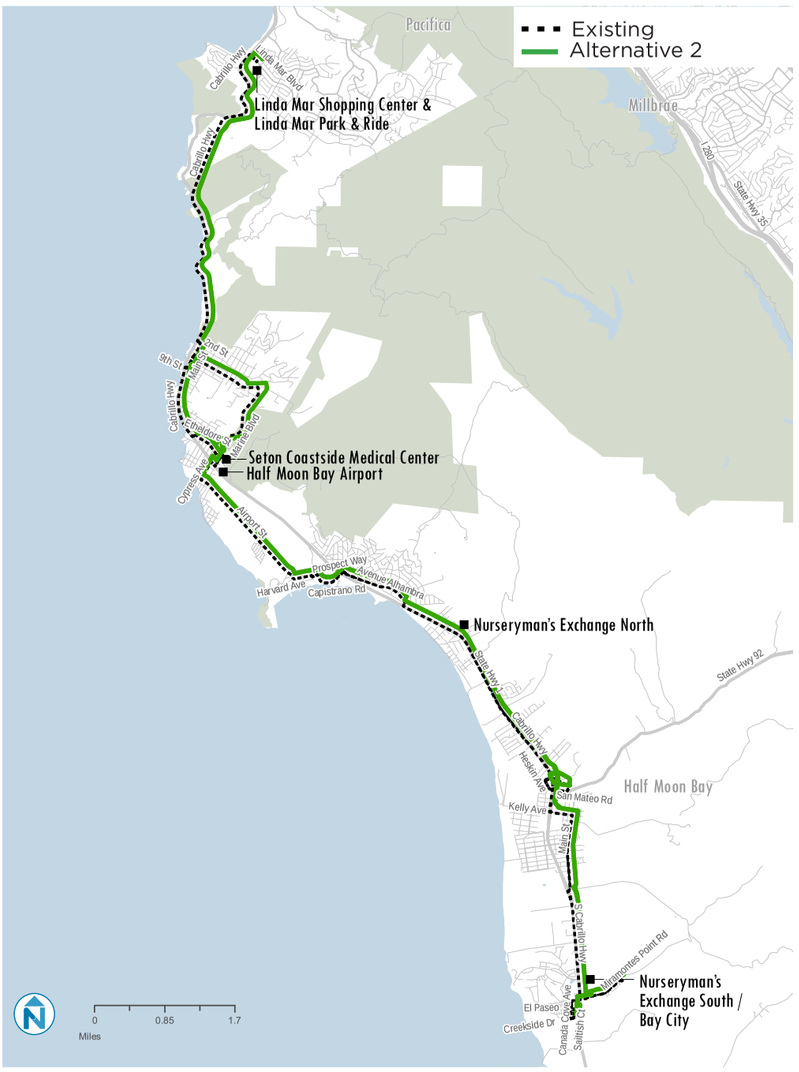
Route 17 - Linda Mar Park & Ride - Miramontes / Moonridge

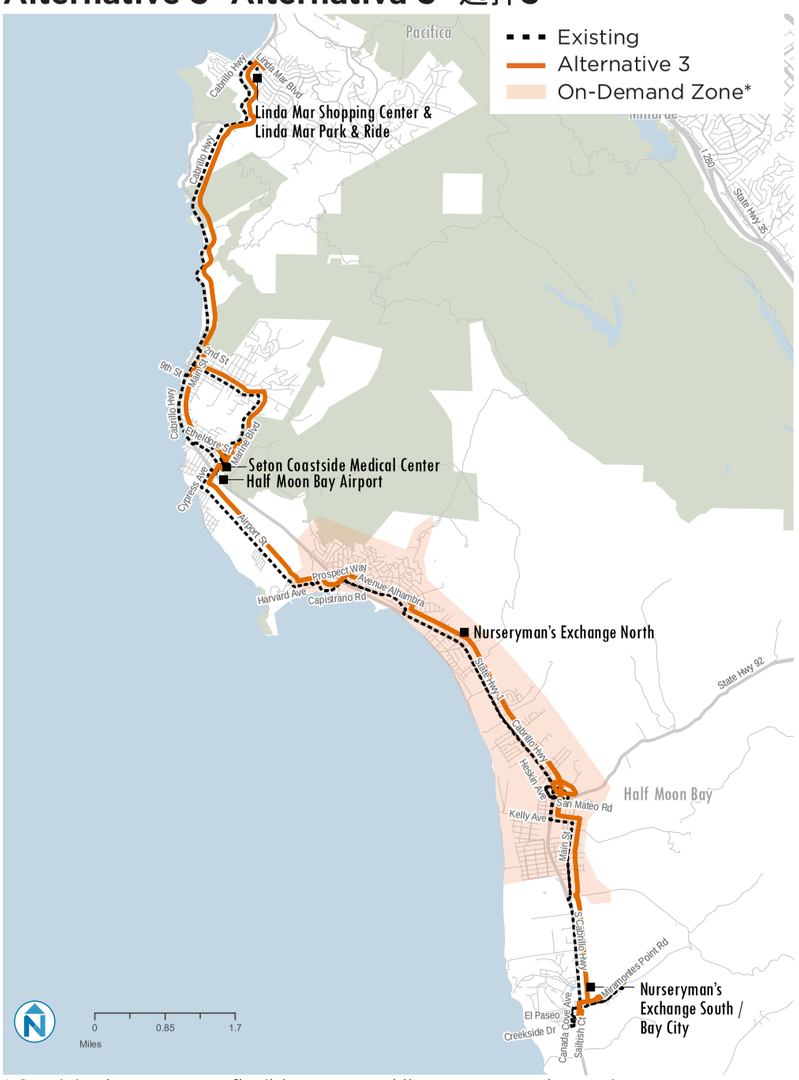
Alternative 1 Alternativa 1 选择1



Alternative 2 Alternativa 2 选择2



Alternative 3 Alternativa 3 选择3



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Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 17 Existing Existente 现有	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	120	120	120
	Sunday Domingo 周日	120	120	120
Rt 17 Alt 选择 1	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 17 Alt 选择 2	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	120	120	120
	Sunday Domingo 周日	120	120	120
Rt 17 Alt 选择 3	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	120	120	120
	Sunday Domingo 周日	120	120	120

Route 110 – Daly City BART - Linda Mar Park & Ride

Existing Service

Route 110 has average productivity. Ridership is focused to Daly City in the morning and from Daly City in the afternoon. There are some school-day-only trips woven into the schedule. Public input included requests for earlier service and more frequent service on weekends.

Possible Changes

Alt 1: Direct, high-frequency service within the county

To improve travel times for the majority of riders, this option removes the route deviation from Skyline Drive to serve Longview Drive. Affected riders would need to walk up to five minutes to a stop on Skyline Drive.

Route 110 would operate more often, every 30 minutes, during the midday on weekdays and weekends.

All Route 110 trips that operate only on school days would be renamed as Route 10.

Alt 2: Improved connections to rail and the region

This alternative is the same as Alternative 1, except that it would run as often as the existing service, every 60 minutes during the midday on weekdays and weekends.

Alt 3: Retain geographic coverage

Route 110 would operate more often, every 30 minutes, during the midday on weekdays and weekends.

All Route 110 trips that operate only on school days would be renamed as Route 10.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	5:45 AM-10:45 PM	5:45 AM-9:15 PM	5:45 AM-9:15 PM
Alt 1	5:45 AM-10:45 PM	5:45 AM-9:15 PM	5:45 AM-9:15 PM
Alt 2	5:45 AM-10:45 PM	5:45 AM-9:15 PM	5:45 AM-9:15 PM
Alt 3	5:45 AM-10:45 PM	5:45 AM-9:15 PM	5:45 AM-9:15 PM

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Route 110 - Daly City BART - Linda Mar Park & Ride

Alternative 1 Alternativa 1 选择1

Alternative 2 Alternativa 2 选择2

Same alignment as Alternative 1
Igual alineación que la Alternativa 1
跟选择1路线相同

Alternative 3 Alternativa 3 选择3

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 110 Existing Existente 现有	**Weekday** Día Entre Semana 平日	30	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 110 Alt 选择 1	**Weekday** Día Entre Semana 平日	30	30	60
	Saturday Sábado周六	30	30	60
	Sunday Domingo 周日	30	30	60
Rt 110 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 110 Alt 选择 3	Same frequency as alternative 1 Igual frecuencia que la alternativa 1 跟选择1 频率相同			

Existing Service

Route 112 is a below average route in terms of ridership. It serves a small, unique market that mostly overlaps with other routes. Public input included requests for better connectivity to other routes and earlier service.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This option includes several recommendations to reduce duplication with other routes and to improve frequency.

In this option, Route 112 would end at Serramonte. Routes 120, 121, and 130 would continue to provide service between Colma BART and Serramonte. Likewise, the southern end of the route would be Sharp Park and the route would not continue to Linda Mar. Route 110, which would have improved midday and weekend service, would continue to serve Linda Mar and Sharp Park.

Frequency on Route 112 would increase to every 30 minutes, seven days a week.

All Route 112 trips that operate only on school days would be renamed as Route 12.

Alt 2: Improved connections to rail and the region

To reduce duplicating service with Route 110, Route 112 would end at Sharp Park and would not continue to Linda Mar. Route 110 would continue to serve the Linda Mar Park-and-Ride and Sharp Park.

This recommendation is made in conjunction with operating more frequent service during rush hours on Route 118 connecting Linda Mar to BART.

All Route 112 trips that operate only on school days would be renamed as Route 12.

Alt 3: Retain geographic coverage

This option discontinues Route 112 due to lower ridership and duplicating service on many other routes. Most existing passengers would still have access to Routes 110, 121, or 130, but would have to transfer to reach their destination. Existing riders on Gateway Drive would need to walk about five to ten minutes to a bus stop on Skyline Drive (Route 110) or Hickey Boulevard (Route 121).

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	5:30 AM-8:45 PM	7:45 AM-8:45 PM	7:45 AM-8:45 PM
Alt 1	5:30 AM-8:45 PM	7:45 AM-8:45 PM	7:45 AM-8:45 PM
Alt 2	5:30 AM-8:45 PM	7:45 AM-8:45 PM	7:45 AM-8:45 PM
Alt 3	-	-	-

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Route 112 - Linda Mar Park & Ride - Colma BART

Alternative 1 Alternativa 1 选择1

Alternative 2 Alternativa 2 选择2

Alternative 3 Alternativa 3 选择3

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 112 Existing Existente 现有	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 112 Alt 选择 1	**Weekday** Día Entre Semana 平日	30	30	30
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 112 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			

Route 118 - Linda Mar Park & Ride - Daly City BART

Existing Service

Route 118 provides peak directional limited stop service from Linda Mar and Pacifica to two BART stations. Public input included requests for earlier service and better schedule coordination with other routes.

Possible Changes

Alt 1: Direct, high-frequency service within the county

In this option, Route 118 would end at the Colma BART station and no longer serve Daly City. Route ECR and BART would continue to provide service between Daly City and Colma BART. This recommendation would improve the reliability of Route 118, as it is frequently delayed on the streets between the two BART stations.

Alt 2: Improved connections to rail and the region

To improve reliability and provide a faster trip to Daly City, Route 118 would no longer serve the Colma BART Station. Passengers wishing to travel to Colma could transfer to BART or Route ECR.

Route 118 would have improved frequency with trips every 30 minutes during the morning and evening peak periods.

Alt 3: Retain geographic coverage

The existing route would continue to operate with no changes.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	6:30 AM-8:30 AM 4:15 PM-7:15 PM	-	-
Alt 1	6:30 AM-8:30 AM 4:15 PM-7:15 PM	-	-
Alt 2	6:30 AM-8:30 AM 4:15 PM-7:15 PM	-	-
Alt 3	6:30 AM-8:30 AM 4:15 PM-7:15 PM	-	-

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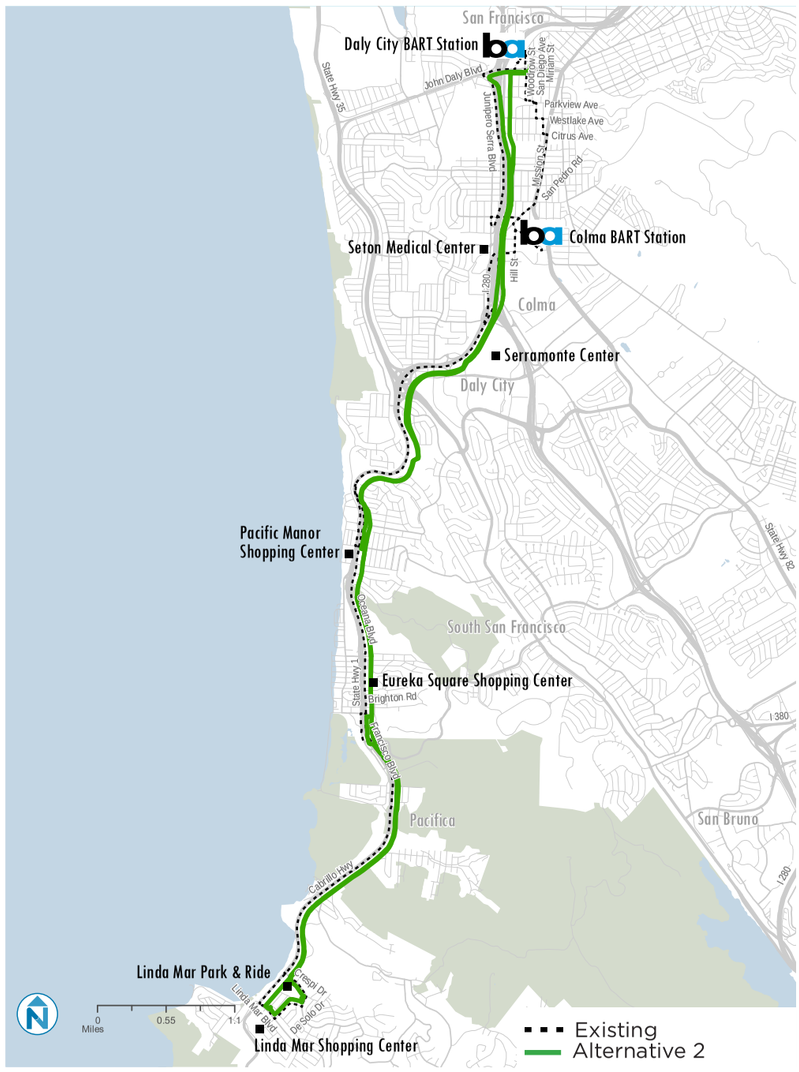
Route 118 - Linda Mar Park & Ride - Daly City BART

Alternative 1 Alternativa 1 选择1

Alternative 2 Alternativa 2 选择2



Alternative 3 Alternativa 3 选择3

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 118 Existing Existente 现有	**Weekday** Día Entre Semana 平日	AM: 45 PM: 60	-	-
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-
Rt 118 Alt 选择 1	**Weekday** Día Entre Semana 平日	AM: 45 PM: 60	-	-
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-
Rt 118 Alt 选择 2	**Weekday** Día Entre Semana 平日	AM: 30 PM: 30	-	-
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-
Rt 118 Alt 选择 3	**Weekday** Día Entre Semana 平日	AM: 45 PM: 60	-	-
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-

Route 120 – Colma BART - Brunswick / Templeton

Existing Service

Route 120 is one of SamTrans' highest ridership and most productive routes. It operates every 15 minutes or better seven days a week. Public input suggested that on-time performance could be improved on Route 120.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This option shortens Route 120 to end at Daly City BART removing service to the South Hill area to avoid duplicating service with Routes 121, ECR, and Muni 14R. Routes 121, ECR, and Muni 14R would continue to serve all stops that would be affected by shortening Route 120.

Route 120 would operate more frequently, running every 10 minutes between 2 p.m. and 4 p.m. In addition, frequency would be increased to every 15 minutes all day on weekdays and weekends. Evening service levels more than double seven days a week.

Alt 2: Improved connections to rail and the region

Route 120 would be extended to Mission Hills Park, the existing turnaround for Route 121, improving access to this residential neighborhood. Service frequency and hours of service would not change. A corresponding recommendation would be to shorten Route 121 to end at Daly City BART.

Alt 3: Retain geographic coverage

This option shortens Route 120 to end at Daly City BART and stops serving South Hill to avoid duplicating service with Routes 121, ECR, and Muni 14R. Routes 121, ECR, and Muni 14R would continue to serve all stops affected by shortening Route 120.

This option also combines Routes 120 and 130 at Serramonte Center, so that more Daly City residents have a direct connection to South San Francisco, Oyster Point, and the SFO Airport. From Serramonte, Route 120 would follow the existing Route 130 alignment until Linden Avenue, where it would extend to the SFO Airtrain station via Grand Avenue, S. Airport Boulevard, and McDowell Road.

Route 120 would no longer connect Colma BART and Serramonte, but this connection would be provided by multiple other routes, including Routes 121, 122, and the northern portion of Route 130.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	4:00 AM-12:00 AM	6:15 AM-11:45 PM	6:15 AM-11:15 PM
Alt 1	4:00 AM-12:00 AM	6:15 AM-11:45 PM	6:15 AM-11:15 PM
Alt 2	4:00 AM-12:00 AM	6:15 AM-11:45 PM	6:15 AM-11:15 PM
Alt 3	4:00 AM-12:00 AM	6:15 AM-11:45 PM	6:15 AM-11:15 PM

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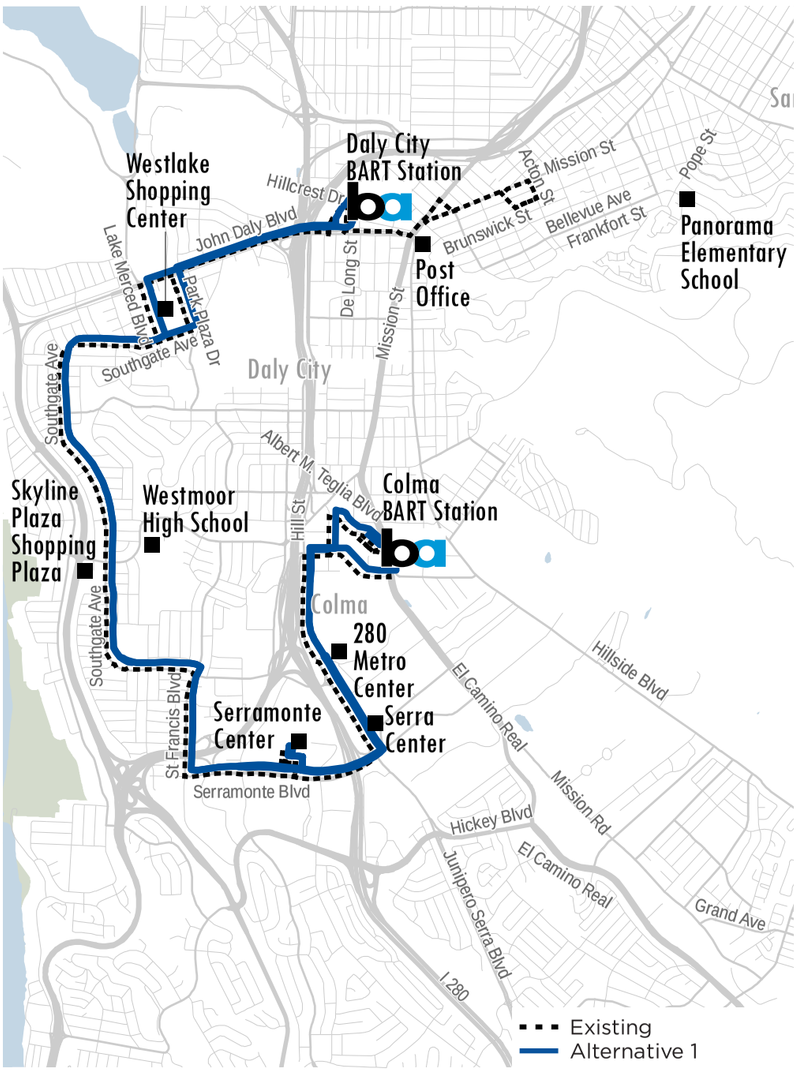
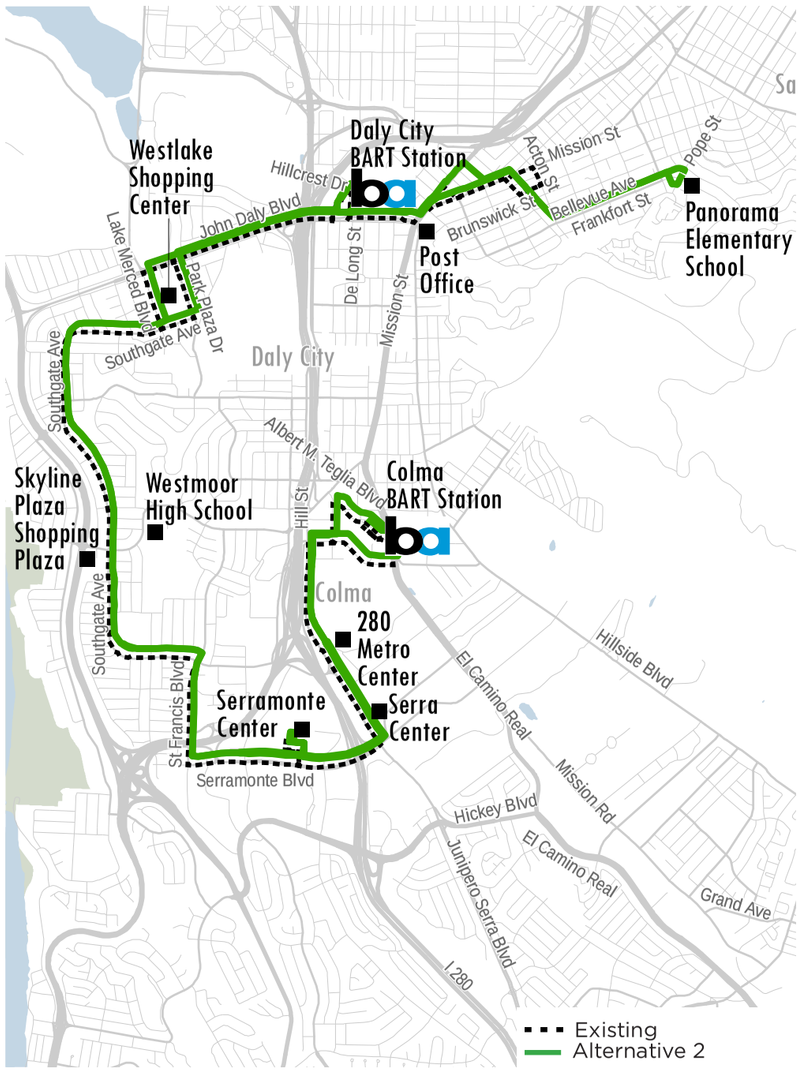
Route 120 - Brunswick / Templeton - Colma BART

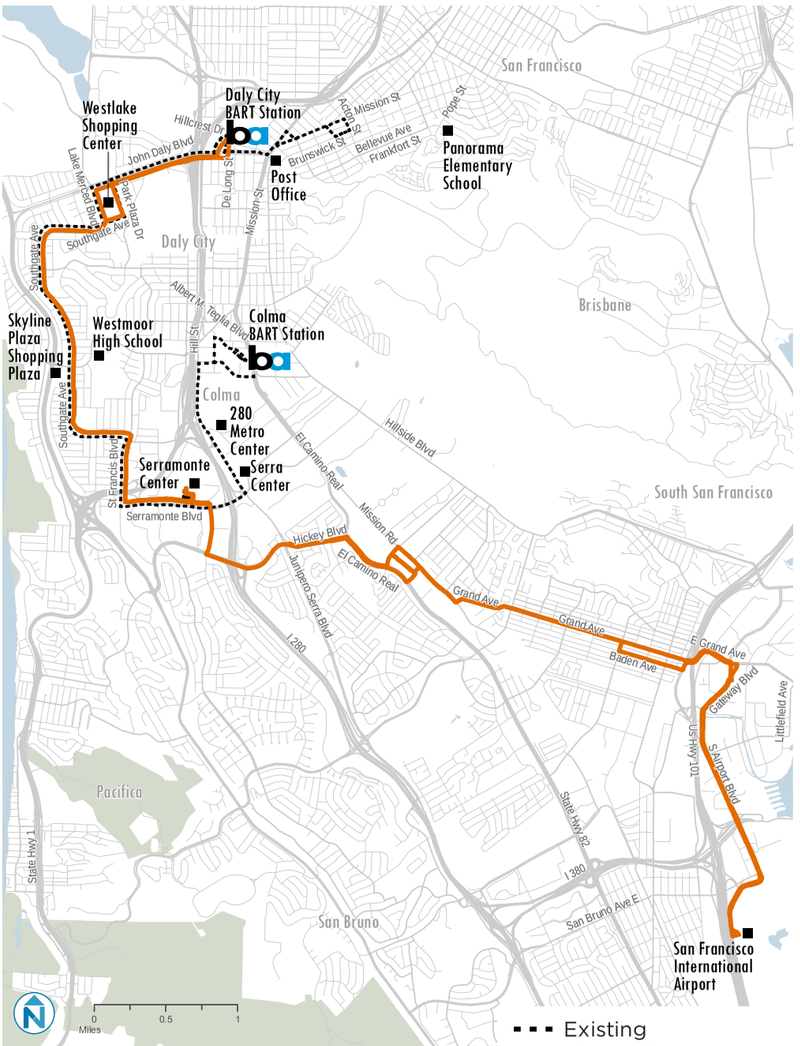
Alternative 1 Alternativa 1 选择1



Alternative 2 Alternativa 2 选择2



Alternative 3 Alternativa 3 选择3



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 120 Existing Existente 现有	**Weekday** Día Entre Semana 平日	10-15	15	30
	Saturday Sábado周六	15	15	45
	Sunday Domingo 周日	15	15	45
Rt 120 Alt 选择 1	**Weekday** Día Entre Semana 平日	10-15	10-15	15
	Saturday Sábado周六	15	15	15
	Sunday Domingo 周日	15	15	15
Rt 120 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 120 Alt 选择 3	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			

Existing Service

Route 121 is a productive route but is indirect for any riders using it to access Skyline College. Portions of the route also overlap with two shuttle routes serving the area: the Seton Medical Center Shuttle and the Skyline College Shuttle. Trips to Skyline College take approximately 30 minutes longer on Route 121 than on the shuttle. Public input suggested on-time performance was an issue. There were also requests for earlier and more frequent service on weekends.

Possible Changes

Alt 1: Direct, high-frequency service within the county

Multiple recommendations are made to reduce duplication of service with other routes and to make Route 121 more direct. Route 121 would no longer serve Colma BART Station, but Route 130 and Route 122 would still provide a connection for Daly City residents to Colma BART. Travel times between Daly City BART and Seton Medical Center and Skyline College are shorter as a result of this change. South of Serramonte, Route 121 would run on Callan Boulevard instead of Gellert Boulevard. Route 122 would continue to serve Gellert Boulevard. This option would also discontinue the peak hour extension to South Hill Boulevard and Alta Vista Way due to low ridership.

Alt 2: Improved connections to rail and the region

In conjunction with extending Route 120 to the existing Route 121 turnaround at Mission Hills Park, this option would shorten Route 121 to end at Daly City BART. Residents in Southern Hills would receive more frequent and later service on Route 120 than Route 121 provides. Between Daly City BART and Serramonte, Route 121 would no longer serve Colma BART. Route 130 and Route 122 would still provide a connection for Daly City residents to Colma BART. Travel times between Daly City BART and Seton Medical Center and Skyline College are also shorter as a result. South of Serramonte, Route 121 service would be replaced by a new Route 124 Skyline Limited, and by service on Route 140 and 122, both of which would operate every 30 minutes throughout the day. Existing Route 121 riders on Callan Boulevard, Hickey Boulevard, and Inverness Drive would need to access a new route, and in some cases walk farther to a bus stop.

The new Route 124 Skyline Limited would provide an express ride between Daly City and Serramonte, and then continue to Skyline College more directly via Gellert Boulevard, Westborough Boulevard, and Fleetwood Drive. It would operate weekdays only, and would provide a much faster connection between Daly City BART and Skyline College and the Westborough neighborhood.

Alt 3: Retain geographic coverage

This option discontinues Route 121's peak hour extension to South Hill Boulevard and Alta Vista Way due to low ridership. The San Fernando Way deviation would also be discontinued to make the route more direct. Route 122 would continue to provide direct access to Seaton Medical Center. Weekend frequency would be improved to every 30 minutes all day.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	5:30 AM-11:00 PM	7:30 AM-10:45 PM	7:30 AM-10:45 PM
Alt 1	5:30 AM-11:00 PM	7:30 AM-10:45 PM	7:30 AM-10:45 PM
Alt 2	5:30 AM-11:00 PM	7:30 AM-10:45 PM	7:30 AM-10:45 PM
Alt 3	5:30 AM-11:00 PM	7:30 AM-10:45 PM	7:30 AM-10:45 PM

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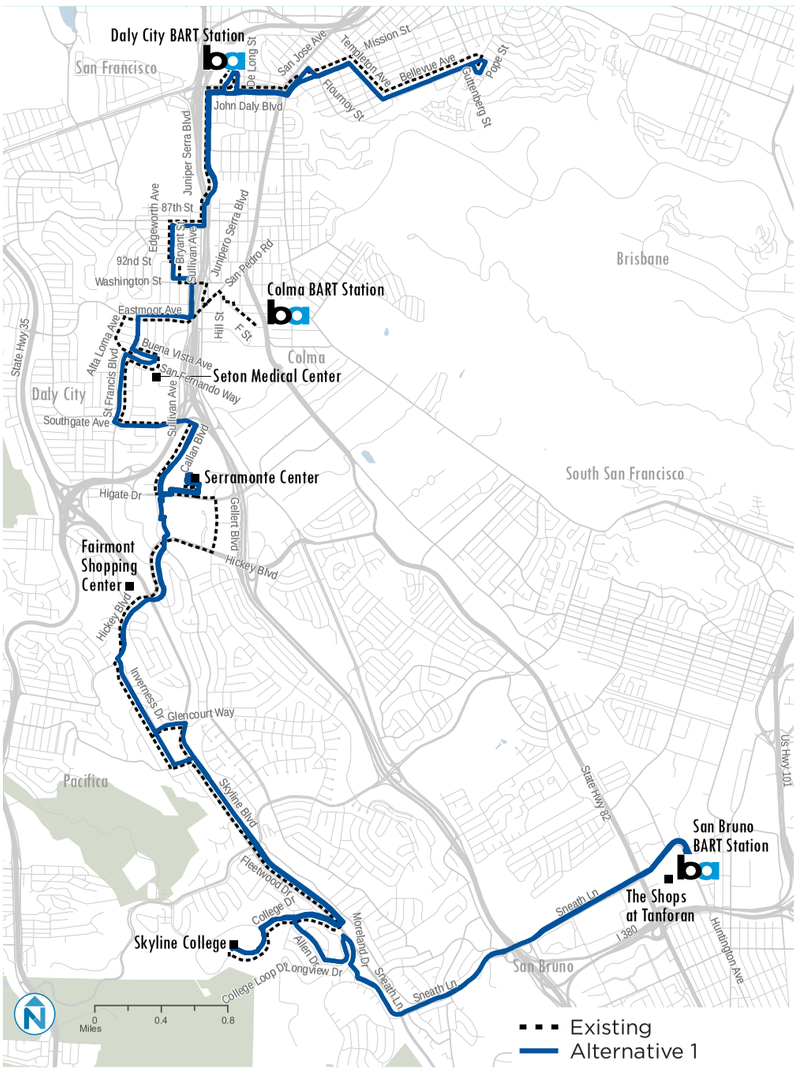
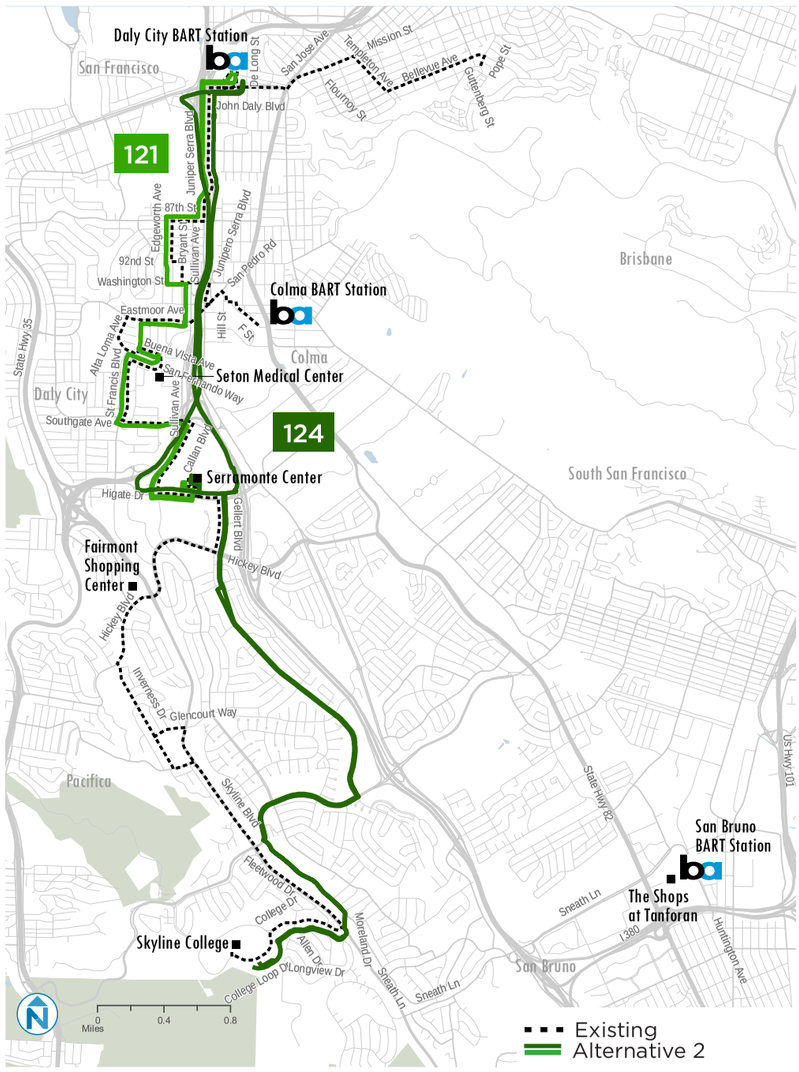
Route 121 - Pope / Bellevue - Skyline College

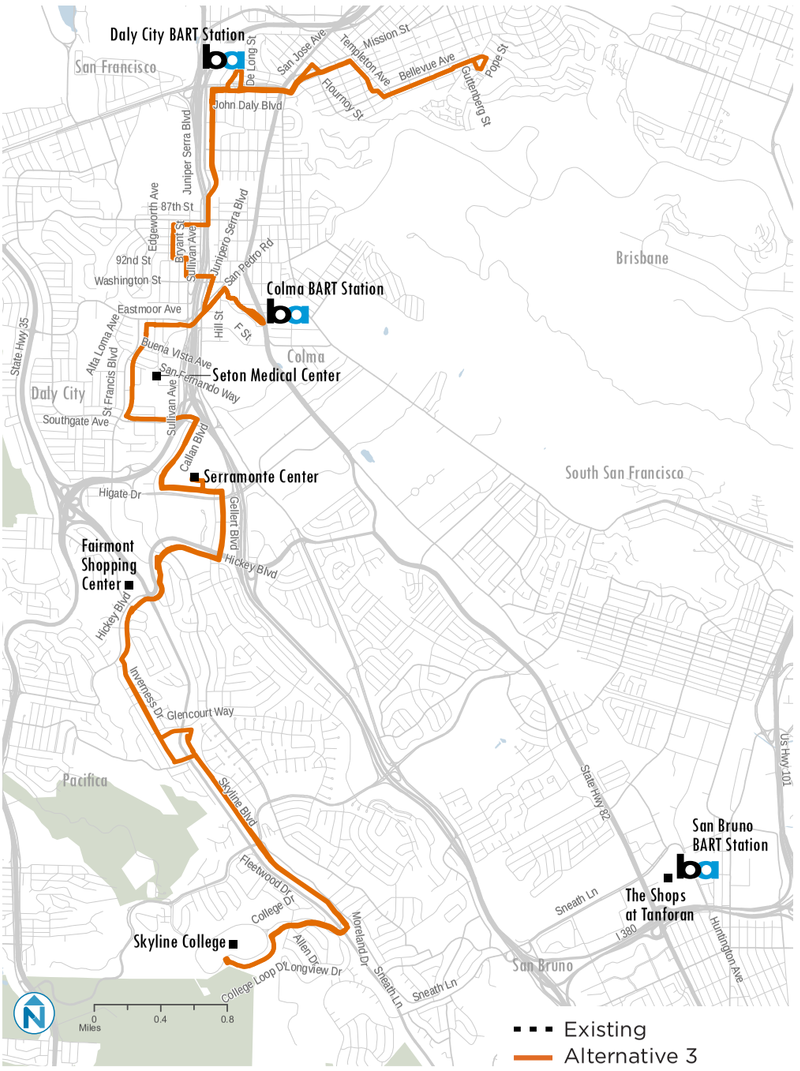
Alternative 1　Alternativa 1　选择1



Alternative 2　Alternativa 2　选择2



Alternative 3　Alternativa 3　选择3



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 121 Existing Existente 现有	**Weekday** Día Entre Semana 平日	30	30	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 121 Alt 选择 1	**Weekday** Día Entre Semana 平日	30	30	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 121 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 124 Alt 选择 2	**Weekday** Día Entre Semana 平日	30	30	30
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-
Rt 121 Alt 选择 3	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			

Existing Service

Route 122 is a long route that serves many areas with average ridership. There were requests for earlier and more frequent service on weekends.

Possible Changes

Alt 1: Direct, high-frequency service within the county

To improve on-time performance and improve frequency on the northern half of the route with stronger ridership, Route 122 would be split at the Colma BART Station. The northern segment would operate every 15 minutes during the daytime on weekdays. The southern segment would operate as a new Route 125 with service every 30 minutes all day, seven days a week. Every existing Route 122 stop would continue to have service.

Alt 2: Improved connections to rail and the region

The existing route would continue to operate with no changes.

Alt 3: Retain geographic coverage

The existing route would continue to operate with no changes.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	5:15 AM-11:15 PM	8:00 AM-11:45 PM	8:00 AM-11:45 PM
Alt 1	5:15 AM-11:15 PM	8:00 AM-11:45 PM	8:00 AM-11:45 PM
Alt 2	5:15 AM-11:15 PM	8:00 AM-11:45 PM	8:00 AM-11:45 PM
Alt 3	5:15 AM-11:15 PM	8:00 AM-11:45 PM	8:00 AM-11:45 PM

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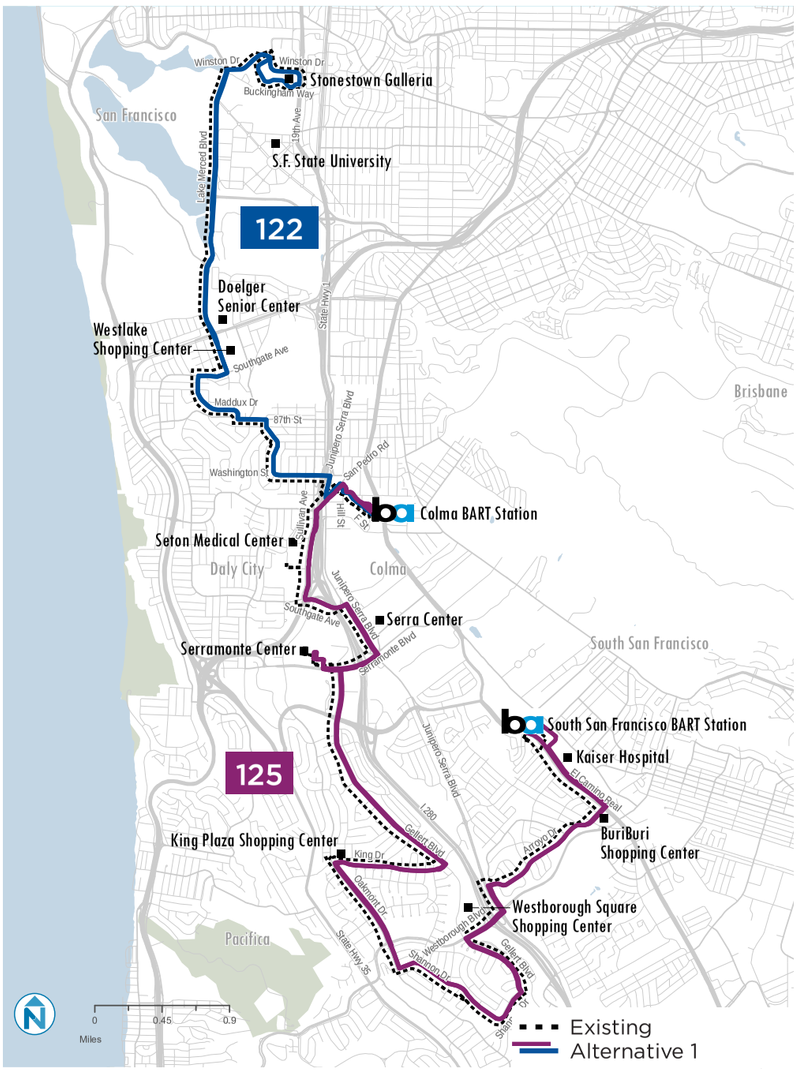
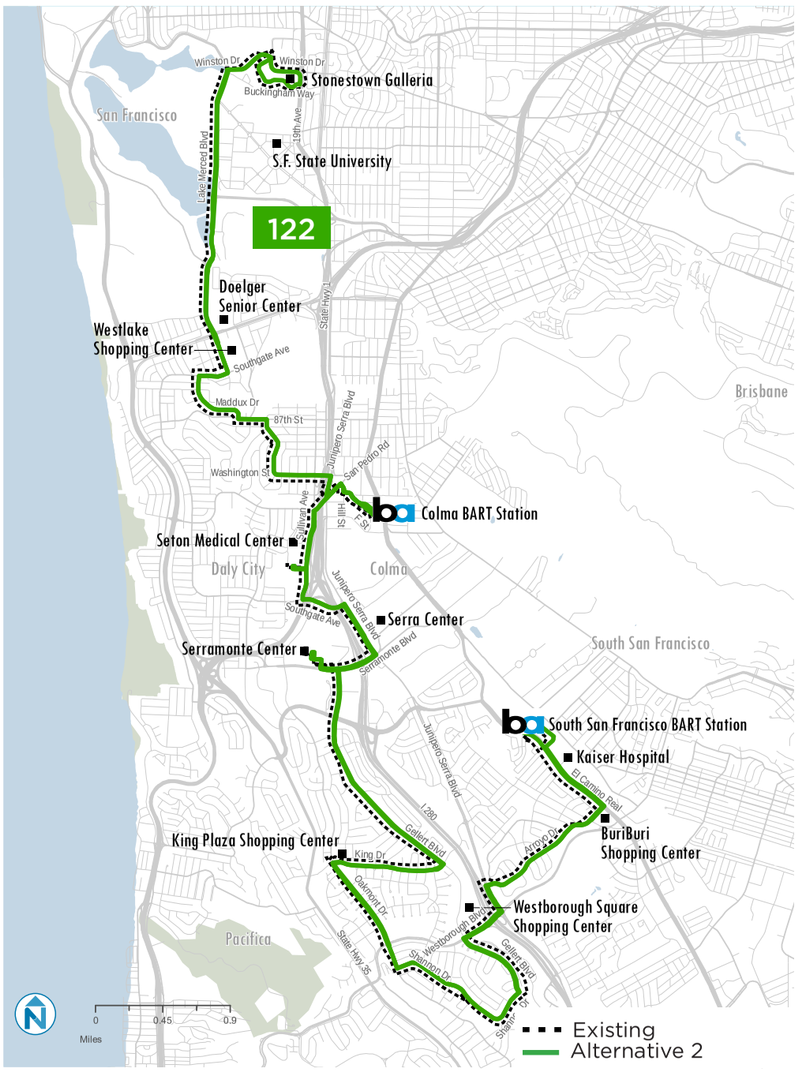
Route 122 - South SF BART - Stonestown / SF State

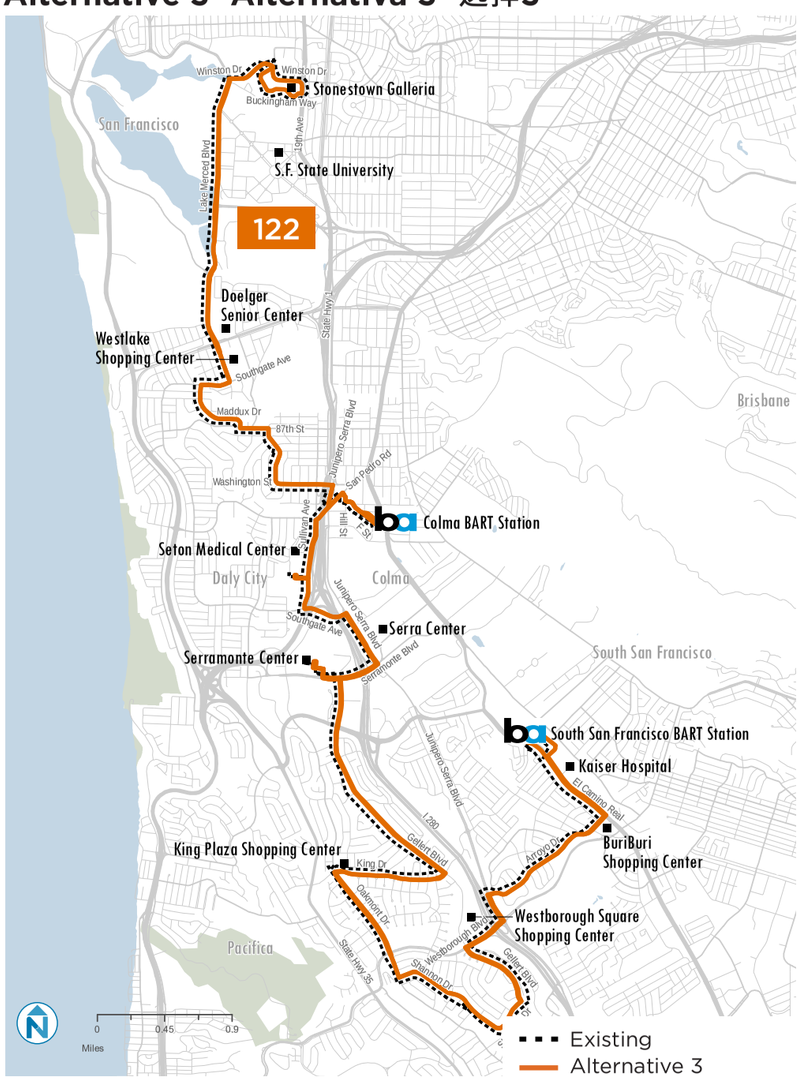
Alternative 1 Alternativa 1 选择1



Alternative 2 Alternativa 2 选择2



Alternative 3 Alternativa 3 选择3



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 122 Existing Existente 现有	**Weekday** Día Entre Semana 平日	30	30	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	30	30	30
Rt 122 Alt 选择 1	**Weekday** Día Entre Semana 平日	15	15	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	30	30	30
Rt 125 Alt 选择 1	**Weekday** Día Entre Semana 平日	30	30	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	30	30	30
Rt 122 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 122 Alt 选择 3	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			

Existing Service

Route 126 would be a new route that connects South San Francisco BART to Oyster Point. Oyster Point has redeveloped into an employment hub and is now a regional destination. An employer shuttle connects South San Francisco BART with Oyster Point, but it does not provide all-day service.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This route would not exist in this alternative.

Alt 2: Improved connections to rail and the region

Route 126 would run every 15 minutes between 6:30 to 9:30 am and 4:00 to 7:00 pm, and every half hour between 9:30 am to 4 pm on weekdays. Route 126 would improve access to jobs in Oyster Point and provide access to the neighborhoods along Sister Cities Boulevard, Hillsdale Boulevard, and Chestnut Avenue that do not have service.

Alt 3: Retain geographic coverage

This route would not exist in this alternative.

Existing and Proposed Hours of Service

	Weekday
Existing	-
Alt 1	-
Alt 2	6:00 AM-7:00 PM
Alt 3	-

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Route 126 - Oyster Point Shuttle

Alternative 2　Alternativa 2　选择2

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Oyster Alt 选择 2	**Weekday** Día Entre Semana 平日	15	-	-
	Saturday Sábado周六	30	30	-
	Sunday Domingo 周日	30	30	-

Route 130 – Daly City BART - Airport / Linden

Existing Service

Route 130 is a very productive route with strong all-day ridership. Public input suggested that transfers between BART and buses could be improved and that later evening service seven days a week was desired.

Possible Changes

Alt 1: Direct, high-frequency service within the county

Route 130 would be extended to Oyster Point to improve access to jobs, but only run as far north as the neighborhood east of Hillsdale Boulevard after serving the Colma BART Station. The portion of the existing Route 130 between E. Market Street and Daly City BART would have more frequent all-day service from Route ECR but require a short walk to Mission Street.

Route 130 would operate more frequently on the weekends, running every 15 minutes during the daytime, seven days a week, and would operate until midnight on weekends.

Alt 2: Improved connections to rail and the region

On weekdays, Route 130 would extend to Oyster Point via Grand Avenue and DNA Way, providing more direct access to the South San Francisco Caltrain Station in addition to jobs at Oyster Point. On weekends, Route 130 would end at the South San Francisco Caltrain station. Route 130 would no longer serve Linden Avenue, but Route 141 would continue to serve this area. Route 130 would operate until midnight on weekends.

Alt 3: Retain geographic coverage

In this alternative, Route 130 would operate between Daly City BART and Serramonte only. Route 120 would continue to serve all existing Route 130 stops between Serramonte and Linden Avenue with more frequent and later service, and extend to Oyster Point and SFO Airport. Existing Route 130 riders on Linden Avenue would continue to have access to service on Route 141. Route 130 would operate until 10 p.m. on weekends.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	4:30 AM-12:00 AM	7:00 AM-8:00 PM	7:00 AM-8:00 PM
Alt 1	4:30 AM-12:00 AM	5:00 AM-12:00 AM	5:00 AM-12:00 AM
Alt 2	4:30 AM-12:00 AM	5:00 AM-12:00 AM	5:00 AM-12:00 AM
Alt 3	4:30 AM-12:00 AM	7:00 AM-10:00 PM	7:00 AM-10:00 PM

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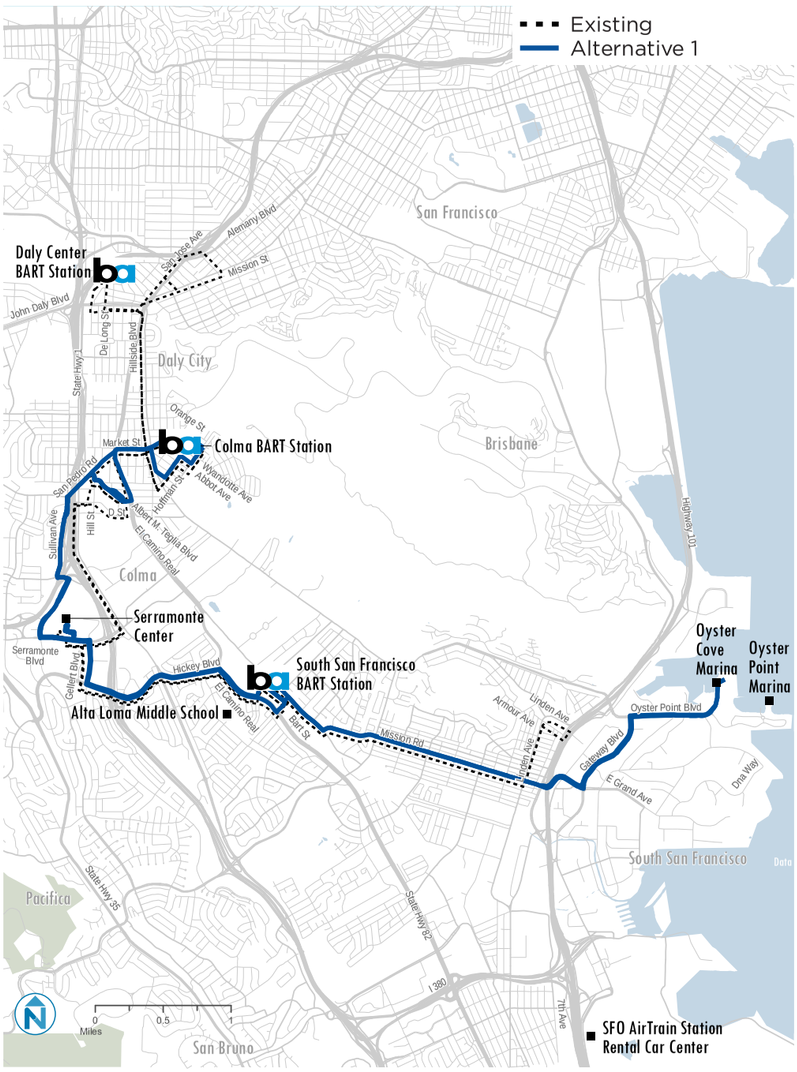
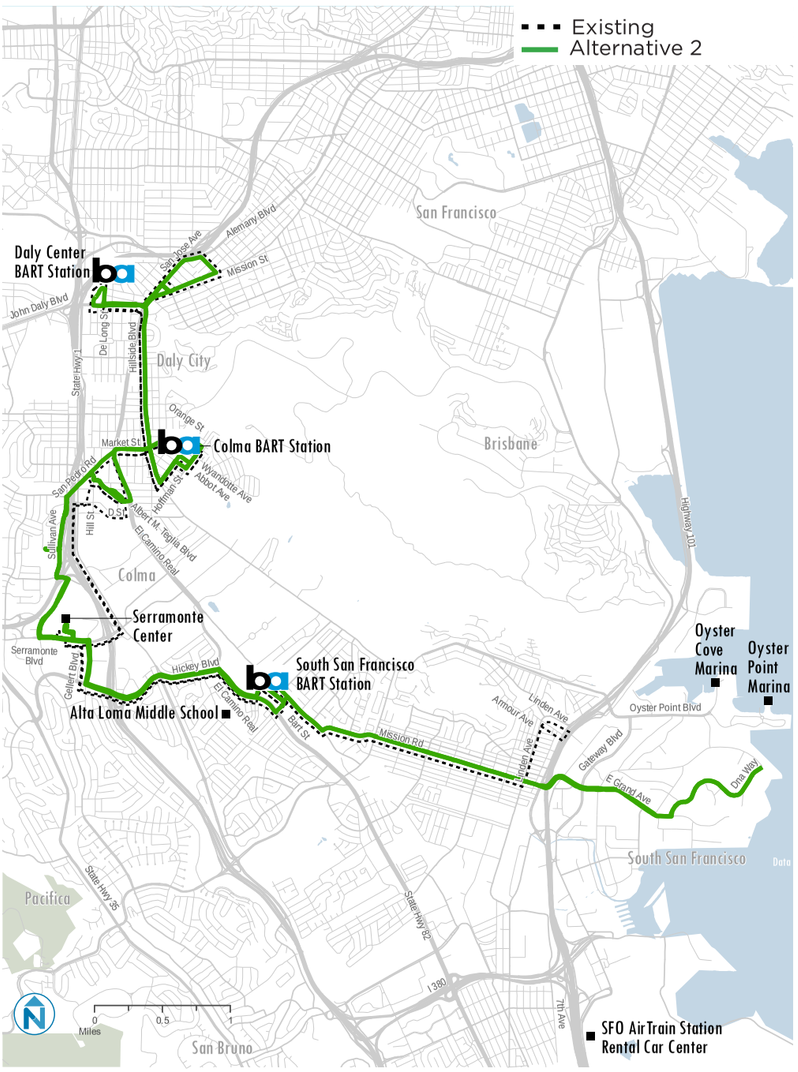
Route 130 - Daly City BART - Airport / Linden

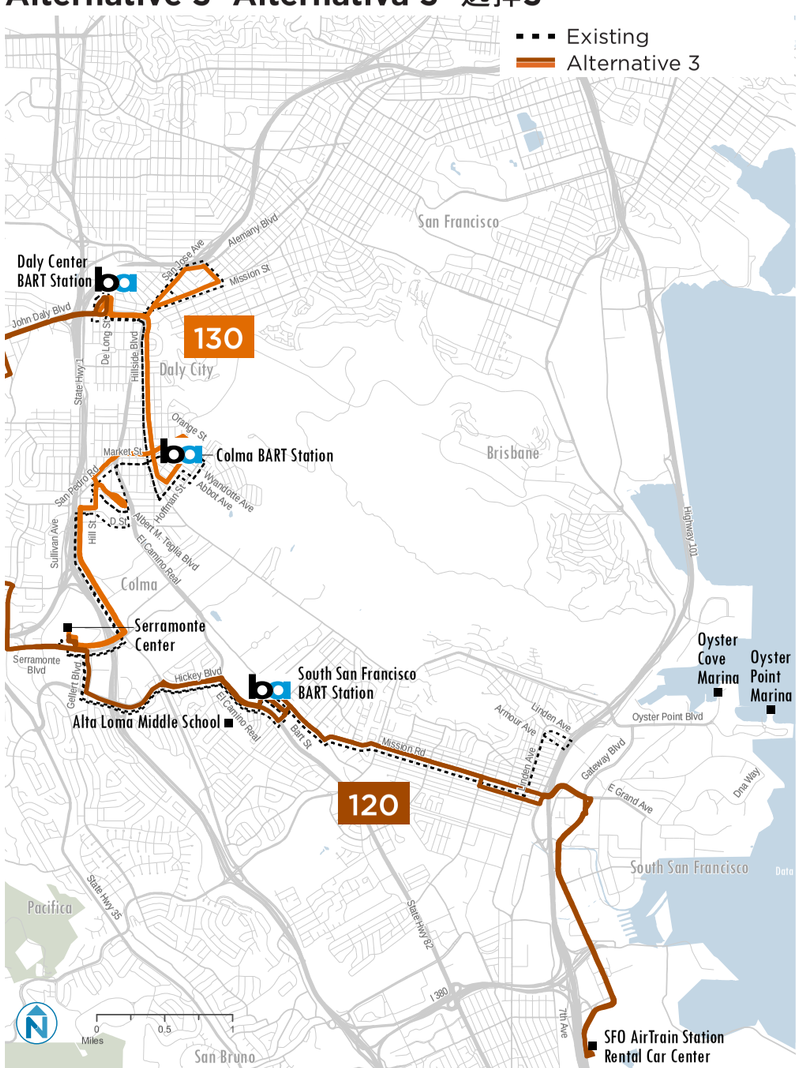
Alternative 1 Alternativa 1 选择1



Alternative 2 Alternativa 2 选择2



Alternative 3 Alternativa 3 选择3



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 130 Existing Existente 现有	**Weekday** Día Entre Semana 平日	15	15	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	30	30	30
Rt 130 Alt 选择 1	**Weekday** Día Entre Semana 平日	15	15	30
	Saturday Sábado周六	15	15	30
	Sunday Domingo 周日	15	15	30
Rt 130 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 130 Alt 选择 3	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			

Route 140 – SFO Airtrain - West Manor / Palmetto

Existing Service

Route 140 is a below average route in terms of ridership and takes an indirect route to serve multiple destinations. There are also some school-day-only trips woven into the schedule. Public input included requests for more frequent service and later weekend evening service.

Possible Changes

Alt 1: Direct, high-frequency service within the county

Between Skyline College and San Bruno BART, Route 140 would be replaced with an extended Route 121. This would increase weekday frequency on this segment to every 30 minutes. Route 140 would also be streamlined to no longer serve San Bruno Drive or Rollingwood Drive, which would improve travel times between San Bruno BART and Skyline College by more than six minutes. Existing riders on Sequoia Avenue and Rollingwood Drive would need to walk up to 10 minutes to a stop on Sneath Lane for service. Affected customers on Cherry Avenue would need to walk up to 10 minutes for service.

The extended Route 121 would not serve Pacific Manor or SFO Airport. Existing customers on Monterrey Road and Hickey Boulevard would need to walk up to 10 minutes to either Oceana Boulevard (Routes 110/112) or Inverness Drive (Route 121) for service. BART and a new Route EPX would provide a connection between SFO airport terminals and San Bruno BART. The extended Route 121 would operate later than Route 140 seven days a week. All Route 140 trips that operate only on school days would be renamed as Route 40.

Alt 2: Improved connections to rail and the region

Between San Bruno BART and Skyline College, Route 140 would no longer serve San Bruno Avenue. This would improve reliability and travel times to Skyline College. Riders on Cherry Avenue and San Bruno Avenue would continue to have rush hour service on the existing Bay Hill Shuttle. All Route 140 trips that operate only on school days would be renamed as Route 40.

Alt 3: Retain geographic coverage

Route 140 would no longer serve San Bruno Avenue. This improves reliability and travel times to Skyline College. Riders on Cherry Avenue and San Bruno Avenue would continue to have rush hour service on the existing Bay Hill Shuttle. Route 140 would extend into South San Francisco and Oyster Point to improve access to education and jobs. This extension would replace Route 141 and remove the low-ridership Route 140 segment between San Bruno BART and SFO Airtrain. BART and Route 398 would continue to provide a connection between San Bruno BART and SFO. Route 140's frequency would be improved to every 30 minutes during midday on weekdays and on weekends, and the route would operate until 11 p.m. seven days a week. All Route 140 trips that operate only on school days would be renamed as Route 40.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	5:45 AM-11:15 PM	7:00 AM-7:00 PM	7:00 AM-7:00 PM
Alt 1	Replaced by 121	Replaced by 121	Replaced by 121
Alt 2	5:45 AM-11:15 PM	7:00 AM-7:00 PM	7:00 AM-7:00 PM
Alt 3	5:45 AM -11:15 PM	7:00 AM-11:00 PM	7:00 AM-11:00 PM

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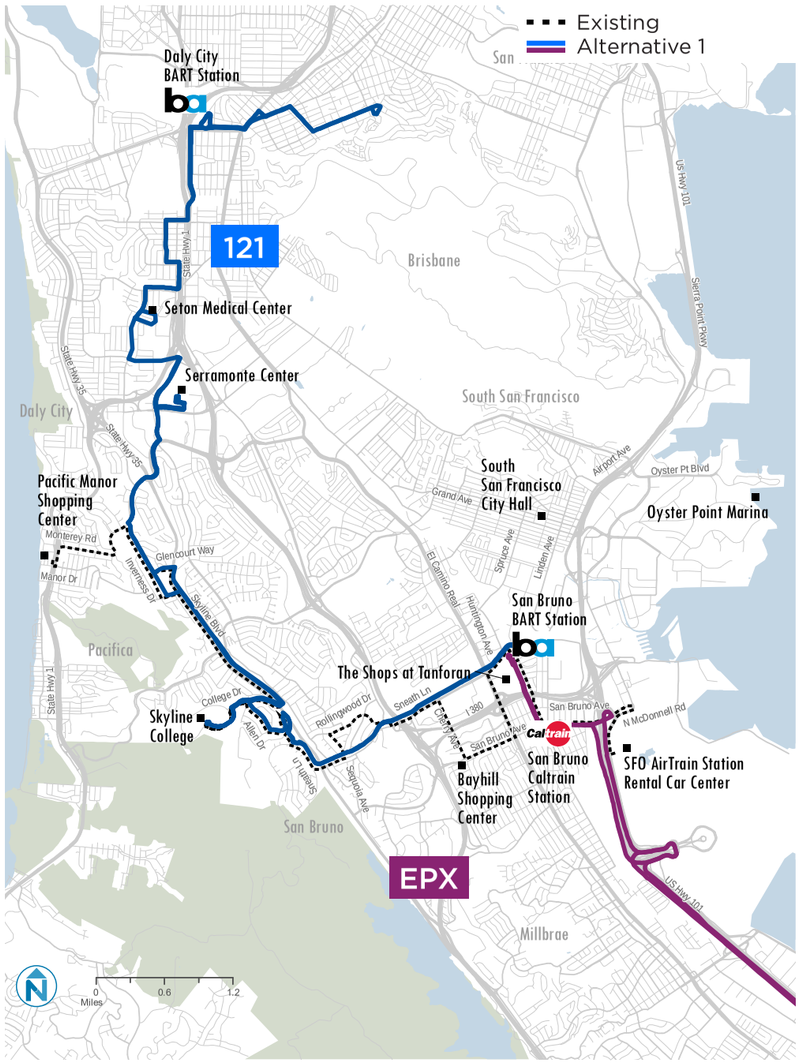
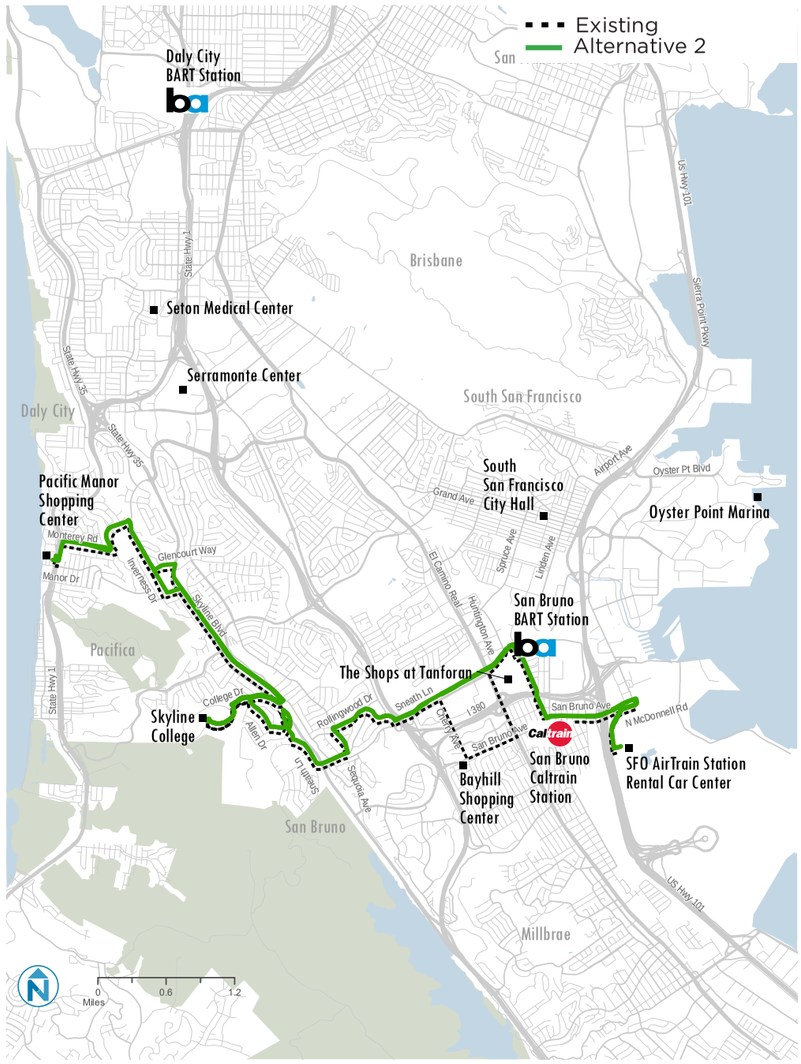
Route 140 - SFO Airtrain - West Manor / Palmetto

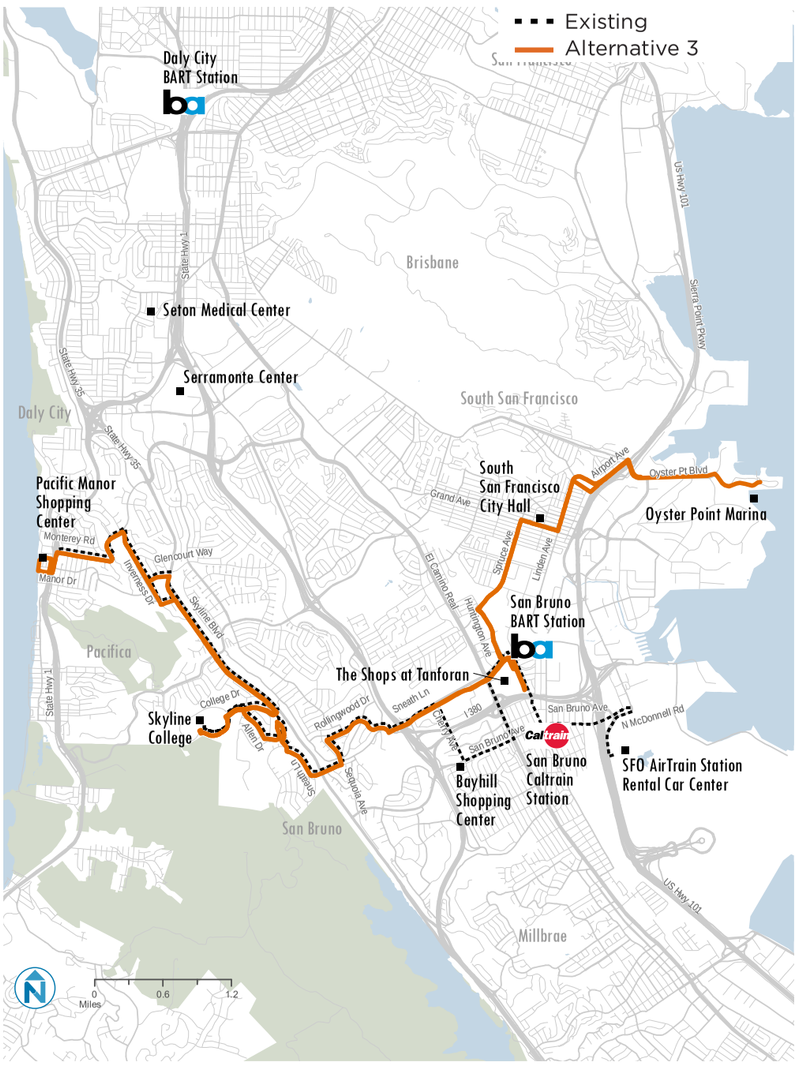
Alternative 1　Alternativa 1　选择1



Alternative 2　Alternativa 2　选择2



Alternative 3　Alternativa 3　选择3



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 140 Existing Existente 现有	**Weekday** Día Entre Semana 平日	30	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 121 Alt 选择 1	**Weekday** Día Entre Semana 平日	30	30	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 140 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 140 Alt 选择 3	**Weekday** Día Entre Semana 平日	30	30	60
	Saturday Sábado周六	30	30	60
	Sunday Domingo 周日	30	30	60

Route 141 - Airport / Linden - Shelter Creek

Existing Service

Route 141 is slightly below average in terms of ridership and productivity. Ridership is high between San Bruno BART Station and South San Francisco. Multiple school trips are added on school days. Public input included requests for later evening service and more frequent weekend service.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This option discontinues the segment of the route between San Bruno BART and Shelter Creek Drive due to low ridership. The existing Bay Hill Shuttle provides weekday rush hour service on a portion of the route that would be discontinued and could possibly serve additional areas in the future, such as Shelter Creek.

In this alternative, Route 141 would operate more frequently, every 15 minutes, seven days a week on the segment between San Bruno BART and South San Francisco. The route would also operate later service, running until 10:30 p.m. seven days a week.

All Route 141 trips that operate only on school days would be renamed as Route 41.

Alt 2: Improved connections to rail and the region

This alternative is the same as Alternative 1, except service would only run every 30 minutes, seven days a week, and it would run until 10:00 p.m. seven days a week.

All Route 141 trips that operate only on school days would be renamed as Route 41.

Alt 3: Retain geographic coverage

In conjunction with extending Route 140 to South San Francisco and Oyster Point, Route 141 would be discontinued. All existing Route 141 stops between South San Francisco and San Bruno BART would continue to have service on the new Route 140.

The existing Bay Hill Shuttle provides weekday rush hour service on a portion of the existing Route 141 and could possibly serve additional areas in the future, such as Shelter Creek.

All Route 141 trips that operate only on school days would be renamed as Route 41.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	6:30 AM-7:30 PM	7:00 AM-7:15 PM	7:00 AM-7:15 PM
Alt 1	6:30 AM-10:30 PM	7:00 AM-10:30 PM	7:00 AM-10:30 PM
Alt 2	6:30 AM-10:00 PM	7:00 AM-10:00 PM	7:00 AM-10:00 PM
Alt 3	Replaced by 140	Replaced by 140	Replaced by 140

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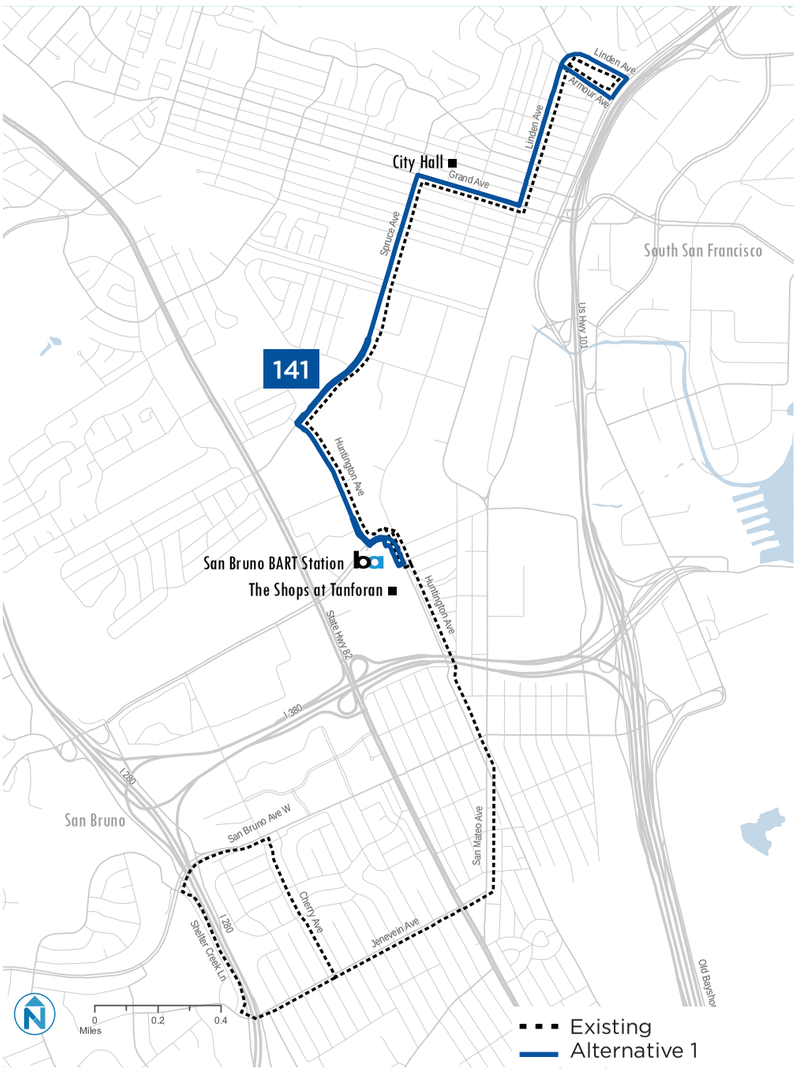
Route 141 - Airport / Linden - Shelter Creek

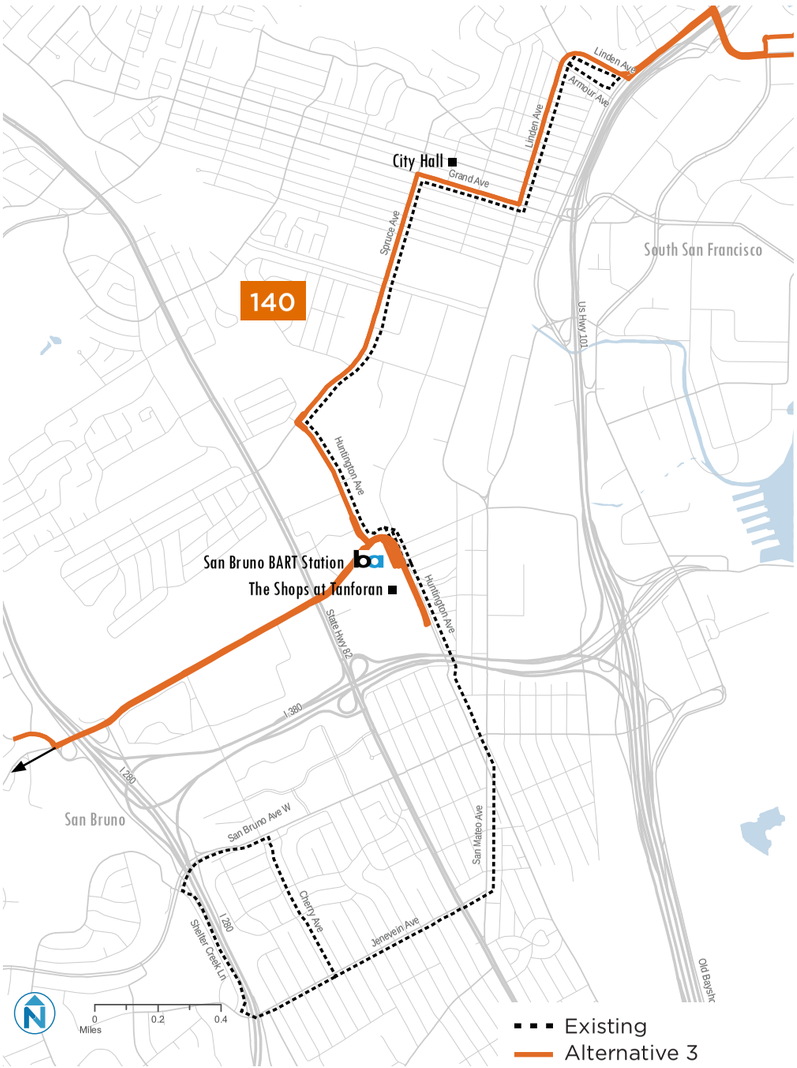
Alternative 1 Alternativa 1 选择1



Alternative 2 Alternativa 2 选择2

Same alignment as Alternative 1
Igual alineación que la Alternativa 1
跟选择1路线相同

Alternative 3 Alternativa 3 选择3



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 141 Existing Existente 现有	**Weekday** Día Entre Semana 平日	30	30	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	30	30	30
Rt 141 Alt 选择 1	**Weekday** Día Entre Semana 平日	15	15	30
	Saturday Sábado周六	15	15	30
	Sunday Domingo 周日	15	15	30
Rt 141 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			

New: Route 249 – San Mateo Caltrain - College of San Mateo

Existing Service

Route 249 is a potential new route providing a direct connection between the College of San Mateo and the downtown San Mateo area, with a connection to Route ECR.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This route would not exist in this alternative.

Alt 2: Improved connections to rail and the region

This new route would provide fast and direct service between the San Mateo Caltrain Station and the College of San Mateo. Students and college employees living in and around downtown San Mateo would have a faster, more direct trip to College of San Mateo on this route. This route would be supplemented by existing Route 250.

Alt 3: Retain geographic coverage

This route would not exist in this alternative.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	-	-	-
Alt 1	-	-	-
Alt 2	-	-	-
Alt 3	6:00 AM-7:00 PM	8:00 AM-7:00 PM	8:00 AM-7:00 PM

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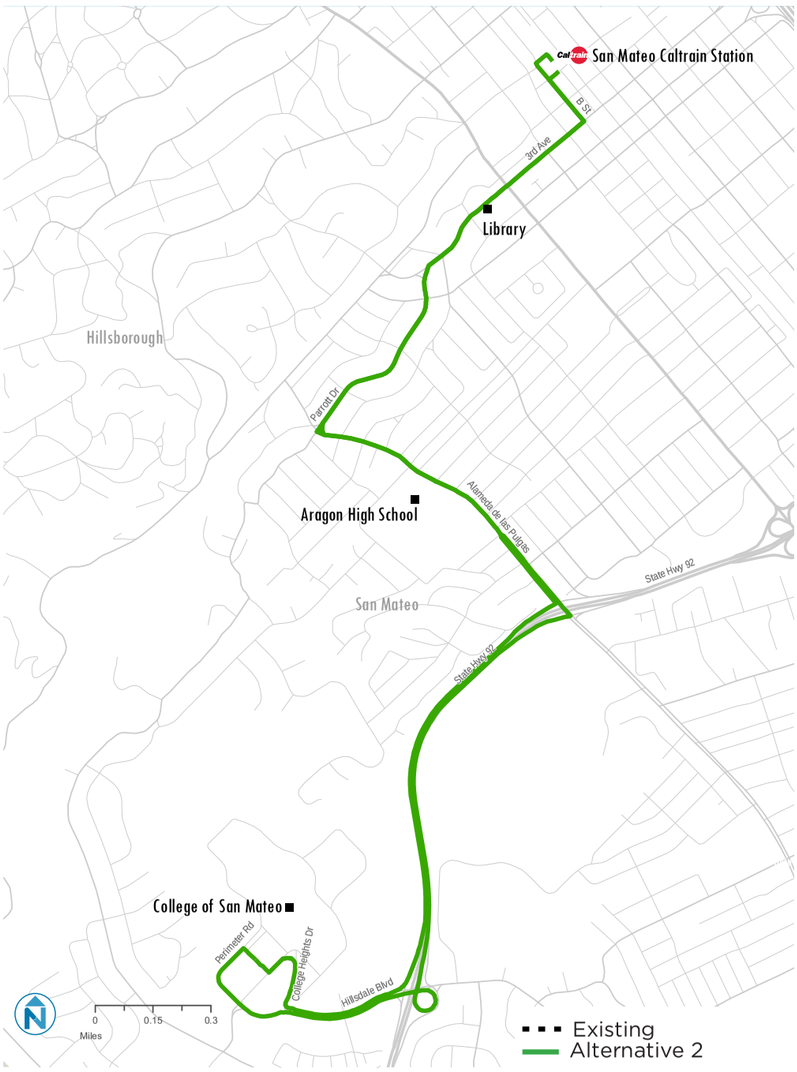
New: Route 249 - San Mateo Caltrain - College of San Mateo

Alternative 2　Alternativa 2　选择2



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 249 Alt 选择 2	**Weekday** Día Entre Semana 平日	30	30	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	30	30	30

Existing Service

Route 250 is an above average route in terms of ridership and productivity. It serves several major destinations, including downtown San Mateo, Hillsdale Shopping Center, and College of San Mateo. Public input included issues with on-time performance on South Norfolk Street and crowding on certain trips.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This option redesigns Route 250 to serve the new Hillsdale Caltrain station using the new 28th Avenue underpass and to shorten the travel time between Hillsdale and College of San Mateo.

Route 250 would operate between Hillsdale High School and College of San Mateo on Hillsdale Boulevard, which is several minutes faster than using Alameda de las Pulgas. Riders on Alameda de las Pulgas would be able to use Route 294. In San Mateo, the route would end at B Street.

Route 250 would operate more often, every 15 minutes, during the morning rush hour. The route would operate every 30 minutes on weekends.

Alt 2: Improved connections to rail and the region

This alternative redesigns Route 250 to serve the new Hillsdale Caltrain station directly from El Camino Real. This would bypass the existing stops on West Hillsdale Boulevard at the Hillsdale Shopping Center.

Route 250 would operate between Hillsdale High School and College of San Mateo on Hillsdale Boulevard, which is several minutes faster than using Alameda de las Pulgas. Riders on Alameda de las Pulgas would be able to use Route 294 for service.

Alt 3: Retain geographic coverage

In this alternative, Route 250 would stay the same as the existing service but operate every 20 minutes during the morning rush hour on weekdays and every 30 minutes on Saturdays.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	5:30 AM-11:00 PM	7:00 AM-8:45 PM	9:00 AM-6:45 PM
Alt 1	5:30 AM-11:00 PM	7:00 AM-8:45 PM	9:00 AM-6:45 PM
Alt 2	5:30 AM-11:00 PM	7:00 AM-8:45 PM	9:00 AM-6:45 PM
Alt 3	5:30 AM-11:00 PM	7:00 AM-8:45 PM	9:00 AM-6:45 PM

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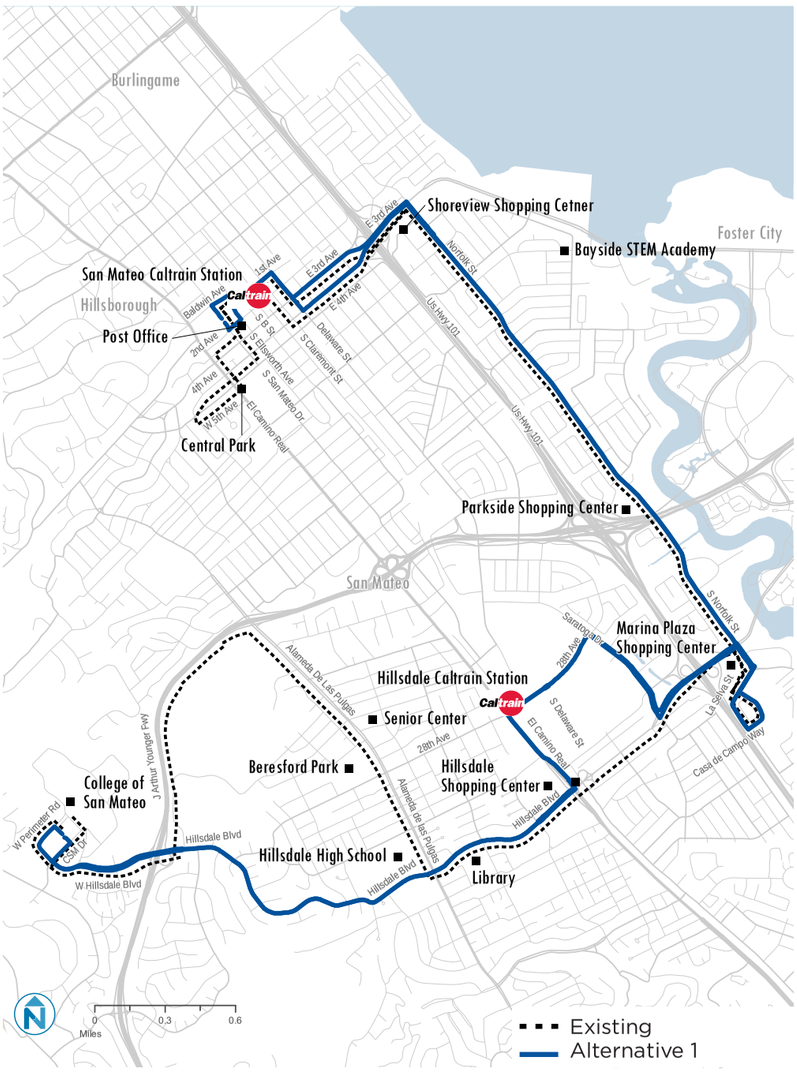
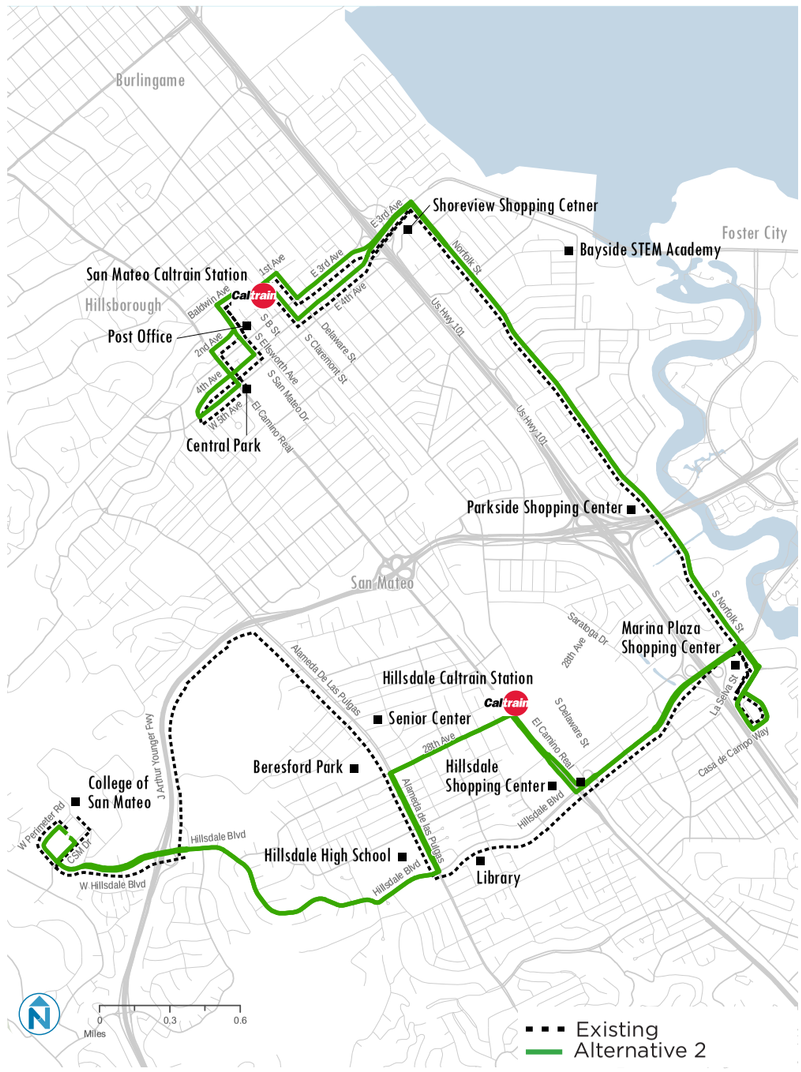
Route 250 - 5th / El Camino Real - College of San Mateo

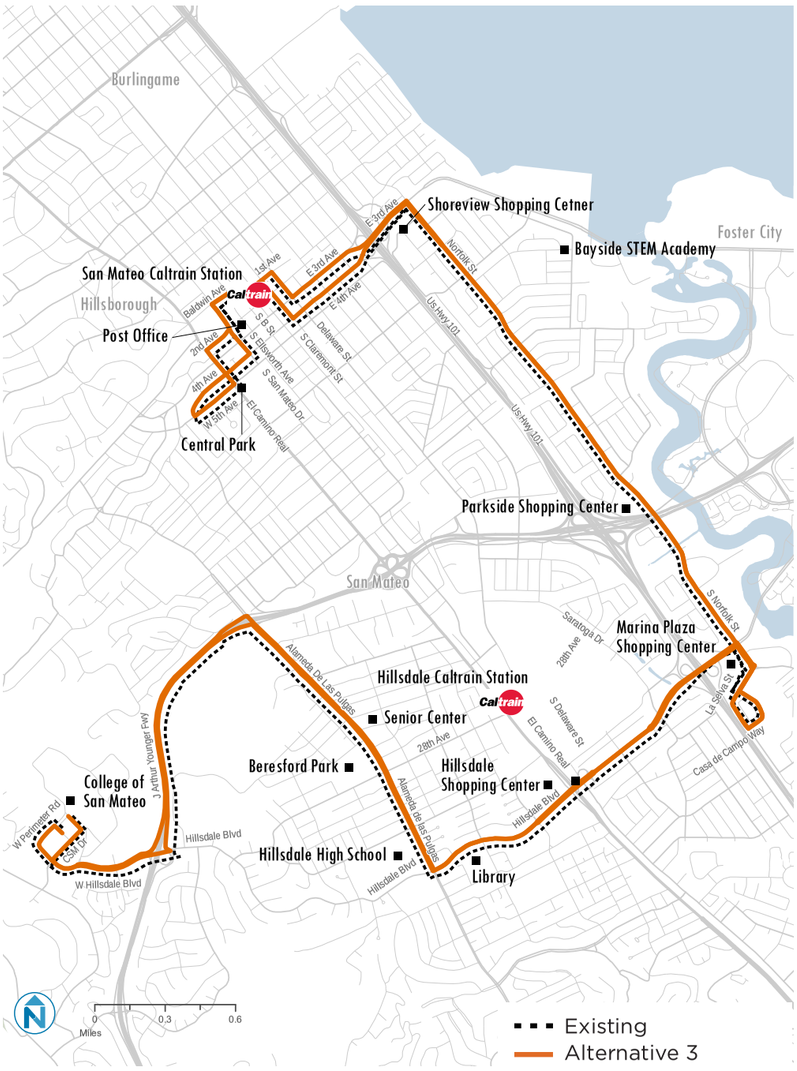
Alternative 1 Alternativa 1 选择1



Alternative 2 Alternativa 2 选择2



Alternative 3 Alternativa 3 选择3



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 250 Existing Existente 现有	**Weekday** Día Entre Semana 平日	30	30	30
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	-
Rt 250 Alt 选择 1	**Weekday** Día Entre Semana 平日	AM: 15 PM: 30	30	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	60	60	-
Rt 250 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 250 Alt 选择 3	**Weekday** Día Entre Semana 平日	AM: 20 PM: 30	30	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	60	60	-

Route 251/256 – Foster City - Hillsdale Mall/ Hillsdale Mall - Foster City

Existing Service

Route 251 and 256 are two loop routes serving Foster City. Both routes have low ridership with many trips running empty. Routes 251 and 256 also overlap with existing shuttle routes. School trips on these two routes have high ridership. Both routes suffer from reliability issues stemming from the congestion on E Hillsdale Boulevard. Public input included requests for Sunday service, better on-time performance, and clearer route design.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This alternative consolidates Routes 251 and 256 into one simple route that serves the highest ridership stops. Frequency during the morning and afternoon rush hour on weekdays would improve to every 30 minutes. Riders with longer walks to service include those on portions of Edgewater Boulevard, Beach Park Boulevard, and Shell Boulevard. The revised Route 256 would also remove service north of Highway 92. This area would still be served during rush hour by Caltrain shuttles.

Alt 2: Improved connections to rail and the region

In this alternative, a new version of Route 251 would serve the area north of Highway 92 via Fashion Island Boulevard. This route would operate every 30 minutes during rush hour and every 60 minutes during the midday and evening on weekdays. A new version of Route 256 would serve the area south of Highway 92 via Hillsdale Boulevard, operating every 30 minutes during rush hour and every 60 minutes at all other times on weekdays. Riders on Edgewater Boulevard, Beach Park Boulevard, and Shell Boulevard would need to walk up to 20 minutes to access a stop. Riders on Bridgepointe Parkway, Bridgepointe Circle, and Chess Drive would need to walk about 5 to 10 minutes to a stop.

Alt 3: Retain geographic coverage

This alternative consolidates Routes 251 and 256 into one simple route that serves the highest ridership stops. This revised Route 256 would use Fashion Island Boulevard to avoid traffic on Hillsdale Boulevard. Service would operate every 60 minutes, seven days a week. This alternative would also improve internal Foster City circulation with a Foster City on-demand service. With on-demand service, riders call or use an app to request a ride and a shared vehicle picks them up and drops them off anywhere within the designated zone. Walk distances to the Route 256 would increase for some passengers on Edgewater Boulevard, Beach Park Boulevard, and Shell Boulevard. All passengers would have the opportunity to use the Foster city on-demand service as an alternative.

Existing and Proposed Hours of Service

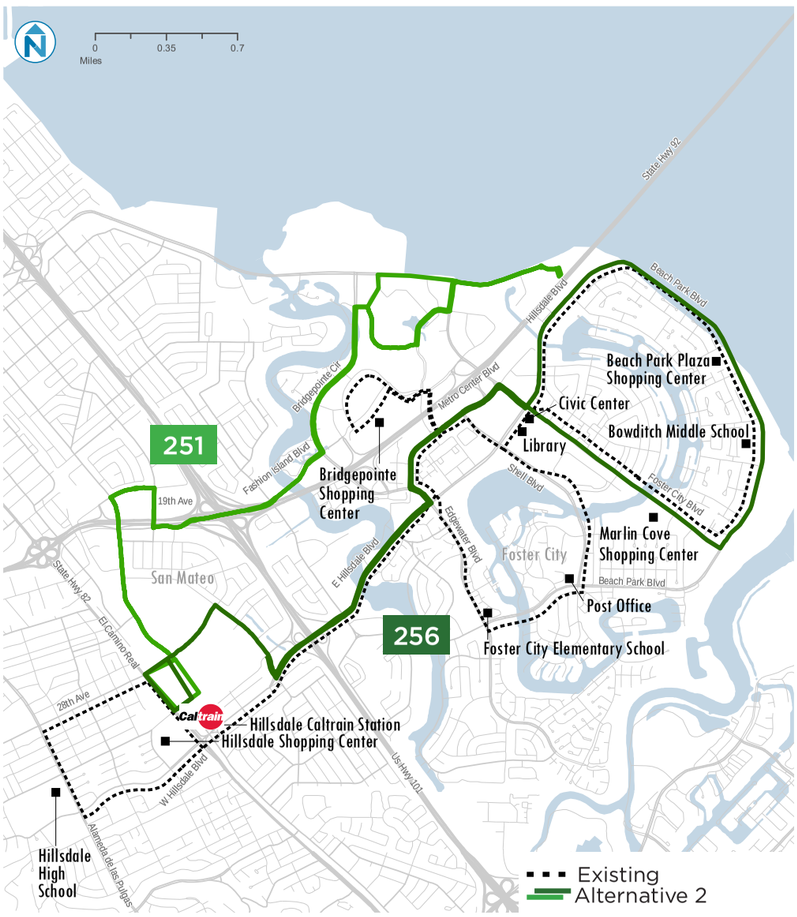
	Weekday	Saturday	Sunday
Existing	Rte 251: 11:30 AM-8:30 PM Rte 256: 6:50 AM-3:30 PM	Rte 251: 8:30 AM-7:15 PM Rte 256: 7:30 AM-8:15 PM	Rte 251: - Rte 256: -
Alt 1	Rte 256: 6:30 AM-7:00 PM	Rte 256: 7:30 AM-7:00 PM	Rte 256: -
Alt 2	Rte 251: 6:30 AM-7:00 PM Rte 256: 6:30 AM-7:00 PM	Rte 251: 7:30 AM-7:30 PM Rte 256: 7:30 AM-7:30 PM	Rte 251: - Rte 256: -
Alt 3	Rte 256: 6:00 AM-7:00 PM FC OD: 6:00 AM-7:00 PM	Rte 256: 8:00 AM-7:00 PM FC OD: 6:00 AM-7:00 PM	Rte 256: 8:00 AM-7:00 PM FC OD: 6:00 AM-7:00 PM

Reimagine SamTrans Alternatives 重塑 SamTrans Reimagina las Alternativas de SamTrans

Route 251/256 - Foster City - Hillsdale Mall/ Hillsdale Mall - Foster City

Alternative 1 Alternativa 1 选择1

Alternative 2 Alternativa 2 选择2



Alternative 3 Alternativa 3 选择3

* Servicio de transporte flexible que usted llama para que lo recoja.
* 按需交通服务可打电话预约

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 251/256 Existing Existente 现有	**Weekday** Día Entre Semana 平日	Rt 251: - Rt 256: 60	Rt 251: 120 Rt 256: 120	Rt 251: 60 Rt 256: -
	Saturday Sábado周六	Rt 251: 120 Rt 256: 120	Rt 251: 120 Rt 256: 120	Rt 251: 120 Rt 256: 120
	Sunday Domingo 周日	-	-	-
Rt 256 Alt 选择 1	**Weekday** Día Entre Semana 平日	30	60	60
	Saturday Sábado周六	60	60	-
	Sunday Domingo 周日	-	-	-
Rt 251 Alt 选择 2	**Weekday** Día Entre Semana 平日	30	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	-	-	-
Rt 256 Alt 选择 2	**Weekday** Día Entre Semana 平日	30	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	-	-	-
Rt 256 Alt 选择 3	**Weekday** Día Entre Semana 平日	30	30	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60

Route 260/261 – San Carlos Caltrain - College of San Mateo/Belmont Caltrain - Western Hills

Existing Service

Route 260 is an indirect route that is has below average ridership. School kids are a primary market but most trips carry very few passengers. Ridership to College of San Mateo is also low. Part of this route is covered by the free Twin Dolphin Shuttle. Public input included requests for later evening service.

Possible Changes

Alt 1: Direct, high-frequency service within the county

In this option, Route 260 would be split into two routes at the Belmont Caltrain Station. Redwood Shores would be served by Route 260, connecting the San Carlos Caltrain station with residents and jobs in Redwood Shores. Service would travel clockwise on Marine Parkway and Redwood Shores Parkway. Route 260 would operate every 30 minutes during rush hour and every 60 minutes during weekday midday and on Saturday.

A new Route 261 would connect the Belmont Caltrain station with Crystal Springs Village on Polhemus Road. It would not continue to College of San Mateo, as ridership is low to that destination. There would no longer be service to Hillcrest Juvenile Hall and the San Mateo County Superior Court due to very low ridership. Riders to either of those locations can walk to the stop at Polhemus Road. Route 261 would operate every 60 minutes on weekdays and Saturdays.

School service on Routes 60 and 67 would not change.

Alt 2: Improved connections to rail and the region

This option converts Route 260's one-way loop in Redwood Shores to two-way service. Due to low ridership west of Ralston Middle School, Route 260 would end at Cipriani Boulevard. Route 260's alignment would be adjusted to better serve Redwood Shores jobs and to travel on Bridge Parkway. Some riders on Marine Parkway would need to walk up to 10 minutes to the nearest stop for service. Route 260 would operate every 60 minutes on weekdays and Saturdays. School service on Route 60 and 67 would not change.

Alt 3: Retain geographic coverage

This option simplifies Route 260 to connect Redwood Shores and portions of Ralston Avenue with the Belmont Caltrain station. Route 260 would no longer end in San Carlos, but instead serve Marine Parkway and Redwood Shores Parkway in a one-way loop. Due to low ridership west of Ralston Middle School, Route 260 would end at Cipriani Boulevard. Route 260 would operate every 60 minutes on weekdays and Saturdays. School service on Route 60 and 67 would not change.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	Rte 260: 6:00 AM-8:45 PM	Rte 260: 8:00 AM-8:30 PM	-
Alt 1	Rte 260: 6:00 AM-8:45 PM Rte 261: 6:00 AM-8:45 PM	Rte 260: 8:00 AM-8:30 PM Rte 261: 8:00 AM-8:30 PM	-
Alt 2	Rte 260: 6:00 AM-8:45 PM	Rte 260: 8:00 AM-8:30 PM	-
Alt 3	Rte 260: 6:00 AM-8:45 PM	Rte 260: 8:00 AM-8:30 PM	-

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Route 260/261 - San Carlos Caltrain - College of San Mateo/Belmont Caltrain - Western Hills

Alternative 1 Alternativa 1 选择1

Alternative 2 Alternativa 2 选择2

Alternative 3 Alternativa 3 选择3

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 260 Existing Existente 现有	**Weekday** Día Entre Semana 平日	30	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	-	-	-
Rt 260 Alt 选择 1	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	-	-	-
261 Alt 选择 1	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	-	-	-
Rt 260 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 260 Alt 选择 3	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	-	-	-

Route 270/276 – Redwood City Transit Center Loop/Redwood City Transit Center - Florence / 17th

Existing Service

Currently, Routes 270 and 276 provide service every 60 minutes to similar areas of Redwood City. Neither route has high ridership, even though they serve important communities and growing job areas. Both routes compete with a faster, more frequent, and free shuttle connecting the Redwood City Caltrain station with jobs on Broadway.

Possible Changes

In all three alternatives, Routes 270 and 276 are combined into one route that operates more frequently. SamTrans service east of US-101 would be discontinued due to low ridership but could continue to be served by the Redwood City-Seaport Centre Caltrain shuttle.

Alt 1: Direct, high-frequency service within the county

In Alternative 1, the new Route 270 would serve the Broadway corridor and end at the Marsh Road job area.

Route 270 would serve the Redwood City Caltrain station on Winslow Street. This ensures that riders transferring from Caltrain have the fastest connections to jobs and helps avoid congestion on El Camino Real.

Route 270 would operate every 15 minutes during rush hour and every 30 minutes during the midday on weekdays and all day on Saturdays. The route would operate every 60 minutes on Sundays.

Alt 2: Improved connections to rail and the region

Alternative 2 is the same as Alternative 1 except that Route 270 would operate every 60 minutes on Saturdays.

Alt 3: Retain geographic coverage

In Alternative 3, the new Route 270 would serve the Broadway corridor and the VA Hospital in Menlo Park. Riders could connect to other buses serving East Palo Alto at the VA Hospital.

A new version of the Route 281 would overlap Route 270 between Marsh Road and Redwood City, which means a bus would run every 15 minutes or less along Bay Road.

Route 270 would operate every 30 minutes on weekdays and every 60 minutes on Saturdays. Route 281 would provide Sunday service on the corridor.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	Rte 270: 6:30 AM -7:30 PM Rte 276: 6:30 AM-6:30 PM	Rte 270: 7:30 AM-7:15 PM	-
Alt 1	Rte 270: 6:30 AM-7:00 PM	Rte 270: 7:30 AM-7:00 PM	Rte 270: 7:30 AM-7:00 PM
Alt 2	Rte 270: 6:30 AM-7:00 PM	Rte 270: 7:30 AM-7:00 PM	Rte 270: 7:30 AM-7:00 PM
Alt 3	Rte 270: 6:30 AM-7:30 PM	Rte 270: 7:30 AM-7:15 PM	-

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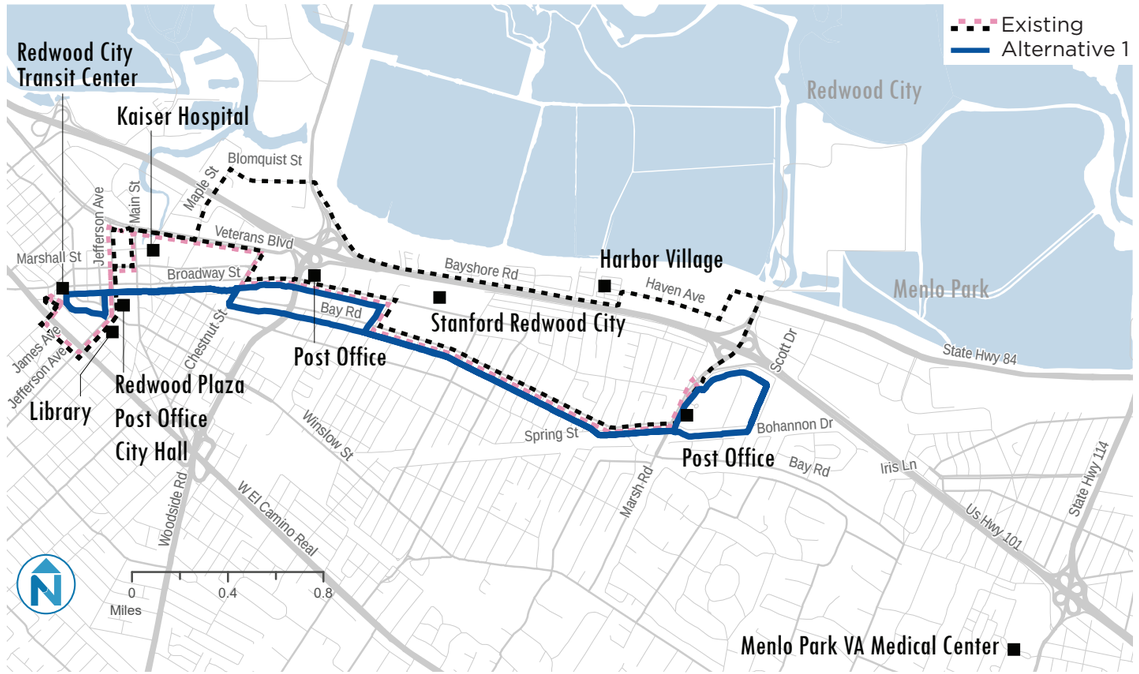
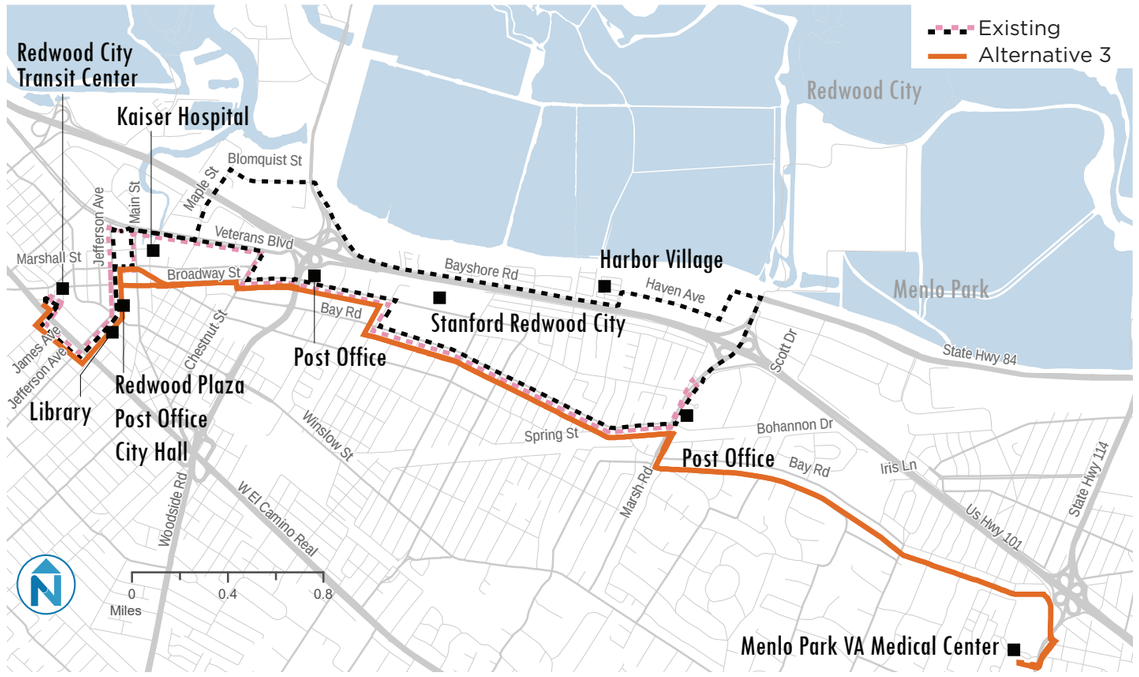
Route 270/276 - Redwood City Transit Center Loop

Alternative 1　Alternativa 1　选择1



Alternative 3　Alternativa 3　选择3



Alternative 2　Alternativa 2　选择2

Same alignment as Alternative 1
Igual alineación que la Alternativa 1
跟选择1路线相同

Frequency (min) Frecuencia (minuto) 频率 (分钟)

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 270 Existing Existente 现有	**Weekday** Día Entre Semana 平日	60	60	-
	Saturday Sábado周六	60	60	-
	Sunday Domingo 周日	-	-	-
Rt 276 Existing Existente 现有	**Weekday** Día Entre Semana 平日	60	60	-
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-
Rt 270 Alternative 1 Alternativa 1 选择 1	**Weekday** Día Entre Semana 平日	15	30	-
	Saturday Sábado周六	30	30	-
	Sunday Domingo 周日	60	60	-
Rt 270 Alternative 2 Alternativa 2 选择2	**Weekday** Día Entre Semana 平日	15	30	-
	Saturday Sábado周六	60	60	-
	Sunday Domingo 周日	60	60	-
Rt 270 Alternative 3 Alternativa 3 选择3	**Weekday** Día Entre Semana 平日	30	30	-
	Saturday Sábado周六	60	60	-
	Sunday Domingo 周日	-	-	-

Existing Service

Routes 274 and 275 are two complementary routes in Redwood City that both have trips to Cañada College. Route 278 combines the functions for both Routes 274 and 275 and operates on Saturday. Route 274 has below average ridership. The primary riders are students traveling to Cañada College. Most trips on this route carry fewer than five riders. Public input included requests for better transfers to Caltrain, less crowded trips, and more frequent service. Route 275 has average ridership. Public input included requests for more frequent service.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This option consolidates Routes 274, 275, and 278 into one new route called Route 275 that serves Woodside Road and Cañada College. The low-ridership areas of Route 274 on Jefferson Avenue would no longer have service. Woodside Road would have later evening service. Weekday morning service would run every 20 minutes, and every 30 minutes during the midday and evenings. The new Route 275 would operate seven days a week, replacing Route 278.

Alt 2: Improved connections to rail and the region

This option would keep the existing Routes 274, 275, and 278. Routes 274 and 278 would continue to serve Cañada College from Redwood City, but Route 275 would only run between Woodside High School and Redwood City, where ridership is the highest.

Route 275 would run more often during the morning rush hour. The other times of day would operate the same as the existing service. Route 278 would continue to operate with no changes.

Alt 3: Retain geographic coverage

Alternative 3 similar to Alternative 1, with Routes 274, 275, and 278 being consolidated into one route. Morning rush hour frequency in Alternative 3 would only be every 30 minutes. A restructured Route 295 would continue to provide service on Jefferson Avenue between Alameda de las Pulgas and the Redwood City Caltrain station.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	Rte 274: 6:00 AM-10:30 PM Rte 275: 6:00 AM-7:30 PM Rte 278: -	Rte 274: - Rte 275: - Rte 278: 7:30-7:30 PM	-
Alt 1	Rte 275: 6:00 AM-11:00 PM	Rte 275: 6:00 AM-7:00 PM	Rte 275: 7:00-7:00 PM
Alt 2	Rte 274: 6:00 AM-10:30 PM Rte 275: 6:00 AM-7:30 PM Rte 278: -	Rte 274: - Rte 275: - Rte 278: 7:30-7:30 PM	-
Alt 3	Rte 275: 6:45-11:00 PM	Rte 275: 7:45 AM-7:00 PM	Rte 275: 8:00 AM-7:00 PM

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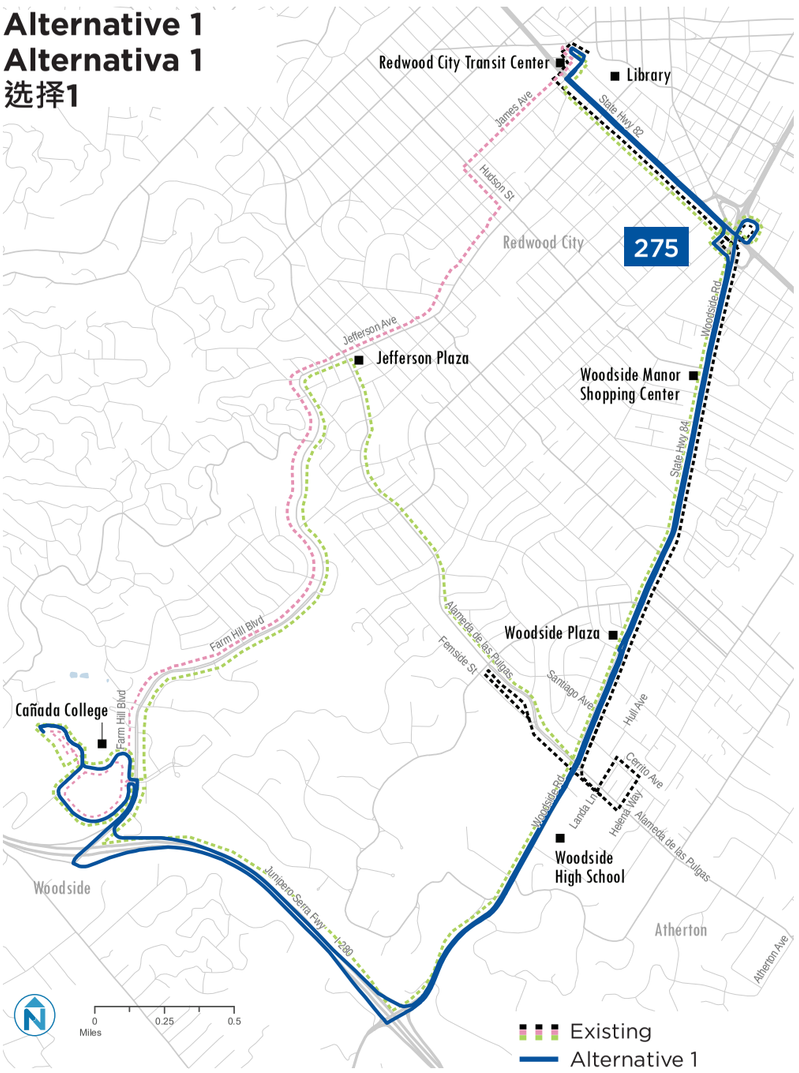
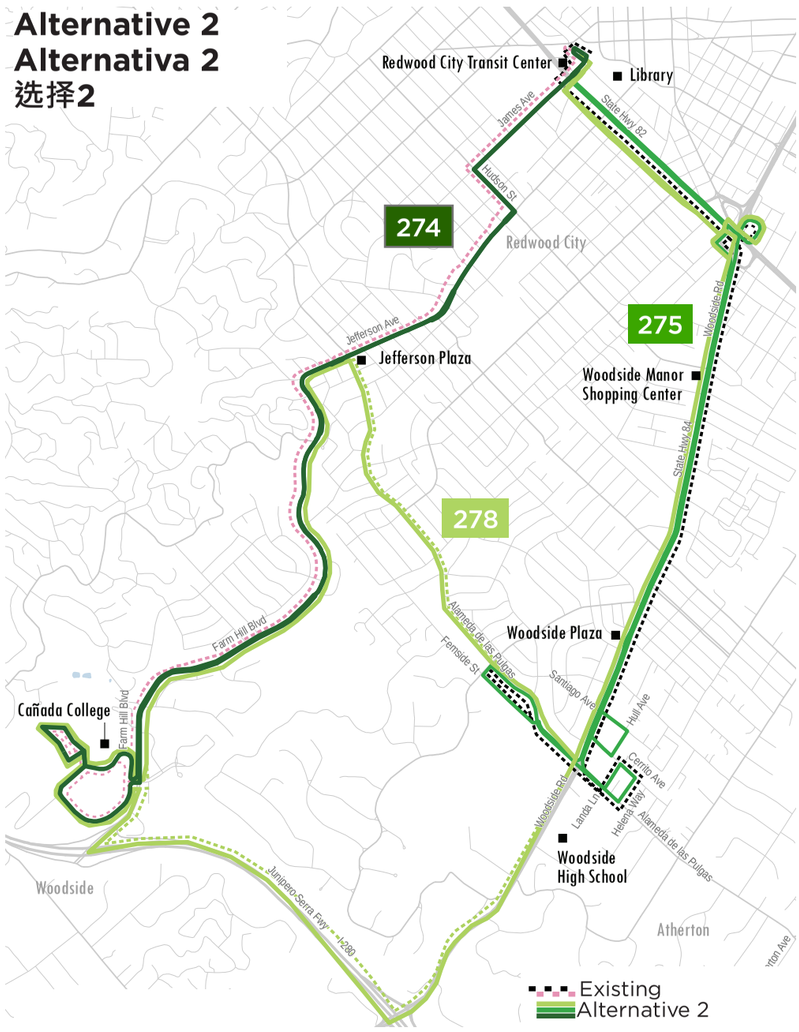
Route 274/275/278 - Redwood City Transit Center - Canada College / Alameda and Woodside

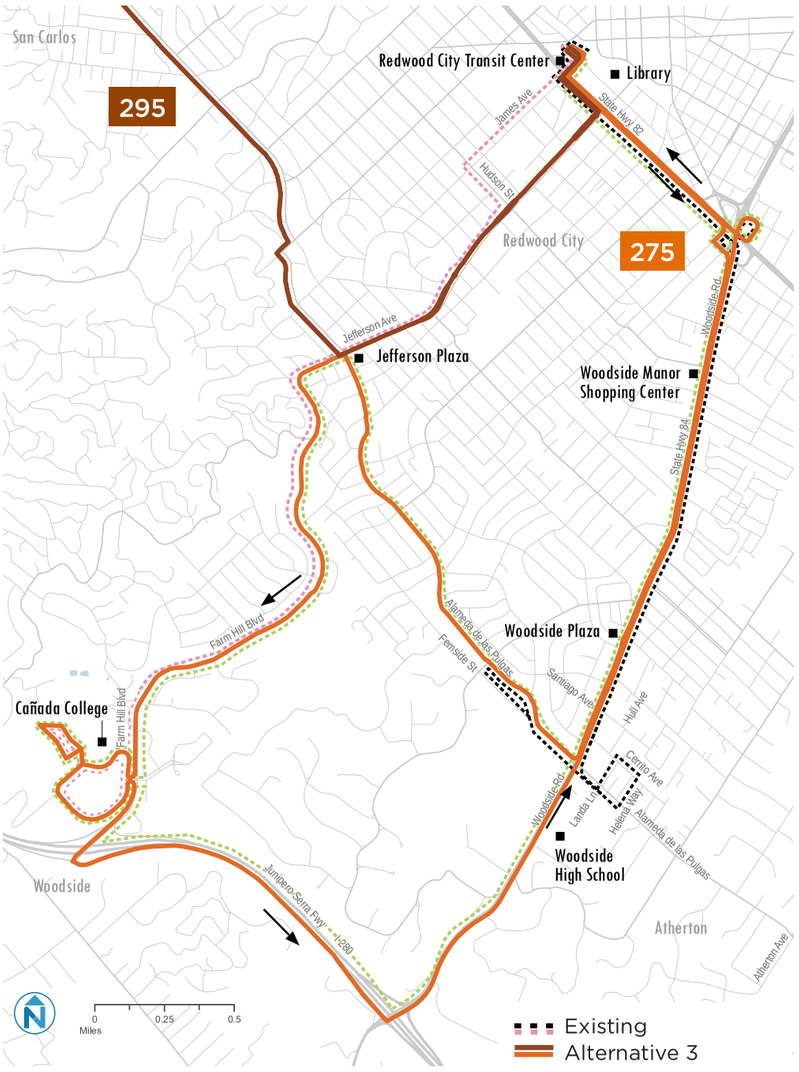
Alternative 1
Alternativa 1
选择1



Alternative 2
Alternativa 2
选择2



Alternative 3 Alternativa 3 选择3



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 275 Existing Existente 现有	**Weekday** Día Entre Semana 平日	30	30	-
Rt 274 Existing Existente 现有	**Weekday** Día Entre Semana 平日	30	30	60
Rt 278 Existing Existente 现有	**Saturday** Sábado周六	60	60	60
Rt 275 Alt 选择 1	**Weekday** Día Entre Semana 平日	20 - 30	30	30
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 275 Alt 选择 2	**Weekday** Día Entre Semana 平日	20 - 30	30	30
Rt 274 Alt 选择 2	**Weekday** Día Entre Semana 平日	30	30	60
Rt 278 Alt 选择 2	**Saturday** Sábado周六	60	60	60
Rt 275 Alt 选择 3	**Weekday** Día Entre Semana 平日	30	30	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60

Route 280/281 – Purdue / Fordham - Stanford Mall/Onetta Harris Center - Stanford Mall

Existing Service

Routes 280 and 281 are two overlapping routes that serve Palo Alto, East Palo Alto, and Menlo Park. Both routes serve areas considered to have high need for transit service, yet both have low ridership. Routes 280, 281 and 296 serve some of the same areas. During public outreach, we heard that these bus routes are often not on time or do not run frequently enough, especially on weekends. Routes 280 and 281 often get stuck in traffic on University Avenue and it is hard to keep the bus on schedule.

Possible Changes

In all three alternatives, Routes 280 and 281 would be consolidated into one route, Route 281, that operates more frequently. Some Route 280 riders would need to walk up to a half mile to a Route 281 or 296 stop for service.

Alt 1: Direct, high-frequency service within the county

In Palo Alto, Route 281 would end at Alma Street, east of the Caltrain Station. All transfers to Caltrain, Marguerite Shuttles, VTA, and SamTrans would still be possible via the tunnel under the Caltrain tracks. A stop on Alma Street would reduce the travel time to and from East Palo Alto and improve reliability by not traveling into the transit center. Riders west of the Palo Alto Caltrain Station would still be able to use the Marguerite Shuttles or Route ECR to access their destination. The new 281 would run every 20 minutes during rush hour and midday on weekdays and every 30 minutes on weekends.

Alt 2: Improved connections to rail and the region

Alternative 2 is the same as Alternative 1.

Alt 3: Retain geographic coverage

Route 281 would be extended from the Onetta Harris Community Center to Redwood City via the Bayfront Expressway, Marsh Road, and Bay Road to provide a direct connection between East Palo Alto and multiple job areas in Redwood City.

Route 281 would be extended to the Stanford University and Hospital campus to better connect East Palo Alto residents with jobs and services at Stanford. The Palo Alto Caltrain station would be served via stops on Alma Street to avoid the traffic and delays at Palo Alto Transit Center. Route 281 would run every 15 minutes during rush hour and midday on weekdays and every 30 minutes on weekends. Transportation within East Palo Alto would be improved by introducing an on-demand zone. With on-demand service, riders call or use an app to request a ride and a shared vehicle picks them up and drops them off anywhere within the designated zone.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	Rte 280: 5:30 AM-10:30 PM Rte 281: 6:00 AM-10:30 PM	Rte 280: 7:45 AM-8:15 PM Rte 281: 8:00 AM-8:15 PM	Rte 280: 7:45 AM-8:15 PM Rte 281: 8:00 AM-7:15 PM
Alt 1	Rte 281: 6:00 AM-10:30 PM	Rte 281: 8:00 AM-8:15 PM	Rte 281: 8:00 AM-7:15 PM
Alt 2	Rte 281: 6:00 AM-10:30 PM	Rte 281: 8:00 AM-8:15 PM	Rte 281: 8:00 AM-7:15 PM
Alt 3	Rte 281: 6:00 AM-10:30 PM EPA OD: 6:00 AM-10:30 PM	Rte 281: 8:00 AM-8:15 PM EPA OD: 6:00 AM-10:30 PM	Rte 281: 8:00 AM-7:15 PM EPA OD: 6:00 AM-10:30 PM

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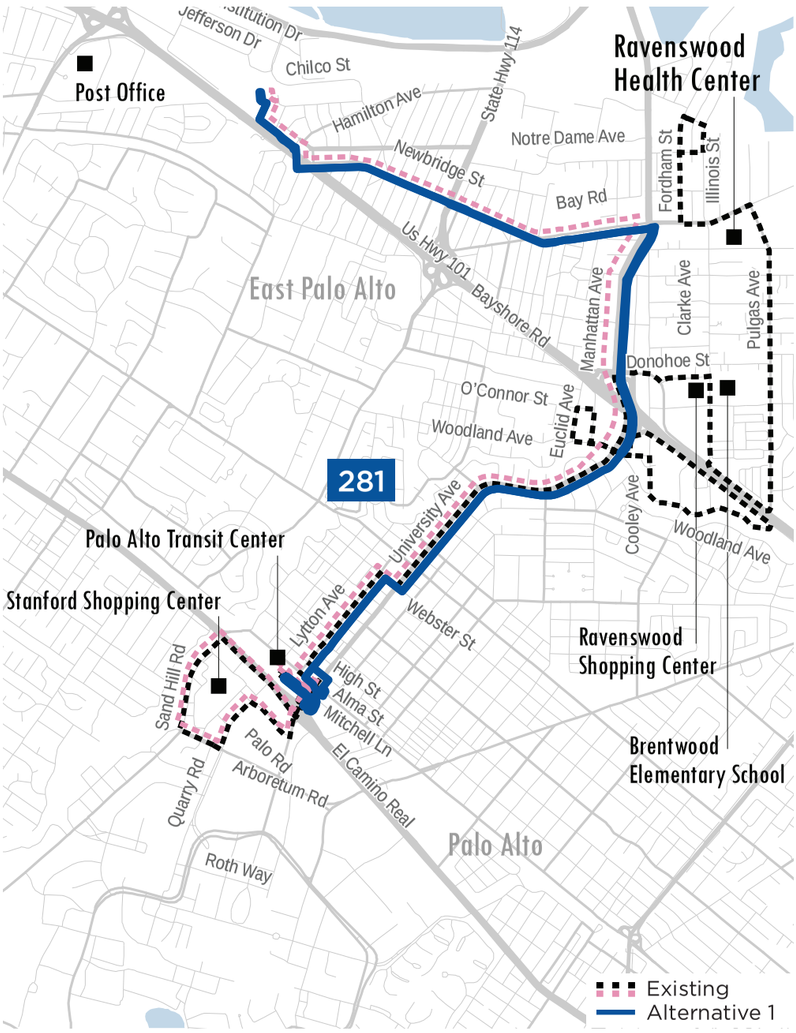
Route 280/281 - Purdue / Fordham - Stanford Mall/ Onetta Harris Center - Stanford Mall

Alternative 1 Alternativa 1 选择1



Alternative 2 Alternativa 2 选择2

Same alignment as Alternative 1
Igual alineación que la Alternativa 1
跟选择1路线相同

Alternative 3 Alternativa 3 选择3

* Servicio de transporte flexible que usted llama para que lo recoja.
* 按需交通服务可打电话预约

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 280 Existing Existente 现有	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 281 Existing Existente 现有	**Weekday** Día Entre Semana 平日	30	30	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	40	40	40
Rt 281 Alt 选择 1	**Weekday** Día Entre Semana 平日	20	20	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	30	30	30
Rt 281 Alt 选择 2	Same frequency as alternative 1 Igual frecuencia que la alternativa 1 跟选择1相同			
Rt 281 Alt 选择 3	**Weekday** Día Entre Semana 平日	15	15	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	30	30	30

Route 286 - Middlefield / Oak Grove - Sharon Park

Existing Service

Route 286 is a low ridership peak-only route that is designed for school connections.

Proposal for All Alternatives

Route 286 would be renamed Route 86 and would operate one trip in the morning and one trip in the afternoon aligned with school bell times.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	7:00 AM-9:15 AM, 3:30 PM-6:00 PM	-	-
All Alternatives	8:45 AM-9:15 AM, 4:15 PM-5:00 PM	-	-

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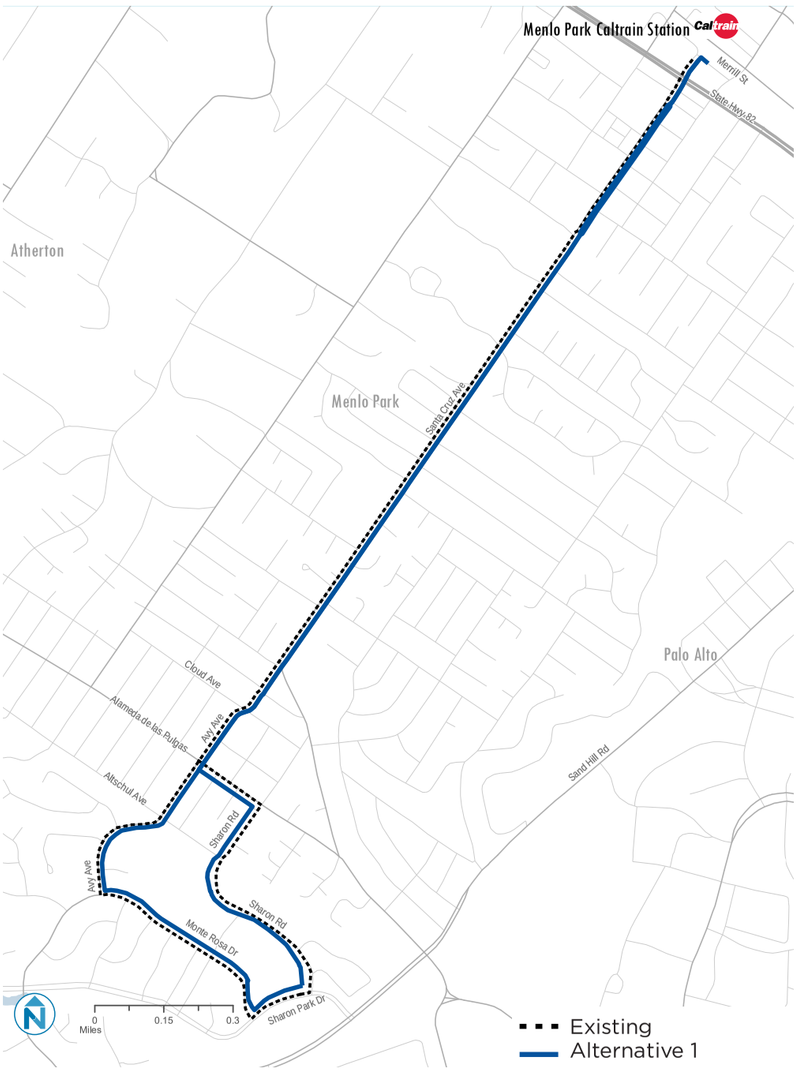
Route 286 - Middlefield / Oak Grove - Sharon Park

Alternative 1 Alternativa 1 选择1



Alternative 2 Alternativa 2 选择2

Same alignment as Alternative 1
Igual alineación que la Alternativa 1
跟选择1路线相同

Alternative 3 Alternativa 3 选择3

Same alignment as Alternative 1
Igual alineación que la Alternativa 1
跟选择1路线相同

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 286 Existing Existente 现有	**Weekday** Día Entre Semana 平日	AM: 40 PM: 60	-	-
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-
Rt 286 Alt 选择 1	**Weekday** Día Entre Semana 平日	1 morning trip	-	1 evening trip
	Saturday Sábado周六	1 morning trip	-	1 evening trip
	Sunday Domingo 周日	1 morning trip	-	1 evening trip
Rt 286 Alt 选择 2	Same frequency as alternative 1 Igual frecuencia que la alternativa 1 跟选择1相同			
Rt 286 Alt 选择 3	Same frequency as alternative 1 Igual frecuencia que la alternativa 1 跟选择1相同			

New: Route 291 - Redwood City - San Carlos

Existing Service

Route 291 is a potential new route connecting San Carlos and Redwood City east of El Camino Real. The target market is residents as well as a growing job area.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This route would not exist in this alternative.

Alt 2: Improved connections to rail and the region

This route would not exist in this alternative.

Alt 3: Retain geographic coverage

In alternative 3, this route would serve Industrial Boulevard, connecting the communities and jobs east of El Camino Real to the Redwood City Transit Center and the San Carlos Caltrain Station. The route would operate every 30 minutes all day, seven days a week.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	-	-	-
Alt 1	-	-	-
Alt 2	-	-	-
Alt 3	6:15 AM-7:00 PM	7:00 AM-7:00 PM	7:00 AM-7:00 PM

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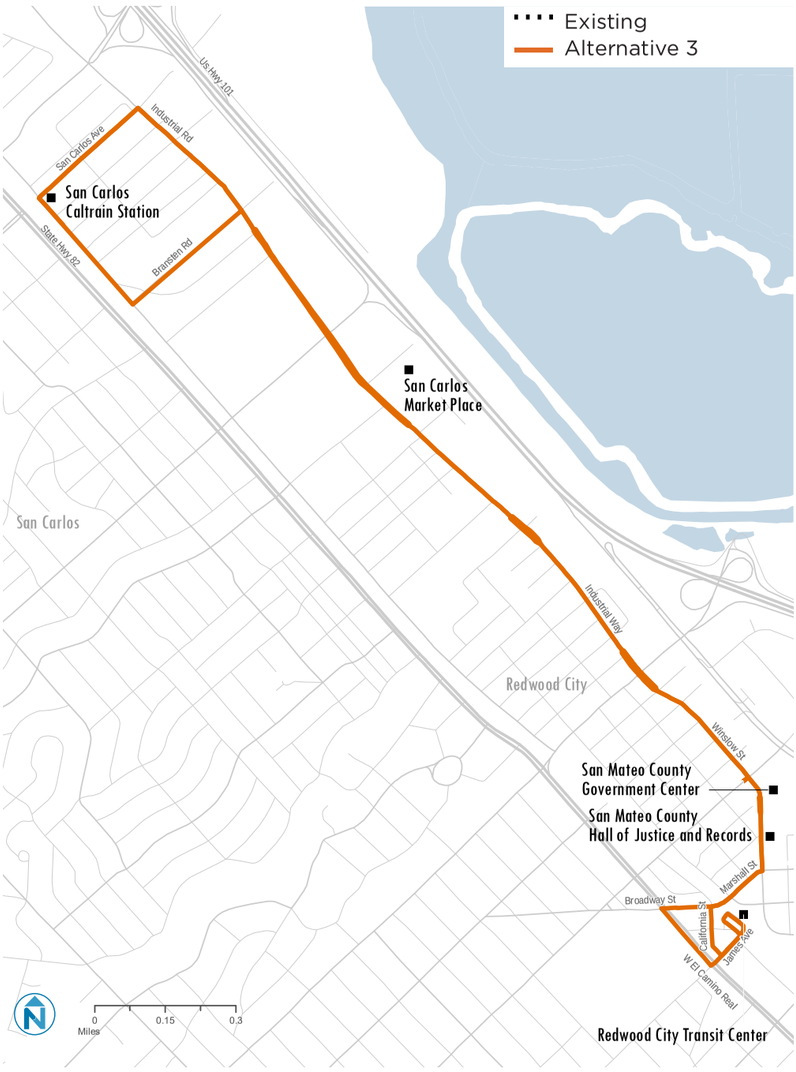
New: Route 291 - Redwood City - San Carlos

Alternative 3　Alternativa 3　选择3



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 291 Alt 选择 3	**Weekday** Día Entre Semana 平日	30	30	30
	Saturday Sábado周六	30	30	30
	Sunday Domingo 周日	30	30	30

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Route 292 - San Francisco - Hillsdale Mall

Existing Service

Route 292 has average ridership but is a very long route, making on-time performance a challenge. Public input suggested that on-time performance and speed (due to too many stops) were issues. There were also requests for more frequent service.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This option makes two recommendations to improve reliability and frequency. Route 292 would be extended to serve the Millbrae BART station, and would split into two different routes at Millbrae. A new Route 293 between Hillsdale and Millbrae would serve the same stops, same frequency, and same service span as the existing Route 292.

Route 292 would no longer travel to downtown San Francisco, but instead end at Bayshore. Muni Routes 8, 9, 9R, and T would continue to provide frequent and direct connections to downtown San Francisco and the Mission from the Bayshore connection point.

With a shortened route, frequency on the Route 292 could be improved to operate every 15 minutes during peak and midday periods, seven days a week. This would improve access to SFO, BART and other destinations for residents and workers along the route. Route 292 would also replace Route SFO with more frequent service.

Alt 2: Improved connections to rail and the region

In this option, Route 292 would continue to operate in San Francisco but with fewer stops spaced approximately every half mile. This would reduce travel times for Route 292 riders. Frequency and hours of service would not change.

Alt 3: Retain geographic coverage

This option extends Route 292 to serve the Millbrae BART station. This would improve regional access to jobs, especially around SFO airport.

In San Francisco, Route 292 would operate as a limited-stop service with stops approximately every half mile. Frequency and hours of service would not change.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	3:45 AM-2:45 AM	4:00 AM-2:30 AM	4:00 AM-2:15 AM
Alt 1	Rte 292 and 293: 3:45 AM-2:45 AM	Rte 293 and 293: 4:00 AM-2:30 AM	Rte 292 and 293: 4:00 AM-2:15 AM
Alt 2	3:45 AM-2:45 AM	4:00 AM-2:30 AM	4:00 AM-2:15 AM
Alt 3	3:45 AM-2:45 AM	4:00 AM-2:30 AM	4:00 AM-2:15 AM

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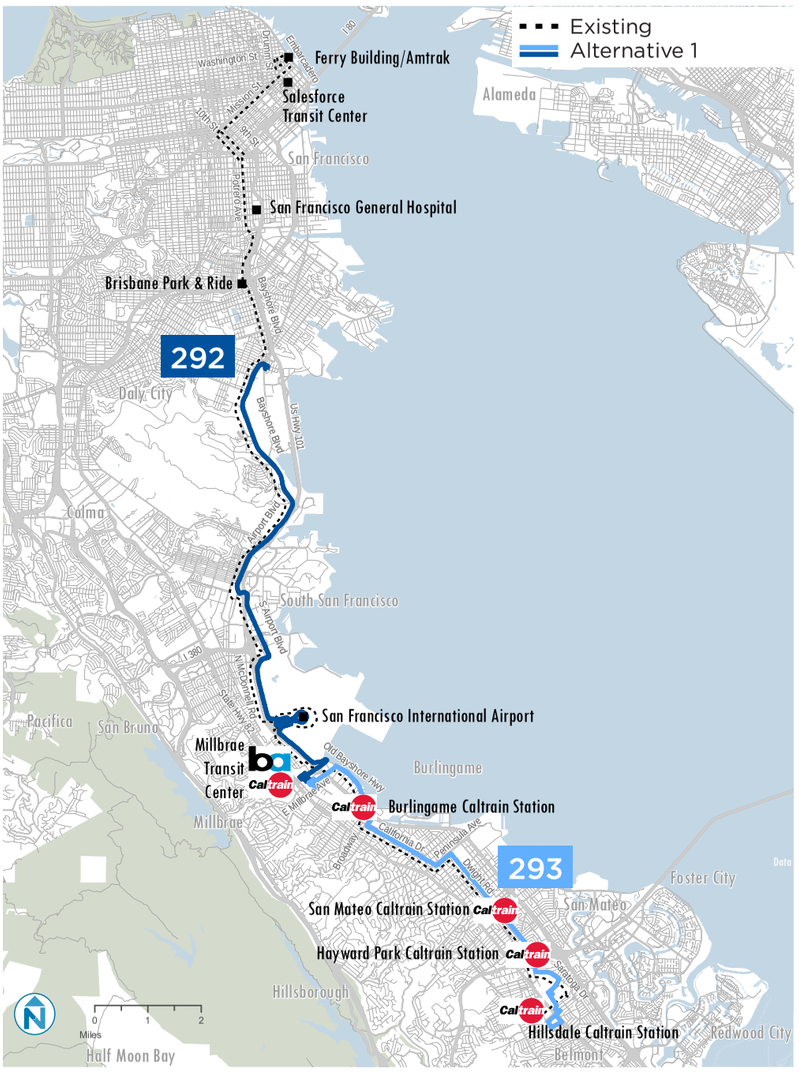
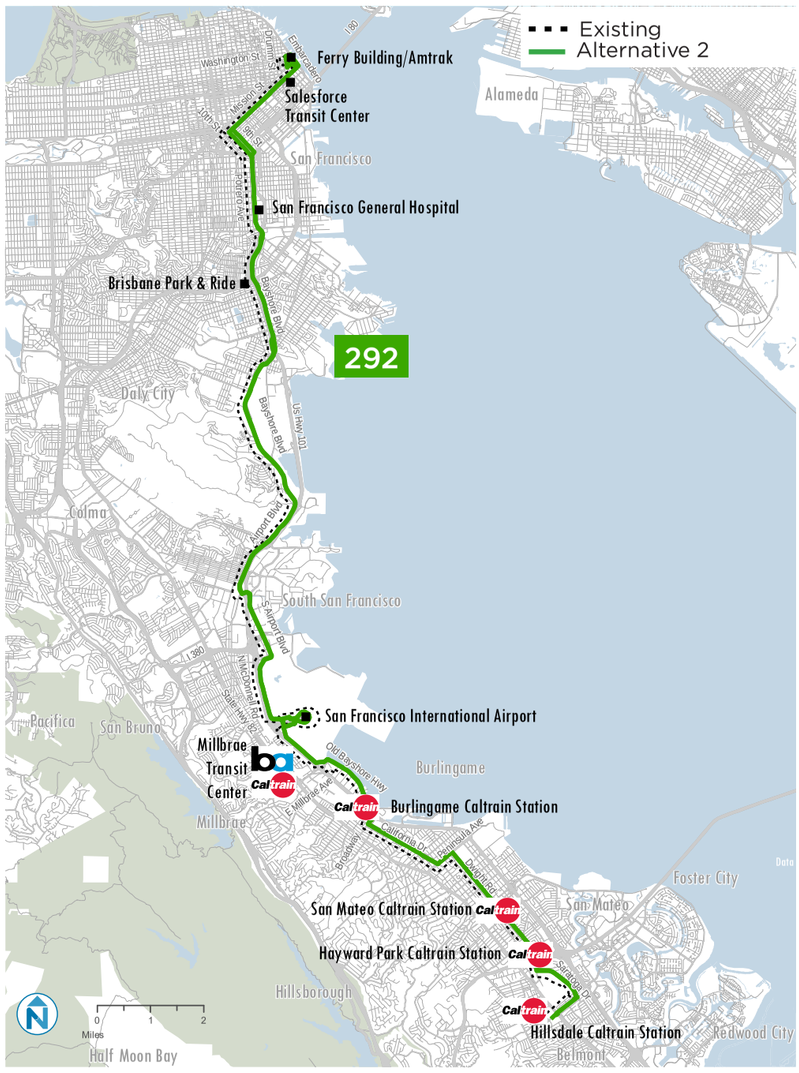
Route 292 - San Francisco - Hillsdale Mall

Alternative 1 Alternativa 1 选择1



Alternative 2 Alternativa 2 选择2



Alternative 3 Alternativa 3 选择3

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 292 Existing Existente 现有	**Weekday** Día Entre Semana 平日	15-30	30	60
	Saturday Sábado周六	30	30	60
	Sunday Domingo 周日	30	30	60
Rt 292 Alt 选择 1	**Weekday** Día Entre Semana 平日	15	15	30
	Saturday Sábado 周六	30	30	60
	Sunday Domingo 周日	30	30	60
Rt 293 Alt 选择 1	**Weekday** Día Entre Semana 平日	30	30	30
	Saturday Sábado 周六	30	30	30
	Sunday Domingo 周日	30	30	30
Rt 292 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 292 Alt 选择 3	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			

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Route 292 - San Francisco - Hillsdale Mall

Alternative 1　Alternativa 1　选择1

Alternative 2　Alternativa 2　选择2

Alternative 3　Alternativa 3　选择3

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 292 Existing Existente 现有	**Weekday** Día Entre Semana 平日	15-30	30	60
	Saturday Sábado周六	30	30	60
	Sunday Domingo 周日	30	30	60
Rt 292 Alt 选择 1	**Weekday** Día Entre Semana 平日	15	15	30
	Saturday Sábado 周六	30	30	60
	Sunday Domingo 周日	30	30	60
Rt 293 Alt 选择 1	**Weekday** Día Entre Semana 平日	30	30	30
	Saturday Sábado 周六	30	30	30
	Sunday Domingo 周日	30	30	30
Rt 292 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 292 Alt 选择 3	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			

Existing Service

Route 294 connects Half Moon Bay to San Mateo but has below average ridership. Public input included requests for more frequent and later service to Half Moon Bay.

Possible Changes

Alt 1: Direct, high-frequency service within the county

In this option, Route 294 would continue to serve all stops in Half Moon Bay and connect to the Hillsdale area in San Mateo. Due to low ridership, deviations to College of San Mateo and San Mateo Medical Center would be discontinued. The route would also be modified to serve the new Hillsdale Caltrain station location. The bus would run more often, every 60 minutes all day on weekdays and on weekends.

Riders could continue to access the College of San Mateo with a transfer to Route 250. Riders to San Mateo Medical Center could transfer to Route 295 or walk about five minutes.

Alt 2: Improved connections to rail and the region

This alternative is the same as Alternative 1, except that it would only run every 120 minutes during midday and evenings on weekdays, which is the same as the existing service.

Riders could continue to access the College of San Mateo with a transfer to Route 250. Riders to San Mateo Medical Center could transfer to Route 295 or walk five minutes.

Alt 3: Retain geographic coverage

In this alternative, Route 294 would continue to serve the College of San Mateo but the deviation to San Mateo Medical Center would be discontinued.

Between College of San Mateo and the Hillsdale Caltrain Station, Route 294 would travel on 28th Avenue. Riders on Alameda de las Pulgas would still have access to Route 250.

Frequency on weekends and during the midday on weekdays would be improved to every 60 minutes.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	6:15 AM-10:00 PM	6:15 AM-9:45 PM	6:15 AM-9:45 PM
Alt 1	6:15 AM-10:00 PM	6:15 AM-9:45 PM	6:15 AM-9:45 PM
Alt 2	6:15 AM-10:00 PM	6:15 AM-9:45 PM	6:15 AM-9:45 PM
Alt 3	6:15 AM-10:00 PM	6:15 AM-9:45 PM	6:15 AM-9:45 PM

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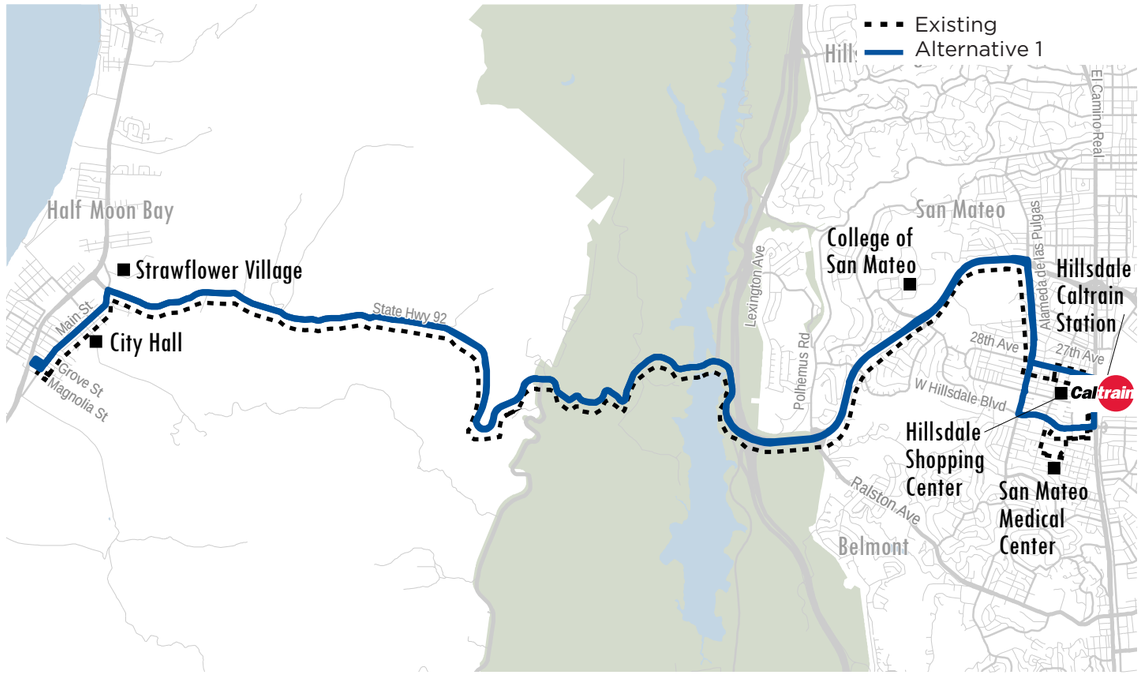
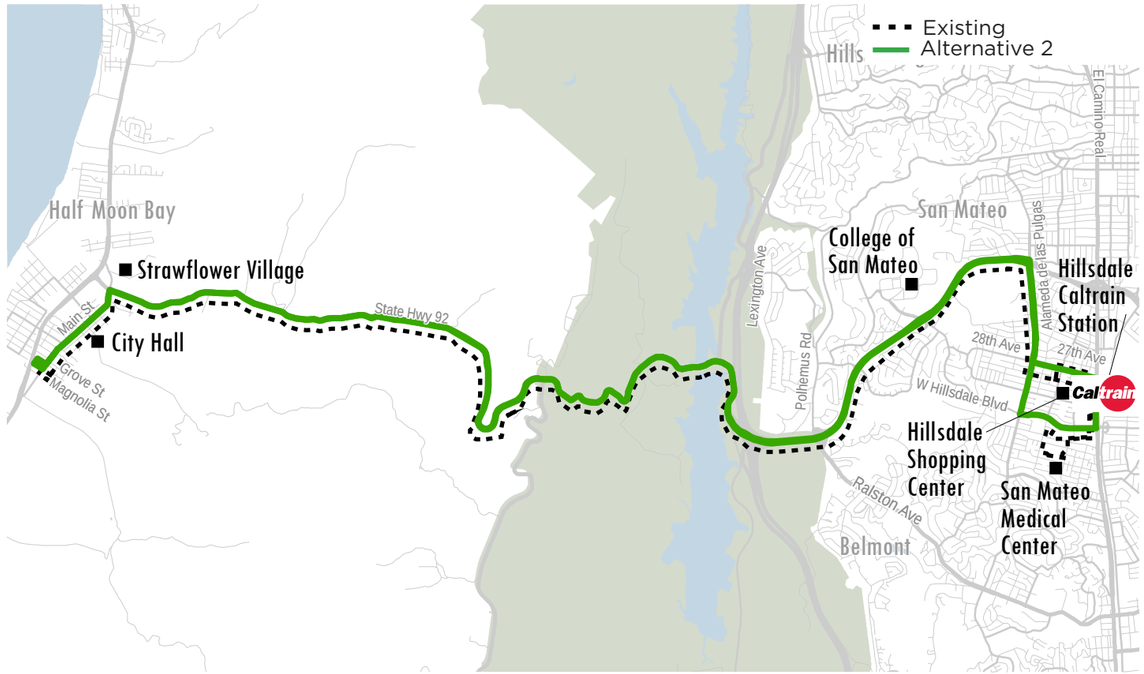
Route 294 - San Mateo Medical Center - Main / Poplar

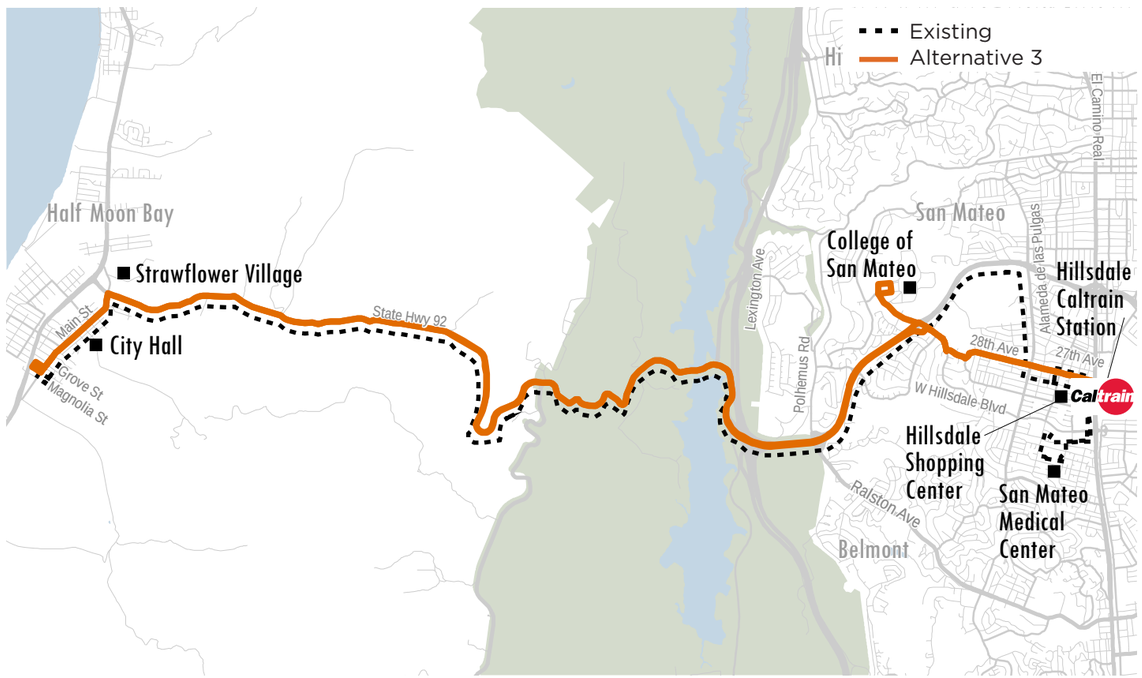
Alternative 1　Alternativa 1　选择1



Alternative 2　Alternativa 2　选择2



Alternative 3　Alternativa 3　选择3



Frequency (min)
Frecuencia (minuto)
频率
(分钟)

Route No.	Day	**Peak** Hora Pico 高峰 6-9am 3-7pm	**Midday** Mediodía 中午 9am-3pm	**Evening** Noche 晚上 7pm-12am
Rt 294 Existing Existente 现有	**Weekday** Día Entre Semana 平日	60	120	120
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 294 Alternate 1 Alternativa 1 选择 1	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 294 Alternative 2 Alternativa 2 选择2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 294 Alternative 3 Alternativa 3 选择3	Same frequency as alternative 1 Igual frecuencia que la alternativa 1 跟选择1相同			

Route 295 – San Mateo Caltrain - Redwood City Transit Ctr

Existing Service

Route 295 is a low ridership route connecting Redwood City, San Carlos, and San Mateo. With the exception of school times, most trips carry few passengers. The existing route only operates on weekdays. Public input suggested that on-time performance was an issue.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This option shortens Route 295 to serve only the highest ridership areas between San Carlos Caltrain and Hillsdale. Existing riders on Alameda de las Pulgas between W Hillsdale Boulevard and Highway 92 would continue to have service with Route 294. North of Highway 292, riders would need to walk up to about 15 minutes to El Camino Real for service. Between San Carlos and Redwood City, riders would need to walk up to about 20 minutes to El Camino Real for service.

Alt 2: Improved connections to rail and the region

This option shortens Route 295 to serve only the highest ridership areas between San Carlos Caltrain and Hillsdale. The route would operate seven days a week.

Existing riders on Alameda de las Pulgas between W Hillsdale Boulevard and Highway 92 would continue to have service with Route 294. North of Highway 292, existing riders would be served by the new Route 249. Between San Carlos and Redwood City, existing riders would need to walk up to about 20 minutes to El Camino Real for service.

Alt 3: Retain geographic coverage

This option shortens Route 295 to run between Redwood City, San Carlos Caltrain, and Hillsdale. The existing route segment between Redwood City and San Carlos would be realigned to operate on Jefferson Avenue instead of Whipple Avenue because ridership on Jefferson Avenue is higher than on Whipple Avenue. Route 295 would operate seven days a week.

Existing riders on Alameda de las Pulgas between W Hillsdale Boulevard and Highway 92 would continue to have service with Route 250. North of Highway 92, existing riders would need to walk up to about 15 minutes to El Camino Real for service. Existing riders on Whipple Avenue could walk up to about 10 minutes to Alameda de las Pulgas or El Camino Real for service.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	6:15 AM-7:45 PM	-	-
Alt 1	6:45 AM-6:45 PM	-	-
Alt 2	6:15 AM-7:45 PM	8:00 AM-7:00 PM	8:00 AM-7:00 PM
Alt 3	6:15 AM-7:45 PM	7:00 AM-7:00 PM	7:00 AM-7:00 PM

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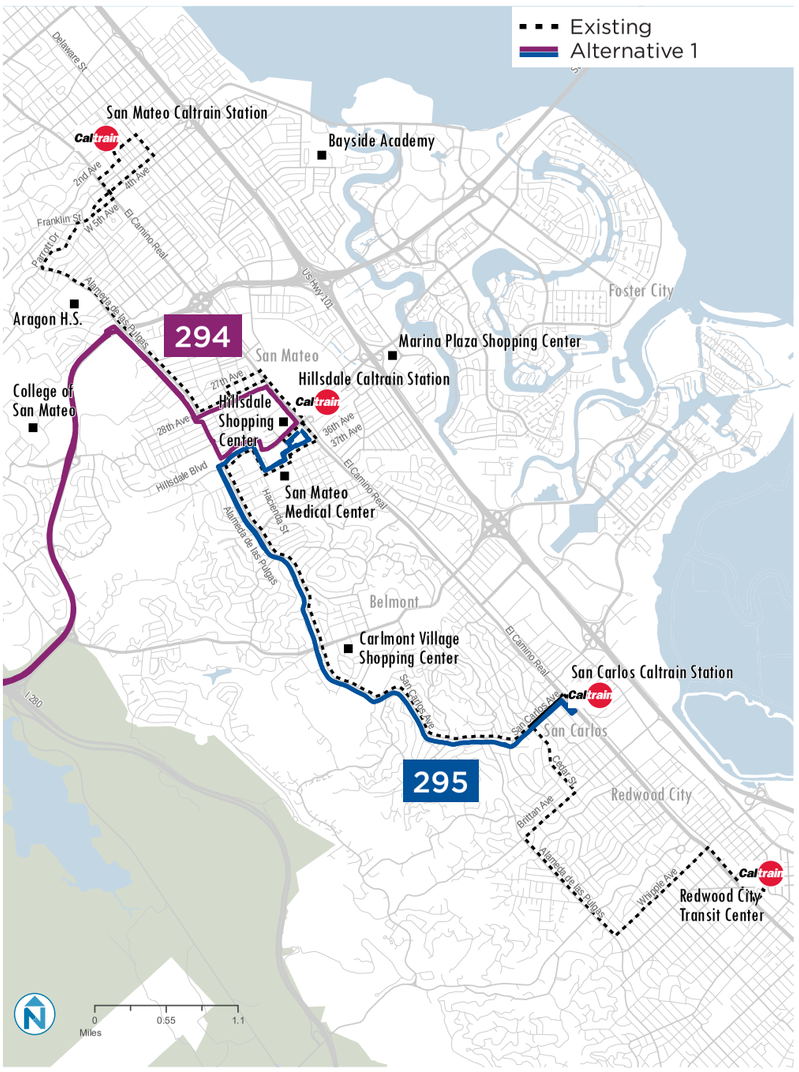
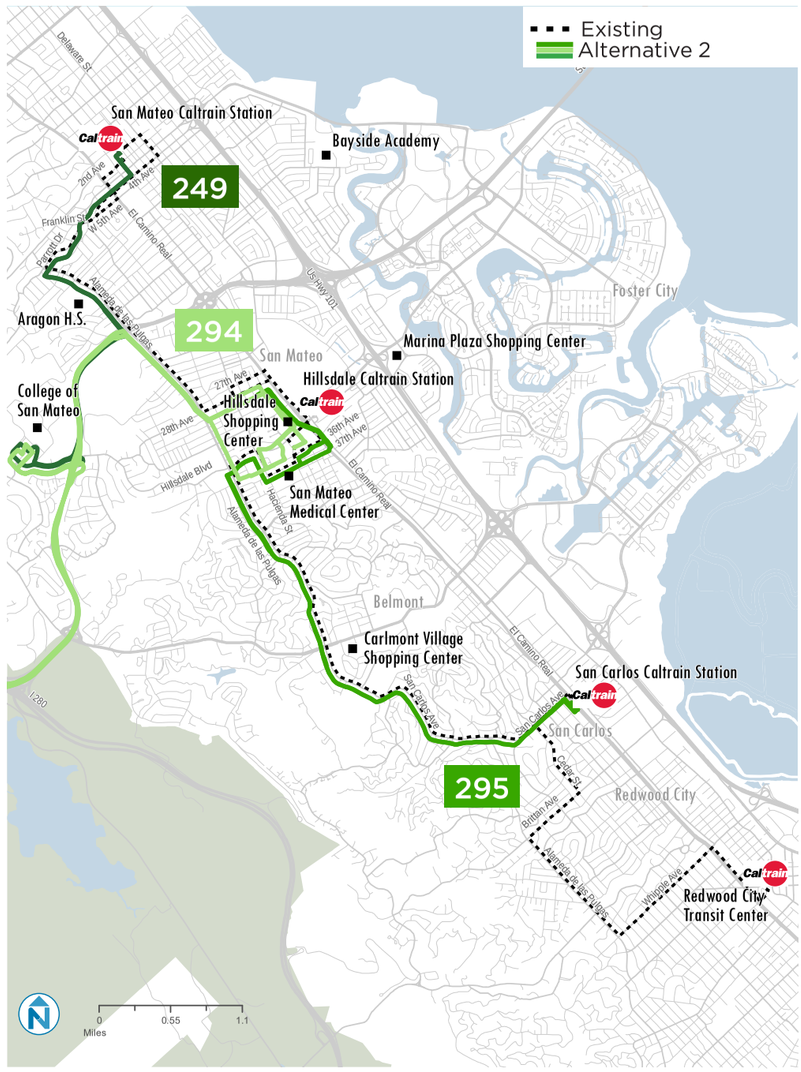
Route 295 - San Mateo Caltrain - Redwood City Transit Center

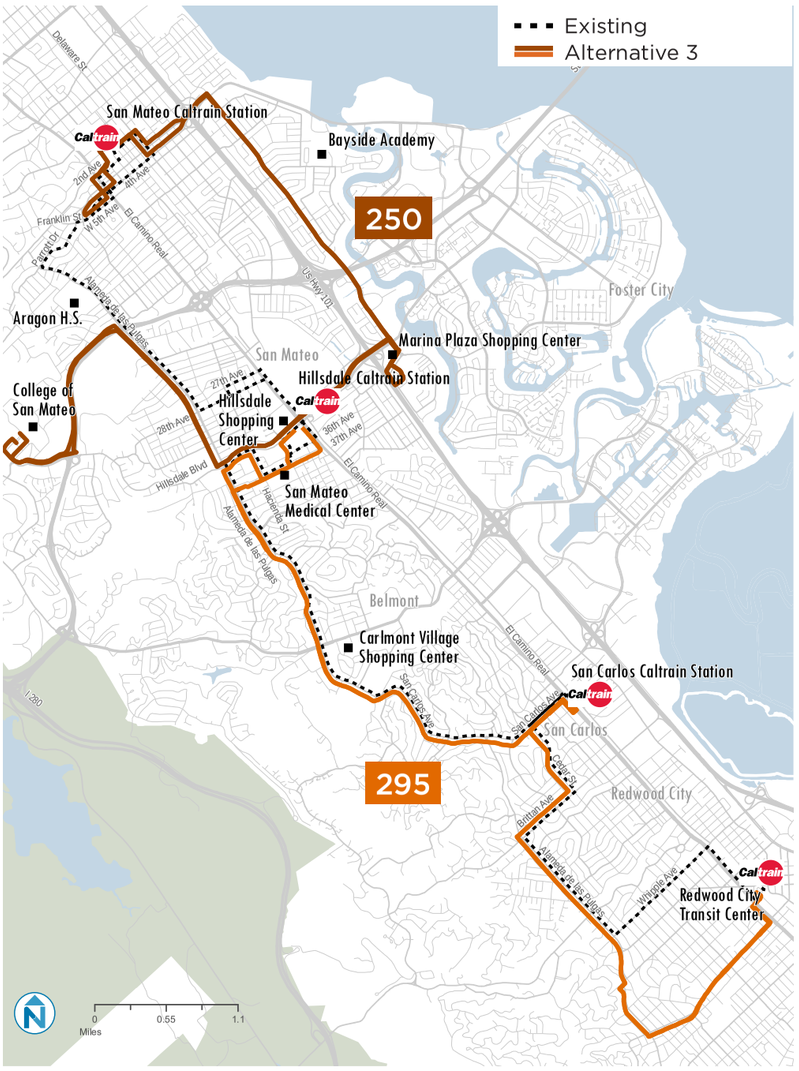
Alternative 1 Alternativa 1 选择1



Alternative 2 Alternativa 2 选择2



Alternative 3 Alternativa 3 选择3



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 295 Existing Existente 现有	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-
Rt 295 Alt 选择 1	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 295 Alt 选择 2	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 295 Alt 选择 3	Same frequency as alternative 2 Igual frecuencia que la alternativa 2 跟选择2相同			

Route 296 - Redwood City Transit Ctr - Bayshore / Donohoe

Existing Service

Route 296 has strong anchors at both ends of the route and serves important, high need communities. Public input included requests for more frequent peak service and better on-time performance.

Possible Changes

Alt 1: Direct, high-frequency service within the county

To reduce travel time and improve reliability for riders, Route 296 would no longer enter the VA Hospital driveway and instead serve a stop on Willow Road. It would operate more often, up to every 15 minutes, seven days a week.

About 75 riders would need to walk an extra three minutes and over more than 700 riders would have a three-minute faster ride.

Alt 2: Improved connections to rail and the region

Route 296 would no longer enter the VA Hospital driveway and instead serve a stop on Willow Road to reduce travel and improve reliability.

Alt 3: Retain geographic coverage

Route 296 encounters traffic on Willow Street and in East Palo Alto, which causes on-time performance issues. To address this, Route 296 would end at the VA Hospital. Direct service between Redwood City and East Palo Alto would still be available with a new version of Route 281. Route 296 would operate more often on weekends, every 20 minutes.

Transportation within East Palo Alto would be improved by introducing an on-demand zone. With on-demand service, riders call or use an app to request a ride and a shared vehicle picks them up and drops them off anywhere within the designated zone.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	3:30 AM-2:45 AM	3:45 AM-2:15 AM	3:45 AM-2:15 AM
Alt 1	3:30 AM-2:45 AM	3:45 AM-2:15 AM	3:45 AM-2:15 AM
Alt 2	3:30 AM-2:45 AM	3:45 AM-2:15 AM	3:45 AM-2:15 AM
Alt 3	3:30 AM-2:45 AM	3:45 AM-2:15 AM	3:45 AM-2:15 AM

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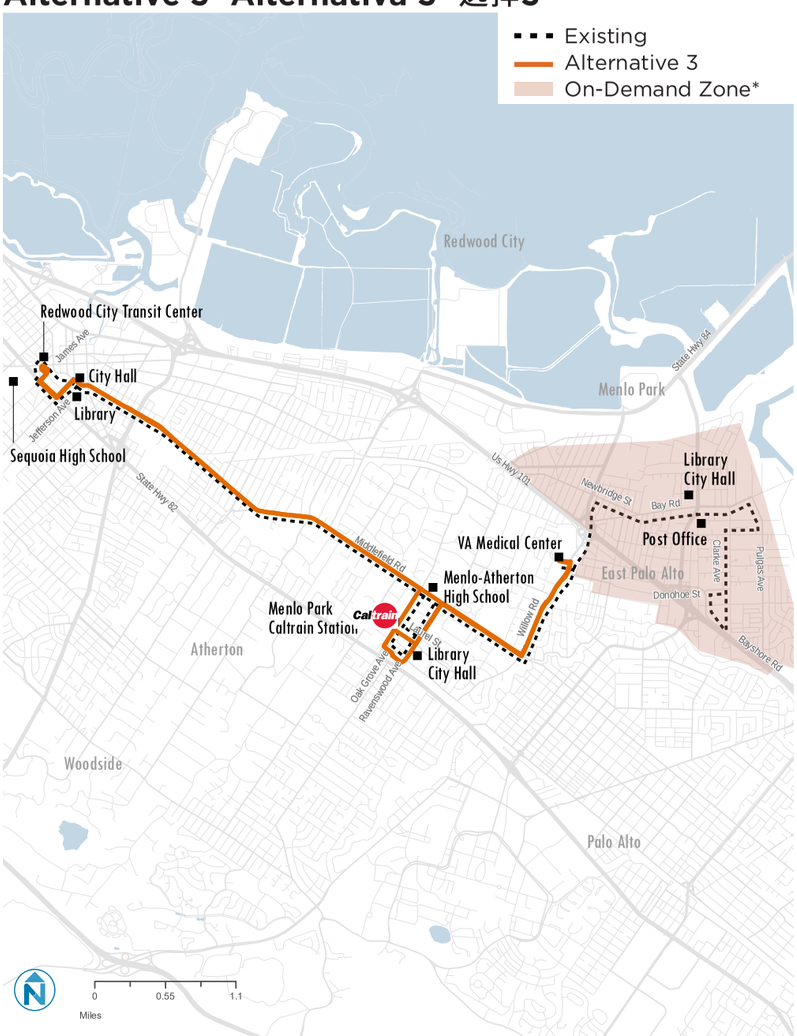
Route 296 - Redwood City Transit Center - Bayshore / Donohoe

Alternative 1 Alternativa 1 选择1

Alternative 2 Alternativa 2 选择2

Same alignment as Alternative 1
Igual alineación que la Alternativa 1
跟选择1路线相同

Alternative 3 Alternativa 3 选择3



* Servicio de transporte flexible que usted llama para que lo recoja.
* 按需交通服务可打电话预约

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 296 Existing Existente 现有	**Weekday** Día Entre Semana 平日	20	20	60
	Saturday Sábado周六	30	30	60
	Sunday Domingo 周日	30	30	60
Rt 296 Alt 选择 1	**Weekday** Día Entre Semana 平日	15	15	60
	Saturday Sábado周六	15	15	60
	Sunday Domingo 周日	15	15	60
Rt 296 Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt 296 Alt 选择 3	**Weekday** Día Entre Semana 平日	20	20	60
	Saturday Sábado周六	20	20	60
	Sunday Domingo 周日	20	20	60

Route 398 – Redwood City Transit Ctr - SF Transbay Terminal

Existing Service

Route 398 is a low ridership route, particularly north of the San Bruno BART Station. Route 398 duplicates service provided by Route ECR, Caltrain, and BART. Travel times from South County to downtown San Francisco are long and uncompetitive with driving. The public's primary feedback was to improve on-time performance and operate more frequently.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This option discontinues Route 398 due to low ridership.

All riders would continue to have options on Route ECR, Caltrain, and BART. Fares for these longer-distance trips may be higher.

Alt 2: Improved connections to rail and the region

This alternative is the same as Alternative 1.

All riders would continue to have options on Route ECR, Caltrain, and BART. Fares for these longer-distance trips may be higher. A new SamTrans express route from San Mateo, called the SMX, could provide bus service into downtown San Francisco for Route 398 riders.

Alt 3: Retain geographic coverage

This option redesigns Route 398 to more quickly connect South County with SFO and BART, without an extension to San Francisco. On El Camino Real, Route 398 would operate as a limited stop service, with stops approximately every half mile.

Route 398 would end at San Bruno BART Station. All riders in San Francisco would continue to have options to ride Caltrain or BART. Fares for these rail trips may be higher.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	5:00 AM-11:30 PM	5:45 AM -11:15 PM	5:00 AM-10:30 PM
Alt 1	-	-	-
Alt 2	-	-	-
Alt 3	5:00 AM-10:00 PM	5:45 AM-10:00 PM	5:45 AM-10:00 PM

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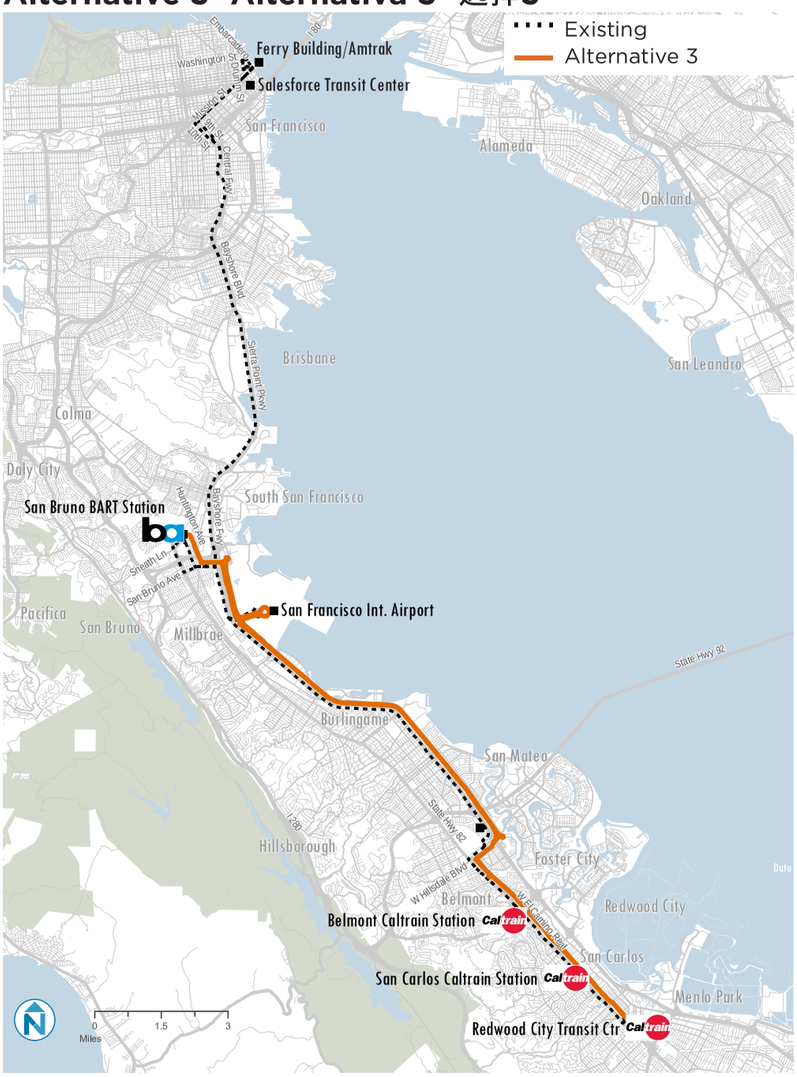
Route 398 - Redwood City Transit Center - San Francisco

Alternative 3　Alternativa 3　选择3



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt 398 Existing Existente 现有	**Weekday** Día Entre Semana 平日	60	60	60
	Saturday Sábado周六	60	60	60
	Sunday Domingo 周日	60	60	60
Rt 398 Alt 选择 3	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			

Existing Service

Route ECR is a productive route that accounts for a large part of SamTrans' daily ridership. It is a very long route that takes over two hours to travel one-way, resulting in challenges with on-time performance. This route duplicates service provided by Caltrain and BART. Public input included requests for better reliability, more frequent service on weekend mornings, and earlier service to Palo Alto.

Possible Changes

Alt 1: Direct, high-frequency service within the county

To improve reliability, the route would be split into two routes (ECR North and ECR South) at the Millbrae Transit Center. North of Millbrae, Route ECR North would operate every 10 minutes on weekdays and every 15 minutes on weekends. Route ECR South would operate every 15 minutes, seven days a week.

In Daly City, Route ECR North would be modified to travel on Flourney Street, which would require a short walk to transfer to Muni Route 14, but would also reduce travel times from Mission Street to Daly City BART.

For riders with longer trips, the limited-stop ECR Rapid service would be reintroduced between Redwood City and San Bruno BART. Riders who wish to avoid transferring at Millbrae could use the ECR Rapid. The ECR Rapid would operate seven days a week.

Alt 2: Improved connections to rail and the region

This alternative improves the speed and reliability of Route ECR by reducing the number of stops. Up to 30% of existing stops could be consolidated to ensure that most riders receive faster service. One-way travel times between Daly City and Palo Alto would be reduced by 10-15 minutes during peak times. About 10% of riders would need to walk further to a new stop but all riders would have faster, more reliable service.

In Daly City, Route ECR would be modified to travel on Flourney Street. This would require a short walk to transfer to Muni Route 14 but would also reduce travel times from Mission Street to Daly City BART.

Alt 3: Retain geographic coverage

Under this alternative, Route ECR would be rescheduled to better reflect actual travel speeds. Hours of service and frequency would not change. In Daly City, Route ECR would be modified to travel on Flourney Street. This would require a short walk to transfer to Muni Route 14 but would also reduce travel times from Mission Street to Daly City BART.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	4:30 AM-1:30 AM	4:30 AM-2:30 AM	4:30 AM-2:30 AM
Alt 1	ECR: 4:30 AM-1:30 AM Rapid: 6:30 AM-7:30 PM	ECR: 4:30 AM-2:30 AM Rapid: 8:00 AM-6:30 PM	ECR: 4:30 AM-2:30 AM Rapid: 8:00 AM-6:30 PM
Alt 2	4:30 AM-1:30 AM	4:30 AM-2:30 AM	4:30 AM-2:30 AM
Alt 3	4:30 AM-1:30 AM	4:30 AM-2:30 AM	4:30 AM-2:30 AM

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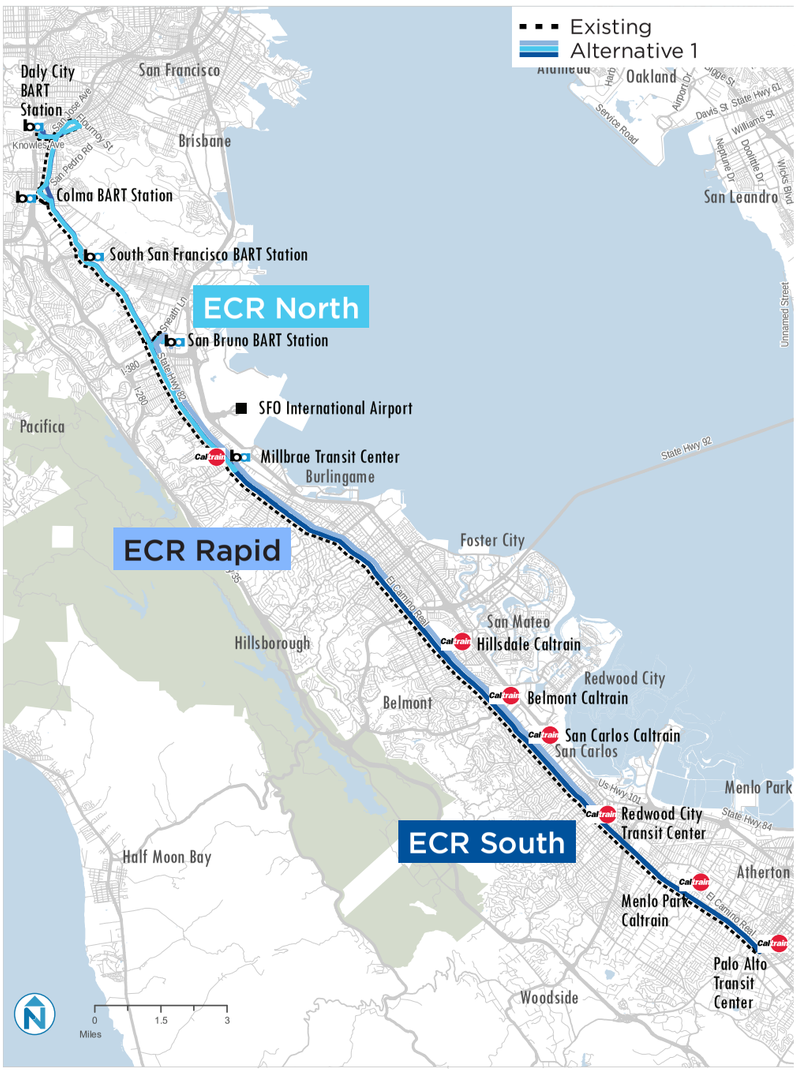
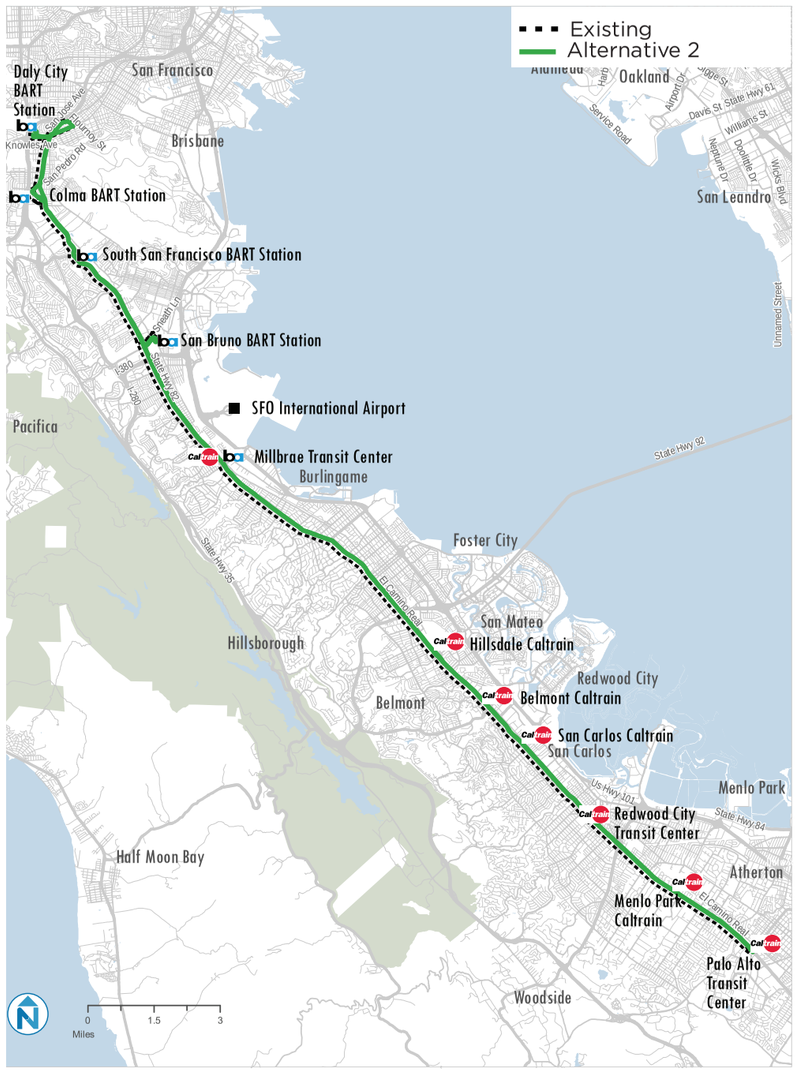
Route ECR - Daly City BART - Palo Alto Transit Center

Alternative 1 Alternativa 1 选择1



Alternative 2 Alternativa 2 选择2



Alternative 3 Alternativa 3 选择3

Same alignment as Alternative 2
Igual alineación que la Alternativa 2
跟选择2路线相同

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt ECR Existing Existente 现有	**Weekday** Día Entre Semana 平日	15	15	30
	Saturday Sábado周六	20	20	30
	Sunday Domingo 周日	20	20	30
Rt ECR Alt 选择 1	**Weekday** Día Entre Semana 平日	North: 10 South: 15 Rapid: 30	North: 10 South: 15 Rapid: 30	North: 20 South: 20 Rapid: -
	Saturday Sábado周六	North: 15 South: 15 Rapid: 30	North: 15 South: 15 Rapid: 30	North: 20 South: 20 Rapid: -
	Sunday Domingo 周日	North: 10 South: 15 Rapid: 30	North: 10 South: 15 Rapid: 30	North: 30 South: 30 Rapid: -
Rt ECR Alt 选择 2	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			
Rt ECR Alt 选择 3	Same frequency as existing Igual frecuencia que la existente 跟现有频率相同			

Reimagine SamTrans Alternatives

New: Route EPX – East Palo Alto - San Bruno BART Express

Existing Service

Route EPX would be a limited stop route linking East Palo Alto to the San Bruno BART Station on weekdays, with stops at SFO International Airport and in Redwood Shores. This route was identified in the US 101 Express Bus Feasibility Study (SamTrans, November 2018).

A regular fare would be charged for this route.

Possible Changes

Alt 1: Direct, high-frequency service within the county

In this alternative, Route EPX would operate on weekdays every 30 minutes during morning and evening peak hours and hourly during the midday. It would not operate on weekday nights or on weekends.

Alt 2: Improved connections to rail and the region

In this alternative, Route EPX would operate on weekdays every 30 minutes during morning and evening peak hours, and hourly during the midday and early evening. It would not operate on weekends.

Alt 3: Retain geographic coverage

This route would not exist in this alternative.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	-	-	-
Alt 1	6:15 AM-7:00 PM	-	-
Alt 2	6:00 AM-9:00 PM	-	-
Alt 3	-	-	-

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New: Route EPX - East Palo Alto - San Bruno BART Express

Alternative 1　Alternativa 1　选择1

Alternative 2　Alternativa 2　选择2

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
EPX Alt 选择 1	**Weekday** Día Entre Semana 平日	30	60	-
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-
EPX Alt 选择 2	**Weekday** Día Entre Semana 平日	30	60	60
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-

Reimagine SamTrans Alternatives

Route FCX - Foster City - San Francisco Express

Existing Service

Route FCX is a commuter route providing a direct connection between Foster City and San Francisco on weekdays. The service runs on the highway with limited stops. Route FCX operates in both directions in mornings and evenings.

Possible Changes

Alt 1: Direct, high-frequency service within the county

This route would not exist in this alternative.

Alt 2: Improved connections to rail and the region

The existing route would continue to operate with no changes, except it would run every 20 minutes in the morning rush hour earlier and later into the morning and evening.

Alt 3: Retain geographic coverage

The existing route would continue to operate with no changes, except it would run later during rush hour.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	6:00 AM-8:30 AM 3:30 PM-6:00 PM	-	-
Alt 1	-	-	-
Alt 2	6:00 AM-10:00 AM 3:00 PM-7:00 PM	-	-
Alt 3	6:00 AM-9:00 4:00 PM-7:00 PM	-	-

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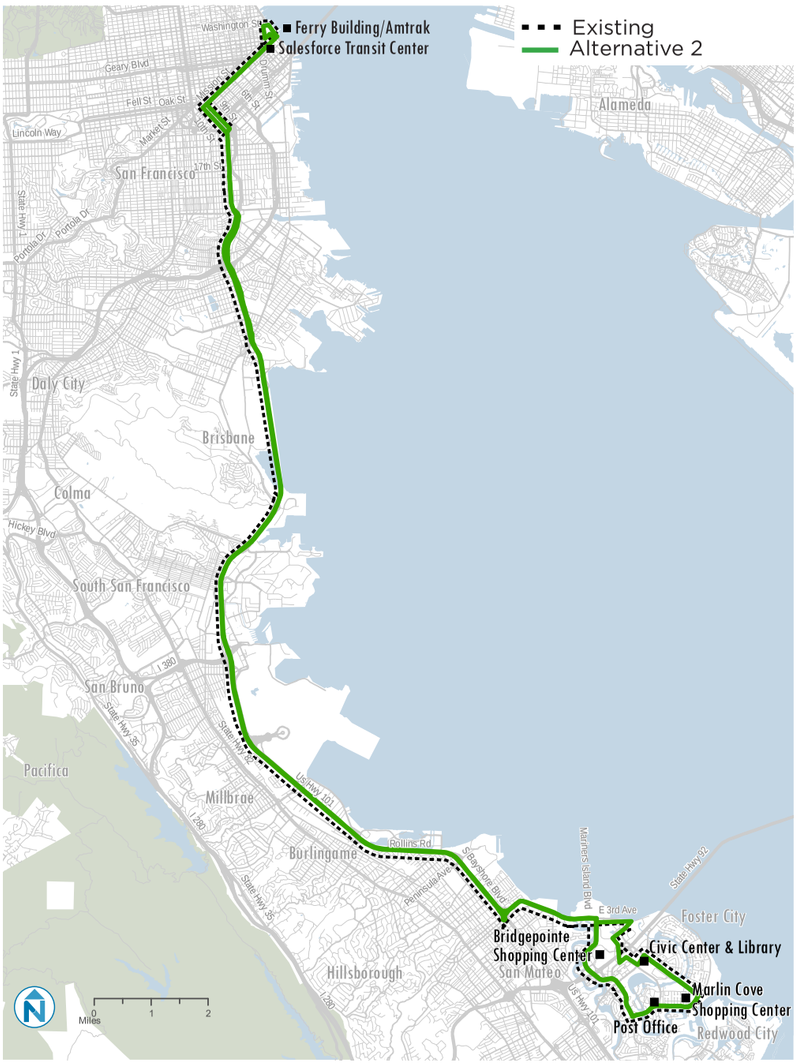
Route FCX - Foster City - San Francisco Express

Alternative 2 Alternativa 2 选择2



Alternative 3 Alternativa 3 选择3

Same alignment as Alternative 2
Igual alineación que la Alternativa 2
跟选择2路线相同

Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt FCX Existing Existente 现有	**Weekday** Día Entre Semana 平日	30	-	-
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-
Rt FCX Alt 选择 2	**Weekday** Día Entre Semana 平日	20	-	-
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-
Rt FCX Alt 选择 3	**Weekday** Día Entre Semana 平日	30	-	-
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-

Reimagine SamTrans Alternatives

New: Route SMX - San Mateo - San Francisco Express

Existing Service

Route SMX is a commuter route that would connect San Mateo with downtown San Francisco from a park-and-ride facility near the SR-92 and US-101 interchange. This route was identified in the US 101 Express Bus Feasibility Study (SamTrans, November 2018).

Possible Changes

Alt 1: Direct, high-frequency service within the county

This route would not exist in this alternative.

Alt 2: Improved connections to rail and the region

Route SMX would provide service to San Francisco in the morning rush hour and to San Mateo in the evening rush hour. It would run every 15 minutes during morning and evening rush hour and every 30 minutes during the middle of the day. Service would operate in both directions during the midday.

Alt 3: Retain geographic coverage

This route would not exist in this alternative.

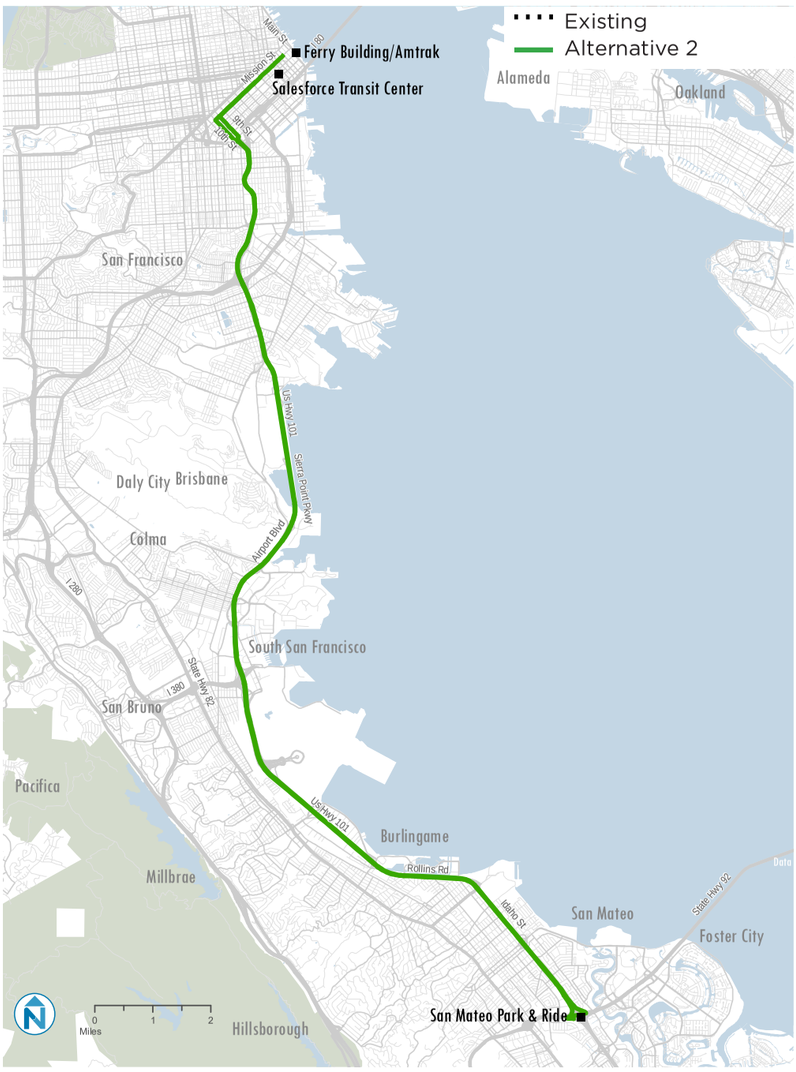
Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	-	-	-
Alt 1	-	-	-
Alt 2	6:00 AM-7:00 PM	-	-
Alt 3	-	-	-

Reimagine SamTrans Alternatives　重塑 SamTrans　Reimagina las Alternativas de SamTrans

New: Route SMX San Mateo - San Francisco Express

Alternative 2　Alternativa 2　选择2



Frequency (min) Frecuencia (minuto) 频率（分钟）

Route No.	Day	Peak Hora Pico 高峰 6-9am 3-7pm	Midday Mediodía 中午 9am-3pm	Evening Noche 晚上 7pm-12am
Rt SMX Alt 选择 2	**Weekday** Día Entre Semana 平日	15	60	15
	Saturday Sábado周六	-	-	-
	Sunday Domingo 周日	-	-	-

Route SFO – Millbrae BART - SFO Airport

Existing Service

Route SFO is a short, low ridership route providing service from the Millbrae Transit Center to SFO Airport. This route duplicates BART service.

Possible Changes

Alt 1: Direct, high-frequency service within the county

Route SFO would be discontinued. A modified Route 292 would serve Millbrae BART and connect to the airport more frequently than Route SFO. BART would also continue to provide this connection.

Alt 2: Improved connections to rail and the region

Route SFO would be discontinued. BART would continue to provide this connection.

Alt 3: Retain geographic coverage

Route SFO would be discontinued. BART would continue to provide this connection.

Existing and Proposed Hours of Service

	Weekday	Saturday	Sunday
Existing	5:30 AM-12:00 AM	8:00 AM-12:15 AM	10:00 AM-12:00 AM
Alt 1	-	-	-
Alt 2	-	-	-
Alt 3	-	-	-

Routes 16/49

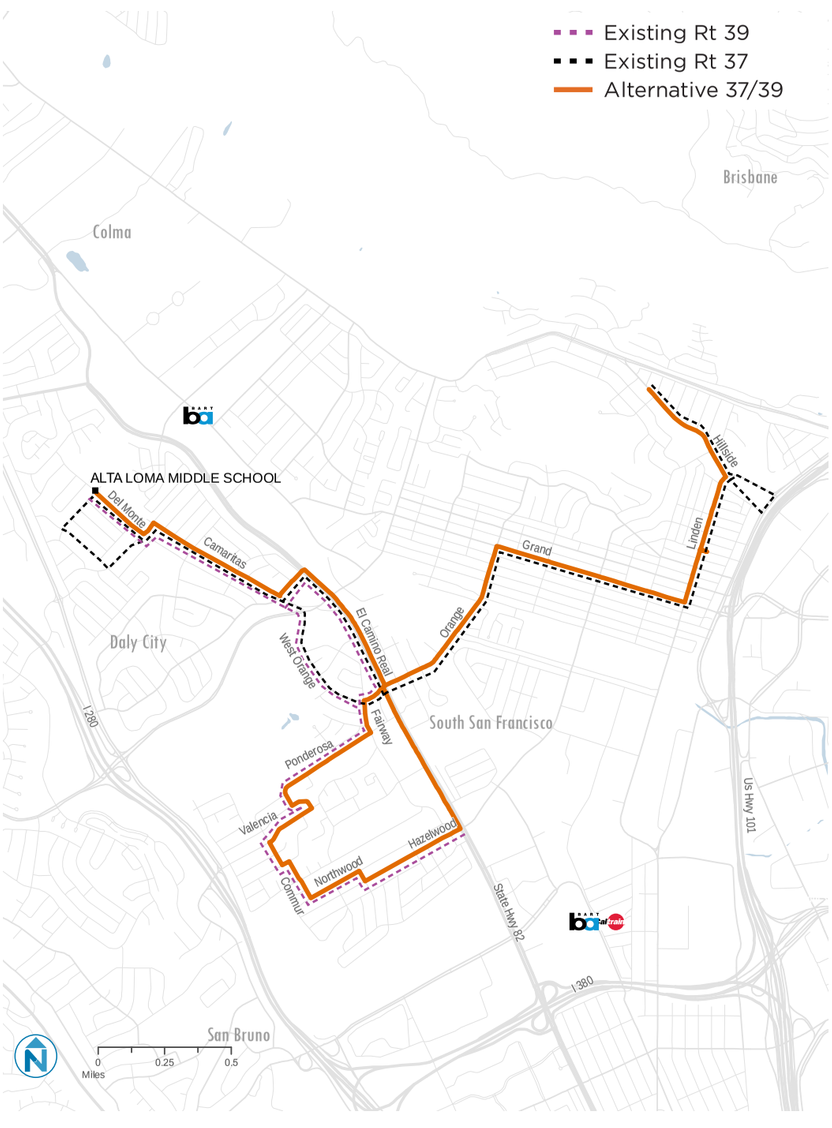
Routes 16 and 49 both serve Terra Nova High School in Pacifica. Neither route carries a full load of passengers.

The proposal for these routes improves efficiency and maintains service for nearly all areas and riders. Routes 16 and 49 would be consolidated into one route that preserves the direct connection between Brisbane and Terra Nova, but instead takes a different alignment.

The revised alignment would serve Sharp Park, Skyline Drive, Gateway Drive, Hickey Boulevard, Inverness Drive, Skyline Boulevard, and then continue to Brisbane via San Bruno and US 101. The ride to Brisbane would be approximately three minutes longer than existing service.

Areas losing service as a result of this consolidation include Sharp Park Road and Monterey Road, as well as Skyline College. There are almost no riders on these roads.

Routes 37/39



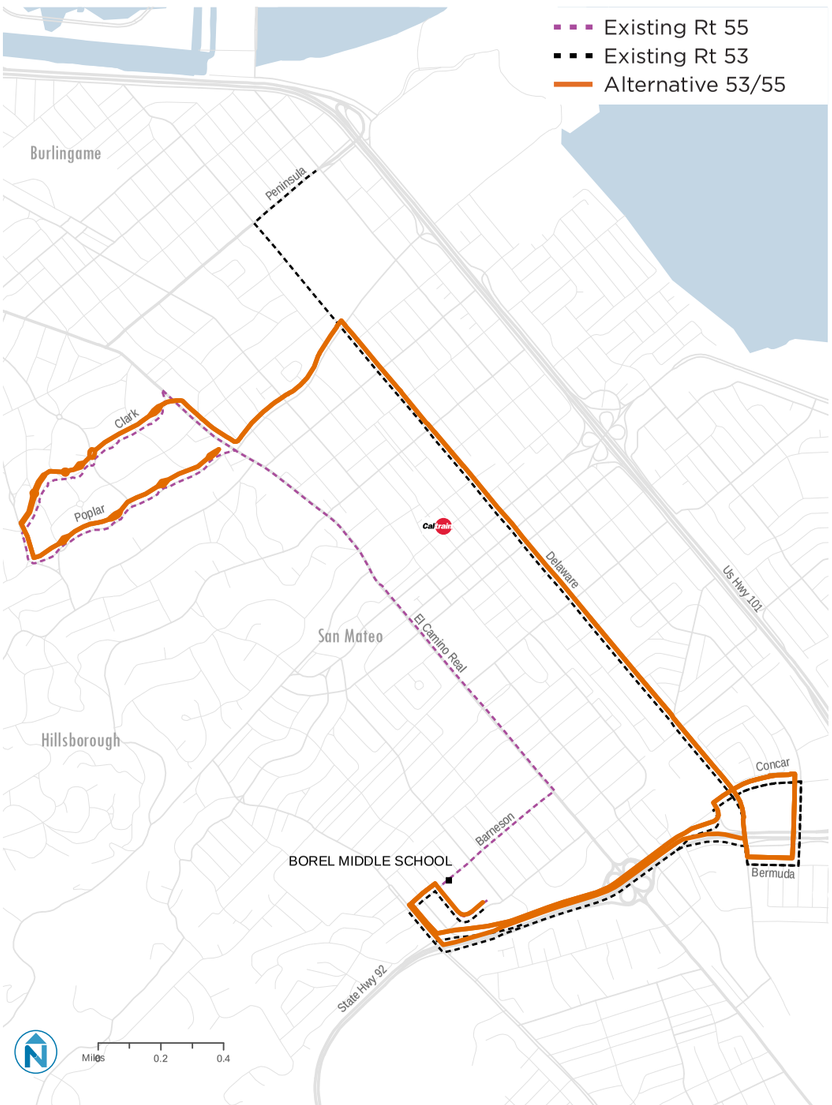
Routes 37 and 39 both serve Alta Loma Middle School. Route 37 serves neighborhoods east of El Camino Real and Route 39 serves neighborhoods west of El Camino Real. Neither route carries a full load of passengers.

The proposal for these routes improves efficiency and maintains service for nearly all areas and riders. Routes 37 and 39 would be consolidated into one route that preserves the direct connection between South San Francisco neighborhoods and Alta Loma Middle school. The proposed consolidated route would serve Route 39 stops west of El Camino Real before serving Route 37 stops east of El Camino Real.

All high ridership stops would continue to have service. Riders who use stops along Orange Avenue west of El Camino Real would need to board at Orange Avenue and Fairway or walk to Camaritas Avenue and Arroyo Drive.

Travel time for existing Route 37 riders would be up to ten minutes longer. Route 39 riders would not see a change to their trips.

Routes 53/55

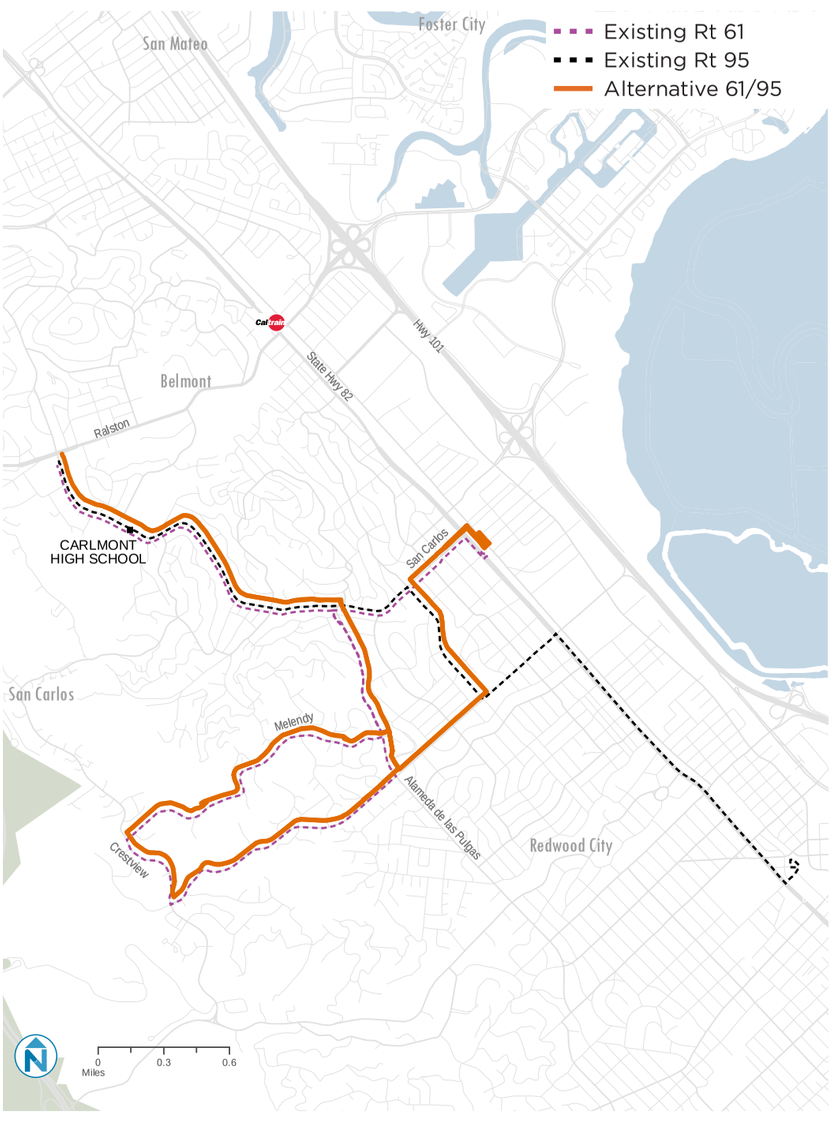


Routes 53 and 55 both serve Borel Middle School. Route 55 has very low ridership.

The proposal for these routes improves efficiency and maintains service for nearly all areas and riders. Routes 53 and 55 would be consolidated into one route that preserves the direct connection between San Mateo neighborhoods and Borel Middle school. One Route 55 trip in each direction would serve W Poplar Avenue and Clark Drive before serving stops on Delaware Street.

All existing Route 53 riders would have the same service as existing service. Trips for Route 55 riders along W Poplar Avenue and Clark Drive would be up to 10 minutes longer.

Routes 61/95

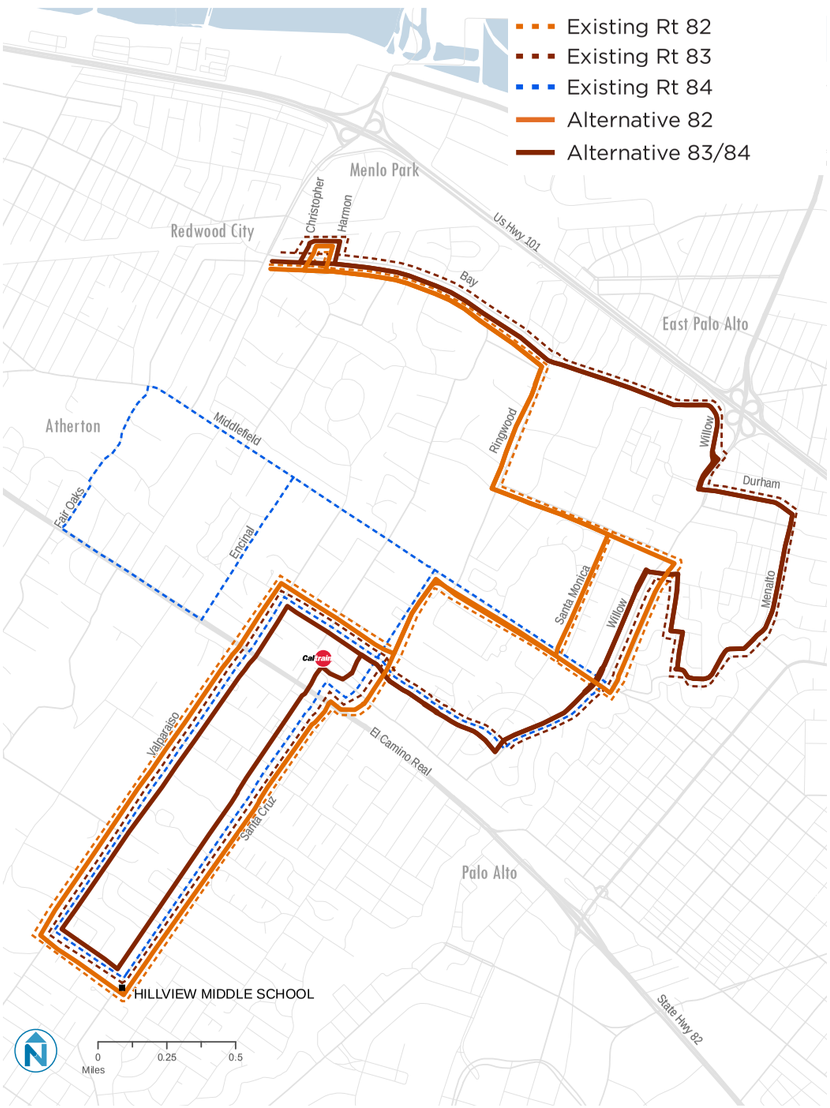


Routes 61 and 95 both serve Carlmont High School. Route 95 only operates one trip, while Route 61 has several more. Route 95 has very few riders that are not directly served by Route 61 and much of the southern portion of the route carries no riders.

The proposal for these routes improves efficiency and maintains service for nearly all areas and riders. Routes 61 and 95 would be consolidated into one route that preserves service to the stops in San Carlos that are being used. The consolidated route would follow Route 61's alignment through the Brittan Avenue /Melendy Drive loop and end at the San Carlos Caltrain station via Brittan Avenue, Cedar Street, and San Carlos Avenue.

Almost all Route 61 riders would be unaffected by this recommendation. Route 95 riders on Cedar Street and Brittan Avenue would have up to a 10 minute longer ride. Virtually no riders are on Route 95 south of Brittan Avenue.

Routes 82/83/84



Hillview Middle School is served by Route 82, 83, and 84 which overlap much of their service areas. Ridership is low on Route 84 and 83.

The proposal for these routes improves efficiency and maintains service for nearly all areas and riders. Route 84 would be consolidated with Route 83 and follow the Route 83 alignment. For riders who board Route 84 along Middlefield Road, Route 82 would still be available between Ravenswood Avenue and Willow Road. There is minimal ridership on the west side of Encinal Avenue. Any riders near Encinal or El Camino Real could still board at Glenwood Avenue and Laurel Street or Glenwood Avenue and El Camino Real.

Routes 80

Route 80 service to Hillview School and Oak Knoll Elementary School is proposed to be removed from the system due to low ridership.

Routes 85

Route 85 service to Ormondale School is proposed to be removed from the system due to low ridership.

ON-DEMAND ZONES

To increase service coverage in Alternative 3, on-demand zones are proposed for four communities around the SamTrans service area. They increase access for people in areas where regular bus service is hard to schedule in a way that works for people who want to ride.

On-demand zones would be served with a smaller bus or vehicle that can travel on smaller neighborhood streets. With on-demand service, riders call or use an app to request a ride and a shared vehicle picks them up and drops them off anywhere within the designated zone. A fare would be charged, just like riding a regular SamTrans bus.

Half-Moon Bay

Half Moon Bay is a rural area with limited road access that has historically been hard to serve well with regularly scheduled bus service. An on-demand zone serving Half Moon Bay would help connect people to grocery stores, community services and Route 294 with service to other parts of San Mateo County. Service would operate from 8:00 a.m. to 5:00 p.m. seven days a week.

Foster City

The road network and waterways in Foster City presents challenges for operating regularly scheduled bus routes to all parts of Foster City. The Foster City on-demand service would connect people anywhere in Foster City east of Norfolk Street including businesses and jobs north of SR-92 and residential and commercial areas to the south. This on-demand service would also connect people to the FCX commuter route and Route 256, which serves El Camino Real and the full SamTrans and Caltrain network. Service would operate between 7:00 a.m. and 8:00 p.m. seven days a week.

East Palo Alto

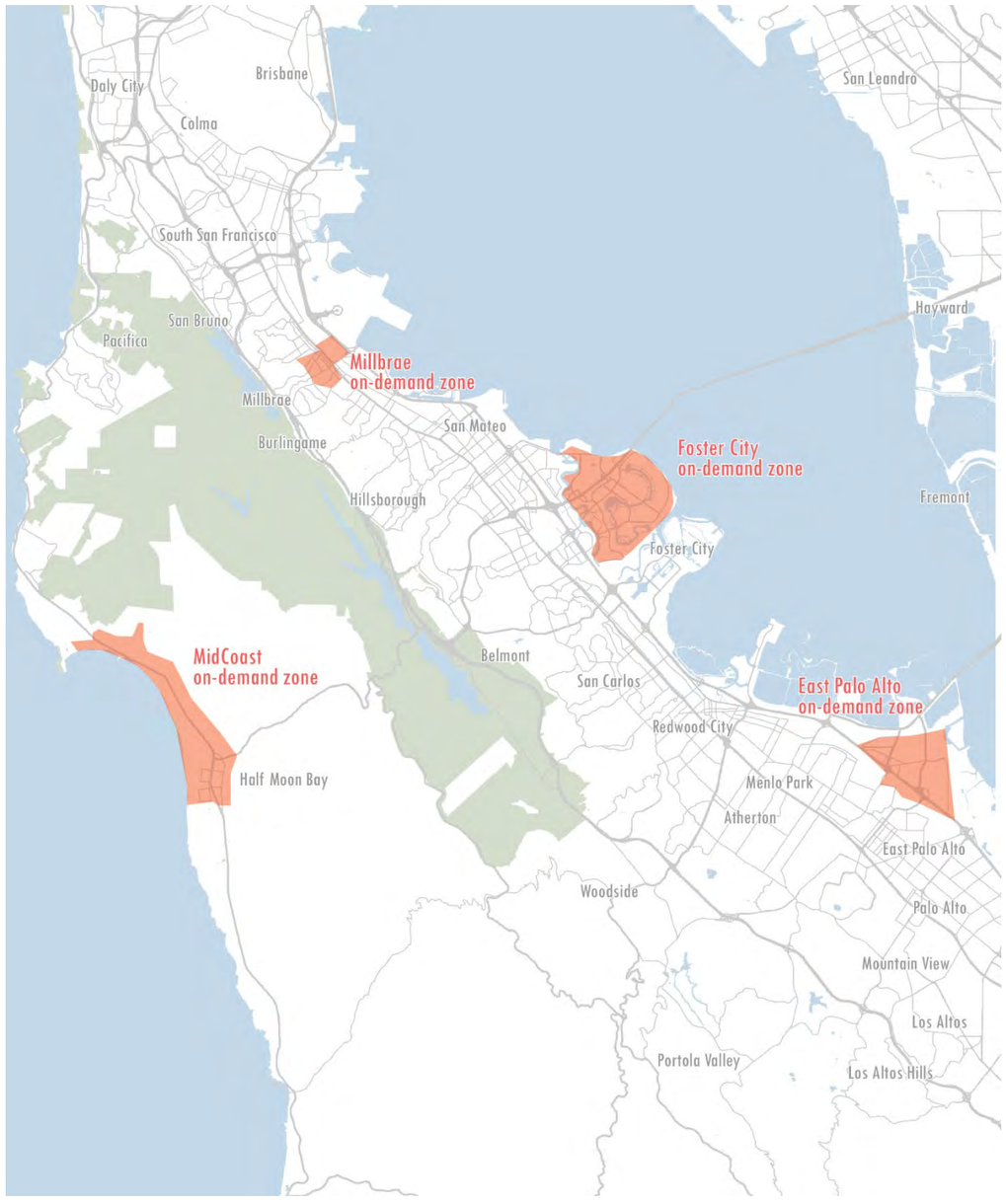
The East Palo Alto on-demand service would allow people to travel to and from places within a zone that is mostly east of US-101 but would also include the Menlo Park VA Medical Center and neighborhoods directly west of the freeway.

This zone would connect people to SamTrans bus routes 281, 270, and 296. Route 281 would connect riders to Palo Alto Caltrain Station, Stanford Shopping Center and Stanford University. The on-demand zone would connect to Routes 270 and 296 at the Menlo Park VA Medical Center. This would provide a connection to points outside of East Palo Alto such as the Menlo Park Caltrain station, Redwood City Hall, Redwood City library, Sequoia Station Shopping Center, grocery shopping on El Camino Real, and the Redwood City Transit Station for connections to more of the SamTrans and Caltrain network. Service would run from 6:00 a.m. to 10:00 p.m. seven days a week.

Millbrae

The Millbrae on-demand service would connect people in the zone to major destinations such as the Mills-Peninsula Medical Center, BART and Caltrain to the Millbrae Transit Center, and many other community destinations and services. This zone would also connect people to SamTrans bus routes ECR and 292. Service would operate from 7:00 a.m. to 8:00 p.m. seven days a week.

Proposed On-Demand Zones



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REIMAGINE SAMTRANS

APPENDIX C:

PHASE 2 OUTREACH SUMMARY

samTrans

REIMAGINE SAMTRANS

EXECUTIVE SUMMARY OF

PHASE 2 OUTREACH

AUGUST 2021

This document summarizes the public feedback received during Phase 2 of *Reimagine SamTrans* outreach. The focus of the Phase 2 outreach was to present the public with three different bus network alternatives and asked them to provide feedback on each alternative.

SamTrans conducted a combination of virtual and in-person outreach from April 5 to June 7, 2021. During the two-month outreach effort, the project team facilitated more than 80 opportunities for outreach and public input.

80 separate events, which included:

15 different presentations/briefings
with elected officials and staff at various cities and government agencies within San Mateo County

4 multi-lingual virtual public meetings
one each in North County, Mid County, South County, and Coastside

25 separate meetings to community groups
such as chambers of commerce, school districts, major employers, and advocacy groups

21 different pop-up events at various sites
that included bus stops/transit centers, shopping malls, farmers markets, food distribution sites, and health clinics

5 meetings with SamTrans advisory groups
Citizens Advisory Committee, Paratransit Coordinating Council, Accessibility Committee, SSF Youth Ambassadors, Stakeholder Advisory Group, and Technical Advisory Group

10 meetings and outreach events
with SamTrans operators and staff

Partnerships with 4 Community Based Organizations (CBOs)
for targeted multi-lingual outreach in historically underserved communities. The CBOs helped in reviewing outreach materials, organizing pop-up events, and staffing events with SamTrans staff

In total, over 1,300 members of the community participated (see Appendix A for full list) in outreach events.

Outreach also included a large county-wide marketing and communications campaign to drive engagement through the project website and surveys. The *Reimagine SamTrans* website (www.reimaginesamtrans.com) had information on the proposed alternatives and individuals could leave comments for the project team. The website also included recordings and presentations from the four virtual public meetings. A public survey was designed so the public could provide their feedback. The survey was available in English, Spanish, and Simplified Chinese online and in a printed format that was distributed at the in-person pop-up events. There was also a separate online survey for SamTrans bus operators.

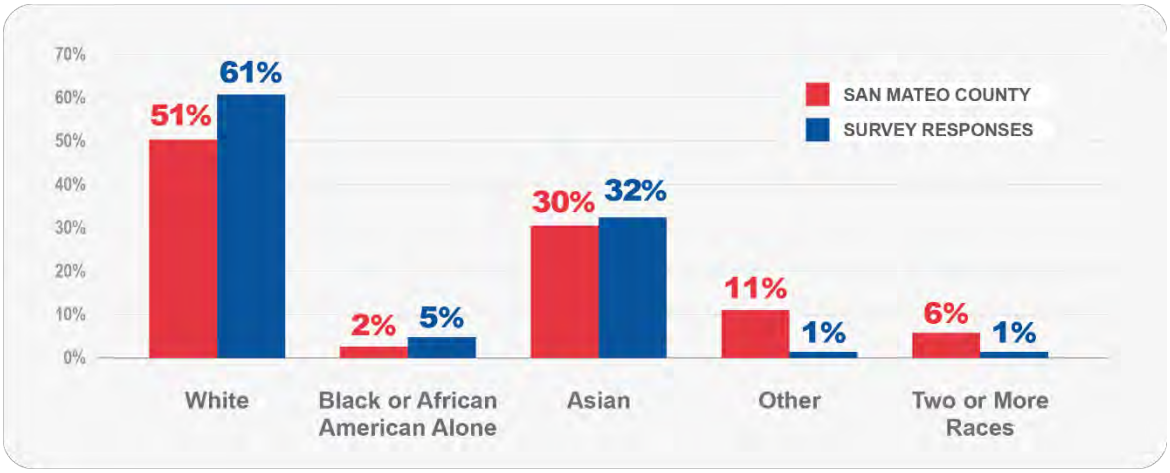
Along with multi lingual print and digital ads across San Mateo County, the marketing and communications campaign included sending 125,000 multi-lingual mailers to equity priority communities, as well as 45,000 English language and 16,600 Spanish language text blasts. Multi-lingual digital and print ads were installed at bus shelters, on board SamTrans buses and with temporary signs at 200 high ridership bus stops.

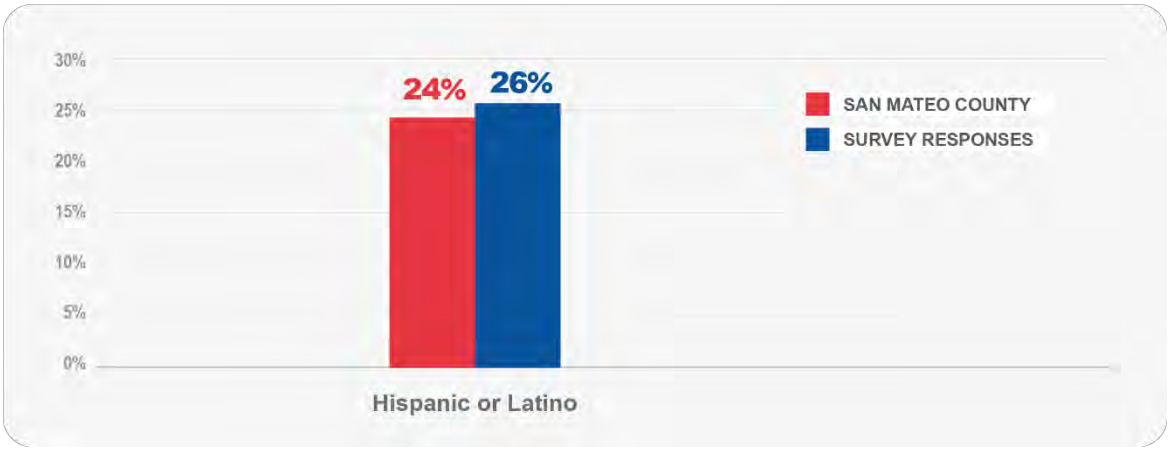
WHO WE HEARD FROM

The website recorded over 9,000 unique users accessing the site during the two-month outreach period. Many users also returned numerous times to view the website. The public survey garnered 2,008 respondents.

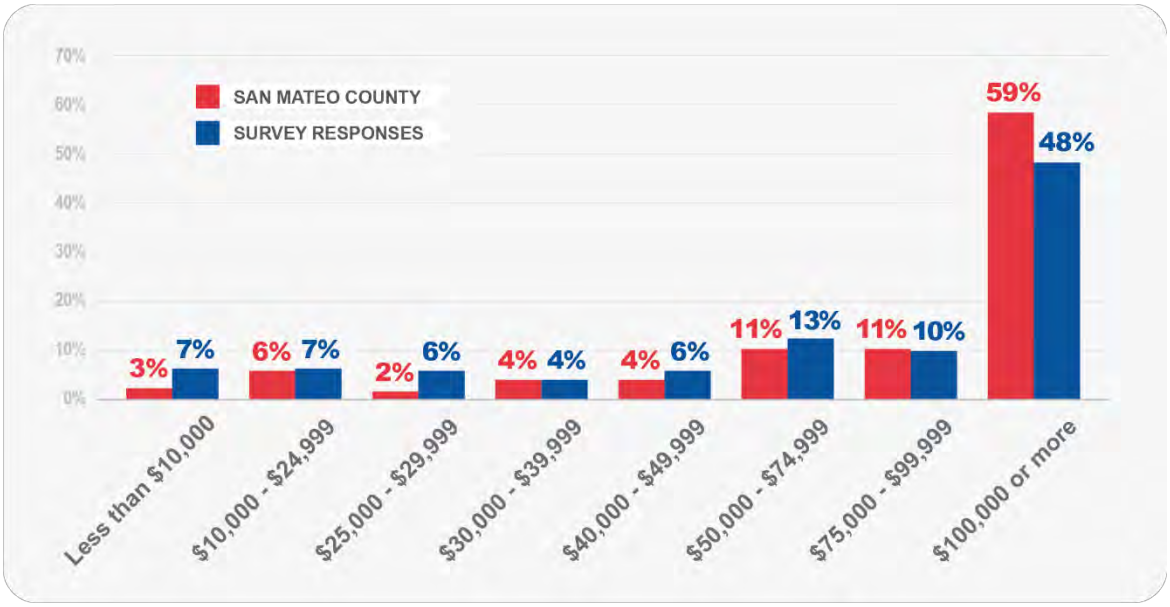
Nearly two-thirds of survey respondents (61%) reported being a regular SamTrans rider in the last two years, while 38% said they have not recently been a SamTrans rider.

Demographics of survey respondents nearly matched San Mateo County averages in multiple categories, including race/ethnicity and household income. The share of survey responses from people who identify as Black/African American, Asian, and Hispanic exceeded County averages.





The income distribution of respondents nearly matched County averages, with the share of low-income survey respondents exceeding the County average.



A survey was also administered to receive input on the potential route changes from our SamTrans bus operators. This survey for SamTrans bus operators received 42 responses.

Phase 2 Outreach helped the project team understand what the public liked or did not like about the network alternatives, as well as what elements they had questions or concerns about. The complete list of outreach events and documentation of all raw comments received are documented in the appendices:

- **Appendix A:** List of all outreach events
- **Appendix B:** Public comments on alternatives

COMMUNITY-BASED ORGANIZATION (CBO) PARTNERSHIPS

SamTrans partnered with four community-based organizations (CBOs) to conduct outreach for this project in underserved communities. These four organizations were: Daly City Partnership (Daly City), Fair Oaks Community Center (North Fair Oaks/Redwood City), Friends of Old Town (South San Francisco), and Nuestra Casa (East Palo Alto). These CBOs supported the outreach efforts by reviewing the outreach materials and providing feedback, organizing and staffing multi-lingual pop-up events, and helping to collect responses to the project survey.

The CBOs and CBO promotoras were compensated for their time and any incentives for public participation (e.g., gift cards) were reimbursed. Altogether, the four CBOs led or supported 20 outreach events and helped to collect 343 survey responses, a large portion of which were in Spanish, included in the project's 2,008 survey response count. The CBOs provided invaluable connections and language support to reach diverse subsets of the San Mateo County population.

OVERVIEW OF THE ALTERNATIVES

Three alternatives were presented to the public for review and comment. The theme for each alternative was as follows:

ALTERNATIVE 1: FREQUENCY

Direct and frequent bus service in San Mateo County

ALTERNATIVE 1: emphasized direct and frequent bus service in San Mateo County. In this alternative, buses on high-demand routes would come more often all day, seven days a week. Routes would become more direct. However, less service would be provided in some parts of the county and in San Francisco.

ALTERNATIVE 2: CONNECTIONS

Expands connections to rail stations and the region

ALTERNATIVE 2: expanded connections to rail stations and the region. In this alternative, new routes would connect to key BART and Caltrain stations, employment areas, and college campuses. Faster regional service, including express bus, was included.

ALTERNATIVE 3: COVERAGE

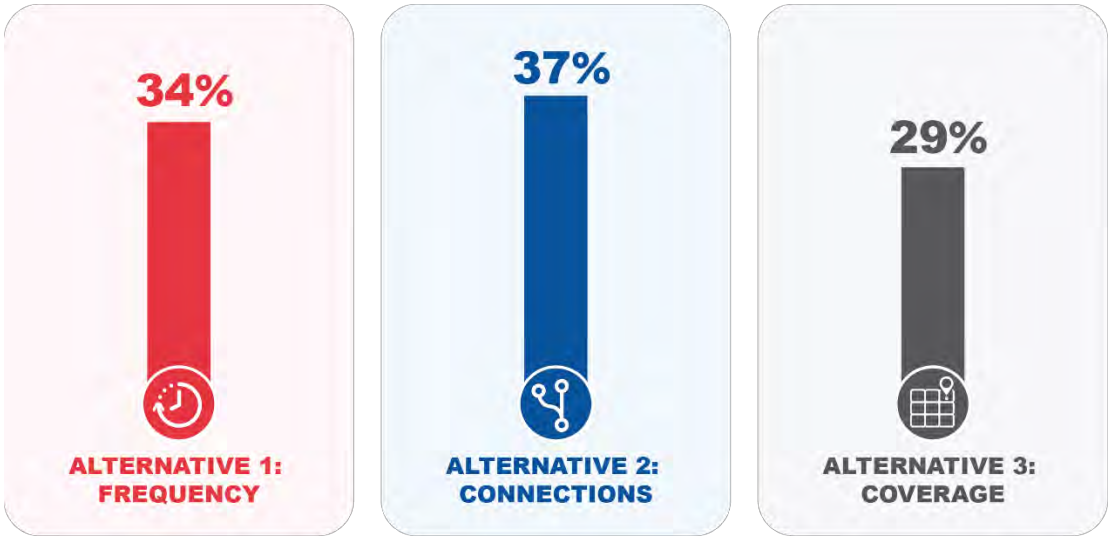
Maintains coverage and explores innovative transit

ALTERNATIVE 3: maintained geographic coverage and included innovative transit. Coverage of service throughout the county would be maintained and on-demand bus service (microtransit) was proposed for hard-to-reach communities. With on-demand service, riders call or use an app to request a ride and a shared vehicle picks them up and drops them off anywhere within the designated zone. Frequency of service stays about the same as today on most routes. In addition to retaining geographic coverage, Alternative 3 focused on improving frequency during weekday midday, evenings, and on weekends.

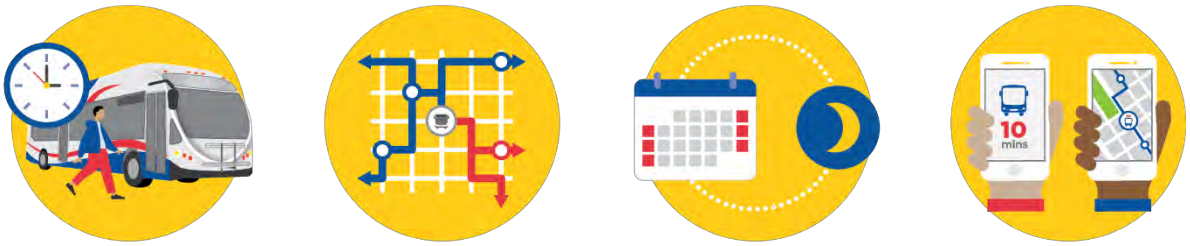
PREFERENCES BY ALTERNATIVE THEME

Respondents to the public survey were asked to rank the three alternatives based on preference. Results shown below indicate a slight preference for Alternative 2, which focused on improving connections to rail and to other key destinations like community colleges and employment areas. However, the ranking between the three alternatives was nearly evenly split, indicating varied preferences among survey-takers and no clear preference for one alternative as it was presented during Phase 2 outreach.

Respondent's First Choice Network



Overall comments indicated respondents want the following from a new SamTrans bus network:



More frequency/less waiting

Improved connections to other routes/services

More evening and weekend service

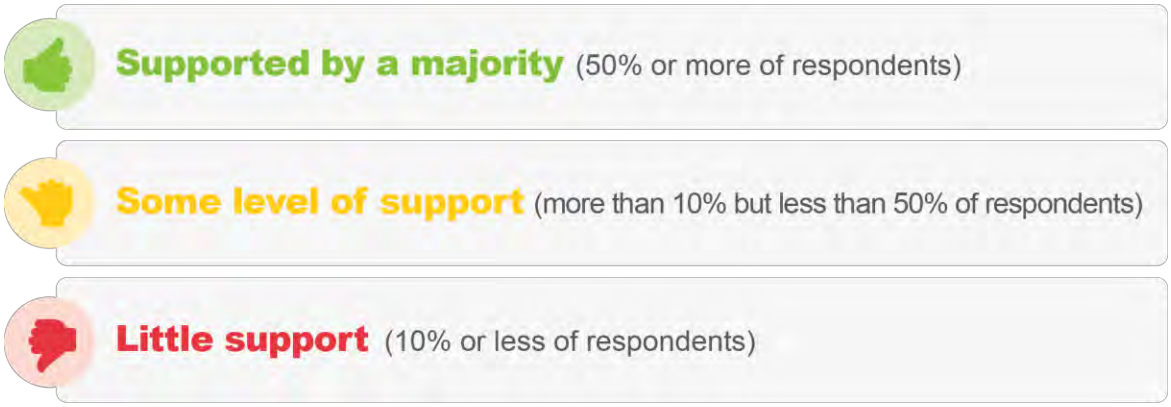
Better reliability

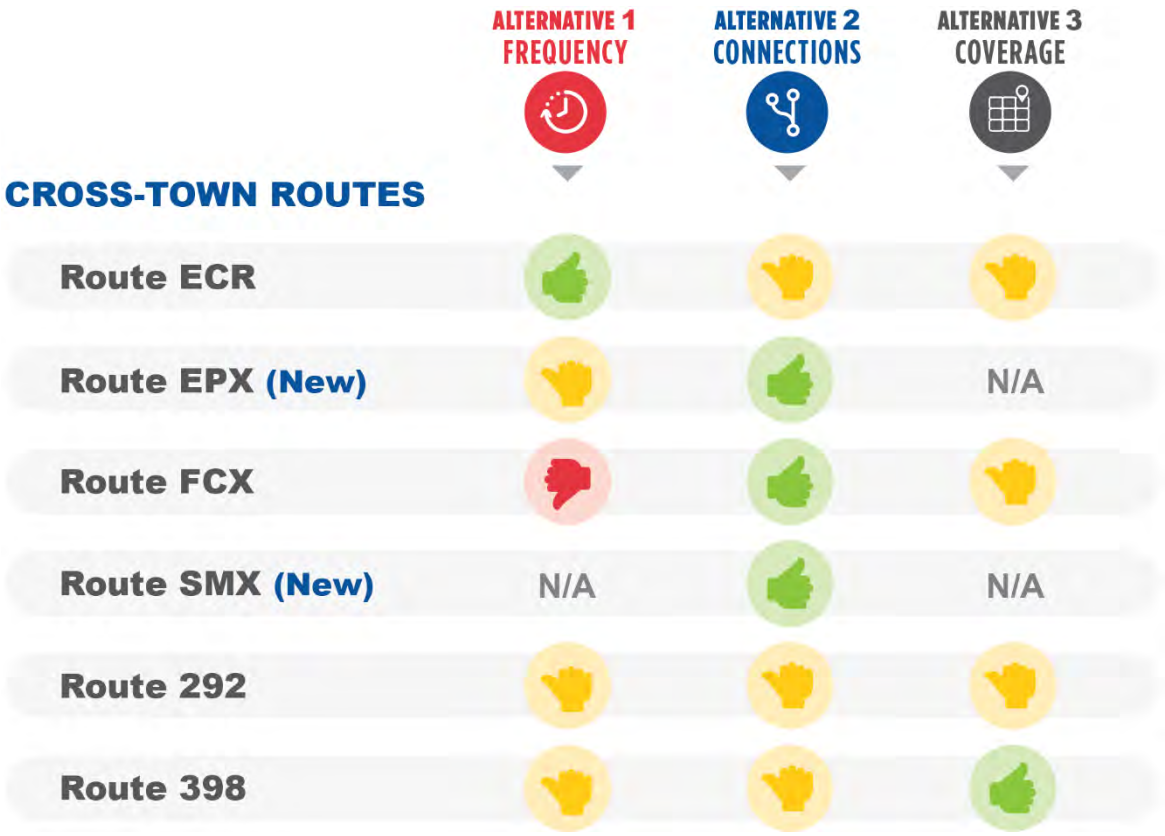
RESPONDENT PREFERENCES BY ROUTE

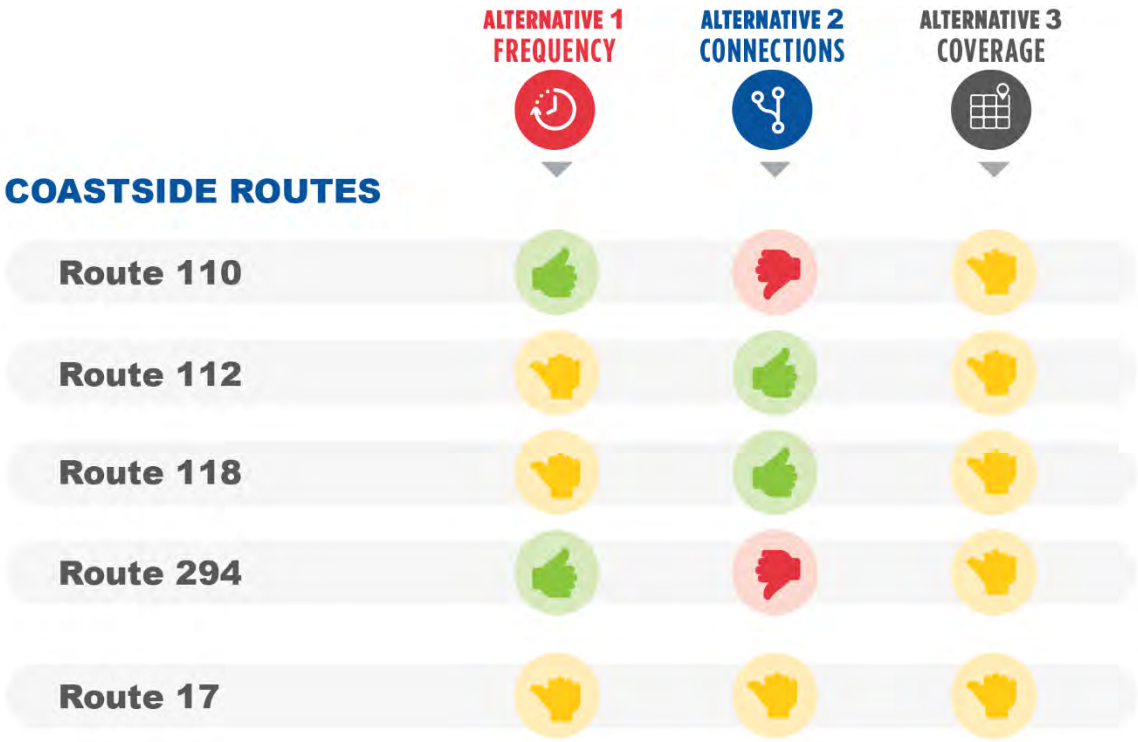
For each individual route, survey respondents were asked which alternative proposal they supported most, and had the opportunity to leave comments supporting or explaining their choice.

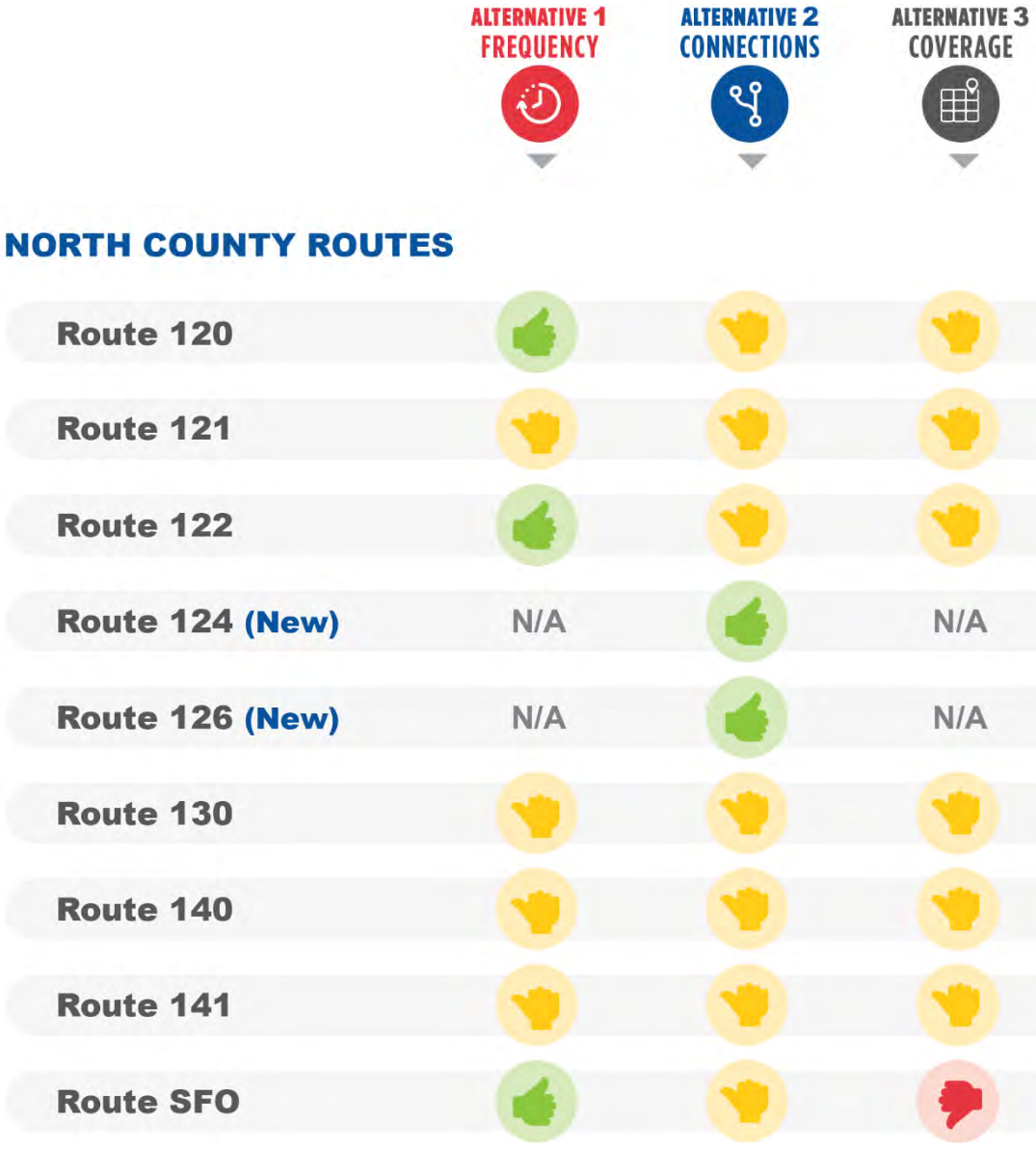
Respondents were also asked to evaluate several proposed new routes. Overall, respondents supported these new routes and noted that they provide needed service to new markets and improved travel patterns in the region.

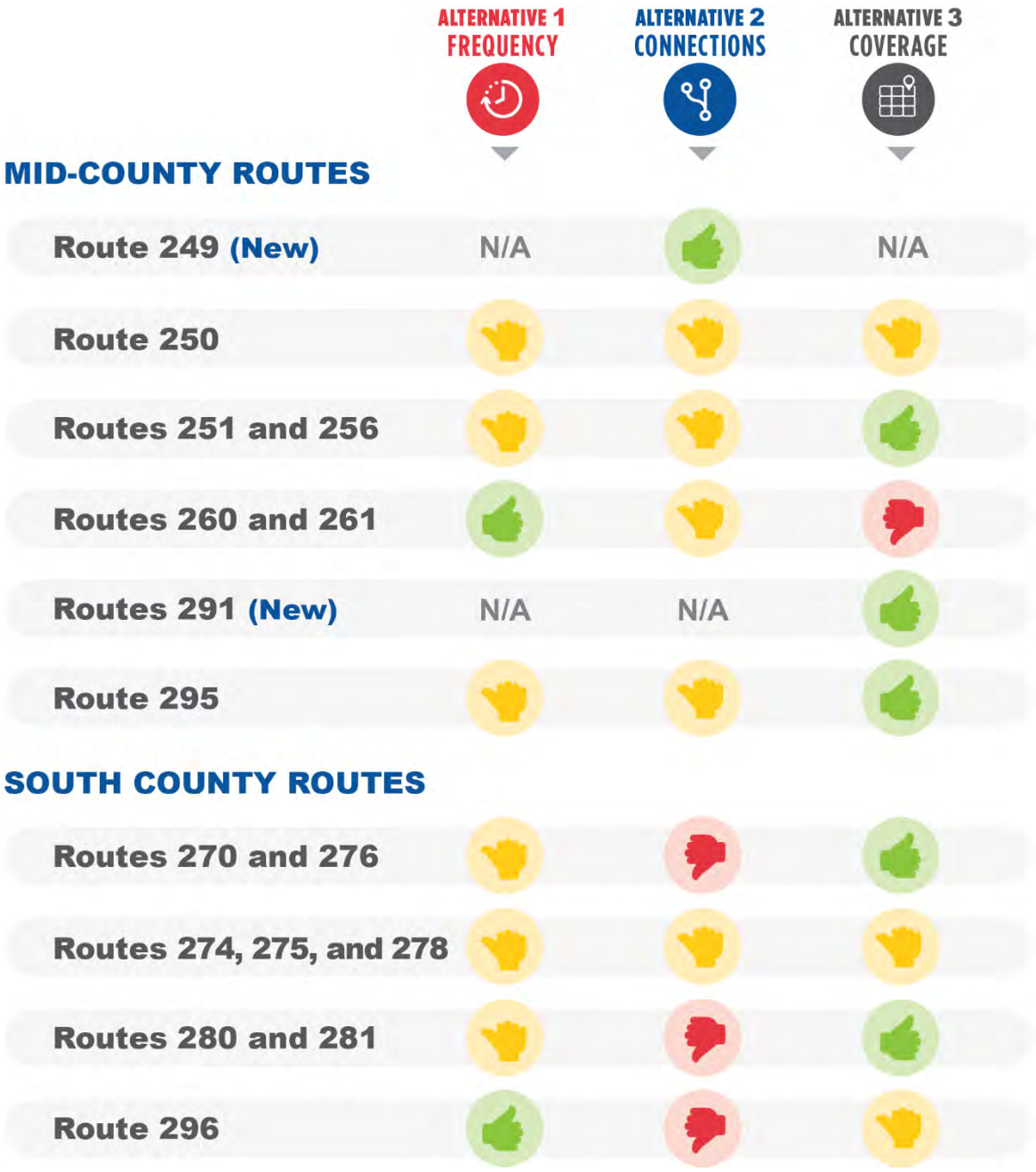
The following table provides a summary of the level of public support for the alternatives proposed for each route. The legend summarizing support levels follows:



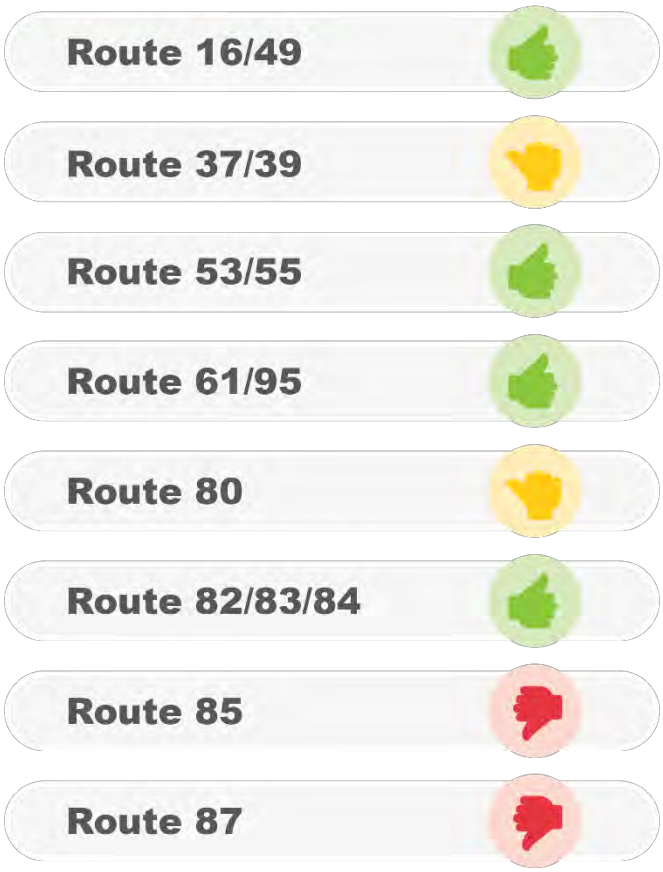

ALTERNATIVE 1
FREQUENCY
ALTERNATIVE 2
CONNECTIONS
ALTERNATIVE 3
COVERAGE
CROSS-TOWN ROUTES
Route ECR
Route EPX (New)
N/A
Route FCX
Route SMX (New)
N/A
N/A
Route 292
Route 398


ALTERNATIVE 1
FREQUENCY
ALTERNATIVE 2
CONNECTIONS
ALTERNATIVE 3
COVERAGE
COASTSIDE ROUTES
Route 110
Route 112
Route 118
Route 294
Route 17


ALTERNATIVE 1
FREQUENCY
ALTERNATIVE 2
CONNECTIONS
ALTERNATIVE 3
COVERAGE
NORTH COUNTY ROUTES
Route 120
Route 121
Route 122
Route 124 (New)
N/A
N/A
Route 126 (New)
N/A
N/A
Route 130
Route 140
Route 141
Route SFO


ALTERNATIVE 1
FREQUENCY
ALTERNATIVE 2
CONNECTIONS
ALTERNATIVE 3
COVERAGE
MID-COUNTY ROUTES
Route 249 (New)
N/A
N/A
Route 250
Routes 251 and 256
Routes 260 and 261
Routes 291 (New)
N/A
N/A
Route 295
SOUTH COUNTY ROUTES
Routes 270 and 276
Routes 274, 275, and 278
Routes 280 and 281
Route 296

SCHOOL ROUTES



SUMMARY OF COMMENTS BY ROUTE

This section summarizes the key themes of the comments received multiple times for each route. Routes are grouped into six categories: Crosstown routes, Coastside routes, North County routes, Mid-County routes, South County routes, and School-Oriented routes.

CROSSTOWN ROUTES

Crosstown routes serve two or more of the sub-regions in the SamTrans service area (Coastside, North County, Mid-County, and South County).

Route ECR

- Respondents indicated that they liked the improved frequency of the route, particularly during evenings and weekends, proposed in Alternative 1.
- Regarding the potential split of Route ECR, many respondents commented that they liked that the route was being split to improve reliability; however, there was a concern among some respondents about making the transfer at Millbrae BART. Bus operators also raised concerns about fare penalties for cash-paying customers.
- Multiple respondents supported the reintroduction of the ECR Rapid.
- Reducing the number of stops and reducing travel time was supported by multiple respondents. However, respondents also expressed concern that removing stops would create accessibility challenges for individuals may be unable or find it challenging to walk the extra distance to the next closest stop.

Route EPX

- Respondents were generally supportive of introducing this new route, particularly those that do not ride SamTrans regularly.
- Some respondents expressed concern about this route duplicating service the Route 398 provides to SFO Airport.
- Respondents liked the later service provided in one alternative, but both employees and regular travelers also wanted service on weekends to SFO Airport.

Route FCX

- Respondents wanted to see service levels return to pre-COVID levels. Respondents are happy with the route as it is currently designed.

Route SMX

- Respondents were excited about the possibility of this new service but also suggested the route be extended further south to Hillsdale or downtown San Mateo to increase the utility of the route.
- Many respondents also said they appreciated that this route could be an alternative to Caltrain, with better frequency and span of service.
- Multiple respondents also noted that this route would be duplicative of other services and suggested that service instead be introduced to an area not served by Caltrain.

Route 292

- The overwhelming majority of respondents stated that they wanted Route 292 to continue going to downtown San Francisco. Residents of the Brisbane neighborhood in particular said that eliminating service to San Francisco would severely restrict their mobility.
- Respondents were supportive of limiting the number of stops in San Francisco to improve speed if the major stops continued to be served.
- Many respondents also liked the route connecting to the Millbrae BART Station.

Route 398

- Most respondents wanted to keep this route, noting the connection to SFO Airport is critical for them.
- While there is duplicative BART and Caltrain service, many individuals stated they were on a fixed income and that they preferred to take SamTrans because of the lower fares.
- Other respondents who favored eliminating this route noted the duplication with BART and Caltrain and that this route was the slowest option of the three.

COASTSIDE ROUTES

Coastside routes serve the cities or communities of Pacifica, Montara, Moss Beach, Half Moon Bay, and Pescadero.

Route 17

- Most respondents liked the option of improved frequency on weekends. However, many were not happy it came at the expense of removing service in Montara and at the Seton Medical Center.
- Many respondents liked the idea of on-demand service but some were skeptical it could work in the area or had questions about how it would work. Some also suggested extending the proposed on-demand service to Montara.

Route 110

- Many respondents liked the proposal for more frequent service during the midday and on weekends.
- Many also liked the faster service gained from removing the Longview Drive deviation. A smaller number of respondents thought keeping the Longview Drive deviation was important from an accessibility perspective.

Route 112

- Many respondents did not like eliminating service between Colma BART Station and Serramonte.
- Very few comments came from the Linda Mar area.
- Most comments were from the Pacifica/Sharp Park area and focused on retaining service from Palmetto/West Sharp Park to BART.

Route 118

- Respondents supported more frequent service.
- Many also said that they preferred to connect to BART trains at Daly City rather than Colma because of the more frequent train service at Daly City.

Route 294

- Respondents liked the idea of more frequent service during the midday and evenings.
- Respondents were split about whether to continue or eliminate service to the College of San Mateo. Some stated the stop was critical to coastal community residents while some stated that the stop was unnecessary or unused and removing it would speed up their commute.

NORTH COUNTY ROUTES

North County routes serve the cities or communities of Daly City, Colma, Brisbane, South San Francisco, San Bruno, and Millbrae.

Route 120

- Respondents supported more frequent service. Several respondents noted that before the pandemic, buses were crowded during commute times and that the extra service would help alleviate crowding.
- Several respondents disliked removing service from Mission Hills.

Route 121

- Respondents supported more frequent service.
- Many also commented that they liked the improved directness of the route, but a smaller number mentioned the loss of Colma BART access.
- Respondents on the southern route portion indicated that they want to retain weekend service.

Route 122

- Respondents supported more frequent service on the northern part of the route.
- Some respondents had concerns about splitting the route at the Colma BART Station.

Route 124

- Respondents liked this new limited stop service to Skyline College.
- Several respondents noted the need to coordinate with Skyline College and not duplicate the college's shuttle service.

Route 126

- Respondents liked this new route to Oyster Point.
- Several respondents noted about the need to coordinate service to Oyster Point among the different proposed SamTrans routes and shuttle services.

Route 130

- Respondents supported more frequent weekend and evening service.
- Respondents had a slight preference for Alternative 1 which proposed to serve the Oyster Point/East of 101 area via Oyster Point Blvd.
- Some respondents were concerned about the potential loss of service to Hillside and to Linden Avenue.

Route 140

- Respondents supported more frequent weekend service.
- Some respondents were concerned about the potential loss of service to Rollingwood Drive.

Route 141

- Respondents supported more frequent service between San Bruno BART and South San Francisco.

- Many respondents stated they did not like any of the alternatives because all would eliminate service to Shelter Creek Lane and the San Bruno Senior Center.

Route SFO

- Respondents supported eliminating this route, provided an alternative was available.

MID-COUNTY ROUTES

Mid-county routes include those serving the cities or communities of Burlingame, San Mateo, Foster City, Belmont, San Carlos, and Redwood Shores.

Route 249

- Respondents liked this new route to College of San Mateo, particularly the direct routing from downtown San Mateo.

Route 250

- Respondents supported more frequent service, particularly to College of San Mateo.
- Respondents liked the new connection to the Hillsdale Caltrain Station, but requested that the schedule be coordinated with train arrival times to ensure minimal waiting.

Routes 251 and 256

- Respondents were not supportive of the loss of coverage to any residential part of Foster City.
- Respondents were enthusiastic about the idea of on-demand service, but some had questions about what it was and how it would work.

Routes 260 and 261

- Respondents did not support any alternative.
- Many respondents stated that they did not like the idea of the route being split as it would force a transfer for their children going to/from school.
- Many also did not like the idea of removing service to College of San Mateo.
- A few respondents were glad the redundant loop in Redwood Shores was eliminated in all alternatives and replaced with either a single loop or bi-directional service.

Route 291

- Respondents liked this new route between Redwood City and San Carlos but said it may not be a priority with constrained resources.
- Some suggested that this be an extension of another route (Route 260, 270, or 295).

Route 295

- Respondents liked the proposed additional weekend service and desired even more frequent weekday service.
- Several respondents noted that there is congestion on Whipple Avenue and suggested routing the bus on Hopkins Avenue instead.
- Some also noted that the bus schedule needed to be better coordinated with Sequoia High School.
- There were few comments on the proposal to remove service from San Mateo on this route.

SOUTH COUNTY ROUTES

South county routes include those serving the cities or communities of Redwood City, Menlo Park, East Palo Alto, Atherton, North Fair Oaks, Portola Valley, and Woodside.

Routes 270 and 276

- Respondents liked more weekend service and better frequency.
- Many commented that extending the Route 270 along Bay Road to the Menlo Park VA Medical Center would be a welcome addition.
- Respondents living at or near the Harbor Village area were not supportive of any of the alternatives.

Routes 274, 275, and 278

- Respondents said they missed the Route 274, which was eliminated during COVID and would like to see the route come back.
- Several respondents noted that the replacement service for Route 274 (Route 278) does not offer all day service and they feel trapped in their homes.
- Respondents requested later evening service from Redwood City Transit Center up Woodside Road that would allow them to eat dinner and return home by bus.
- Many respondents liked the introduction of new Sunday service.

- Other respondents did not like the long loops proposed for the different alternatives and wanted to see a more direct connection between Cañada College and Redwood City.

Routes 280 and 281

- Respondents appreciated more frequent service and a potential extension to Redwood City and the Stanford University and Hospital area.
- A few respondents mentioned potential loss of service from proposed changes to Route 280.
- Several respondents had questions about how on-demand service would work.

Route 286

- No key themes were identified on this route due to very few responses.

Route 296

- Respondents liked better frequency, particularly on weekends.
- Respondents did not like truncating the route at the VA Medical Center and said the route should continue to East Palo Alto.
- Many also commented that they support not going into the VA Medical Center to speed up service.

SCHOOL-ORIENTED ROUTES

The following school-oriented routes were identified for potential consolidation or service reduction in all three network alternatives. School-oriented routes not listed here did not have any changes proposed and would remain unchanged.

Routes 16 and 49 Consolidation

- The majority of respondents (56%) said the consolidated service would still work for their families. About a third of respondents were unsure.

Routes 37 and 39 Consolidation

- A small number of respondents commented on this route consolidation proposal. The limited number of responses received were evenly split on whether the new route would or would not work for their families.

Routes 53 and 55 Consolidation

- The majority of respondents (55%) said the consolidated service would still work for their families. About a third of respondents were unsure.

Routes 61 and 95 Consolidation

- The majority of respondents (59%) said the consolidated service would still work for their families. About a quarter of respondents were unsure.

Routes 82, 83, and 84 Consolidation

- The majority of respondents (55%) said the consolidated service would still work for their families. The rest of the respondents were unsure.

Route 80 Elimination

- About one-third of survey respondents said the elimination of the route would be ok for their families and two-thirds said the route should not be eliminated.

Routes 85 Elimination

- More than 80% of respondents did not support the complete elimination of this route.
- Respondents indicated that if service must be reduced, the afternoon/after-school service was more essential to working parents and should be retained.

Routes 87 Reduction in Service

- Three-quarters of respondents did not support the reduction in service on this route.

samTrans

REIMAGINE SAMTRANS

APPENDIX D:

PHASE 3 OUTREACH SUMMARY

samTrans

REIMAGINE SAMTRANS

EXECUTIVE SUMMARY OF

PHASE 3 OUTREACH

DECEMBER 2021

This document summarizes the public feedback received on *Reimagine SamTrans* during the third phase of public outreach. The focus of Phase 3 outreach was to present the recommended new network to the public for review and comment.

SamTrans conducted a combination of virtual and in-person outreach October 4 – November 8, 2021. Events and outreach opportunities during this period included:

- 4 multilingual virtual public meetings, each focusing on different sub-areas of the service area (North County, Mid County, South County, and Coastside)
- 43 presentations or briefings to city councils and other elected officials, city and school staff, business, community advocacy and other organizations
- 1 meeting with the SamTrans Citizens Advisory Committee (CAC)
- 1 formal public hearing held at the November 3, 2021 SamTrans Board of Directors meeting
- 16 pop-up events primarily hosted at bus stops and transit centers
- 2 Instagram Live question-and-answer sessions (one in English, one in Spanish)
- Partnerships with three Community Based Organizations (CBOs) for targeted multi-lingual outreach in historically underserved communities. The CBOs helped organize pop-up events and staffed events with SamTrans staff.

Outreach also included engagement through the project website. The *Reimagine SamTrans* website (www.reimaginesamtrans.com) provided multilingual information on the route changes in the recommended new network, as well as recordings and presentations from the four virtual public meetings.

A comment form allowed the public to give feedback on individual route changes. The comment form was available online on the website and in a printed format distributed at in-person pop-up events. Individuals also had the option to call the SamTrans Customer Call Center to give their input in more than 200 languages, or to provide their comments via email to reimagine@samtrans.com.

SamTrans executed a multi-lingual marketing and education campaign targeting riders and communities where riders are likely to reside. This included over 500 temporary signs at bus stops, widespread digital and print advertising, social media and press outreach, text message and email blasts, as well as on-board bus advertising with digital and print display and take away material.

OVERVIEW OF THE RECOMMENDED NEW NETWORK

The recommended new network presented in October 2021 included elements from each of the three alternatives the public reviewed in Spring 2021. The recommended new network aimed to provide the following benefits and improvements, responding to the requests the project received during previous phases of outreach:

- **Improved frequency** – Our riders told us they want buses to come more often. The recommended new network includes better frequency on weekdays,

Saturdays, or Sundays for 15 existing SamTrans routes, bringing about 185,000 more residents and 125,000 more jobs within a 5-minute walk of frequent service.

- **More evening and weekend service** – Bus service on weekends and later in the day was a common request during outreach. The new network extends the hours of service or offers new weekend service on 10 routes.
- **More direct routes** – Riders told us trips on SamTrans can feel slow. Taking a lot of turns off a main road adds time to trips. To reduce travel time, deviations that are not heavily utilized, or are within a reasonable walking distance of a route's main street, would be eliminated.
- **Reduced duplication of service** – Multiple SamTrans routes serve the same roads today. By reducing duplication, the system will be easier to understand, and resources can be reinvested in improving service on key corridors.
- **New connections in the County** - New service into Oyster Point (Route 130) and between East Palo Alto and San Bruno BART (Route EPX) would improve access to jobs and bayfront open space. The recommended new network also improves service to the college campuses in San Mateo County. New Routes 124 and 249 feature limited stop connections from residential areas and rail stations to college campuses.
- **New on-demand service** - Some areas are difficult to serve by traditional bus service and may benefit from curb-to-curb service and less walking to bus stops. The recommended network proposes new on-demand zones in Half Moon Bay and East Palo Alto. To use on-demand service, riders call or use a mobile app to request a ride and a vehicle picks them up and drops them off anywhere within the designated zone. Riders pay a fare and may share the vehicle with other riders, just like riding a regular SamTrans bus.

HOW WE HEARD FROM YOU

Phase 3 outreach helped the project team understand how supportive SamTrans riders and the public were about the proposed changes to each individual SamTrans route. Those who completed the comment form were asked whether they were very supportive, somewhat supportive, or not supportive of the proposed changes, and invited to give open comment about what elements of the recommended changes they liked or had concerns about.

More than 12,300 unique users accessed the project website during the Phase 3 outreach period. Many users also returned numerous times to view the website.

Staff held four virtual public meetings (each focused on a different geographic area of San Mateo County) during which attendees could engage in a question-and-answer session with staff:

- North County – October 19, 2021, Attendance: 15
- Mid-County – October 13, 2021, Attendance: 11

- South County – October 21, 2021, Attendance: 14
- Coastside – October 27, 2021, Attendance: 18

There were four ways that project stakeholders could provide formal public comments on the recommended new network:

- Online comment form (including input received through the SamTrans Customer Service Call Center)
- Emails to project email address (reimagine@samtrans.com)
- Letters received through email or mail
- Comments made at the formal public hearing on November 3, 2021

Online Comment Form

The comment form generated 1,042 route-level comments. Of these total comments, 84 percent were submitted by recent or current SamTrans riders and 16 percent were submitted by people who are not or have not been regular riders in the last three years. SamTrans staff read and analyzed each individual comment that was received. The complete set of raw comments is provided in Appendix A.

Emails to Project Email Address

The project team received 42 emails to the project email address (reimagine@samtrans.com). The content in these emails was read and considered by staff as adjustments to each route's changes were considered. Emails were primarily related to, though not limited to, the following themes:

- Retention of service to Cordilleras Mental Health Center
- Service to Belmont-area schools from Redwood Shores and Belmont
- Support for service into Oyster Point
- Concern about deletion of Route 398
- Overall network scheduling and planning ideas

A copy of the emails received is included as Appendix B.

Letters Received

Formal letters of support or otherwise providing input on the changes were received from the following cities or organizations:

- City of South San Francisco, Office of the City Manager
- Midpeninsula Regional Open Space District
- Oyster Point Commuter Coalition
- Redwood Shores Community Association

- San Mateo County Parks Department
- Santa Clara Valley Transportation Authority (VTA)
- Stanford University and Stanford Health Care
- Sequoia Union High School District
- Sequoia High School Parent Teacher Association (PTSA)
- TEAMC (Transportation Equity Allied Movement Coalition)
- Town of Portola Valley

Letters were also received from individuals. A copy of the letters received are included as Appendix C (with the exception of the letter from Midpeninsula Regional Open Space District which was unable to be combined due to permissions with the PDF).

Comments at Public Hearing

A formal public hearing on the recommended new network was held during the November 3, 2021 SamTrans Board of Directors (BOD) meeting. During this meeting, 16 public comments were given verbally to the BOD. A transcript of these comments is provided in Appendix D.

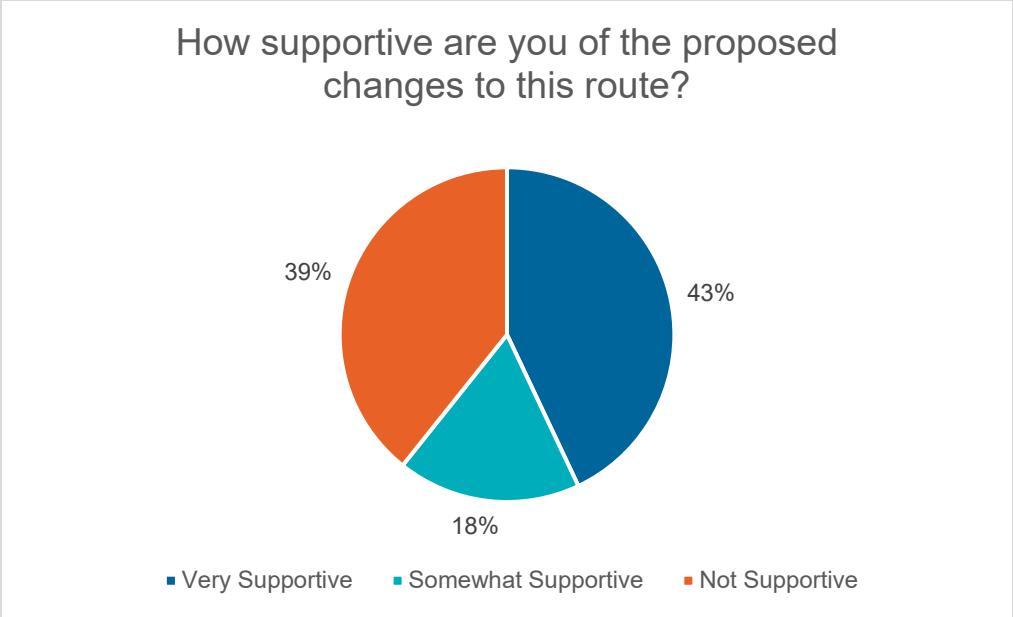
Community-Based Organization Partnerships

SamTrans partnered with three community-based organizations (CBOs) to conduct outreach during Phase 3: Fair Oaks Community Center (North Fair Oaks/Redwood City), Friends of Old Town (South San Francisco), and Nuestra Casa (East Palo Alto). These CBOs supported the outreach efforts by organizing and staffing pop-up events and helping to collect responses to the project survey.

The CBOs were compensated for their time. Altogether, the three CBOs supported nine outreach events and helped to collect more than 200 responses that were included in the overall set of comment form submissions.

WHAT WE HEARD FROM YOU

Individuals who gave input either online or in-person were asked to share their level of support for each route change proposal, in addition to leaving comments explaining their choice. Of all the online comments received, 43 percent of route change comments were “very supportive” of the recommended changes, 18 percent were “somewhat supportive”, and 39 percent were “not supportive.”



The following table provides a summary of the level of public support for the proposed changes to each route. Since some routes received more feedback than others did, the number of responses is also included. A summary of the open-ended responses and key themes on the input for each route is also included. Both the quantitative support levels and the qualitative comments are important in understanding the full picture of public input.

Route	Not Supportive	Somewhat Supportive	Very Supportive	Number of Responses
Cross-Town Routes				
Route ECR	9%	24%	67%	110
Route EPX (New)	47%	13%	40%	15
Route FCX	38%	23%	38%	13
Route 292	24%	35%	41%	34
Route 397	0%	0%	100%	4
Route 398	89%	3%	8%	110
Coastside Routes				
Route 17	31%	34%	34%	29
Route 110	15%	13%	73%	40
Route 112	52%	24%	24%	33
Route 118	0%	44%	56%	9
Route 294	23%	38%	38%	13
North County Routes				
Route 38	0%	0%	100%	1
Route 120	13%	13%	75%	16
Route 121	33%	21%	46%	24
Route 122	25%	25%	50%	16
Route 124 (New)	0%	17%	83%	6
Route 130	28%	22%	50%	58
Route 140	85%	8%	8%	26
Route 141	43%	43%	14%	14
Route SFO	50%	0%	50%	6
FLX Pacifica	33%	0%	67%	2
Half Moon Bay On-Demand (New)	33%	50%	17%	9
Mid-County Routes				
Route 249 (New)	38%	13%	50%	8
Route 250	31%	15%	54%	13

Route	Not Supportive	Somewhat Supportive	Very Supportive	Number of Responses
Routes 251 and 256	69%	12%	19%	26
Routes 260 and 261	93%	2%	5%	60
Route 295	58%	14%	28%	43
South County Routes				
Routes 270 and 276	5%	33%	62%	21
Routes 274, 275, 278	28%	7%	66%	29
Routes 280 and 281	9%	44%	47%	45
Route 286	33%	67%	17%	7
Route 296	1%	13%	86%	90
East Palo Alto On-Demand	50%	0%	50%	4
School-Oriented Routes				
Route 16 and 49	60%	20%	20%	5
Route 37 and 39	75%	0%	25%	4
Route 53 and 55	0%	0%	100%	2
Route 61 and 95	30%	20%	50%	10
Route 80	33%	0%	67%	3
Route 83 and 84	0%	0%	100%	2
Route 85	96%	0%	4%	27
Route 87	100%	0%	0%	1

SUMMARY OF FEEDBACK BY ROUTE

The project team read, considered and documented each comment submitted on the proposed route changes in the recommended new network. This section summarizes the key or recurring themes of comments received for each route via the online comment form, email, and regular mail. Routes are grouped into six categories: Cross-Town Routes, Coastside Routes, North County Routes, Mid-County Routes, South County Routes, and School-Oriented Routes.

Cross-Town Routes

Route ECR

- Many individuals expressed support for the improved frequency on weekends and overall, for not making many changes to the route as it is today.
- Some individuals requested the Rapid to come back.
- Some individuals expressed concern about the removal of the loop to Sickles Avenue in San Francisco as it relates to school access.

Route EPX

- There was a mix of comments that expressed support and skepticism for the new route. Some respondents were excited about chance to get to SFO via this route instead of Route 398.

Route FCX

- Many individuals were supportive of the existing service.
- Some individuals requested later service and more frequency on the route. However, some commenters may not have understood that the proposal included increasing frequency compared to the number of trips being provided on the route today.

Route 292

- Many individuals expressed support for the addition of the Millbrae Transit Center to the route.

Route 398

- Most individuals were not supportive of this route is being eliminated. Many noted it would cost more money and require more transfers to complete their trip using other means such as Caltrain and multiple SamTrans routes.
- Many respondents mentioned that their ultimate destination on the route is San Francisco International Airport, either from South County or from San Bruno.

Coastside Routes

Route 17

- Many individuals were supportive of the improved frequencies seven days a week.
- Several individuals requested that service to the Seton Coastside Medical Center be kept.
- A few individuals requested that Pescadero service be preserved.

Route 110

- Many individuals were supportive of the improved frequencies.
- Many individuals were also supportive of the extension of this route in Linda Mar to replace the current FLX Pacifica route and provide a “one-seat ride” from the “back of the valley” to Daly City and BART.

Route 112

- Many individuals were not happy about the shortened route and the requirement to transfer. Respondents requested that transfers be coordinated.

Route 118

- Individuals expressed mixed feelings about the direct connection to more BART service at Daly City with the loss of service to Colma BART area. Overall, multiple respondents were pleased that this route would return for commuters.

Route 294

- Some individuals were not supportive of the alignment change to eliminate service to the San Mateo Medical Center.
- Some individuals were concerned about loss of connection to College of San Mateo, while others said the removal seemed logical based on low ridership they had experienced.

Half Moon Bay On-Demand

- Multiple respondents requested that the proposed service area be extended to include Montara and Moss Beach areas.

North County Routes

Route 38

- No key themes were identified on this route due to few responses.

Route 120

- Many individuals were supportive of the improved frequencies.

Route 121

- A few individuals asked service to be preserved on Alta Loma Avenue between Eastmoor Avenue and St Francis Boulevard.
- Multiple individuals did not support the removal of the deviation to Colma BART station and asked for additional frequency on the route.

Route 122

- Many individuals were supportive of keeping the route as is.
- Some individuals requested earlier service or more frequent service than what is provided today.

Route 124

- Many individuals expressed support for this new route, including improved access to Skyline and service in the Westborough area

Route 130

- Many individuals were enthusiastic about new service into Oyster Point.
- Individuals were supportive of the increased frequency on weekends.
- Many individuals were not supportive of eliminating service on Linden Avenue.
- Many respondents mentioned the need to coordinate transfers to Route 292 on Airport Blvd.

Route 140

- Many individuals were not supportive of the deletion of this route and the removal of coverage in the Pacific Manor area.

Route 141

- Individuals were not happy that the frequency on the route would be reduced to once an hour.
- A few individuals requested that service to the San Bruno Senior Center be preserved.
- Some riders in South San Francisco were satisfied that service would remain every 30 minutes on Linden Avenue to the San Bruno/Tanforan area.

Route SFO

- A few individuals were not happy the route would be eliminated as it is a more reasonably priced option than BART.

Mid-County Routes

Route 249

- Some individuals were enthusiastic this new route would provide better connectivity to College of San Mateo.
- Some individuals were not supportive of this new route because it would increase the number of buses on Parrott Drive.

Route 250

- Individuals were supportive of the increased frequencies and faster connection to College of San Mateo from El Camino Real. Some were concerned about loss of service on Route 250 on Alameda de las Pulgas.

Routes251 and 256

- Individuals were supportive of the new Sunday service.
- Many individuals were not supportive of the reduced coverage in Foster City. Many also expressed concern about students being able to get to school.

Routes 260 and 261

- Many individuals were not supportive of reducing coverage in Redwood Shores and west of Cipriani Boulevard.

Route 295

- Many individuals requested that the route continue to operate on Cedar Street to directly serve Central Middle School.
- Staff and stakeholders requested that service to the Cordilleras Mental Health Center be preserved.

South County Routes

Routes 270 and 276

- Many individuals expressed support for the improved frequency on Route 276.
- Respondents were happy that Route 270 would be preserved, and requested Sunday service on this route.

Routes 274, 275, and 278

- Many individuals were not supportive of Route 274 being eliminated. Some noted the proposed changes would make trips to Cañada College longer.
- Many individuals expressed support for later evening and new Sunday service on the consolidated route serving Woodside Road.

Routes 280 and 281

- Many individuals were supportive of the increased frequencies and extension into Stanford University campus on Route 281.
- A few respondents expressed concern about the complete elimination of Route 280, particularly from Fordham and Pulgas streets in East Palo Alto.

Route 286

- No key themes were identified on this route due to few responses.

Route 296

- Many individuals were supportive of the increased frequencies.
- Many individuals commented that they support not going into the VA Medical Center to speed up service.

East Palo Alto On-Demand

- Minimal individuals commented on this service. However, some individuals asked about waiting time for the service to arrive and expressed concern about the loss of bus service in exchange for this service.

School-Oriented Routes

Route 16 and 49

- A few individuals expressed concern that the combined route would be overcrowded.

Route 37 and 39

- A few individuals suggested alignment changes are needed to better serve the school boundaries this route is supposed to serve.

Route 53 and 55

- No key themes were identified on this route due to few responses.

Route 61 and 95

- Some individuals expressed support for the consolidation of the two routes.
- Some individuals did not like the longer travel time and expressed concern about students being late for school.

Route 80

- No key themes were identified on this route due to few responses.

Route 83 and 84

- No key themes were identified on this route due to few responses.

Route 85

- Almost all individuals commented that they were not happy the morning service would be eliminated.

Route 87

- No key themes were identified on this route due to few responses.

HOW WE USED YOUR INPUT

The Project team carefully considered the feedback received during Phase 3. Using the feedback from Phase 3 outreach, the project team will consider adjustments to the recommended new network to be responsive where possible to input received from riders and stakeholders. These considerations will balance community and rider input with the overall resource constraints and goals and objectives of the Reimagine SamTrans project.

A final new SamTrans network will be developed and presented to the SamTrans Board of Directors for their adoption in 2022.

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APPENDIX E:

FINAL NETWORK ROUTE CHANGES

Detailed Route Changes

Note: Existing routes not described in this section remain unchanged in the final plan

Route 17

Linda Mar Park & Ride — Miramontes/Moonridge

Hours of Service

	Weekday	Saturday	Sunday
Existing	5:30 AM-9:00 PM	5:15 AM-9:00 PM	5:15 AM-9:00PM
Recommended	5:30 AM-9:00 PM	5:15 AM-9:00 PM	5:15 AM-9:00PM

Service Change Description

Existing Service
Route 17 is a below average ridership route that provides coverage to lower-density areas along the Coastside between Pacifica and Half Moon Bay. Pescadero, south of Half Moon Bay, currently gets limited service to provide lifeline connections from that community. Route 17 operates every 60 minutes on weekdays and every two hours on weekends. Higher frequency service was a top request during public outreach.

Recommended Changes

Coverage (Where it goes)
In the new network, Route 17 is simplified with fewer deviations off US Highway 1. The Seton Coastside Medical Center deviation would remain, but deviations with lower ridership to Sunshine Valley Road, 6th Street, Cañada Cove, and Pescadero would be removed. Riders from 6th Street and Cañada Cove would still be able to access Route 17 with a longer walk. Riders in Pescadero would be able to use SamCoast service. School-related service on Route 18 would not change.

Frequency (How often it runs)
Resources saved by reducing deviations on Route 17 would allow SamTrans to double the service on weekends. In the new network, Route 17 would operate every 60 minutes seven days a week.

Hours of Service (When it runs)
Hours of service on Route 17 would not change in the recommended network.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	60	60	60
	Saturday	120	120	120
	Sunday	120	120	120
Recommended	Weekday	60	60	60
	Saturday	60	60	60
	Sunday	60	60	60

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Route 110

Linda Mar Park & Ride — Daly City BART

Hours of Service

	Weekday	Saturday	Sunday
Existing	5:45 AM-10:45 PM	5:45 AM-9:15 PM	5:45 AM-9:15 PM
Recommended	5:45 AM-10:45 PM	5:45 AM-9:15 PM	5:45 AM-9:15 PM

Service Change Description

Existing
Route 110 has average ridership connecting Pacifica and neighborhoods in Daly City. More riders travel towards Daly City in the morning and from Daly City in the afternoon. During public outreach, people requested earlier service and service that is more frequent on weekends.

Recommended Changes
Coverage (Where it goes)
To reduce travel time for the majority of riders, Route 110 would no longer serve the deviation from Skyline Drive onto Longview Drive. Riders could access the route with a five-minute walk to a stop on Skyline Drive. In Pacifica, instead of ending at the Linda Mar Park-and-Ride, the route would continue into the Linda Mar neighborhood, looping around De Solo Drive, Crespi Drive, Terra Nova Boulevard, Oddstad Boulevard, and Linda Mar Boulevard. This extension would provide a direct ride to Daly City and BART for Linda Mar residents.

Trips on Route 110 that operate only on school days serving Oceana and Terra Nova High School would continue and be renamed as Route 10.

Frequency (How often it runs)
Route 110 would operate more often during the midday on weekdays and on weekends. The route would run every 30 minutes during peak and midday periods, seven days a week.

Hours of Service (When it runs)
Hours of service would not change in the recommended network.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	60	60
	Saturday	60	60	60
	Sunday	60	60	60
Recommended	Weekday	30	20-30	60
	Saturday	30	30	60
	Sunday	30	30	60

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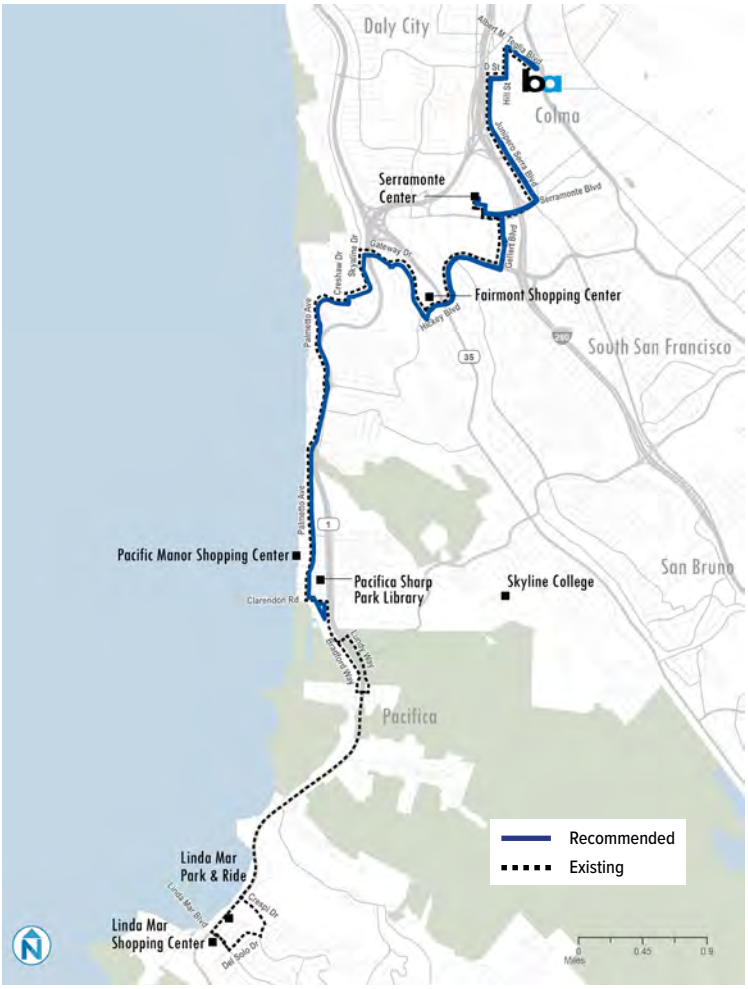
Route 112

Linda Mar Park & Ride — Colma BART



Hours of Service

	Weekday	Saturday	Sunday
Existing	5:30 AM-8:45 PM	7:45 AM-8:45 PM	7:45 AM-8:45 PM
Recommended	5:30 AM-8:45 PM	7:45 AM-8:45 PM	7:45 AM-8:45 PM

Service Change Description

Existing Service
Route 112 is a below average route in terms of ridership. It serves a small, unique market that mostly overlaps with other routes. It runs between the Linda Mar area in Pacifica and Colma BART. During public outreach, people requested better connectivity to other routes and earlier service.

Recommended Changes
Coverage (Where it goes)
In the recommended network, Route 112 is shortened at Clarendon Road and Francisco Boulevard in the West Sharp Park area. The route would not change between Colma BART and Sharp Park, still providing a connection to Serramonte Center. To reduce route duplication, only routes 110 and 118 would continue to Linda Mar.

Trips on Route 112 that operate only on school days serving Ingrid B. Lacy Middle School would continue and be renamed as Route 12.

Frequency (How often it runs)
Route frequency would not change in the recommended network. Route 112 would continue to run every 60 minutes.

Hours of Service (When it runs)
Hours of service would not change.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	60	60	60
	Saturday	60	60	60
	Sunday	60	60	60
Recommended	Weekday	60	60	60
	Saturday	60	60	60
	Sunday	60	60	60

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Route 118

Linda Mar Park & Ride — Daly City BART

Hours of Service

	Weekday	Saturday	Sunday
Existing	6:30 AM-8:30 AM, 4:15 PM-7:15 PM	—	—
Recommended	6:30 AM-8:30 AM, 4:15 PM-7:15 PM	—	—

Service Change Description

Existing Service
Route 118 provides peak-only, limited stop service from Linda Mar and Pacifica to two BART stations on weekdays. Public input included requests for earlier service and better schedule coordination with other routes.

Recommended Changes
Coverage (Where it goes)
To improve reliability and connect to more frequent BART service, Route 118 would travel directly to/from Daly City BART station and skip the Colma BART station. Passengers wishing to travel to Colma could transfer to BART or Route ECR at Daly City BART station. Route 118 would continue to be a limited stop service along Highway 1. Efforts will be made to prioritize schedule alignment and transfers between Route 118 and Route 17 at Linda Mar.

Frequency (How often it runs)
In the recommended network, Route 118 would have additional weekday-only trips, with service every 30 minutes during the morning and afternoon peak periods.

Hours of Service (When it runs)
Hours of service would not change in the recommended network.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	45 am, 60 pm	—	—
	Saturday	—	—	—
	Sunday	—	—	—
Recommended	Weekday	30 am, 30 pm	—	—
	Saturday	—	—	—
	Sunday	—	—	—

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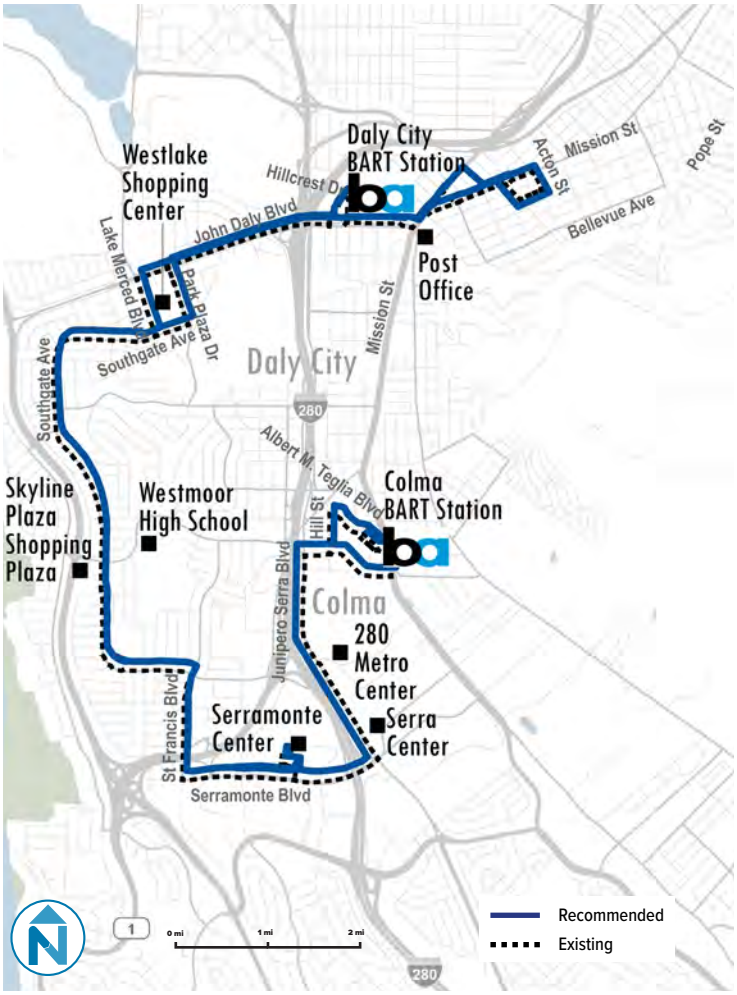
Route 120

Brunswick / Templeton — Colma BART



Hours of Service

	Weekday	Saturday	Sunday
Existing	4:00 AM-12:00 AM	6:15 AM-11:45PM	6:15 AM-11:15 PM
Recommended	4:00 AM-12:00 AM	6:15 AM-11:45 PM	6:15 AM-11:15 PM

Service Change Description

Existing Service
Route 120 is one of SamTrans' highest ridership and most productive routes. It operates every 15 minutes or better seven days a week. Public input suggested that reliability could be improved on Route 120.

Recommended Changes
Coverage (Where it goes)
The current routing of Route 120 would not change.

Frequency (How often it runs)
Frequency on Route 120 would improve from every 15 to every 10 minutes for an additional hour on weekday afternoons. Service on weekend evenings would improve to every 15-30 minutes, compared to every 45 minutes today.

Hours of Service (When it runs)
Hours of service would not change in the recommended network.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	10-15	15	30
	Saturday	15	15	45
	Sunday	15	15	45
Recommended	Weekday	10-15	15	30
	Saturday	15	15	15-30
	Sunday	15	15	15-30

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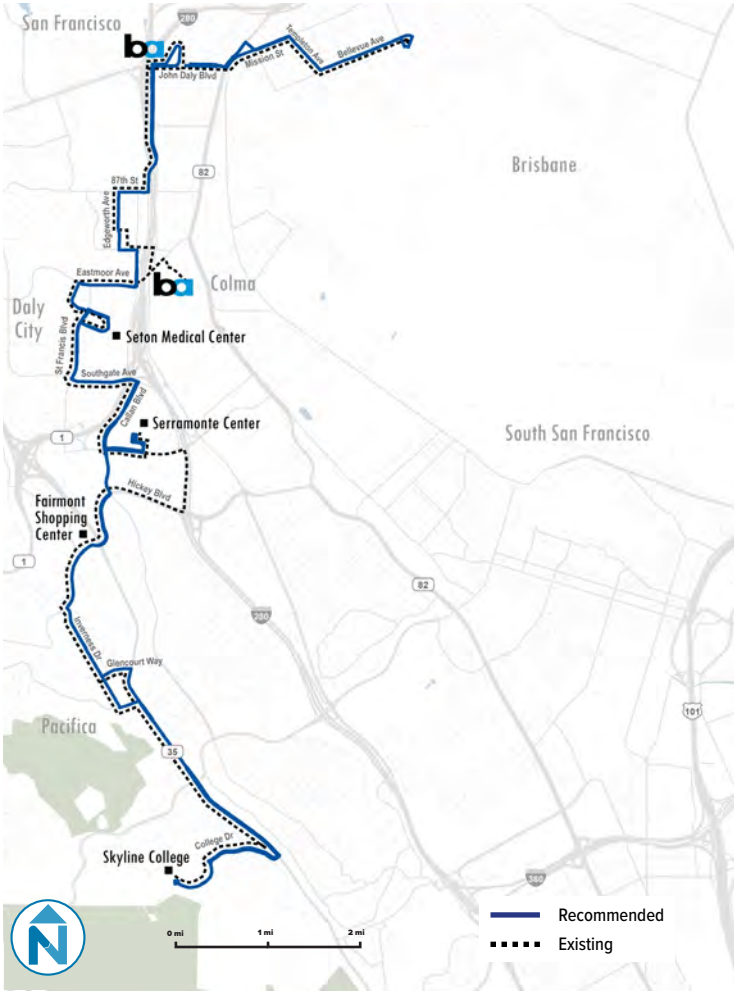
Route 121

Brunswick / Templeton — Colma BART



Hours of Service

	Weekday	Saturday	Sunday
Existing	5:30 AM-11:00 PM	7:30 AM-9:00 PM	7:30 AM-9:00 PM
Recommended	**5:30 AM-11:00 PM**	**7:30 AM-10:45 PM**	**7:30 AM-10:45 PM**

Service Change Description

Existing Service
Route 121 is a productive route but is indirect for most riders using it to access Skyline College. Portions of the route also overlap with two shuttle routes serving the area: the Seton Medical Center Shuttle and the Skyline College Shuttle. Public input suggested reliability was an issue and people requested earlier and more frequent service on weekends.

Recommended Changes
Coverage (Where it goes)
To provide a more direct connection between Daly City, Serramonte Center, and Skyline College, Route 121 would no longer serve Colma BART. Routes 112, 122 and 130 would continue to connect to Colma BART.

In the new network, all Route 121 trips would end at Mission Hills Park. Route 29 would continue to provide school service on South Hill Boulevard and Alta Vista Way.

Frequency (How often it runs)
Route 121 would operate every 30 minutes seven days a week.

Hours of Service (When it runs)
Route 121 would run almost two hours later on weekends, ending at 10:45 p.m. instead of 9:00 p.m.

Frequency

	Day	Peak (minutes) (6-9am, 3-8pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (8pm-12am)
Existing	Weekday	30	30	60
	Saturday	60	60	60
	Sunday	60	60	60
Recommended	**Weekday**	**30**	**30**	**60**
	Saturday	**30**	**30**	**60**
	Sunday	**30**	**30**	**60**

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Route 122

South SF BART — Stonestown / SF State

Hours of Service

	Weekday	Saturday	Sunday
Existing	5:15 AM-11:15 PM	8:00 AM-11:30 PM	8:00 AM-11:30 PM
Recommended	5:15 AM-11:15 PM	8:00 AM-11:30 PM	8:00 AM-11:30 PM

Service Change Description

Existing Service
Route 122 serves many areas in South San Francisco, San Bruno, Colma, Daly City, and the Stonestown area in San Francisco with average ridership. During public outreach, people requested earlier and more frequent service on weekends.

Recommended Changes
Coverage (Where it goes)
No changes to the route are recommended.

Frequency (How often it runs)
No changes in frequency are recommended.

Hours of Service (When it runs)
No changes to hours of service are recommended.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	30	30
	Saturday	30	30	30
	Sunday	30	30	30
Recommended	Weekday	30	30	30
	Saturday	30	30	30
	Sunday	30	30	30

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Route 124

Skyline College Limited: Daly City BART — Serramonte — Skyline College

Hours of Service

	Weekday	Saturday	Sunday
Existing	—	—	—
Recommended	6:30 AM-10:00 PM	—	—

Service Change Description

Route 124 would be a new route in the SamTrans bus system.

Skyline College runs a free shuttle service between Daly City BART and Skyline College. The shuttle runs hourly between 7:30 a.m. and 6:45 p.m. on weekdays when school is in session. Today, service to Skyline College is available on Routes 121 and 140. However, trips to Skyline College take approximately 30 minutes longer on Route 121 than on the free shuttle. Riders have indicated the trip to Skyline College from Daly City takes too long on Route 121.

Recommended Route Details

Coverage (Where it goes)

Route 124 would be a new route connecting Daly City BART, Serramonte and Skyline College. It would have limited stops between Daly City and Serramonte and would provide faster connections between these two major destinations and a faster ride to Skyline College. In addition, Route 124 would provide express service from Callan Boulevard to Daly City BART, providing commuters with a faster service to BART.

Frequency (How often it runs)

Route 124 would run every 30 minutes during peak and midday periods, and every 60 minutes later in the evening.

Hours of Service (When it runs)

Route 124 would operate between 6:30 a.m. and 10:00 p.m. on weekdays only.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	—	—	—
	Saturday	—	—	—
	Sunday	—	—	—
Recommended	Weekday	30	30	60
	Saturday	—	—	—
	Sunday			

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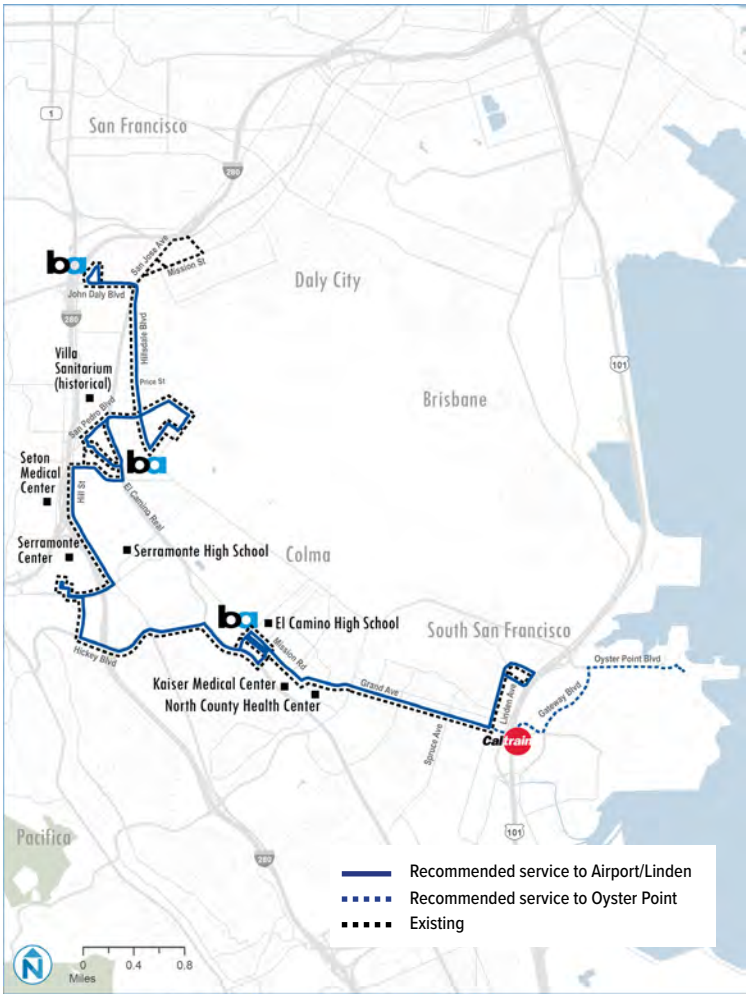
Route 130

Daly City BART — Airport / Linden



Hours of Service

	Weekday	Saturday	Sunday
Existing	4:30 AM-12:00 AM	7:00 AM-8:00 PM	7:00 AM-8:00 PM
Recommended	4:30 AM-12:00 AM	6:00 AM-10:00 PM	6:00 AM-10:00 PM

Service Change Description

Existing Service

Route 130 is a very productive route with strong all-day ridership. During public outreach, riders asked for improved transfers between BART and SamTrans buses, as well as later evening service.

Recommended Changes

Coverage (Where it goes)

In the new network, Route 130 would travel on the same route between Daly City BART and downtown South San Francisco. There, half of trips would continue on Linden Avenue to Airport Blvd and Linden Avenue; the other half of trips would continue on Grand Avenue into Oyster Point, ending at the Oyster Point ferry terminal to improve access to jobs and bayfront open space.

In Daly City, Route 130 would serve Daly City BART more directly from the south, by cutting out the loop on San Jose Avenue, Flournoy Street/Sickles Avenue, and Mission Street. Existing customers at these stops would need to walk farther for a connection to SF Muni Route 14 or transfer to the SF Muni 14 Rapid at Daly City BART.

Trips on Route 130 that operate only on school days serving John F. Kennedy Elementary School and Pollicita Middle School would continue to operate and be renamed as Route 30.

Frequency (How often it runs)

Route 130 would operate more frequently on the weekends, running every 15 minutes during the daytime, seven days a week. When there is 15-minute service, there would be two trips per hour to Airport Boulevard/Linden Avenue and two trips per hour to Oyster Point. When there is service every 30 minutes, there would be one trip per hour on each branch past Grand and Linden Avenues.

Hours of Service (When it runs)

Route 130 would operate until midnight on weekdays. Service would begin an hour earlier and be extended two hours later on weekends, with service 6:00 a.m. to 10:00 p.m.

Frequency

	Day	Peak (minutes) (6-9am, 3-8pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (8pm-12am)
Existing	Weekday	15	15	30
	Saturday	30	30	30
	Sunday	30	30	30
Recommended	Weekday	15	15	30
	Saturday	15	15	30
	Sunday	15	15	30

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Route 140, 141, 142

SFO AirTrain – Manor/Palmetto // Airport/Linden (South San Francisco) – Shelter Creek // SFO - Bayhill Shelter Creek - San Bruno SC

Service Change Description

Existing Service

Route 140 is a below average route in terms of ridership and takes an indirect route to serve multiple destinations. There are also some school-day-only trips woven into the schedule. Public input included requests for more frequent service and later weekend evening service.

Route 141 is slightly below average in terms of ridership and productivity. Ridership is highest between the San Bruno BART Station and South San Francisco. Many trips support school-related trips on school days. Public input included requests for later evening service and more frequent weekend service.

Recommended Changes

Coverage (Where it goes)

A package of changes would be implemented which preserve service on most segments of the current routes. Route 140 would be discontinued as a stand-alone route, Route 141 would be modified, and a new Route 142 would be implemented.

For riders in Pacific Manor on Route 140: Pacific Manor will continue to be served by Routes 110, 112, and 118, but to go to Skyline College or points east would require a transfer to other SamTrans routes or BART service.

For riders east of Skyline College on Route 140: Service between Skyline College and San Bruno BART, including Rollingwood Drive and Sneath Lane, would be replaced with a revised version of Route 141.

Existing Route 140 passengers west of Inverness Drive can transfer to Route 121 via Route 112 and/or walk farther to access service.

For riders going to SFO: Riders using Route 140 to get to SFO would need to transfer to BART at Colma or San Bruno stations or use the revised Route 142 which would serve the SFO Rental Car Center Airtrain Station.

For riders to Shelter Creek or San Bruno Senior Center: A new Route 142 would operate between Shelter Creek Lane, San Bruno Senior Center, San Bruno BART, and the SFO Rental Car Center Airtrain Station. This route would replace the southern portion of the old Route 141.

For riders in South San Francisco and at San Bruno BART: Route 141 would continue to serve the areas north of San Bruno BART as it does today, and also be extended to provide a "one-seat" ride to Skyline College from South San Francisco.

For riders using Routes 140 or 141 to get to school: Trips to or from schools would continue on Routes 10, 40, 41, and 42. Trips on Route 140 that operate only on school days serving Ingrid B. Lacy Middle School and Oceana High School would continue and be renamed as Route 40.

Frequency (How often it runs)

Route 141 would operate every 30 minutes, seven days a week. Areas between San Bruno BART and Skyline College, currently served by route 140, would have more frequent service than today.

The new Route 142 would operate every 60 minutes throughout the day, seven days a week.

Hours of Service (When it runs)

Route 141 would operate until 11:00 p.m. on weekends. The new Route 142 would have the same hours of service as the current Route 141. Portions of the current Route 140 that would be replaced by the modified Route 141 would receive later service on weekends.

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Route 140 Hours of Service

	Weekday	Saturday	Sunday
Existing	5:45 AM-11:15 PM	7:00 AM-7:00 PM	7:00 AM-7:00 PM
Recommended	Delete		

Route 140 Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	60	60
	Saturday	60	60	60
	Sunday	60	60	60
Recommended	Weekday	Delete		
	Saturday			
	Sunday			

Route 141 Hours of Service

	Weekday	Saturday	Sunday
Existing	6:30 AM-7:30 PM	7:00 AM--7:15 PM	7:00 AM-7:15 PM
Recommended	5:30 AM-11:00 PM	5:30 AM-11:00 PM	5:30 AM-11:00 PM

Route 141 Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	30	30
	Saturday	30	30	30
	Sunday	30	30	30
Recommended	Weekday	30	30	60
	Saturday	30	30	60
	Sunday	30	30	60

Route 142 Hours of Service

	Weekday	Saturday	Sunday
Existing	New		
Recommended	6:30 AM-7:30 PM	7:00 AM-7:15 PM	7:00 AM-7:15 PM

Route 142 Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	New		
	Saturday			
	Sunday			
Recommended	Weekday	60	60	60
	Saturday	60	60	60
	Sunday	60	60	60

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Route 249

San Mateo — College of San Mateo

Hours of Service

	Weekday	Saturday	Sunday
Existing	New		
Recommended	6:00 AM-7:00 PM	8:00 AM-7:00 PM	8:00 AM-7:00 PM

Service Change Description

Recommended Route Details

Coverage (Where it goes)

Route 249 would be a new SamTrans route connecting the College of San Mateo (CSM) and the downtown San Mateo area via West 3rd Avenue, Parrott Drive, Alameda de las Pulgas, and CA-92.

This route would provide a faster, more direct route between downtown San Mateo, Caltrain, and College of San Mateo and better serve existing student residential patterns.

Frequency (How often it runs)

Route 249 would operate every 30 minutes on weekdays, and every 60 minutes on weekends.

Hours of Service (When it runs)

Route 249 would operate from 6 a.m. to 7 p.m. on weekdays, and 8 a.m. to 7 p.m. on weekends.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	New		
	Saturday			
	Sunday			
Recommended	Weekday	30	30	30
	Saturday	60	60	60
	Sunday	60	60	60

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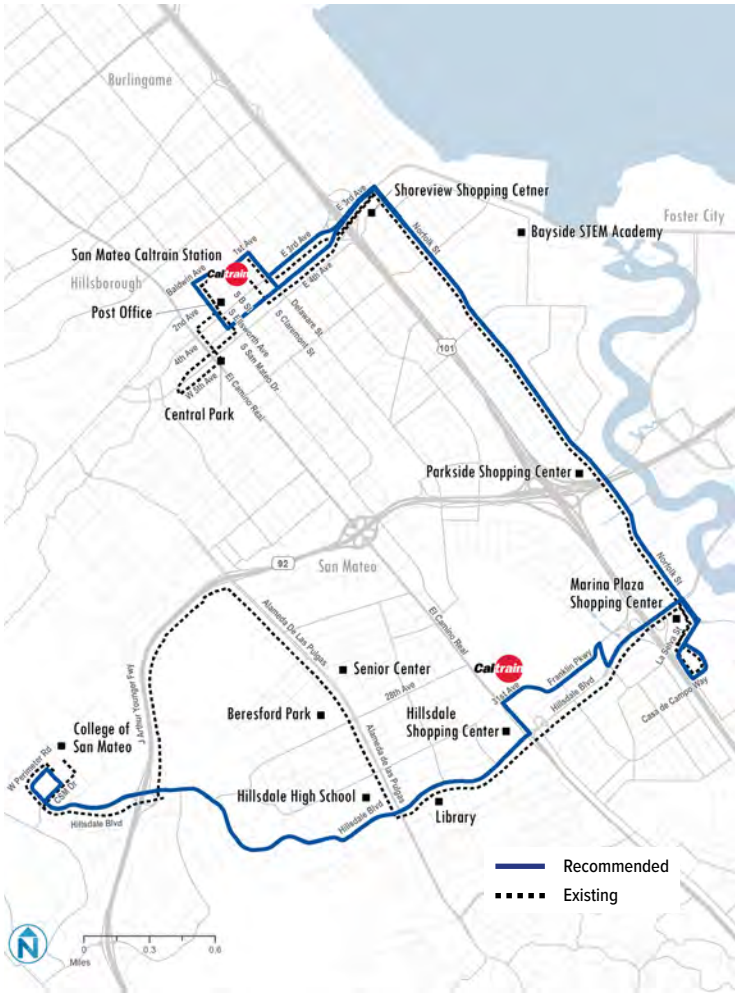
Route 250

5th / El Camino Real — College of San Mateo



Hours of Service

	Weekday	Saturday	Sunday
Existing	5:30 AM-11:00 PM	7:00 AM-8:45 PM	9:00 AM-6:45 PM
Recommended	5:30 AM-11:00 PM	7:00 AM-8:45 PM	9:00 AM-6:45 PM

Service Change Description

Existing Service
Route 250 has above average ridership. It serves several major destinations, including downtown San Mateo, Hillsdale Shopping Center, and College of San Mateo (CSM). Public input indicated issues with reliability on South Norfolk Street and crowding on certain trips.

Recommended Changes
Coverage (Where it goes)
In the recommended network, Route 250 would end slightly east of El Camino Real in downtown San Mateo due to low ridership beyond that point.

To better serve the new Hillsdale Caltrain station, Route 250 would travel on Saratoga Drive, then onto Franklin Parkway and 31st Avenue. The stops on Hillsdale Boulevard between Saratoga Drive and El Camino Real would no longer be served by Route 250.

Between Hillsdale Shopping Center and CSM, Route 250 would use W Hillsdale Boulevard, instead of CA-92. This change would provide a faster trip for riders to CSM. Route 294 will continue to cover the segments of Alameda de las Pulgas served by Route 250 today.

Trips on Route 250 that operate only on school days serving Bayside Middle School would continue to operate and be renamed as Route 50.

Frequency (How often it runs)
In the new network, Route 250 operates more often, every 15 minutes, on weekdays during the peak periods. Route 250 would also run more frequently on weekends, with an increase to every 30 minutes.

Hours of Service (When it runs)
No changes to hours of service are recommended.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	30	30
	Saturday	60	60	60
	Sunday	60	60	—
Recommended	Weekday	15	30	30-60
	Saturday	30	30	30
	Sunday	30	30	—

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Route 251 & 256

Foster City — Hillsdale Mall

Service Change Description

Existing Service

Routes 251 and 256 are two loop routes serving Foster City. Both routes have low ridership with many trips carrying no passengers. School trips on these two routes have high ridership. Routes 251 and 256 also overlap with shuttle routes in Foster City. Both routes suffer from reliability issues stemming from the congestion on Hillsdale Boulevard. Public input included requests for Sunday service, better reliability and clearer route design.

Recommended Changes

Coverage (Where it goes)

In the recommended network, Routes 251 and 256 are consolidated into one simple route that serves the highest ridership stops and densest areas in Foster City. A new Route 251 would serve Foster City Boulevard, Beach Park Boulevard, and Edgewater Boulevard. The bus would use Fashion Island Boulevard to avoid traffic on Hillsdale Boulevard in and out of Foster City. Residents on portions of Hillsdale Boulevard, Beach Park Boulevard, and Shell Boulevard would need to walk further to access the bus than they do today.

Trips on Route 251 and 256 that operate only on school days serving Hillsdale High School would continue and be renamed as Route 51.

Frequency (How often it runs)

Service would operate every 60 minutes, seven days a week.

Hours of Service (When it runs)

The new Route 251 would receive new Sunday service. Route 251 would operate from 6:30 a.m. to 8:30 p.m. during the weekdays and 7:30 a.m. to 7:00 p.m. on weekends.

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Route 251 & 256

Route 251 Hours of Service

	Weekday	Saturday	Sunday
Existing	11:30 AM-8:30 PM	8:30 AM-7:15 PM	—
Recommended	**6:30 AM-8:30 PM**	**7:30 AM-7:00 PM**	**7:30 AM-7:00 PM**

Route 251 Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	—	120	60
	Saturday	120	120	120
	Sunday	—	—	—
Recommended	**Weekday**	**60**	**60**	**60**
	Saturday	**60**	**60**	**60**
	Sunday	**60**	**60**	**60**

Route 256 Hours of Service

	Weekday	Saturday	Sunday
Existing	6:50 AM-3:30 PM	7:30 AM-8:15 PM	—
Recommended	**Delete**		

Route 256 Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	—	120	—
	Saturday	120	120	120
	Sunday	—	—	—
Recommended	**Weekday**	**Delete**		
	Saturday			
	Sunday			

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Route 260

San Carlos Caltrain — College of San Mateo

Hours of Service

	Weekday	Saturday	Sunday
Existing	6:00 AM-8:00 PM	8:00 AM-8:30 PM	—
Recommended	6:00 AM-8:00 PM	8:00 AM-8:30 PM	8:00 AM-8:30 PM

Service Change Description

Existing Service
Route 260 has below average ridership. High school and middle school students with destinations on Ralston Avenue are the primary market and most trips outside of school bell times carry very few passengers. Ridership to the College of San Mateo (CSM) is also low. Part of this route is covered by the free Twin Dolphin Shuttle. Public input included requests for later evening service.

Recommended Changes

Coverage (Where it goes)
Route 260 would be shortened to run between Ralston Avenue at Cipriani Boulevard and San Carlos Caltrain via Bridge Parkway in Redwood Shores. The shortened route would better connect Caltrain riders with jobs in Redwood Shores and would remove fixed route service in Redwood Shores east of Bridge Parkway. Some riders on Marine Parkway would need to walk up to 10 minutes to the nearest stop for service.

School service on Routes 60 and 67 would continue to be available at all current stops in Redwood Shores.

Frequency (How often it runs)
Route 260 would operate every 30 minutes on weekdays during the peak periods and every 60 minutes during the midday, evenings, and all day on the weekends.

Hours of Service (When it runs)
Hours of service would not change. The new Route 260 would receive new Sunday service.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	60	60
	Saturday	60	60	60
	Sunday	—	—	—
Recommended	Weekday	30	60	60
	Saturday	60	60	60
	Sunday	60	60	60

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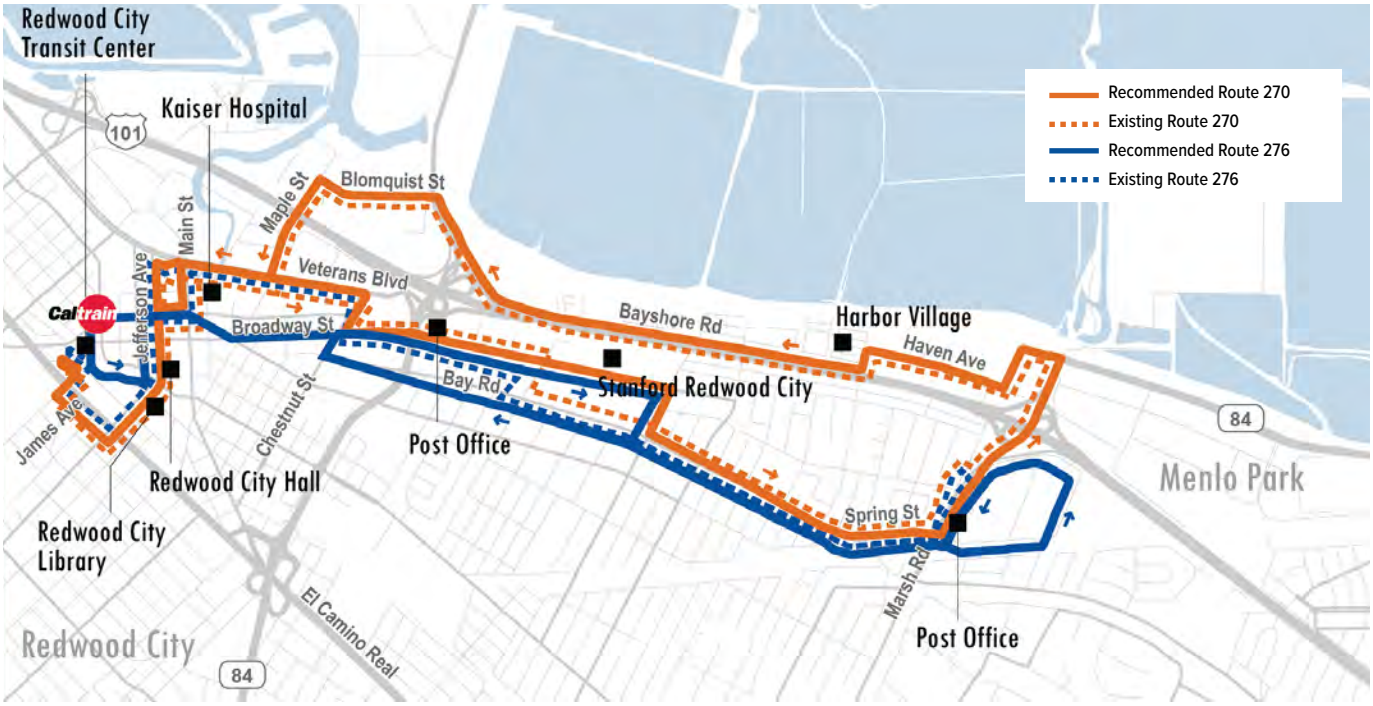
Route 270 & 276

Redwood City Transit Center Loop // Florence / 17th — Redwood City Transit Center



Service Change Description

Existing Service

Routes 270 and 276 provide service every 60 minutes to similar areas of Redwood City. Neither route has high ridership, even though they serve important communities and growing job areas. Both routes compete with free shuttles connecting the Redwood City Caltrain station with jobs on Broadway Street.

Route 270 runs weekdays and Saturdays. Route 276 runs on weekdays.

Recommended Changes

Coverage (Where it goes)

Route 270 would have no route changes.

In the recommended network, Route 276 would serve Redwood City Caltrain station from Winslow Road, on the northeast side of the tracks, and then run along Marshall Street, Broadway, and Bay Road, with a loop at Marsh Road, to Scott Drive and BohannonDrive.

Frequency (How often it runs)

Route 270 would operate every 60 minutes.

Route 276 would operate more often, running every 30 minutes during the weekday peak and midday, as well as all day on Saturdays. On weekday evenings and all day on Sundays, the bus will run every 60 minutes.

Hours of Service (When it runs)

Route 270 would operate the same hours on weekdays and Saturdays as today.

Route 276 would operate later on weekdays, until 9 p.m., and on weekends until 7 p.m.

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Route 270 & 276

Route 270 Hours of Service

	Weekday	Saturday	Sunday
Existing	6:30 AM-7:30 PM	7:30 AM-7:30 PM	—
Recommended	**6:30 AM-7:30 PM**	**7:30 AM-7:30 PM**	—

Route 270 Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	60	60	—
	Saturday	60	60	—
	Sunday	—	—	—
Recommended	**Weekday**	**60**	**60**	—
	Saturday	**60**	**60**	—
	Sunday	—	—	—

Route 276 Hours of Service

	Weekday	Saturday	Sunday
Existing	6:30 AM-6:30 PM	—	—
Recommended	**6:30 AM-9:00 PM**	**7:30 AM-7:00 PM**	**7:30 AM-7:00 PM**

Route 276 Frequency

	Day	Peak (minutes) (6-9am, 3-8pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (8pm-12am)
Existing	Weekday	60	60	—
	Saturday	60	60	—
	Sunday	—	—	—
Recommended	**Weekday**	**30**	**30**	60
	Saturday	**30**	**30**	—
	Sunday	**30**	**60**	—

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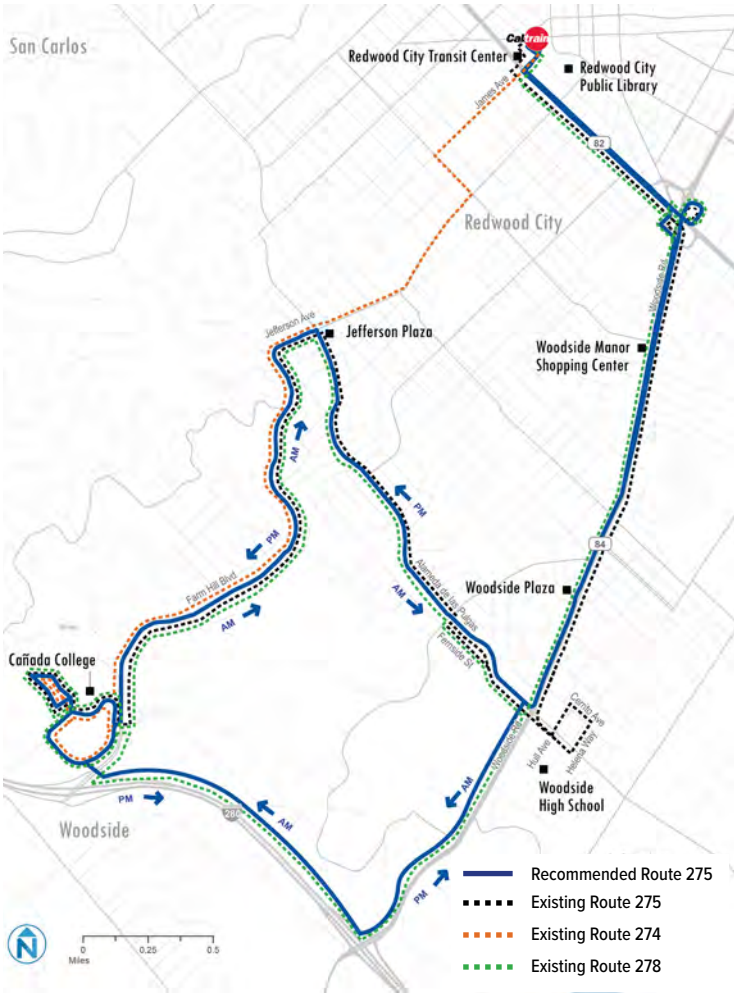
Route 274, 275, 278

Redwood City Transit Center — Cañada College



Service Change Description

Existing Service

Routes 274, 275, and 278 travel between Redwood City and Cañada College.

Route 274 provides the most direct service between Cañada College and Redwood City Transit Center, via Farm Hill Boulevard. It had below average ridership and was suspended during COVID-19. The primary riders were students traveling to Cañada College. Before the pandemic, most trips on this route carried fewer than five riders.

Route 275 has average ridership, with more activity connecting residents on Woodside Road to destinations in downtown Redwood City.

Route 278 combined the functions for Routes 274 and 275 and operated only on Saturdays. During the COVID-19 pandemic, the Route 278 alignment has served the markets and corridors for these routes.

Public input on these routes included requests for better transfers to Caltrain, less crowded trips, later evening service, and more frequent service.

Recommended Changes

Coverage (Where it goes)

In the new network, Routes 274, 275, and 278 would be consolidated into one route. The new Route 275 would provide service most similar to the existing Route 278 in both directions. It would use Alameda de las Pulgas and Farm Hill Boulevard to connect Woodside Road and Cañada College. Similar to what Route 278 does today, the new Route 275 loop would operate clockwise until noon and then counter-clockwise from noon to the end of the day. This routing provides a faster ride to Cañada College students going to campus in the morning and leaving campus in the afternoon/evening.

Jefferson Avenue between Alameda de las Pulgas and Redwood City Transit Center (previously served by Route 274) would be served by Route 295 in the new network.

Frequency (How often it runs)

Route 275 would have more frequent service during the morning peak period on weekdays (every 20 minutes) and every 30 minutes the rest of the day. Weekday evening and weekend service would be every 60 minutes.

Hours of Service (When it runs)

Route 275 would operate three hours later on weekdays, until 11 p.m. and new Sunday service would be provided on this route.

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Route 274 Hours of Service

	Weekday	Saturday	Sunday
Existing	6:00 AM-10:30 PM	—	—
Recommended	Delete		

Route 274 Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	30	60
	Saturday	—	—	—
	Sunday	—	—	—
Recommended	Weekday	Delete		
	Saturday			
	Sunday			

Route 275 Hours of Service

	Weekday	Saturday	Sunday
Existing	6:00 AM-7:30 PM	—	—
Recommended	6:45 AM-11:00 PM	7:15 AM-8:00 PM	7:45 AM-8:30 PM

Route 275 Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	30	—
	Saturday	—	—	—
	Sunday	—	—	—
Recommended	Weekday	20 AM, 30 PM	30	60
	Saturday	60	60	60
	Sunday	60	60	60

Route 278 Hours of Service

	Weekday	Saturday	Sunday
Existing	—	7:30 AM-7:30 PM	—
Recommended	Delete		

Route 278 Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	—	—	—
	Saturday	60	60	60
	Sunday	—	—	—
Recommended	Weekday	Delete		
	Saturday			
	Sunday			

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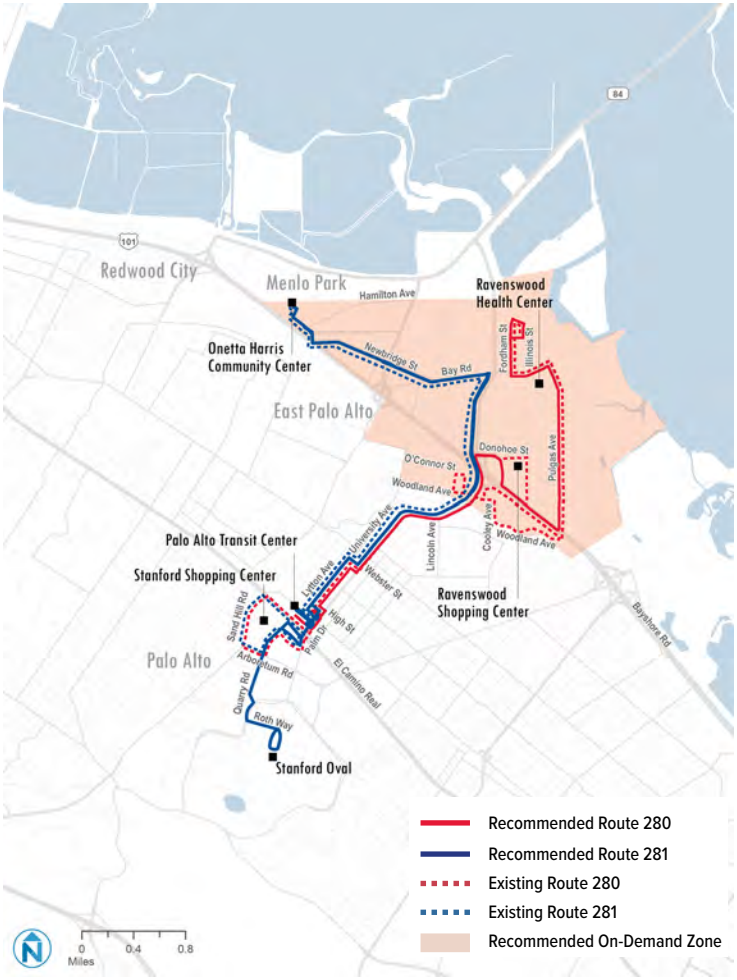
Route 280 & 281

Purdue / Fordham — Stanford Mall // Onetta Harris Center — Stanford Mall



Service Change Description

Existing Service

Route 280 serves Palo Alto and East Palo Alto. Route 281 serves Palo Alto, East Palo Alto, and Menlo Park (Belle Haven). Routes 280 and 281 overlap in Palo Alto between the Stanford Shopping Center and Donohoe Street along University Avenue. Both Routes 280 and 281 connect to Route 296 offering transfers to Redwood City and Menlo Park. Route 280 serves hard-to-reach areas but this creates long travel times.

During public outreach, people indicated the routes are unreliable or do not come often enough, especially on weekends. Routes 280 and 281 often get stuck in traffic on University Avenue, making it hard to keep the bus on schedule.

Recommended Changes

Coverage (Where it goes)

In the new network, Route 281 is extended to the Stanford University campus to connect riders with jobs and services near Stanford.

A streamlined version of Route 280 is reintroduced in the final network. This new Route 280 would no longer serve Woodland Avenue, Cooley Avenue, and Clarke Avenue. Portions of the route on E Bayshore Blvd, Pulgas Avenue, Bay Road and Fordham Street would still have limited service. Areas losing service would still have coverage through a new on-demand service.

A new service called "on-demand" would be provided in East Palo Alto. This service allows people to call or use a mobile app to schedule a ride from where they are to where they want to go within a certain zone. This service would connect riders directly to places in East Palo Alto and to bus Routes 280, 281, 296, and EPX to reach more destinations.

Frequency (How often it runs)

The new Route 281 would run more often. It would operate every 20 minutes during the peak and midday weekday periods. On evenings and weekends, the route would operate every 30 minutes.

The new Route 280 would operate every 60-75 minutes.

Hours of Service (When it runs)

Route 280 would continue to operate with the same hours as it does today.

Route 281 would receive later service on weekends and slightly earlier service on weekdays. The route would run two hours later on Saturdays, until 10 p.m., and one hour later on Sundays, until 8 p.m.

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Route 280 & 281

Route 280 Hours of Service

	Weekday	Saturday	Sunday
Existing	6:00 AM-8:30 PM	8:00 AM-8:00 PM	8:00 AM-8:00 PM
Recommended	6:00 AM-8:30 PM	8:00 AM-8:00 PM	8:00 AM-8:00 PM

Route 280 Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	60	60	60
	Saturday	60	60	60
	Sunday	60	60	60
Recommended	Weekday	60-75	60-75	60-75
	Saturday	60-75	60-75	60-75
	Sunday	60-75	60-75	60-75

Route 281 Hours of Service

	Weekday	Saturday	Sunday
Existing	6:00 AM-10:30 PM	8:00 AM-8:15 PM	8:00 AM-7:15 PM
Recommended	5:45 AM-10:30 PM	7:45 AM-10:00 PM	7:45 AM-8:00 PM

Route 281 Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	30	30
	Saturday	30	30	30
	Sunday	40	40	40
Recommended	Weekday	20	20	30
	Saturday	30	30	30
	Sunday	30	30	30

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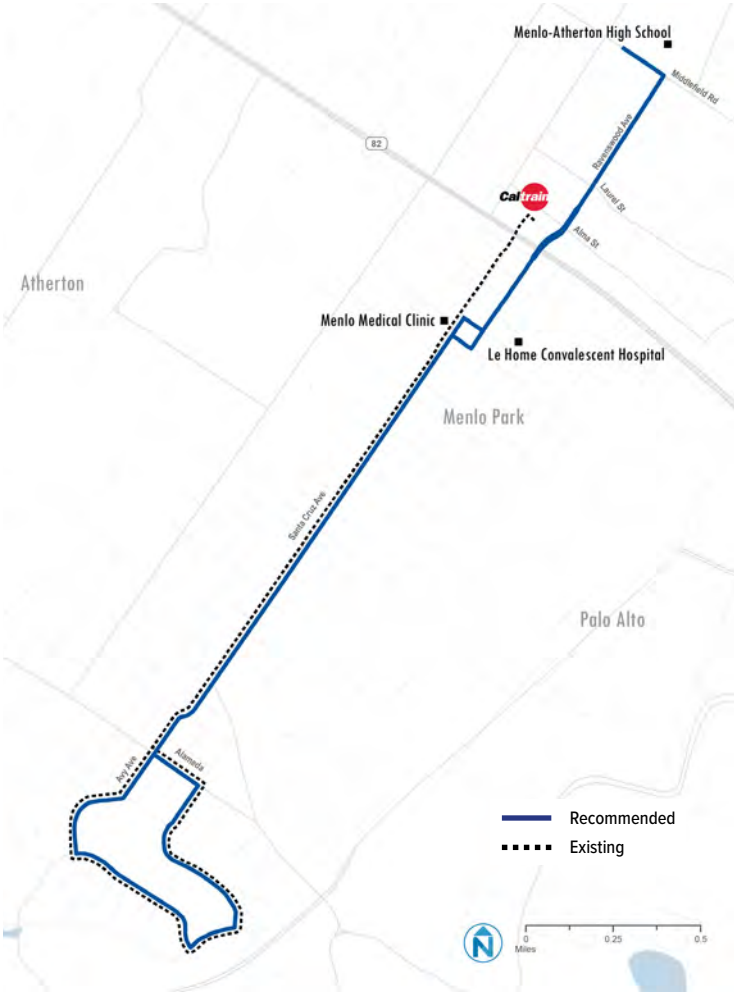
Route 286

Middlefield / Oak Grove — Sharon Park



Hours of Service

	Weekday	Saturday	Sunday
Existing	7:00 AM-9:15 AM, 3:30 PM-6:00 PM	—	—
Recommended	**8:30 AM-9:15 AM, 4:15 PM-5:00 PM**	—	—

Service Change Description

Existing Service
Route 286 is a low ridership peak-only route that is designed for school connections.

Recommended Changes
Route 286 would be renamed Route 86 and would operate one trip in the morning to Menlo-Atherton High School and one trip in the afternoon to Sharon Park Drive in Menlo Park from Menlo-Atherton High School corresponding to the school bell times. The route would still be available for all to connect to Caltrain and other destinations.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	40 AM, 60 PM	—	—
	Saturday	—	—	—
	Sunday	—	—	—
Recommended	Weekday	1 trip in AM, 1 trip in PM	—	—
	Saturday	—	—	—
	Sunday	—	—	—

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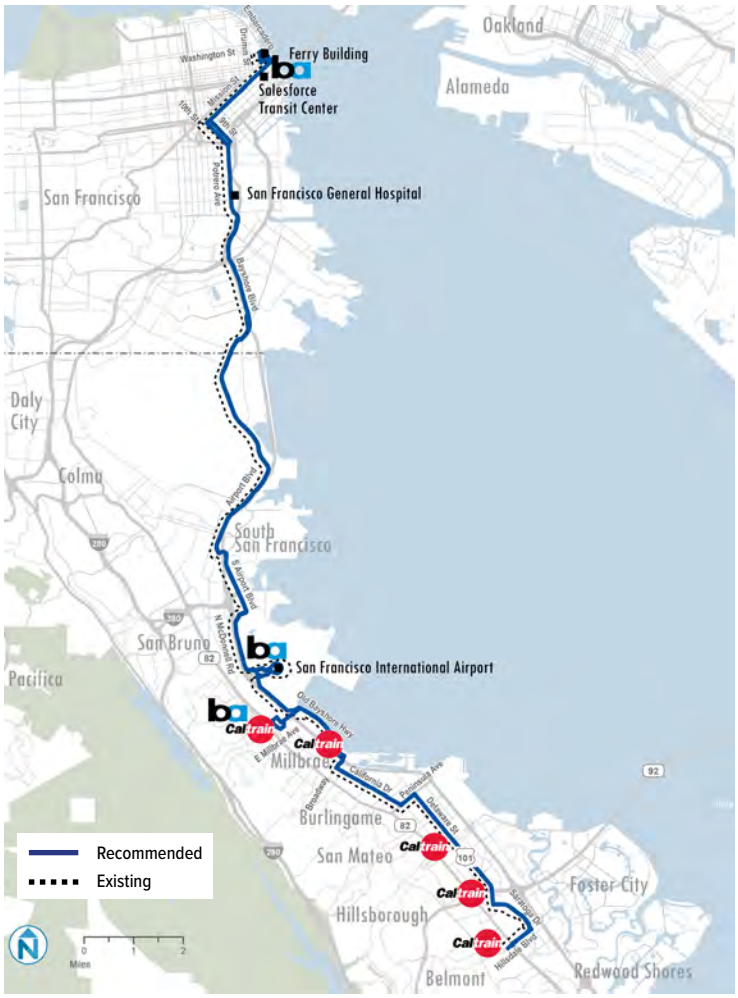
Route 292

San Francisco — Hillsdale Mall



Hours of Service

	Weekday	Saturday	Sunday
Existing	3:30 AM-2:00 AM	3:45 AM-2:15 AM	3:45 AM-2:15 AM
Recommended	3:30 AM-2:00 AM	3:45 AM-2:15 AM	3:45 AM-2:15 AM

Service Change Description

Existing Service
Route 292 has average ridership, but is a very long route, making reliability a challenge. During public outreach, riders asked for better reliability and faster speeds. People also requested more frequent service and that the route continue into San Francisco.

Recommended Changes
Coverage (Where it goes)
Route 292 will continue to serve San Francisco in the recommended network. In San Francisco, Route 292 would operate as a limited-stop service with stops approximately every half mile. Stops along Potrero Avenue and Mission Street would be the same as those used by Route FCX.

A new connection on Route 292 to Millbrae Transit Center would improve access to San Francisco Airport, BART, Caltrain, and ECR bus service.

Frequency (How often it runs)
Frequency of service would not change.

Hours of Service (When it runs)
Hours of service would not change.

Recommended Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	20	20	60
	Saturday	30	30	60
	Sunday	30	30	60
Recommended	Weekday	20	20	60
	Saturday	30	30	60
	Sunday	30	30	60

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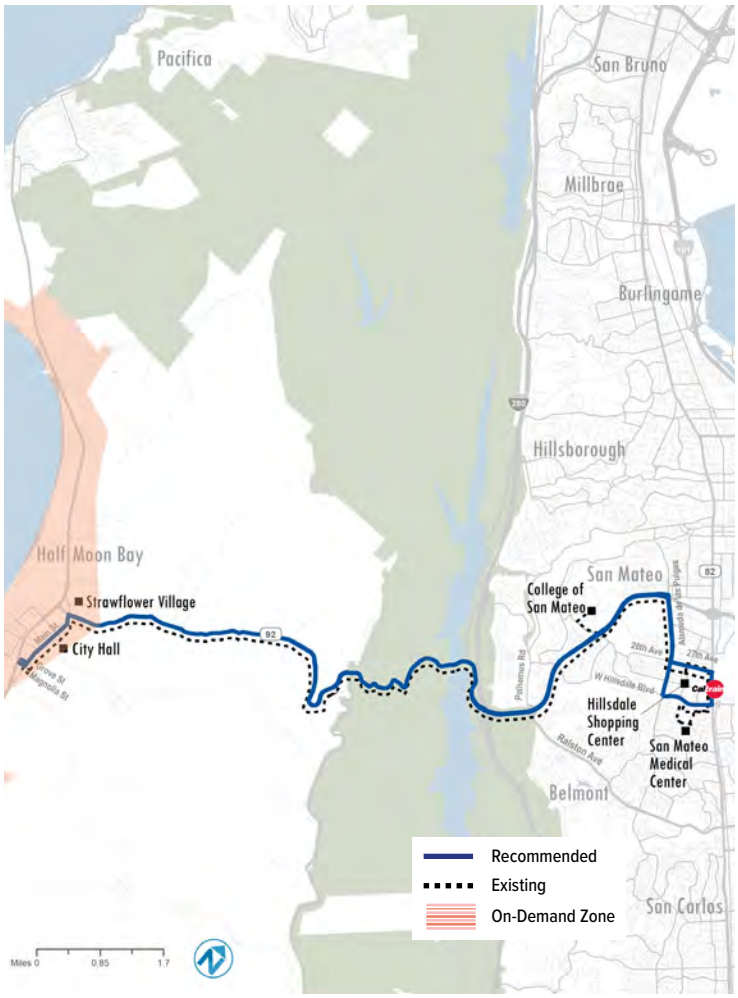
Route 294

San Mateo Medical Center — Main / Poplar



Hours of Service

	Weekday	Saturday	Sunday
Existing	6:15 AM-9:00 PM	6:15 AM-9:00 PM	6:15 AM-9:00 PM
Recommended	6:15 AM-9:00 PM	6:15 AM-9:00 PM	6:15 AM-9:00 PM

Service Change Description

Existing Service
Route 294 connects Half Moon Bay to San Mateo, but has below average ridership. Public input included requests for more frequent and later service to Half Moon Bay.

Recommended Changes
Coverage (Where it goes)
Route 294 would continue to serve all stops in Half Moon Bay and in the Hillsdale area of San Mateo, including better connections to the new Hillsdale Caltrain station.

Due to low ridership, deviations to College of San Mateo (CSM) and San Mateo Medical Center would be discontinued. Riders could continue to access CSM with a transfer to Route 250 in San Mateo. San Mateo Medical Center would be accessible with a transfer to Route 295 or about a five-minute walk.

A recommended service called "on-demand" would be provided in the Half Moon Bay area. This service allows people to call or use a mobile app to schedule a ride from where they are to where they want to go within a certain zone. This service would connect riders directly to places on the mid-Coast and to bus routes 294 and 17 to reach more destinations.

Frequency (How often it runs)
In the recommended network, Route 294 would run more often during the midday on weekdays. The route would operate every 60 minutes, seven days a week.

Hours of Service (When it runs)
Hours of service would not change.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	60	120	120
	Saturday	60	60	60
	Sunday	60	60	60
Recommended	Weekday	60	60	60
	Saturday	60	60	60
	Sunday	60	60	60

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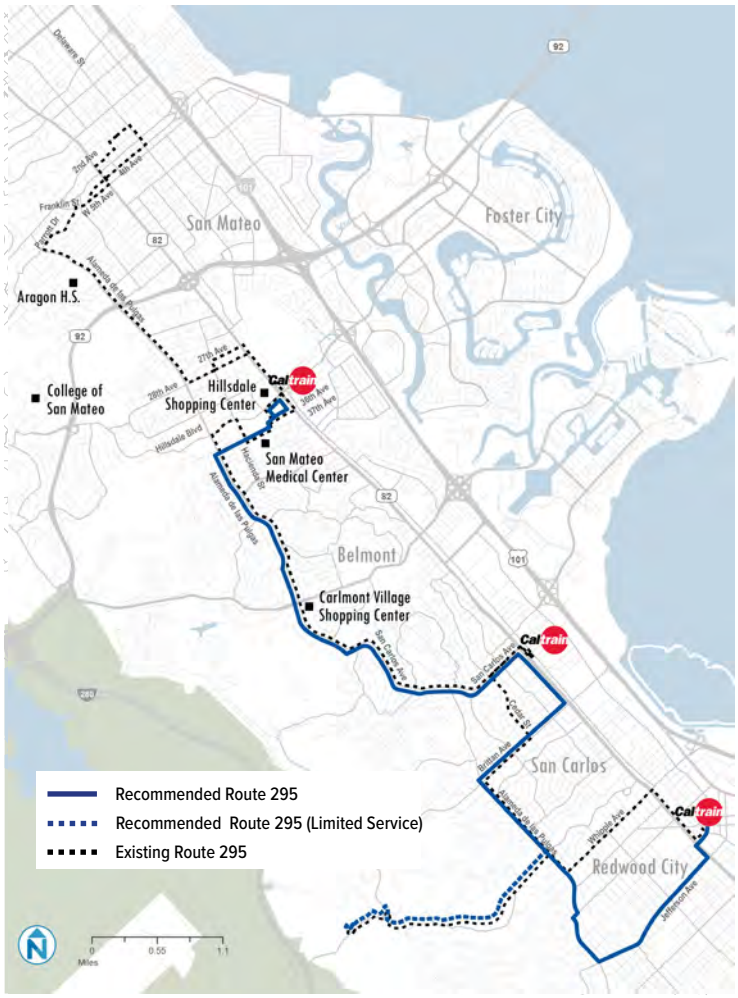
Route 295

San Mateo Caltrain — Redwood City Transit Center



Hours of Service

	Weekday	Saturday	Sunday
Existing	6:15 AM-7:45 PM	—	—
Recommended	6:00 AM-7:00 PM	6:15 AM-7:45 PM	7:00 AM-7:00 PM

Service Change Description

Existing Service
Route 295 is a low ridership route connecting Redwood City, San Carlos, and San Mateo primarily via Alameda de las Pulgas. With the exception of school times, most trips carry few passengers. Public input suggested that reliability is an issue.

Recommended Changes
Coverage (Where it goes)
In the new network, Route 295 would run between Redwood City, San Carlos Caltrain, and Hillsdale Shopping Center. Service north of Hillsdale Shopping Center would be discontinued and partially replaced with the new Route 249. Riders on Alameda de las Pulgas between W Hillsdale Boulevard and CA-92 would continue to have service through Route 294. North of CA-92, riders could utilize the new Route 249.

Route 295 would continue to provide limited service (two trips per day) to Cordilleras Center, though the schedule times may shift slightly to allow for more efficient use of resources.

The portion of the current route between Redwood City and San Carlos would operate on Jefferson Avenue instead of Whipple Avenue. Existing riders on Whipple Avenue could walk about 10 minutes to Alameda de las Pulgas or El Camino Real for service.

In San Carlos, the route would use El Camino Real instead of Cedar Street, between San Carlos Avenue and Brittan Avenue.

Frequency (How often it runs)
In the recommended network, Route 295 would operate every 60 min all day, seven days a week.

Hours of Service (When it runs)
Route 295 would receive new service on Saturdays and Sundays. Hours of service on weekdays would not change.

Recommended Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	60	60	60
	Saturday	—	—	—
	Sunday	—	—	—
Recommended	Weekday	60	60	60
	Saturday	60	60	60
	Sunday	60	60	60

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samTrans

Route 296

Redwood City Transit Center — Bayshore/Donohoe

Hours of Service

	Weekday	Saturday	Sunday
Existing	3:30 AM-2:00 AM	3:45 AM-2:15 AM	3:45 AM-2:15 AM
Recommended	3:30 AM-2:00 AM	3:45 AM-2:15 AM	3:45 AM-2:15 AM

Service Change Description

Existing Service
Route 296 is a high ridership route that runs between Redwood City and East Palo Alto. Some late night or early morning trips extend to Palo Alto Transit Center. Public input included requests for more frequent peak service and better reliability.

Recommended Changes
Coverage (Where it goes)
Most of current Route 296 would not change in the new network. To reduce travel time and improve reliability, Route 296 would only enter the VA Hospital on trips heading toward Redwood City. On trips heading towards East Palo Alto, the nearest stop to the VA Hospital would be on Willow Road.

A recommended service called "on-demand" would be provided in East Palo Alto. This service allows people to call or use a mobile app to schedule a ride from where they are to where they want to go within a certain zone. This service would connect riders directly to places in East Palo Alto and to bus routes 281 and 296 to reach more destinations.

Frequency (How often it runs)
Route 296 would operate more often, with buses arriving up to every 15 minutes, seven days a week during the day. Evening service would continue to be hourly.

Hours of Service (When it runs)
Hours of service would not change.

Recommended Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	20	20	60
	Saturday	30	30	60
	Sunday	30	30	60
Recommended	Weekday	15	15	60
	Saturday	15	15	60
	Sunday	15	15	60

REIMAGINE SAMTRANS

Route 397

San Francisco — Palo Alto Transit Center (Limited Overnight)

Hours of Service

	Weekday	Saturday	Sunday
Existing	1:00 AM-6:45 AM	12:45 AM-6:30 AM	12:45 AM-6:30 AM
Recommended	1:00 AM-6:45 AM	12:45 AM-6:30 AM	12:45 AM-6:30 AM

Service Change Description

Existing Service
Route 397 provides a late-night connection between East Palo Alto and downtown San Francisco. It operates limited trips between 12:45 a.m. to 6:30 a.m. when Caltrain is not running. A full-length trip takes just under 2.5 hours.

Recommended Changes
No changes are recommended for Route 397.

Recommended Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	—	—	60
	Saturday	—	—	60
	Sunday	—	—	60
Recommended	Weekday	—	—	60
	Saturday	—	—	60
	Sunday	—	—	60

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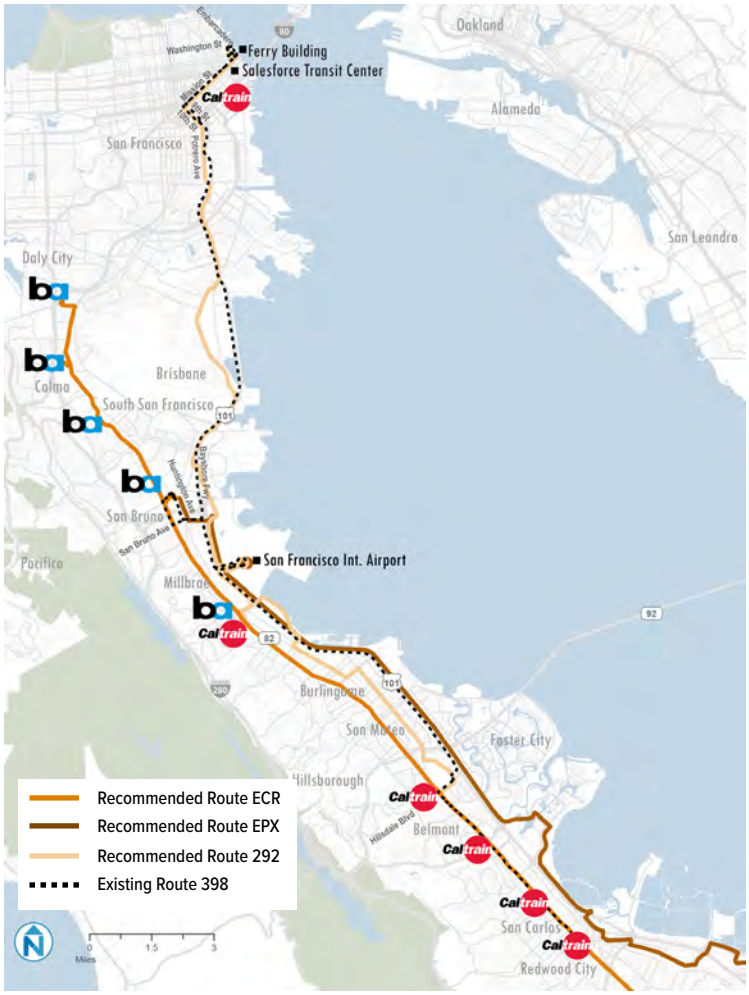
Route 398

San Francisco — Redwood City Transit Center



Hours of Service

	Weekday	Saturday	Sunday
Existing	5:00 AM-11:30 PM	5:45 AM -11:15 PM	5:00 AM-10:30 PM
Recommended	Delete		

Service Change Description

Existing Service
Route 398 runs between Redwood City and Downtown San Francisco, providing a mix of local and express service. The route duplicates Route ECR and Caltrain service areas. It runs every 60 minutes, with one-way trips taking nearly two hours in full, much longer than trips on Caltrain.

Ridership is highest between SFO Airport and San Bruno BART. Half of all trips carry fewer than five passengers into or out of San Francisco. North of San Bruno BART, BART is a faster way to get downtown than Route 398.

Recommended Changes
In the recommended network, Route 398 would be eliminated. The resources used to operate Route 398 would allow SamTrans to improve weekend service on Route ECR and Route 130, and extend SamTrans service into Oyster Point.

Route 398 riders would have the options of using Route ECR, Caltrain, BART, or during rush hour, the new Route EPX connecting East Palo Alto, Redwood City, and SFO to San Bruno BART. Route 292 will also continue to provide service to downtown San Francisco from San Mateo.

Recommended Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	60	60	60
	Saturday	60	60	60
	Sunday	60	60	60
Recommended	Weekday	Delete		
	Saturday			
	Sunday			

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Route EPX

East Palo Alto — Redwood City — SFO — San Bruno BART

Hours of Service

	Weekday	Saturday	Sunday
Existing	—	—	—
Recommended	5:00 AM-9:30 AM, 2:30 PM-7:30 PM	—	—

Service Change Description

Coverage (Where it goes)
Route EPX would be a new limited-stop route connecting East Palo Alto and Redwood City to San Francisco International Airport. Some trips will terminate in the northern end at San Bruno BART Station, while some limited service may be provided on this route to downtown San Francisco. This route was identified in the US-101 Express Bus Feasibility Study and replace some connections currently offered by SamTrans Route 398 (SamTrans, November 2018).

Frequency (How often it runs)
Route EPX will operate every 60 minutes during peak hours.

Hours of Service (When it runs)
Route EPX will run during peak periods on weekdays.

Recommended Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	—	—	—
	Saturday	—	—	—
	Sunday	—	—	—
Recommended	Weekday	60	—	—
	Saturday	—	—	—
	Sunday	—	—	—

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Route ECR

Daly City BART — Palo Alto Transit Center

Hours of Service

	Weekday	Saturday	Sunday
Existing	4:30 AM-1:30 AM	4:30 AM-2:30 AM	4:30 AM-2:30 AM
Recommended	**4:30 AM-1:30 AM**	**4:30 AM-2:30 AM**	**4:30 AM-2:30 AM**

Service Change Description

Existing Service
Route ECR accounts for a large part of SamTrans' daily ridership. It is a very long route that takes over two hours to travel one-way, resulting in challenges with reliability and on-time performance. Public input included requests for faster service, better reliability, more frequent service on weekend mornings, and earlier service to Palo Alto.

Recommended Changes
Coverage (Where it goes)
In the recommended network, Route ECR would continue to operate as one route between Daly City BART and Palo Alto Transit Center.

The route would no longer deviate to Flournoy Street and Sickles Ave in San Francisco. Riders to that area would need to walk to transfer to Muni Route 14 or transfer to Muni 14 Rapid at Daly City BART. During times that the Muni 14 Rapid is not running, Route ECR trips would continue to travel to Flournoy Street, east of Daly City BART. This change would reduce travel times for most SamTrans passengers accessing Daly City BART.

Frequency (How often it runs)
In the recommended network, Route ECR would run more often on weekends, with service every 15 minutes during daytime periods, seven days a week.

Hours of Service (When it runs)
Hours of service would not change.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	15	15	30
	Saturday	20	20	30
	Sunday	20	20	30
Recommended	**Weekday**	**15**	**15**	**30**
	Saturday	**15**	**15**	**30**
	Sunday	**15**	**15**	**30**

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Route FCX

Foster City — San Francisco

Hours of Service

	Weekday	Saturday	Sunday
Existing	6:00 AM-8:30 AM, 3:30 PM-6:00 PM	—	—
Recommended	6:00 AM-8:30 AM, 3:45 PM-6:15 PM	—	—

Service Change Description

Existing Service
Route FCX is a commuter route providing a direct connection between Foster City and San Francisco on weekdays. The service runs on the highway with limited stops. Route FCX operates in both directions in mornings and evenings.

Recommended Changes
Coverage (Where it goes)
Route FCX will continue to run the same routing as it currently does. However, due to low ridership, Route FCX will only operate into San Francisco in the morning and out of San Francisco in the afternoon.

Frequency (How often it runs)
Route FCX will operate five trips in the morning and six trips in the evening, matching service provided before the COVID-19 pandemic.

Hours of Service (When it runs)
Hours of service would not change.

Recommended Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	—	—
	Saturday	—	—	—
	Sunday	—	—	—
Recommended	Weekday	30	—	—
	Saturday	—	—	—
	Sunday	—	—	—

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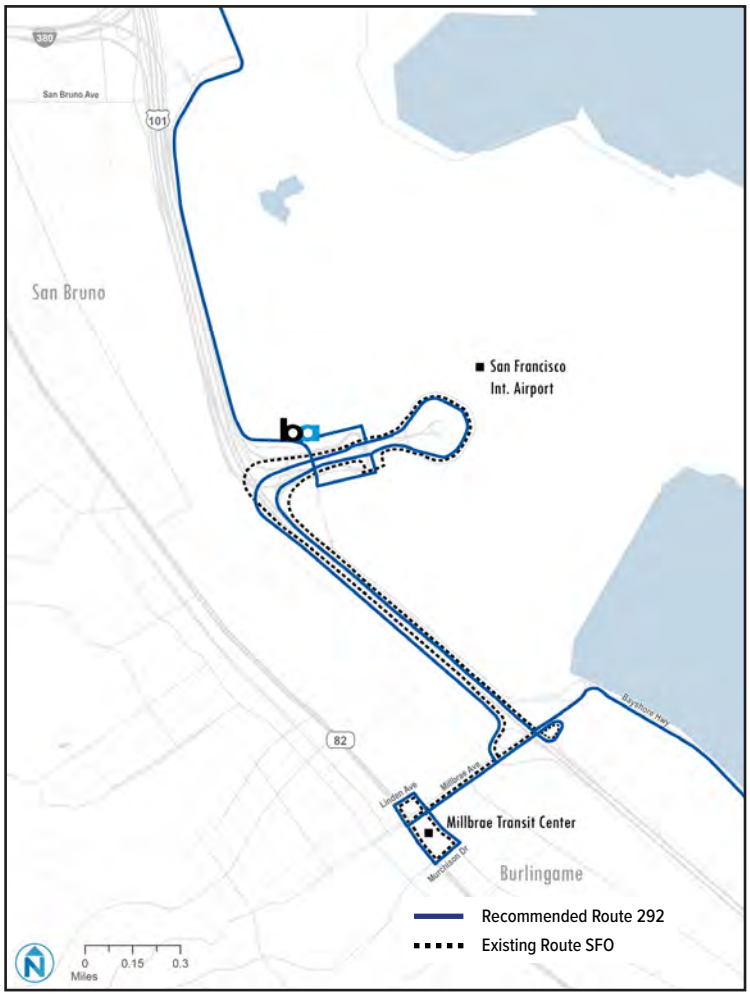
Route SFO

Millbrae Transit Center — SFO



Service Change Description

Existing Service
Route SFO is a short, low ridership route providing service from the Millbrae Transit Center to SFO Airport. This route duplicates BART service.

In the recommended network, Route SFO is eliminated.

Proposed Route Changes
Route SFO riders would have the options of using the new Route 292, which would deviate to serve the Millbrae Transit Center or BART.

Hours of Service

	Weekday	Saturday	Sunday
Existing	5:30 AM-12:00 AM	8:00 AM-12:15 AM	—
Recommended	Delete		

Recommended Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	30	30
	Saturday	30	30	30
	Sunday	—	—	—
Recommended	Weekday	Delete		
	Saturday			
	Sunday			

REIMAGINE SAMTRANS
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Pacifica Flex

Flexible routing in Linda Mar, Pacifica

Hours of Service

	Weekday	Saturday	Sunday
Existing	6:15 AM-6:45 PM	—	—
Recommended	Delete		

Service Change Description

Existing Service
FLX Pacifica service offers a mix of fixed and flexible routing in the Linda Mar neighborhood of Pacifica. The service operates on weekdays from 6:15 a.m. to 6:50 p.m. and travels clockwise serving bus stops from the Linda Mar Park & Ride. Riders can either catch the bus at designated bus stops or arrange for a special pickup within a half-mile of the fixed route.

Recommended Changes
Coverage (Where it goes)
In the new network, the FLX Pacifica is discontinued and service within the Linda Mar area is provided by an extended version of Route 110. The route would no longer deviate off the fixed route. However, the extended Route 110 would provide a direct ride to Daly City and BART for Linda Mar residents.

Frequency (How often it runs)
The FLX Pacifica currently operates every 45 minutes on weekdays only. The new Route 110 would operate more often, every 30 minutes all day and on weekends.

Hours of Service (When it runs)
Later evening service and weekend service would be provided via the new Route 110.

Recommended Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	45	45	—
	Saturday	—	—	—
	Sunday	—	—	—
Recommended	Weekday	Delete		
	Saturday			
	Sunday			

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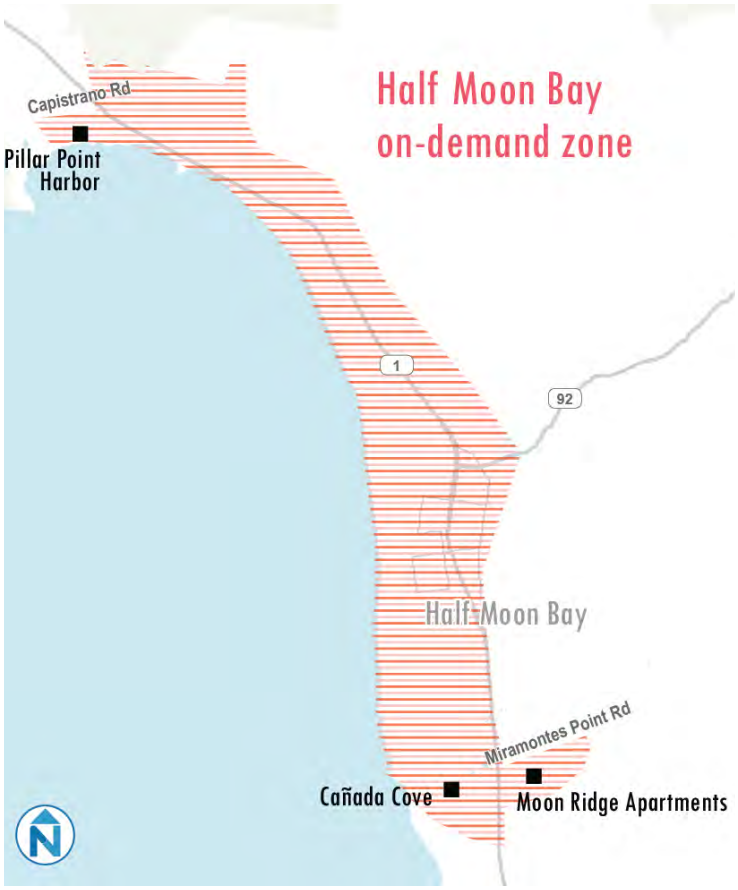
HMB On-Demand Zone

Flexible Transit Service in Half Moon Bay



Service Change Description

Half Moon Bay is a rural area with limited road access that has historically been hard to serve well with regularly scheduled bus service. An on-demand zone serving El Granada and Half Moon Bay would help connect people to grocery stores, community services and Route 294 with service to other parts of San Mateo County. The on-demand zone is bordered by Miramontes Point Road to the south, Dennison Creek to the north, and the Pacific Ocean to the west. The zone extends inland to cover development on the east side of Highway 1. The Half Moon Bay on-demand transit service would operate from 8:00 a.m. to 5:00 p.m. seven days a week.

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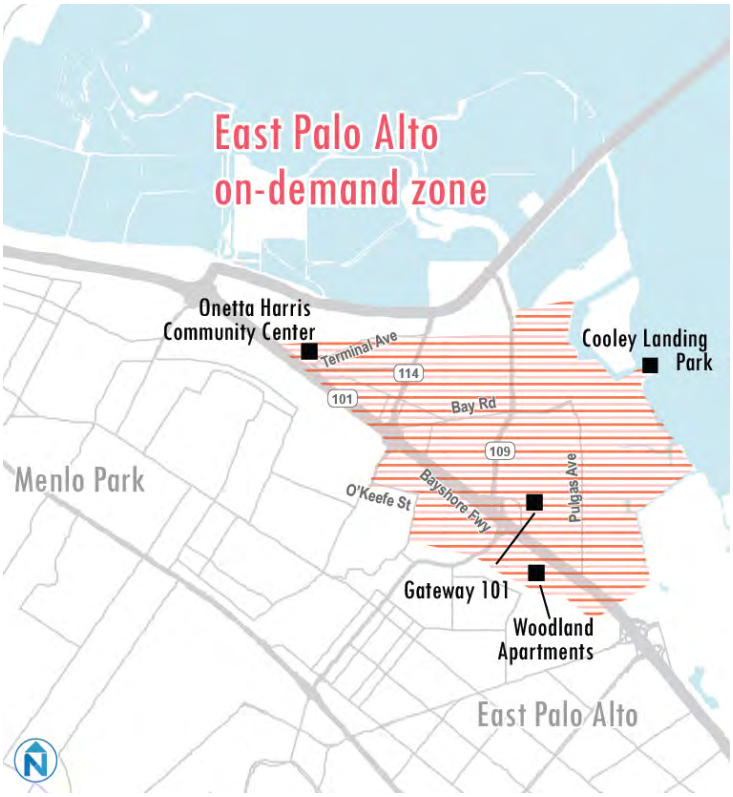
EPA On-Demand Zone

Flexible Transit Service in East Palo Alto



Service Change Description

The East Palo Alto on-demand service would allow people to travel to and from places within a zone that is mostly east of US-101, but would also include the Menlo Park VA Medical Center and neighborhoods directly west of the freeway like the Woodland and O'Keefe apartments.

This zone would connect people to SamTrans bus routes 281 and 296. Route 281 connects riders to Palo Alto Caltrain Station, Stanford Shopping Center, and Stanford University. Route 296 connects to points outside of East Palo Alto such as the Menlo Park Caltrain station, Redwood City Hall, Redwood City library, Sequoia Station Shopping Center, grocery shopping on El Camino Real, and the Redwood City Transit Station.

The East Palo Alto on-demand service would run from 6:00 a.m. to 10:00 p.m. seven days a week.

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Routes 16/49

School Route

Service Change Description

Routes 16 and 49 both serve Oceana and Terra Nova High Schools in Pacifica. Neither route carries a full load of passengers.

Routes 16 and 49 were consolidated into Route 49 in August 2021 to improve efficiency and maintain service for nearly all areas and riders.

The revised alignment serves Sharp Park, Skyline Drive, Gateway Drive, Hickey Boulevard, Inverness Drive, Skyline Boulevard, and then continues to Brisbane via San Bruno Avenue and US-101. The ride to Brisbane is approximately three minutes longer than the previous service with two routes.

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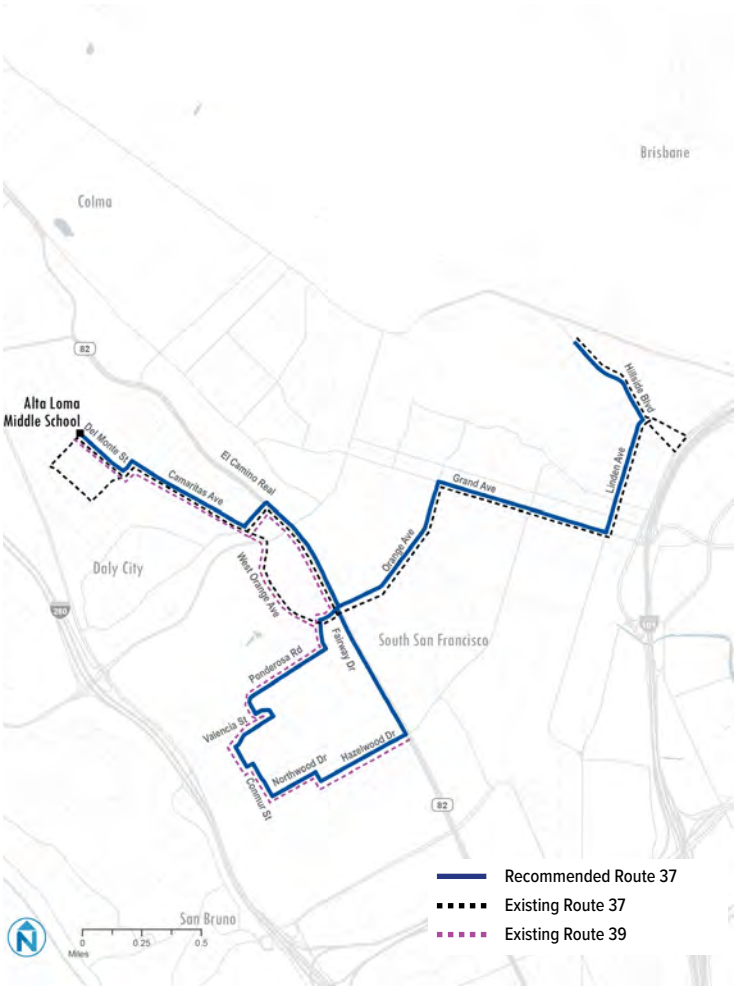
Routes 37/39

School Route



Service Change Description

The proposal for these routes improves efficiency and maintains service for nearly all areas and riders. Routes 37 and 39 would be consolidated into one route that preserves the direct connection between South San Francisco neighborhoods and Alta Loma Middle school. The proposed consolidated route would serve Route 39 stops west of El Camino Real before serving Route 37 stops east of El Camino Real.

All high ridership stops would continue to have service. Riders who use stops along Orange Avenue west of El Camino Real would need to board at Orange Avenue and Fairway or walk to Camaritas Avenue and Arroyo Drive.

Travel time for existing Route 37 riders would be up to 10 minutes longer. Route 39 riders would not see a change to their trips.

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Routes 53/55

School Route

Service Change Description

The proposal for these routes improves efficiency and maintains service for nearly all areas and riders. Routes 53 and 55 would be consolidated into one route that preserves the direct connection between San Mateo neighborhoods and Borel Middle School. One existing Route 55 trip in each direction would be preserved to serve W Poplar Avenue and Clark Drive before serving stops on Delaware Street.

All existing Route 53 riders would have the same service as existing service. Route 55 riders along W Poplar Avenue and Clark Drive would have up to 10 minutes longer rides than existing service.

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Routes 61/95

School Route

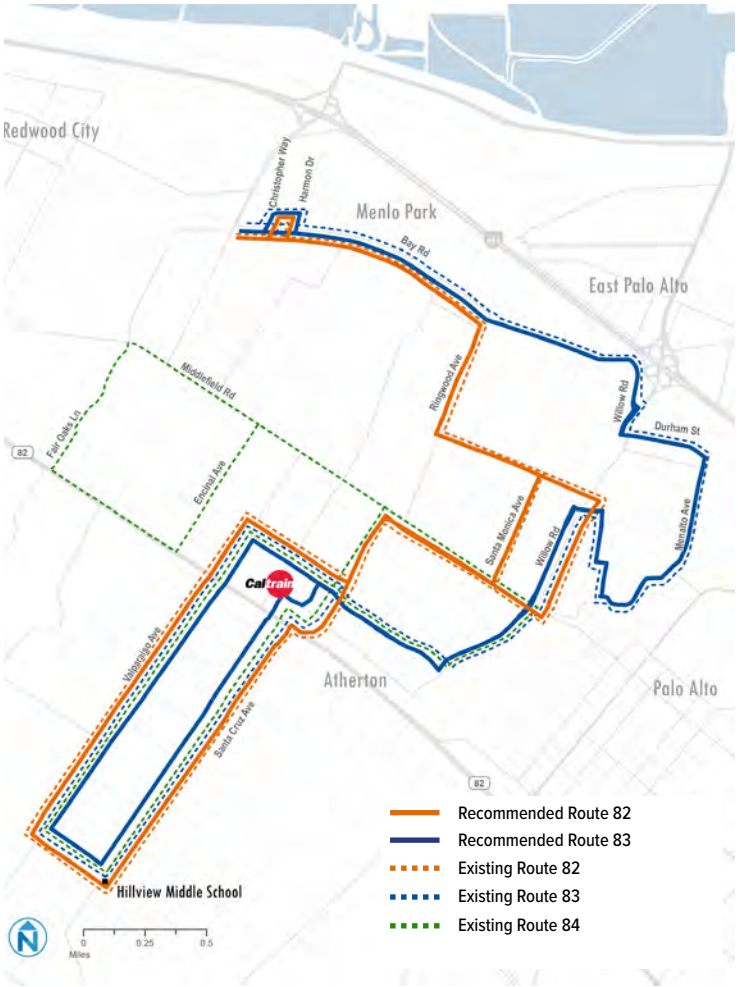
Service Change Description

The proposal for these routes improves efficiency and maintains service for nearly all areas and riders. Routes 61 and 95 would be consolidated into one route that preserves service to the stops in San Carlos that are being used. The consolidated route would follow Route 61's alignment through the Brittan Avenue/Melendy Drive loop and end at the San Carlos Caltrain station via Brittan Avenue, Cedar Street, and San Carlos Avenue.

Almost all Route 61 riders would be unaffected by this recommendation. Route 95 riders on Cedar Street and Brittan Avenue would have up to a 10 minute longer ride. Virtually no riders are on Route 95 south of Brittan Avenue.

Routes 82/83/84

School Route



Service Change Description

The proposal for these routes improves efficiency and maintains service for nearly all areas and riders. Route 84 would be consolidated with Route 83 and follow the Route 83 alignment. For riders who board Route 84 along Middlefield Road, Route 82 would still be available between Ravenswood Avenue and Willow Road. There is minimal ridership on the west side of Encinal Avenue. Any riders near Encinal or El Camino Real could still board at Glenwood Avenue and Laurel Street or Glenwood Avenue and El Camino Real.

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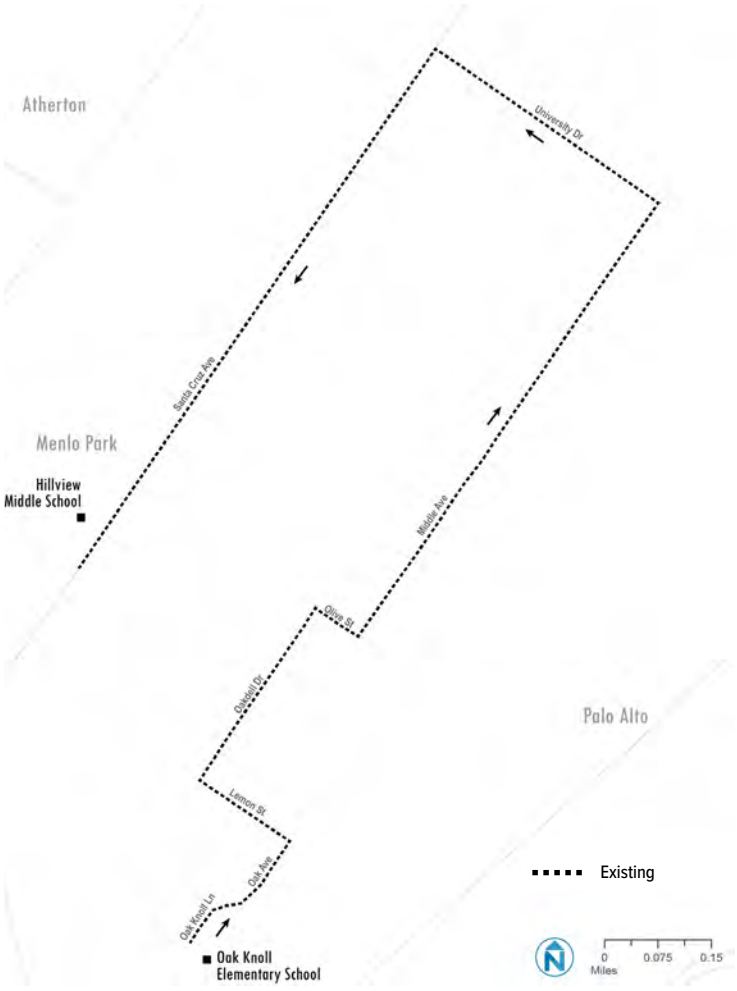
Route 80

School Route



Service Change Description

Route 80 service to Hillview School and Oak Knoll Elementary School is proposed to be removed from the system due to low ridership.

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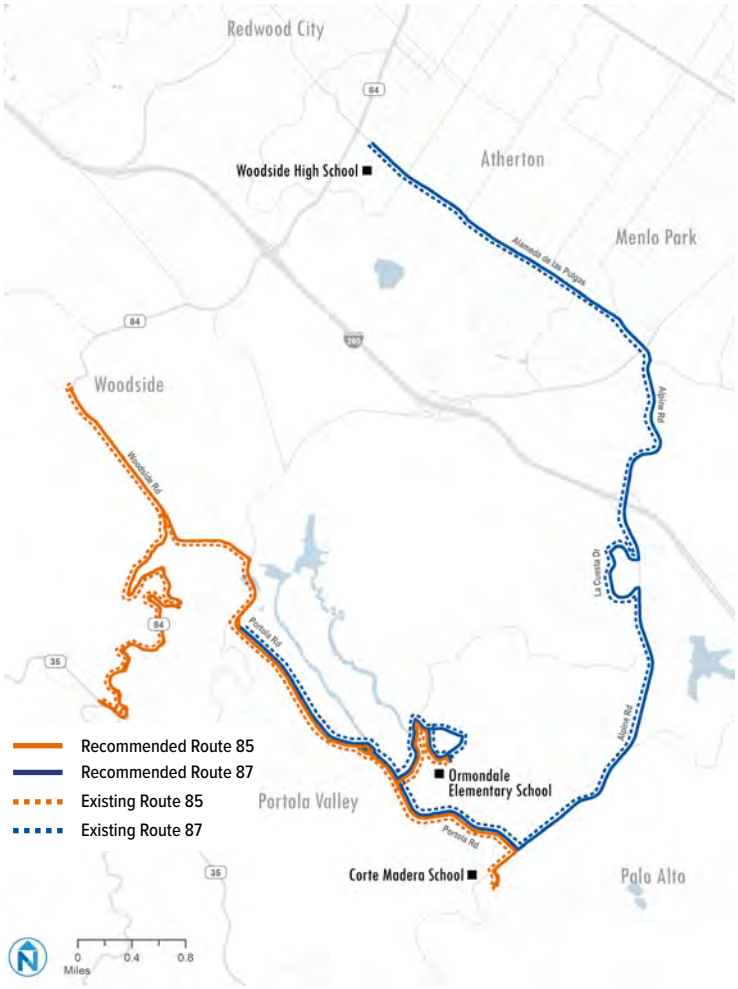
Route 85/87

School Route



Service Change Description

Route 85 service to Corte Madera School and Ormondale Elementary School would continue to offer service in the afternoons only. Morning service would be discontinued due to low ridership.

Route 87 service to Woodside High School would continue to offer afternoon service only. In the morning, some riders could utilize Route 275 along Woodside Road between Alameda de las Pulgas and El Camino Real, with service every 20 minutes.

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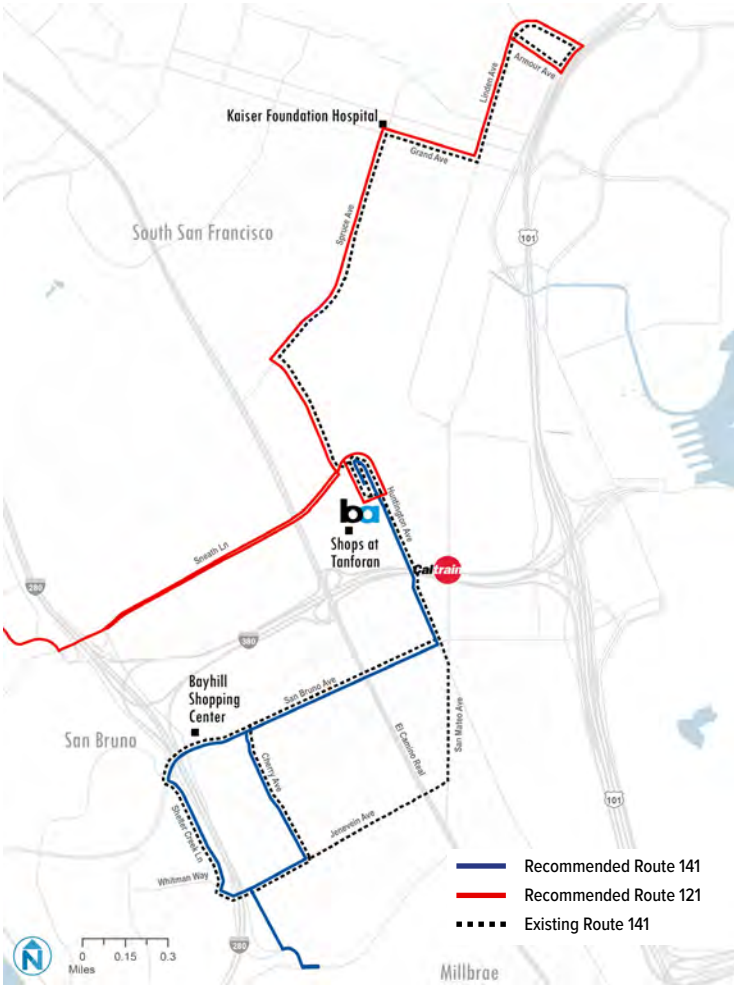
Route 141

Airport / Linden — Shelter Creek



Hours of Service

	Weekday	Saturday	Sunday
Existing	6:30 AM-7:30 PM	7:00 AM-7:15 PM	7:00 AM-7:15 PM
Recommended Route 141	6:30 AM-7:30 PM	7:00 AM-7:15 PM	7:00 AM-7:15 PM

Service Change Description

Existing Service
Route 141 is slightly below average in terms of ridership and productivity. Ridership is highest between the San Bruno BART Station and South San Francisco. Many trips support school-related trips on school days. Public input included requests for later evening service and more frequent weekend service.

Recommended Changes
Coverage (Where it goes)
In conjunction with the extension of Route 121 to San Bruno BART and South San Francisco, Route 141 would be shortened to operate between San Bruno BART and Shelter Creek Lane only. Midday trips would also serve the San Bruno Senior Center. Route 121 would serve the areas north of San Bruno BART that Route 141 serves today.

All trips that serve students going to or from school would continue on Routes 40, 41, and 42.

SamTrans will be working with shuttle providers in the area to better coordinate with shuttle services between San Bruno BART, Caltrain, and Bay Hill.

Frequency (How often it runs)
In the new network, Route 141 would operate every 60 minutes throughout the day, seven days a week. This reduction in frequency is paired with increased frequency for areas north of San Bruno BART on the extended Route 121.

Hours of Service (When it runs)
Hours of service would not change in the new network.

Frequency

	Day	Peak (minutes) (6-9am, 3-7pm)	Midday (minutes) (9am-3pm)	Evening (minutes) (7pm-12am)
Existing	Weekday	30	30	30
	Saturday	30	30	30
	Sunday	30	30	30
Recommended Route 141	Weekday	60	60	60
	Saturday	60	60	60
	Sunday	60	60	60

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