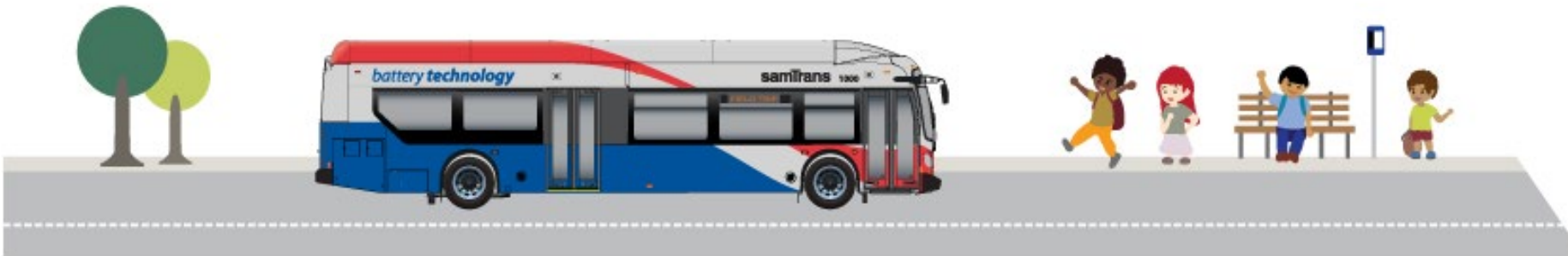




# Agenda

- Overview of School Liaison Role
- Youth Unlimited
- How does SamTrans work with schools
- Outreach Efforts



# Overview

# School Liaison Role

## Main Responsibilities

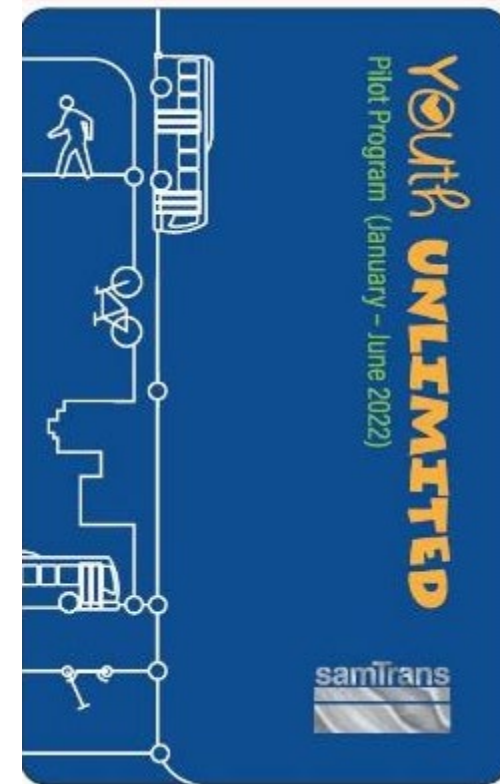
- Act as liaison to schools and community organizations
- Monitor school bell times
- Plan and coordinate community outreach programs and events
- Promote SamTrans information and youth serving products, including youth unlimited and the summer youth pass



# Youth Unlimited Passes

# Youth Unlimited (YU) Program Overview

- Free fares for Socioeconomically Disadvantaged (SED) students
  - 30,000 eligible students in San Mateo County
- Pilot launched in January 2022; permanent as of August 2022
- The Process
  - SamTrans distributes the passes to the districts and charter schools
  - Districts distribute the passes to their schools
  - Schools distribute the passes to their families





# Youth Unlimited Data Analysis

- SamTrans collected Youth Unlimited ridership data:
  - Ridership based on use of YU pass serial numbers
  - **SY:22-23** = 7,452 passes used of the 22,170 passes distributed by SamTrans (34%)
  - **SY:23-24** = 9,164 passes used of the 20,510 passes distributed by SamTrans (45%)
- SamTrans distributed surveys to District and School coordinators in November 2023 and October 2024



# 2023 Survey Results: Hurdles

| Hurdles from 2023   | New 2024 Changes  |
|---|---|
| Verification of students who qualify  | SamTrans encouraged districts and schools to include all criteria when determining eligibility  |
| Passes arrive after school starts   | Passes are now distributed to districts and schools mid-July  |
| Getting the message out to non-English speaking families                                      | SamTrans has a Youth Unlimited multilingual flyer for schools to use for distribution- <b>more outreach to English learner families needed on the district side</b> |
| Getting eligible families to come in to pick up passes  | Some districts are more flexible, now allowing students to pick up their passes - <b>SamTrans does not require parents to pick up passes</b>                        |
| A few districts are underordering passes compared to the number of students eligible for FRMP | SamTrans reached out to these administrators to determine the reason and concluded that less passes are needed for elementary school students                       |



# 2024 Survey Results: Eligibility for Passes

## All 24 districts completed the survey

- We wanted to understand what respondents use to determine the criteria

| How do you determine if students qualify for the following? | Eligibility form completed by parents/guardians | Information shared by parent/student | Other | We don't use these criteria |
|---|---|--------------------------------------|-------|-----------------------------|
| Free & Reduced Meal Plans                                   | 84%   | 8%                                   | 4%    | 4%                          |
| Experiencing Homelessness                                   | 32%   | 44%                                  | 20%   | 4%                          |
| Foster Youth  | 40%   | 36%                                  | 24%   | 0%                          |
| Migrant Youth   | 28%   | 36%                                  | 12%   | 24%                         |
| Parents did not graduate high school                        | 12%   | 36%                                  | 8%    | 44%                         |
| Any other criteria  | 0%  | 24%                                  | 32%   | 44%                         |

# Recommendations for School Districts

- Districts and schools need to consider all the criteria for SED
  - Including Migrant Youth so English learners are provided with YU passes
  - Find creative ways to include students whose parents did not finish HS
- More districts and schools should allow both parents/guardians and students to pick up passes and, if possible, mail them directly
- More eligible families need to be aware that passes are available
- Culturally and linguistically appropriate outreach for migrant youth about YU

# How do we work with schools

# Annual School Bell Schedule Survey

- **2025-2026 School Year**
  - [Survey](#) will be emailed: **March 3, 2025**
  - Survey deadline: **April 15, 2025**



# Community Colleges

- **Way2Go Free Passes for the three community colleges in San Mateo County**

College of San Mateo



**Skyline  
College**



# Safe Routes to School

- **San Mateo County Office of Education**
- **Redwood City**
- **City of San Mateo**
- **Parents for Safe Routes - Menlo Park**
- **City of Menlo Park**
- **Coastside**
  - Cabrillo Unified School District
  - Pacifica School District



San Mateo County  
**SAFE ROUTES TO SCHOOL**

Healthy Kids • Green Communities • Safe Journeys



# Free Passes for School Field Trips

- The goal is to improve access to educational experiences for all public education students in San Mateo County
- Public schools including charter schools, grades K - 12, within San Mateo County are eligible
- Group fares are valid for travel on regular fixed-route bus service
- No chartered buses will be deployed
- Schools need to submit Free Passes for School Fieldtrip Form within twenty (20) business days before travel date
- SamTrans does not guarantee a seat as the trip will take place on regular service
- Schools will be granted free fieldtrip passes based on available SamTrans resources and capacity

## SAMTRANS FIELD TRIP PROGRAM

**Starting Early 2024**

ALL PUBLIC SCHOOLS (K-12) IN SAN MATEO COUNTY ARE ELIGIBLE TO APPLY FOR **FREE** PASSES FOR FIELD TRIPS ON OUR FIXED ROUTES.

Go to [samtrans.com/information-schools](http://samtrans.com/information-schools) and complete the form to request **FREE** passes. The form must be submitted 20 business days before your desired field trip date.

**EXPLORE THESE FIELD TRIP DESTINATIONS WITH SAMTRANS:**

|  |  |  |
|--|--|--|
|  <p>Main Library, County History Museum &amp; Courthouse<br/>Redwood City<br/>Routes: 295, 296, ECR</p> |  <p>Pumpkin Patch<br/>Half Moon Bay<br/>Routes: 294, 117</p>        |  <p>Shoreway Environmental Center<br/>San Carlos<br/>Routes: 260</p>                                    |
|  <p>Japanese Garden &amp; Central Park<br/>San Mateo<br/>Routes: ECR</p>                               |  <p>Museum of History<br/>San Carlos<br/>Routes: 295, 297, ECR</p> |  <p>Community Colleges<br/>Redwood City, San Mateo, &amp; San Bruno<br/>Routes: 121, 141, 278, 295</p> |

The goal of this policy is to improve access to educational experiences for all public education students in San Mateo County while teaching young riders how easy it is to ride SamTrans.



# Free Passes for School Field Trips

- First field trip request – February 2024
- **Spring 2024:** 8 different schools, 14 field trips, 610 students and chaperones
- **Fall 2024:** 5 different schools, 7 field trips, 327 students and chaperones
- Majority are elementary schools



# Summer Youth Pass

- Summer Youth Pass goes on sale starting May 21
- Unlimited rides all summer long for just \$40
- Purchase via:
  - The SamTrans Mobile app
  - Online at <https://store.samtrans.com/>
  - SamTrans headquarters at 1250 San Carlos Ave., San Carlos (M-F 8 a.m. to 5:30 p.m.)





# Outreach Efforts



**Community Colleges**



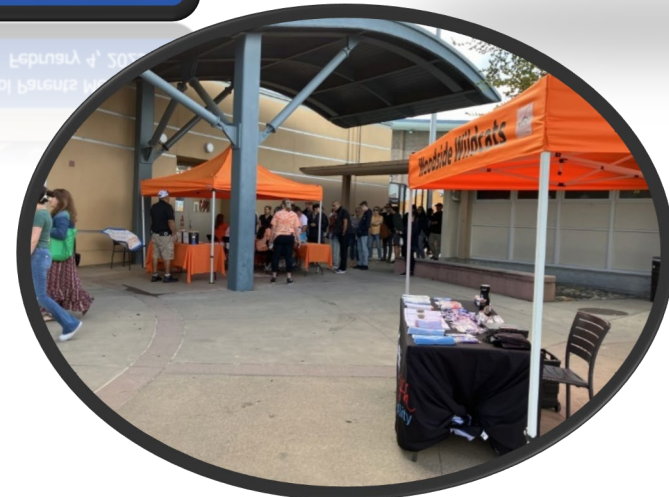
**Presentations**



**Community Events**



**Youth Summits**



**School Events**

# We are here to help!

| Potential Issues   | Action Steps  |
|--|---|
| SamTrans bus is too crowded  | Crowding defined as over 150% bus capacity: all seats are full and half are standing; work with Ops Planning for solution         |
| Safety concerns on the bus   | Fights and inappropriate behaviors; work with Bus Ops for information and share link for school to request video on bus if needed |
| Bell schedule mismatch   | Work with Ops Planning to align schedules   |
| Changes to pick up/drop off locations  | Work with Ops Planning to relocate bus stop if needed   |
| Late buses or no show  | Work with Bus Ops for information   |
| Email Lisa Chan, <a href="mailto:chanl@samtrans.com">chanl@samtrans.com</a><br>Please request parents/riders to call 1-800-660-4287. |   |

# How To Contact SamTrans

## For Districts/Schools:

Lisa Chan (School Liaison)

[ChanL@samtrans.com](mailto:ChanL@samtrans.com)

650-551-6131

## For Parents/Students:

Please direct them to:

call SamTrans Customer Service

1-800-660-4287

