



Reimagine SamTrans Phase 4 Implementation



SamTrans Board of Directors – May 1, 2024

Completing *Reimagine SamTrans*

- Fourth and final phase of *Reimagine SamTrans* implementation takes effect August 4, 2024
- Most exciting and impactful set of service changes - delivering the bulk of the frequency and access improvements to customers!
- After implementation, SamTrans' network will have:
 - Approximately 12% increase in in-service hours compared to *pre-Reimagine SamTrans* (Jan 2019)
 - Approximately 15% increase in District operator workforce
 - More frequent service on 15 routes – bringing 185,000 more residents and 125,000 more jobs within a 5-min walk of frequent service
 - Two new on-demand service areas
 - Service to new destinations, at more times, on more days of the week



Phase 4: Summary of Changes

Phase 4 service changes will take effect August 4, 2024

Approved in 2022

- Improved frequency on 7 routes on **weekdays**
 - FCX, 250, 260, 276, 278, 295, 296
- Improved frequency on 8 routes on **weekends**
 - 110, 141, 250, 251, 260, 276, 295, 296
- Return one route and launch two new routes
 - 118 (return), new routes with names under development
- Minor frequency or service span on three routes
 - 120, 130, 294

New Proposals

- Routing changes
 - 118, 120, 121, 249
 - Downtown SF: FCX, EPX, 292, 397
- Modified service allocation
 - 85, 278

Typical for August

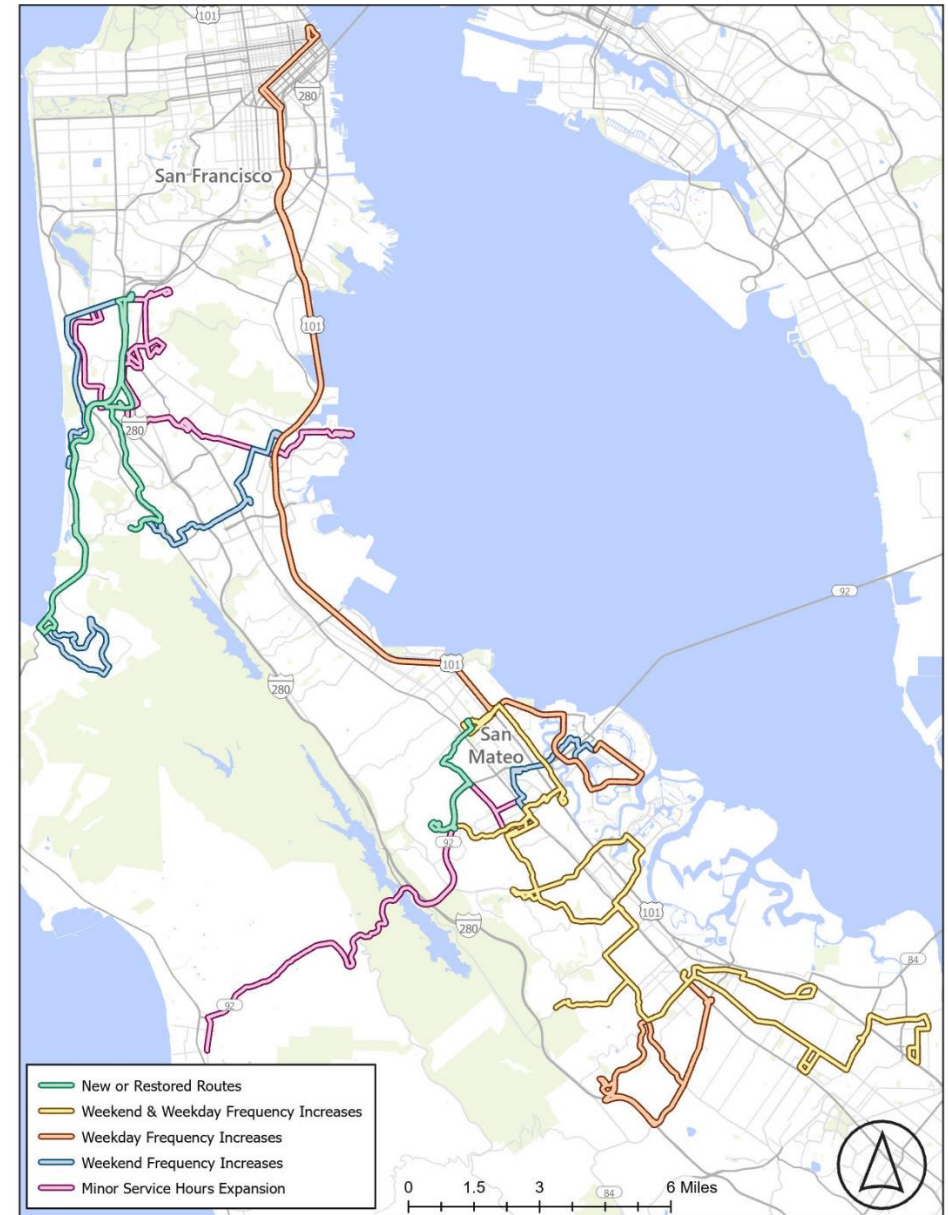
- Return school-oriented service
 - Bell time surveys due April 15
- Schedule adjustments to improve OTP



Approved Changes

What does this mean for customers?

- + Launch two new routes and restore one route
- 📈 Service more often on weekdays and weekends on 11 routes
- 🕒 Longer span on three routes



New Service Change Proposals


What does this mean for customers?

 Proposed routing changes on eight routes

Routes 118, 120, 121, 249 (new), 292, 397, FCX, EPX

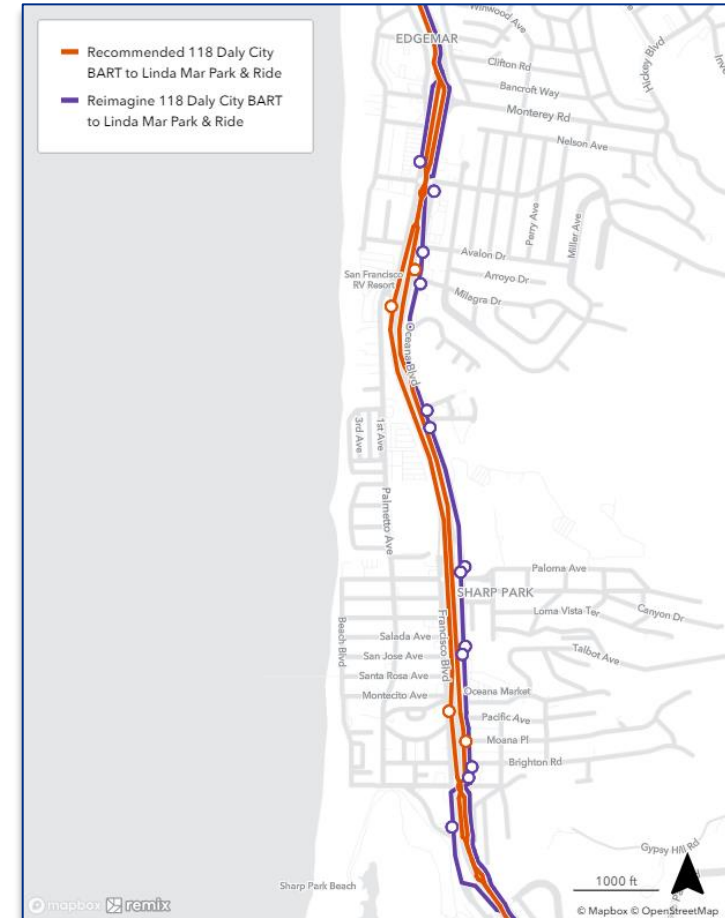
 Modified allocation of service hours on three routes

Routes 120, 130, 294

 Cost Neutral compared to service approved with Reimagine SamTrans

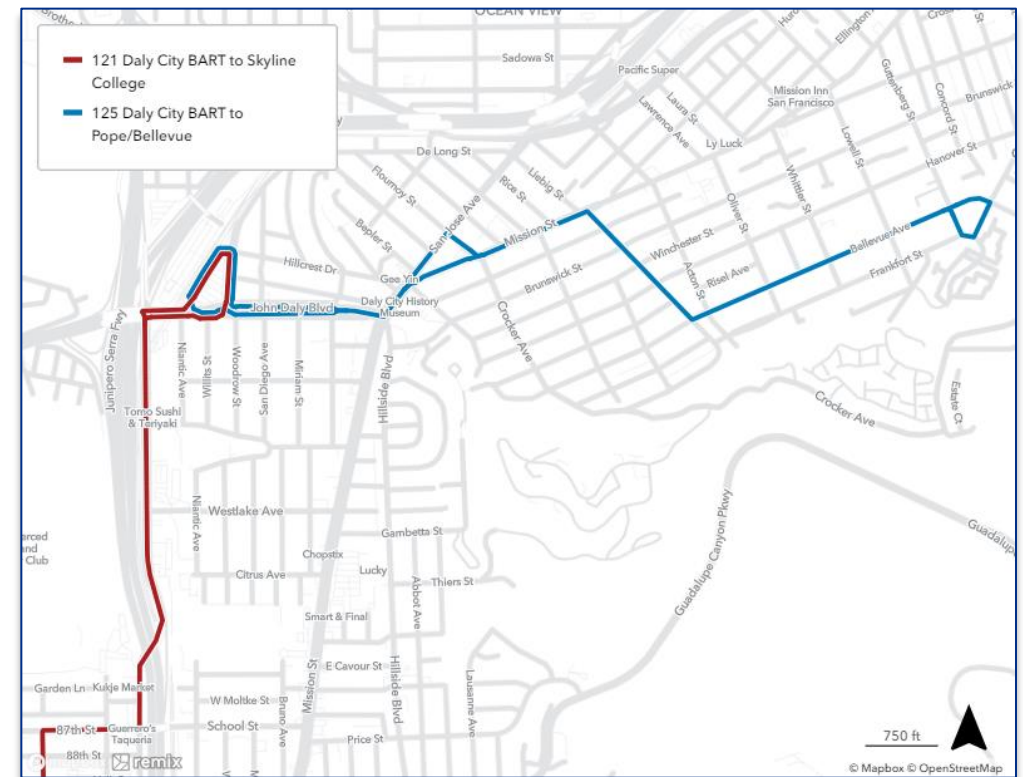
New Proposal – Route 118

- Route 118 designed to provide faster, limited stop service between Pacifica/Linda Mar and BART in Daly City
- Route 118 as last operated duplicated Route 110 on Oceana Blvd.
- **Proposal:** Realign Route 118 to use Highway 1 and Highway 1 bus stops to speed up service compared to Route 110



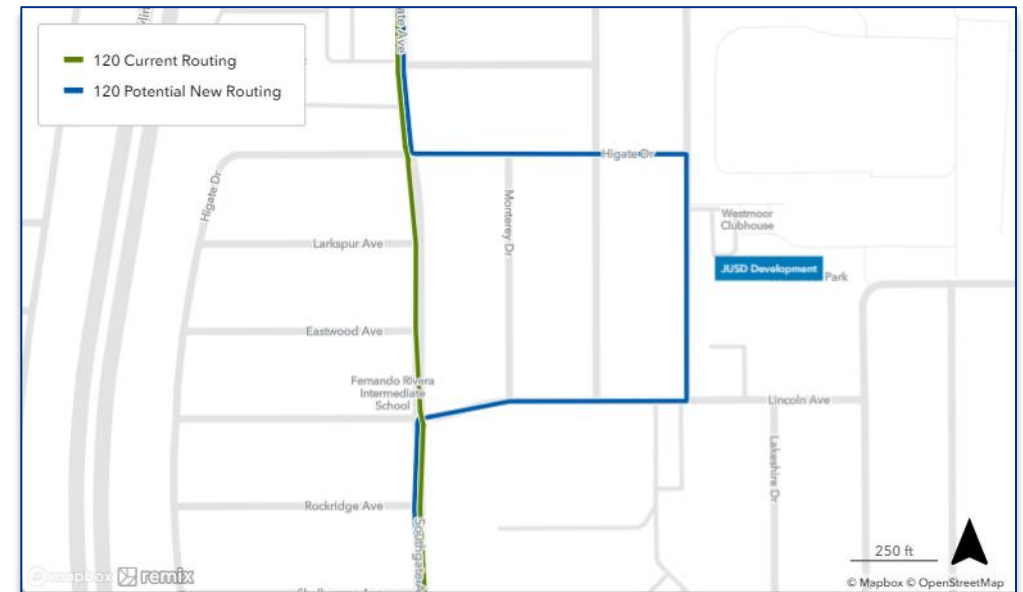
New Proposal – Route 121

- Bus operators lack restroom access at Route 121's terminal at Mission Hills Park in Daly City
- Efforts to install temporary or permanent restrooms have been unsuccessful
- **Proposal:** Uncouple segment of Route 121 east of Daly City BART to create a new route that starts/ends at Daly City BART
 - Separate route, same access
 - No change to stops, frequency, service span
 - Transfer required; scheduled to meet 121 at Daly City BART
 - Customer impact: 50 riders on weekend days, 90 on weekdays



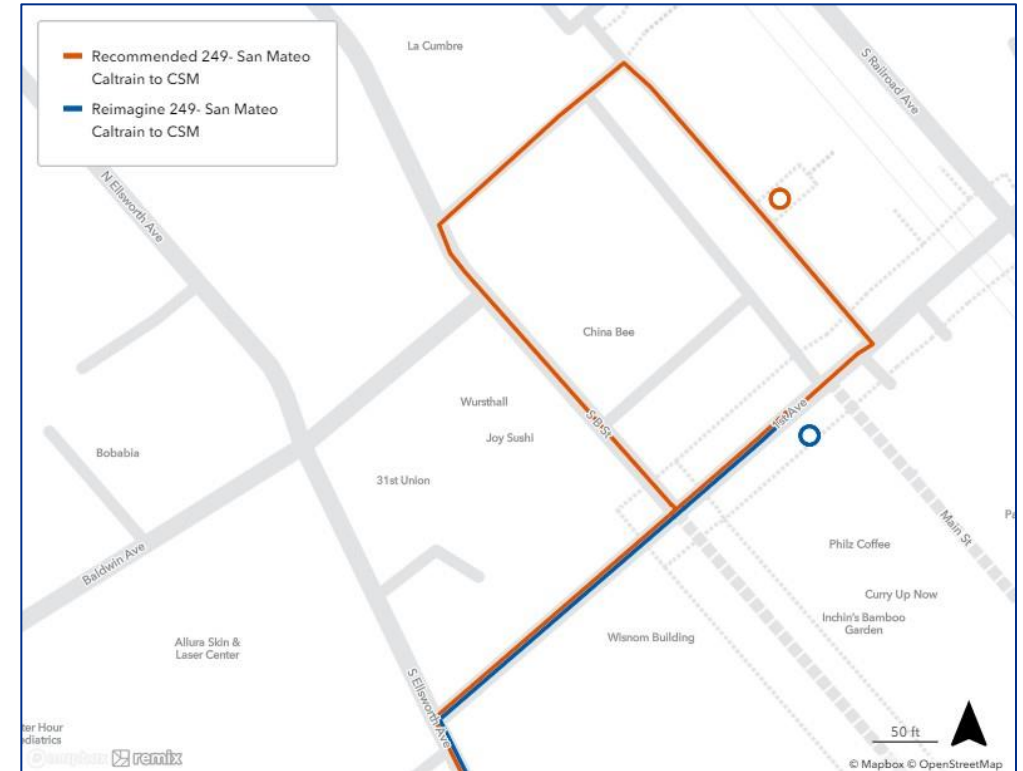
New Proposal – Route 120

- **Proposal:** Realign Route 120 to better serve new JUHSD facility with offices, special education services, employee housing
- No change to route access for existing riders
- Adds 0.4 miles and about three minutes travel time



New Proposal – Route 249 (new)

- New route to launch in August 2024
 - Route name under development
- Proposed minor routing change to what was approved in *Reimagine SamTrans* network
- Change allows for better access to & customer transfers at San Mateo Caltrain station



New Proposal – Downtown SF

- Opportunity to consolidate all routes at Salesforce Transit Center in downtown SF
 - Two options under consideration:
 - Passenger loading & bus layover (approx. cost \$254,000 per year)
 - Bus layover only (approx. cost \$54,000 per year)
 - Would affect routes 292, 397, FCX and EPX
- Benefits include:
 - Consolidated layover location with restroom and break space for bus operators
 - Enhanced waiting facilities for riders, including security, lighting, shelter, Clipper card vending machines, food and retail
 - Improved access to regional transit services



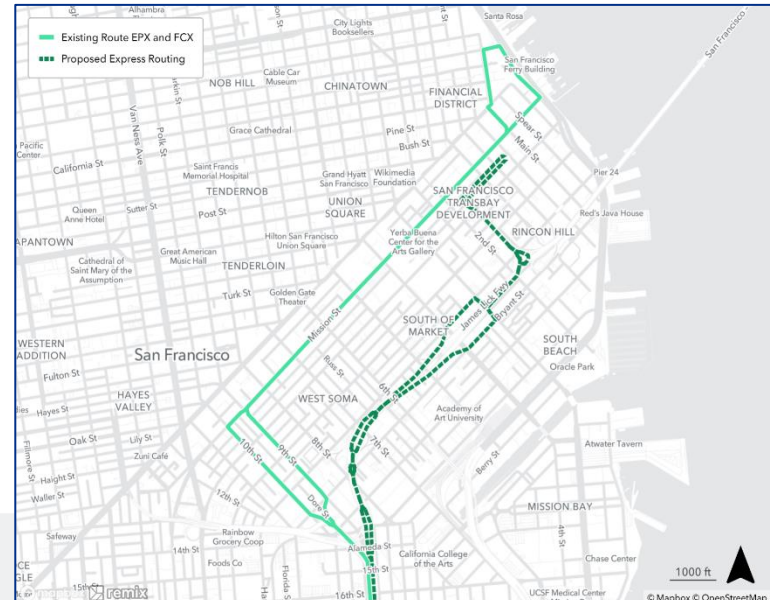
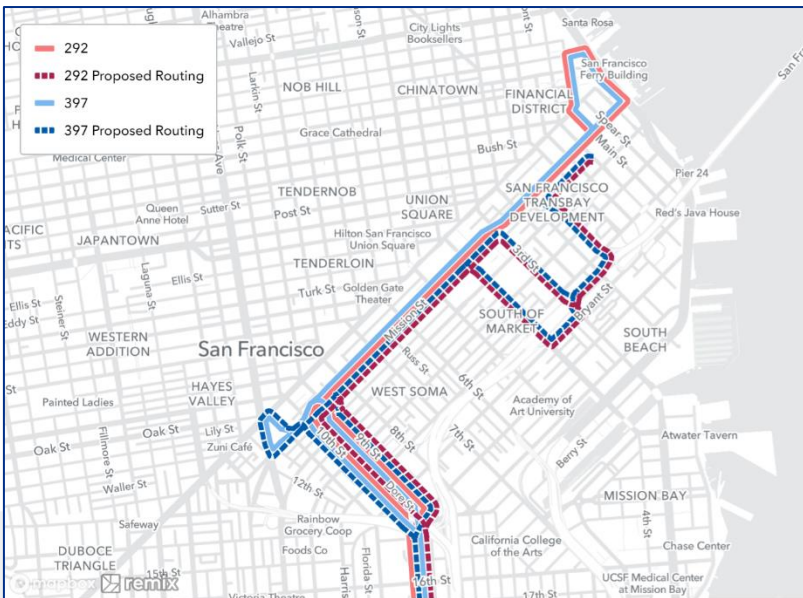
New Proposal – Downtown SF

Routes 292 and 397

- No stops east of 2nd Street
- All existing stops within 10-minute walk/roll of Salesforce Transit Center
- Use of bus-only lanes on 3rd and 4th Streets

Routes FCX and EPX

- No stops on Mission Street, only stop in downtown SF is SF Transit Center
- Routes more directly access Transit Center from US-101



Other New Proposals

- **Route 278**
 - Approved: Increase frequency in AM peak only
 - Recommended: Increase frequency in peak hour in peak direction for both peaks
- **Route 85**
 - Approved: Operate only PM trip
 - Seeking public input and clarification on stakeholder desire for an AM trip or PM trip
- **Routes 296 & 296 Owl**
 - Recommended: Transfer morning trips after 6 AM and early evening trips before 8:30 PM currently operated as 296 Owl trips to regular 296 trips/alignment
 - Customers would need to transfer to Route 281 to reach Palo Alto Caltrain station; this aligns with expanded morning & evening frequency on route 281 already in effect



Seeking Public Input

- Seeking public input on the proposed service changes not approved in 2022
- Open public comment period April 19-May 10
- Ways to learn more and tell us what you think:
 - Visit www.samtrans.com/reimagine to read about the proposals and take survey
 - Call SamTrans customer service at 1-800-660-4287
 - Email reimagine@samtrans.com



Next Steps

May 2024

- Review and consider all public input
- Finalize service change package for August implementation



June-July 2024

- Execute runbook implementation process
- Customer marketing, communications



August 2024

- Launch service changes August 4, 2024
- Monitor implementation for revisions needed



Sept-Dec 2024

- Conduct formal Title VI service and fare equity analysis, including Board adoption
- Develop Key Performance Indicators for ongoing service evaluation



Thank You

