



Title VI Service Equity Analysis

2024 Route EPX Service Changes

January 2025

TABLE OF CONTENTS

EXECUTIVE SUMMARY.....	6
BACKGROUND.....	7
SAMTRANS OVERVIEW	7
SAMTRANS US-101 EXPRESS BUS FEASIBILITY STUDY	7
REIMAGINE SAMTRANS	8
ROUTE EPX SERVICE CHANGES.....	9
REIMAGINE SAMTRANS FINAL RECOMMENDATIONS	9
FEBRUARY 2024 ROUTE EPX SERVICE CHANGES	10
AUGUST 2024 ROUTE EPX SERVICE CHANGES.....	11
SAMTRANS TITLE VI POLICIES	12
MAJOR SERVICE CHANGE POLICY	12
DISPARATE IMPACT POLICY	13
DISPROPORTIONATE BURDEN POLICY.....	14
PUBLIC ENGAGEMENT FOR TITLE VI POLICY DEVELOPMENT	15
SERVICE EQUITY EVALUATION OF MAJOR SERVICE CHANGES.....	16
METHODOLOGY	16
DISPARATE IMPACT ANALYSIS	19
DISPROPORTIONATE BURDEN ANALYSIS.....	24
PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES	30
DISSEMINATION OF INFORMATION, INCLUDING TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS	30
PUBLIC OUTREACH	30
ROUTE EPX SURVEYS.....	30
PUBLIC COMMENTS	34

LIST OF EXHIBITS

- EXHIBIT 1 – TABLE COMPARISON OF NORTHBOUND ROUTE EPX SERVICE – REIMAGINE SAMTRANS 2022 VS. FEBRUARY 2024
- EXHIBIT 2 – TABLE COMPARISON OF SOUTHBOUND ROUTE EPX SERVICE – REIMAGINE SAMTRANS 2022 VS. FEBRUARY 2024
- EXHIBIT 3 – TABLE COMPARISON OF NORTHBOUND ROUTE EPX SERVICE – FEBRUARY 2024 VS. AUGUST 2024
- EXHIBIT 4 – TABLE COMPARISON OF SOUTHBOUND ROUTE EPX SERVICE – FEBRUARY 2024 VS. AUGUST 2024
- EXHIBIT 5 – 2022 REIMAGINE SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP
- EXHIBIT 6 – 2022 REIMAGINE SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP
- EXHIBIT 7 – FEBRUARY 2024 SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP
- EXHIBIT 8 – FEBRUARY 2024 SAMTRANS ROUTE EPX SOUTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP
- EXHIBIT 9 – AUGUST 2024 SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP
- EXHIBIT 10 – AUGUST 2024 SAMTRANS ROUTE EPX SOUTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP
- EXHIBIT 11 – ROUTE EPX SERVICE CHANGE: DISPARATE IMPACT ANALYSIS – 2022 REIMAGINE SAMTRANS VS. FEBRUARY 2024
- EXHIBIT 12 – ROUTE EPX SERVICE CHANGE: DISPARATE IMPACT ANALYSIS – 2022 REIMAGINE SAMTRANS VS. AUGUST 2024
- EXHIBIT 13 – 2022 REIMAGINE SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUT EPX ACCESS AT EACH BUS STOP

EXHIBIT 14 – 2022 REIMAGINE SAMTRANS ROUTE EPX SOUTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 15 – FEBRUARY 2024 SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 16 – FEBRUARY 2024 SAMTRANS ROUTE EPX SOUTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 17 – AUGUST 2024 SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 18 – AUGUST 2024 SAMTRANS ROUTE EPX SOUTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 19 – ROUTE EPX SERVICE CHANGE: DISPROPORTIONATE BURDEN ANALYSIS – 2022 REIMAGINE SAMTRANS VS. FEBRUARY 2024

EXHIBIT 20 – ROUTE EPX SERVICE CHANGE: DISPROPORTIONATE BURDEN ANALYSIS – 2022 REIMAGINE SAMTRANS VS. AUGUST 2024

ATTACHMENTS

ATTACHMENT 1 – SAMTRANS SYSTEM MAP	35
ATTACHMENT 2 – ROUTE EPX SERVICE AREA DEMOGRAPHICS: MINORITY AND LOW- INCOME POPULATIONS	37
ATTACHMENT 3 – ROUTE EPX BUS STOP LISTS: 2022 REIMAGINE SAMTRANS NETWORK, FEBRUARY 2024 SERVICE LAUNCH, AND AUGUST 2024 REVISION	44
ATTACHMENT 4 – SAMTRANS BOARD APPROVAL OF DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES	49
ATTACHMENT 5 – SUMMARY OF DISPARATE IMPACT ANALYSIS	63
ATTACHMENT 6 – SUMMARY OF DISPROPORTIONATE BURDEN ANALYSIS	68
ATTACHMENT 7 – MARCH 2022 PRESS RELEASE OF REIMAGINE SAMTRANS	73
ATTACHMENT 8 – FEBRUARY 2024 PRESS RELEASE OF ROUTE EPX	75
ATTACHMENT 9 – SOCIAL MEDIA POSTS OF ROUTE EPX	78
ATTACHMENT 10 – ROUTE EPX TAKE-ONE BROCHURE	90
ATTACHMENT 11 – JANUARY 2024 ROUTE EPX PRE-LAUNCH SURVEY RESULTS	93
ATTACHMENT 12 – SUMMER 2024 ROUTE EPX POST-LAUNCH SURVEY RESULTS	135
ATTACHMENT 13 – MATRIX OF PUBLIC COMMENTS FROM SAMTRANS SOCIAL MEDIA OUTLETS AND REIMAGINE SAMTRANS PHASE 3 PUBLIC OUTREACH	190
ATTACHMENT 14 – PROPOSED SAMTRANS BOARD APPROVAL OF TITLE VI ANALYSIS	198

SamTrans Title VI Equity Analysis Reimagine SamTrans Route EPX Revision

EXECUTIVE SUMMARY

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities receiving federal financial assistance. The San Mateo County Transit District (the “District,” owner and operator of the SamTrans fixed-route bus system) has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in the Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

As a federal grant recipient, the District is required to maintain and provide to the FTA information on its compliance with the FTA Title VI regulations. At minimum, the District conducts compliance assessments in the form of a Title VI Program update every three years or a Title VI equity analysis before a fare structure change or major change in service.

This Title VI service equity analysis, prepared in conformity with Chapter IV of the FTA’s Circular 4702.1B, evaluates SamTrans’ service changes on express Route EPX, launched on February 12, 2024. Route EPX is a new express bus route developed as part of *Reimagine SamTrans*, a comprehensive operational analysis (COA) project to evaluate and refresh the entire SamTrans bus system that was adopted in spring 2022. As part of *Reimagine SamTrans*, Route EPX was one of several brand-new routes created for the SamTrans network to improve regional connections and offer faster, more direct access. The creation of several new routes and modifications of existing routes in *Reimagine SamTrans* qualified as a Major Service Change under SamTrans’ Title VI policies, and SamTrans completed a comprehensive Title VI service equity analysis as part of the COA in February 2022. The results of this 2022 service equity analysis determined no disparate impact on minority populations and no disproportionate burden on low-income populations. Prior to the launch of Route EPX in February 2024, SamTrans proposed revisions to the route, including stop modifications and changes to the number of trips. Those proposed revisions qualified as a Major Service Change under SamTrans’ Title VI Program, prompting development of this Title VI service equity analysis.

This Title VI service equity analysis provides a detailed review of the major service adjustments to Route EPX upon its launch in February 2024, an additional minor service adjustment in August 2024, and an assessment of any potential impacts on minority and low-income riders. It also summarizes all public outreach conducted, including materials provided for Limited English Proficient (LEP) populations and public comments received.

Applying SamTrans’ Title VI policies, this analysis demonstrates that the service changes made to Route EPX since the approval of the 2022 Title VI analysis from *Reimagine SamTrans* **do not have a disparate impact on minority riders, nor impose a disproportionate burden on low-income riders.**

BACKGROUND

SAMTRANS OVERVIEW

The District provides SamTrans fixed-route bus service, RidePlus microtransit, as well as complementary ADA and non-ADA paratransit (Redi-Wheels and RediCoast) and shuttle services throughout San Mateo County, California. The 446-square mile service area also includes routes into and out of the City and County of San Francisco and the City of Palo Alto in Santa Clara County. SamTrans' diverse service area contains dense urban, suburban, coastal, and rural landscapes with residents from an array of different backgrounds. As of November 2024, SamTrans operates 74 fixed routes and two microtransit service areas throughout San Mateo County. **Attachment 1** displays a copy of the SamTrans Service Map. **Attachment 2** contains three versions of the EPX route map, including *Reimagine SamTrans* in 2022, the February 2024 launch of EPX, and August 2024 revision of EPX, with minority demographic maps overlaid using 5-year US Census 2022 American Community Survey (ACS) data. Minority census tracts are defined as those in which the minority population exceeds the systemwide minority average of 61%. **Attachment 2** also contains the three EPX route maps overlaid with low-income demographic data, on which the service area's low-income population is broken out by block group. Low-income block groups are defined under SamTrans's 2022 Title VI Program as those in which more than 17% of households have incomes under \$30,000 – the San Mateo County low-income threshold.

SAMTRANS US-101 EXPRESS BUS FEASIBILITY STUDY

In April 2017, SamTrans began its US-101 Express Bus Feasibility Study (Express Bus Study) to evaluate the possibility of new express bus service through San Mateo County, northbound to San Francisco and southbound to Santa Clara County, with some routes potentially running in a managed lane on US-101. The study involved research and analysis of potential express bus routes and included a public engagement process to hear from potential riders, advocacy organizations, and other local stakeholders.

Express buses are a transit service designed to travel faster than traditional local fixed-route services to popular commuter destinations. They typically offer faster travel times by traveling on freeways and making fewer stops than local routes. The most likely passengers of express buses are weekday commuters or other passengers traveling longer distances between cities. Since US-101 is one of the most congested freeways in the Bay Area, express buses may play a key role in providing effective alternatives to driving alone, easing traffic commutes on US-101, and strengthening access to jobs and population centers.

The final Express Bus Study was completed in November 2018 and recommended a phased implementation of six new express routes from an initial set of 15 potential express bus routes throughout the three-county (San Francisco, San Mateo, and Santa Clara) study area. One of

the recommended new routes, Route 2, was a limited-stop route from the San Bruno Bay Area Rapid Transit (BART) Station to East Palo Alto which would become the basis for Route EPX. Route 2 was recommended for implementation in Phase 2 of the Express Bus Study's phased implementation strategy, potentially in coordination with opening of managed lanes on US-101 on a 22-mile stretch of San Mateo County. Route 2 was planned to be a limited-stop, all-day route serving multiple communities between the San Bruno BART station and East Palo Alto, with stops in Redwood City and Redwood Shores, and at the San Francisco International Airport (SFO). The Express Bus Study recommended Route 2 as an express route because communities selected for stops were not directly served by Caltrain or BART, and trips along the route required passengers to make multiple transfers using other transit services. In addition, East Palo Alto and parts of Redwood City were given special equity consideration as opportune travel markets due to their designation as Communities of Concern by the Metropolitan Transportation Commission (MTC).

REIMAGINE SAMTRANS

In July 2019, the District began its comprehensive planning and outreach project to evaluate and redesign the entire SamTrans bus network, known as *Reimagine SamTrans*. The project launched as a response to the changing travel patterns in San Mateo County and worked to identify improvements to local and regional travel connections, route design, frequency, access, customer experience, and social equity. *Reimagine SamTrans* started with an existing conditions analysis before moving on to market research, development of three network alternatives, refinement of one final recommended network, and three rounds of public outreach.

Four guiding principles of the project were developed based on input from public stakeholders, SamTrans staff and the SamTrans Board of Directors. These guiding principles served as a foundation for all planning and outreach activities of the project. The four guiding principles were: 1) Employing customer-focused decision-making; 2) Being an effective mobility provider; 3) Providing transportation solutions that support principles of social equity; and 4) Designing service that can be reasonably delivered by SamTrans' workforce. All four guiding principles were reflected in the development of Route EPX.

Reimagine SamTrans evaluated adjusting existing routes based on customer and internal stakeholder feedback and also worked to develop new services, including express routes recommended in the 2018 US-101 Express Bus Feasibility Study. As identified in the Express Bus Study, Route 2 and the eventual Route EPX, would be a limited-stop route linking East Palo Alto to San Bruno BART Station on weekdays, with stops at SFO and Redwood Shores.

To determine what services customers would prioritize in Route EPX, SamTrans staff developed and sought public input on two possible alternatives. The first alternative featured direct, high-frequency service within San Mateo County. In this alternative, Route EPX would operate on weekdays every 30 minutes during morning and evening peak hours, and hourly during midday. It would not operate on weekdays after the peak evening commute, ending at

7 p.m. The second alternative featured expanded 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 midday and early evening, ending at 9 p.m. Neither option would operate on weekends.

ROUTE EPX SERVICE CHANGES

REIMAGINE SAMTRANS FINAL RECOMMENDATIONS

Adopted in March 2022, the *Reimagine SamTrans* final study recommendations included a series of changes to many routes throughout the SamTrans bus network, including the creation of new routes such as express Route EPX. Following three rounds of public outreach, the final recommendation for Route EPX included service to key points between East Palo Alto, Redwood City, SFO and San Bruno BART, with additional limited service to downtown San Francisco.

According to SamTrans' Major Service Change Policy, part of its Title VI Standards and Policies adopted in 2013, a major service change is defined as a reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one-week period. This includes the introduction of a new service that will be operated for more than twelve months. All major service changes are subject to a Title VI Equity Analysis prior to Board approval of the service change.

The creation of several new routes and modifications of existing routes in *Reimagine SamTrans*, including the new express Route EPX, qualified as Major Service Changes under SamTrans' Title VI policies, and SamTrans completed a comprehensive Title VI service equity analysis for *Reimagine SamTrans* in February 2022. The results of the 2022 Title VI service equity analysis determined no disparate impact on minority populations and no disproportionate burden on low-income populations.

The final recommended service of Route EPX approved in the 2022 *Reimagine SamTrans* Title VI service equity analysis would have hourly peak period service with half of the trips serving San Bruno BART Station and the other half serving downtown San Francisco. The schedule consisted of 18 northbound and 18 southbound trips per weekday to stops serving East Palo Alto, Menlo Park, Redwood City, and SFO; and nine northbound and nine southbound trips per weekday to stops serving San Bruno and downtown San Francisco.

For service in East Palo Alto, Menlo Park, Redwood City, and SFO International Airport, there were 28 total bus stops in the northbound direction and 24 bus stops in the southbound direction. For service in San Bruno, there were five total bus stops in the northbound direction and two bus stops in the southbound direction. For service in downtown San Francisco, there were six total bus stops in the northbound direction and three bus stops in the southbound direction.

FEBRUARY 2024 ROUTE EPX SERVICE CHANGES

Prior to the launch of Route EPX on February 12, 2024, staff made route adjustments deviating from the final recommendation in *Reimagine SamTrans*. The primary adjustment was to add hourly midday service to and from San Bruno BART Station, which increased vehicle revenue miles by more than 25 percent. **This change meets the SamTrans definition of a Major Service Change.** Additional revisions included eliminating 19 bus stops in East Palo Alto, Menlo Park, Redwood City, and San Bruno, and adding four bus stops in downtown San Francisco.

The tables in **Exhibits 1 and 2** detail and compare the northbound and southbound plans for Route EPX service from *Reimagine SamTrans* and the February 2024 launch. A full bus stop list of Route EPX from *Reimagine SamTrans* compared to the February 2024 Route EPX launch and August 2024 Route EPX service revision is shown in **Attachment 3**.

Exhibit 1. Table Comparison of Northbound Route EPX Service – *Reimagine SamTrans* 2022 vs. February 2024

	<i>Reimagine SamTrans</i> 2022 Route EPX Service	February 2024 Route EPX Service	Change
Total NB Trips per Day (EPA*, Menlo Park, Redwood City, SFO)	18 Trips	18 Trips	-
Total NB Trips per Day (San Bruno)	9 Trips	14 Trips	+5 Trips
Total NB Trips per Day (Downtown SF)	9 Trips	4 Trips	-5 Trips
Total Stops** (EPA, Menlo Park, Redwood City, SFO)	28 Stops	12 Stops	-16 Stops
Total Stops (San Bruno)	5 Stops	2 Stops	-3 Stops
Total Stops (Downtown SF)	2 Stops	6 Stops	+4 Stops

* EPA: East Palo Alto

** A stop refers to a bus stop location in the city

Exhibit 2. Table Comparison of Southbound Route EPX Service – *Reimagine SamTrans* 2022 vs. February 2024

	<i>Reimagine SamTrans</i> 2022 Route EPX Service	February 2024 Route EPX Service	Change
Total SB Trips per Day (EPA*, Menlo Park, Redwood City, SFO)	18 Trips	19 Trips	+1 Trip
Total SB Trips per Day (San Bruno)	9 Trips	15 Trips	+6 Trips
Total SB Trips per Day (Downtown SF)	9 Trips	4 Trips	-5 Trips
Total Stops** (EPA, Menlo Park, Redwood City, SFO)	24 Stops	12 Stops	-12 Stops
Total Stops (San Bruno)	2 Stops	2 Stops	-
Total Stops (Downtown SF)	3 Stops	7 Stops	+4 Stops

* EPA: East Palo Alto

** A stop refers to a bus stop location in the city

AUGUST 2024 ROUTE EPX SERVICE CHANGES

For the runbook revision effective August 25, 2024, staff made minor bus stop adjustments to Route EPX that do not meet the thresholds of a major service change. The only change from the February 2024 service was to replace all bus stops in downtown San Francisco with one terminal bus stop at Salesforce Transit Center. **Exhibits 3 and 4** detail and compare the northbound and southbound plans for Route EPX service from February 2024 and the August 2024 revision.

Exhibit 3. Table Comparison of Northbound Route EPX Service – February 2024 vs. August 2024

	February 2024 Route EPX Service	August 2024 Route EPX Service	Change
Total NB Trips per Day (EPA*, Menlo Park, Redwood City, SFO)	18 Trips	18 Trips	-
Total NB Trips per Day (San Bruno)	14 Trips	14 Trips	-
Total NB Trips per Day (Downtown SF)	4 Trips	4 Trips	-
Total Stops** (EPA, Menlo Park, Redwood City, SFO)	12 Stops	12 Stops	-
Total Stops (San Bruno)	2 Stops	2 Stops	-
Total Stops (Downtown SF)	6 Stops	1 Stop	-5 Stops

* EPA: East Palo Alto ** A stop refers to a bus stop location in the city

Exhibit 4. Table Comparison of Southbound Route EPX Service – February 2024 vs. August 2024

	February 2024 Route EPX Service	August 2024 Route EPX Service	Change
Total SB Trips per Day (EPA*, Menlo Park, Redwood City, SFO)	19 Trips	19 Trips	-
Total SB Trips per Day (San Bruno)	15 Trips	15 Trips	-
Total SB Trips per Day (Downtown SF)	4 Trips	4 Trips	-
Total Stops** (EPA, Menlo Park, Redwood City, SFO)	12 Stops	12 Stops	-
Total Stops (San Bruno)	2 Stops	2 Stops	-
Total Stops (Downtown SF)	7 Stops	1 Stop	-6 Stops

* EPA: East Palo Alto ** A stop refers to a bus stop location in the city

SAMTRANS TITLE VI POLICIES

In October 2012, the Federal Transit Administration (FTA) updated its guidance on the Title VI of the Civil Rights Act of 1964 through FTA Circular 4702.1B. In accordance with the Circular, to guard against disparate impacts in decision-making and to establish thresholds for use in equity analyses of service and fare changes, FTA each federally assisted public transportation provider's governing board to adopt three policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

SamTrans adopted its policies based on several factors, including existing policies in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. SamTrans published its policies for public review in January 2013 and conducted significant public outreach to solicit input. Following public engagement, SamTrans revised the policy proposals, and the Board of Directors adopted the revised policies at the March 13, 2013 Board meeting. The adopted policies follow and are included in **Attachment 4**.

MAJOR SERVICE CHANGE POLICY

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Service Equity Analysis completed for a major service change must be presented to the SamTrans Board of Directors for its consideration prior to adoption and included in the triennial SamTrans Title VI Program with a record of action taken by the Board.

SamTrans' policy defines a major service change as any service change meeting the following criteria:

- A reduction or increase of 25 percent or more in total revenue miles in service on any specific route over a one-week period.

The following service changes are exempted:

- Changes to a service on a route with fewer than 10 total trips in a typical service day are not considered "major" unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of a short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the

- service will be/has been operated for no more than twelve months.
- SamTrans-operated transit service that is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops.

DISPARATE IMPACT POLICY

The Disparate Impact Policy establishes a threshold for determining whether a given action has a disparate impact on minority populations versus non-minority populations. Per FTA Circular 4702.1B:

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin....

The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly...and cannot be altered until the next Title VI Program submission.

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action (a major service change or fare change) would impact minority populations as compared to non-minority populations.

SamTrans established its Disparate Impact threshold at 20 percent based on the cumulative impact of the proposed major service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted 20 percent threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted threshold, SamTrans must evaluate whether there is an alternative that has a more equitable impact. Otherwise, SamTrans must take measures to mitigate the impact of the proposed action on the affected minority population, demonstrate that a legitimate business purpose cannot otherwise be accomplished, and that the proposed change is the least discriminatory alternative.

DISPROPORTIONATE BURDEN POLICY

The Disproportionate Burden policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. Per FTA Circular 4702.1B:

The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.

At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact low-income populations as compared to non-low-income populations.

SamTrans established its Disproportionate Burden threshold at 20 percent based on the cumulative impact of the proposed major service and/or fare changes. This threshold applies to the difference in impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

In the event the proposed action has a negative impact that affects low-income populations more than non-low-income populations with a disparity that exceeds the adopted threshold, or that benefits non-low-income populations more than low-income populations with a disparity that exceeds the adopted threshold, SamTrans must evaluate whether there is an alternative that has a more equitable impact. Otherwise, SamTrans must take measures to mitigate the impact of the proposed action on the affected low-income population, demonstrate that a legitimate business purpose cannot otherwise be accomplished, and that the proposed change is the least discriminatory alternative.

PUBLIC ENGAGEMENT FOR TITLE VI POLICY DEVELOPMENT

FTA Circular C 4702.1B requires transit agencies to seek public input before Board adoption of Disparate Impact and Disproportionate Burden policies. Staff developed draft policies and requested public input through four community meetings throughout the county to further develop SamTrans's Major Service Change, Disparate Impact, and Disproportionate Burden policies. SamTrans requested comments be made through mail, telephone, and the dedicated email address, TitleVI@samtrans.com.

The Title VI Policy community meetings were held at the following times and locations:

- **Tuesday, Feb. 12, 2013 6:30 p.m. to 8:00 p.m.**
Pacifica Sharp Park Library
104 Hilton Way, Pacifica
- **Tuesday, Feb. 19, 2013 6:30 p.m. to 8:00 p.m.**
War Memorial Activity Room
6655 Mission St., Daly City
- **Thursday, Feb. 21, 2013 10:00 a.m. to 11:30 a.m.**
Second Floor Auditorium
SamTrans Administrative Offices
1250 San Carlos Ave., San Carlos
- **Monday, Feb. 25, 2013 6:30 p.m. to 8:00 p.m.**
Lewis and Joan Platt East Palo Alto Family YMCA
550 Bell St., East Palo Alto

A total of 15 members of the public participated in the meetings, providing valuable comments for staff. Upon receipt of the input from meeting attendees, staff revised the proposals for its standards and policies and submitted them for Board approval. The Board of Directors approved the policies on March 13, 2013.

More information regarding SamTrans's Title VI policies and standards can be found here: www.samtrans.com/rider-info/title-vi

SERVICE EQUITY EVALUATION OF MAJOR SERVICE CHANGES

In accordance with 49 CFR Section 21.5 (b) (2), 49 CFR Section 21.5 (b) (7) and Appendix C to 49 CFR part 21, grantees must evaluate all major service changes to determine whether those changes have a discriminatory impact on minority or low-income populations.

As detailed above, when SamTrans launched Route EPX service in February 2024, it implemented a temporary major service change when compared to the route description developed and studied as part of *Reimagine SamTrans*. The changes added hourly midday service to San Bruno BART Station and adjusted the number of bus stop locations in East Palo Alto, Menlo Park, Redwood City, San Bruno, and downtown San Francisco. This service equity analysis considers whether continued operation (beyond the initial six-month) of Route EPX using the 2024 routing will result in lesser service for minority and low-income populations, compared to non-minority and non-low-income populations, with differences that exceed the thresholds of SamTrans' Title VI Disparate Impact and Disproportionate Burden Policies.

In performing this service equity analysis, SamTrans staff concluded that revising the schedule of Route EPX would not have a disparate impact on minority riders, nor impose a disproportionate burden on low-income riders, based on SamTrans' adopted Title VI policies.

METHODOLOGY

The methodology used to analyze the impact of the Route EPX service change on minority and low-income populations include the following steps, several which are discussed in more detail below, and several of which were completed utilizing Remix, a web-based planning application for public transit systems:

1. Identify data sources and define "minority" and "low-income" statuses.
2. Create route lines of "Before" (Route EPX from 2022 *Reimagine SamTrans* network) and "After" (Route EPX from February 2024 and August 2024 service revisions) for analysis.
3. Overlay relevant data layers, including Median Household Income, Low-Income Communities, and Minority Populations.
4. Calculate the population located within 0.25 miles of the route, before and after the service, including low-income and minority percentages using data layers.
5. Analyze the number of people-trips (i.e. the total potential daily population with

access to each trip at each bus stop) to calculate the percentage of minorities and non-minorities and low-income and non-low-income populations with service access before and after the route change.

- a. Compare the number of people-trips (the total potential daily population with access to each trip at each bus stop), before and after.
 - b. Calculate percentages of minorities and non-minorities with access to Route EPX before vs. after the change.
 - c. Calculate percent changes for minorities and non-minorities with access to Route EPX before vs. after the change.
 - d. Repeat analysis for low-income and non-low-income populations.
6. Calculate differences in percent changes between minorities and non-minorities and low-income and non-low-income population to the thresholds in SamTrans' Disparate Impact and Disproportionate Burden (DI/DB) Policies, respectively. Apply the policy thresholds such that there is no DI/DB if the difference falls within 20%. A negative percentage indicates a benefit to the protected populations.

Step 1: Selecting Data Sources and Determining Minority and Low-Income Populations

The data used for the analysis was taken from Remix's data sources, including demographic data from the 2020 US Census and 2018-2022 American Community Survey (ACS) 5-Year Estimates. The 2020 US Census uses census blocks for the most granular statistical area for collecting information on population and housing, by residence, such as race. The 2018-2022 ACS 5-year estimates provide demographic data at the census block group level for breakdowns on median household income. The racial and income data are taken from different sources, as they are the latest available on Remix.

Minority status was defined as those who are non-White or who are White Hispanic / Latino. This definition includes those who identified as Hispanic / Latino, Black / African American, American Indian / Alaska Native, Asian, Native Hawaiian / Other Pacific Islander, some other race, or two or more races. Low-income status was set as those with household incomes within 200% of the 2022 US Federal Health and Human Services Poverty Guidelines. The relatively high (200%) percentage is used to account for San Mateo County's high cost of living when compared to other regions.

Step 2: Creating route lines of "Before" (Route EPX in the 2022 *Reimagine SamTrans*

network) and “After” (Route EPX for the 2024 service launch and revision) for analysis.

To begin the analysis of the two versions of Route EPX, the transit route lines had to be created in Remix. This involves drawing the route alignment of each route onto the project map, including all bus stops in both directions, the number of trips operated on each trip pattern, and timetable schedules. The “before” route refers to the original 2022 *Reimagine SamTrans* network alignment of Route EPX. The “after” routes refer to the alignment used for the launch of EPX service in February 2024 and the service revision in August 2024.

Step 3: Overlay relevant data layers.

After the routes lines are created, the next step is to overlay the relevant Remix data layers on the project map. These include Minority 2020 (US Census, 2021) for calculating minority populations and Median Household Income (2018-2022 ACS 5-year estimates) for calculating low-income populations. The Minority 2020 layer shows people per square mile who are non-White or of Hispanic / Latino origin, by census block. The Median Household Income layer depicts median household income in the past 12 months by block group.

Step 4: Calculate the population located within 0.25 miles of the route, including minority and low-income percentages, using data layers.

To determine the potential base population that would use Route EPX and would, therefore, be impacted by the service change, a boundary capturing the population located within 0.25 miles of each bus stop on the route was drawn in Remix. The distance of 0.25 miles was used, as this represents a 5-minute walk and is equivalent to the distance most people are willing to walk to access a bus stop.

Remix has a pedestrian function called “Jane” that is used to calculate a 5-minute pedestrian network radius from each bus stop that overlays with features from each data layer selected. By using Jane, the exact population around each stop can be calculated, both in total and with breakdowns of minority and low-income populations. These numbers are generated for both the “before” and “after” route change scenarios for comparison.

Step 5: Analyze the number of people-trips to calculate the percentage of minorities and non-minorities, and low-income and non-low-income populations, for before and after the route change.

Once the population around each stop is determined, this number is multiplied by the total number of daily trips for each stop to calculate the total potential daily population with access to a bus stop, or what Remix calls a “people-trip.”

Next, the analysis considers the number of people-trips and the percentage of minorities and non-minorities with access to the Route EPX service both “before” and “after” the service change. After determining the percentage of minorities and non-minorities, the next step is to calculate the percent change for both minorities and non-minorities in service access.

The analysis is then repeated for low-income and non-low-income populations.

Step 6: Calculate differences in percent changes between minority and non-minority service access, and low-income and non-low-income service access, to the thresholds in SamTrans' Disparate Impact and Disproportionate Burden Policies.

After the impact of the service change is determined for minority and non-minority populations, and low-income and non-low-income populations, the differences are calculated to find the relative impact to the protected populations.

Based on the definitions from Step 1, the analysis estimates the number of riders that would be impacted negatively by the February 2024 Route EPX service routing as compared to the route design in *Reimagine SamTrans*, including the difference in percentage of minority versus non-minority, and low-income versus non-low-income riders, being impacted. The net changes associated with the service changes are summarized cumulatively in the DI and DB analyses provided below.

According to SamTrans' DI and DB policies, the threshold for the net difference in impacts between the protected and non-protected populations is 20%. A percentage that is under 20% means the impact is acceptable, and that there is no finding of Disparate Impact or Disproportionate Burden to the protected populations. A negative percentage means that the service change benefits the associated protected population.

DISPARATE IMPACT ANALYSIS

The Route EPX service change does not have a Disparate Impact on minority populations.

In the analysis of the total potential daily population access to bus stops on Route EPX, data reveals that for the February 2024 service changes, the difference between minority and non-minority populations is just under 11%. For the August 2024 service changes, the difference between minority and non-minority populations is -1%. Both are well under SamTrans' Disparate Impact policy threshold of 20%.

Exhibits 5 and 6 show the calculations of total, minority, and non-minority populations with ready access to use Route EPX in the 2022 *Reimagine SamTrans* network. **Exhibits 7 and 8** show the same information for Route EPX based on the alignment launched in February 2024. **Exhibits 9 and 10** show the same information for Route EPX based on the revised alignment implemented in August 2024. **Exhibits 11 and 12** show the disparate impact analysis between the two. A full summary of the disparate impact analysis calculation is available in **Attachment 5**.

Exhibit 5. 2022 Reimagine SamTrans Route EPX Northbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Minority Pop. within 0.25 miles</i>	<i>Non-Minority Pop. within 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Minority People-Trips Available</i>	<i>Non-Minority People-Trips Available</i>
Clarke / E. Bayshore	15,801	13,756	2,045	18	284,418	247,608	36,810
Clarke / O'Connor	16,209	14,531	1,678	18	291,762	261,558	30,204
Clarke / Bell	14,144	12,927	1,217	18	254,592	232,686	21,906
Clarke / Runnymede	15,030	13,803	1,227	18	270,540	248,454	22,086
Bay / Clarke	13,981	12,980	1,001	18	251,658	233,640	18,018
Bay / University- Fordam	15,068	14,040	1,028	18	271,224	252,720	18,504
Bay / University	16,570	15,501	1,069	18	298,260	279,018	19,242
Bay / Gloria	17,298	16,154	1,144	18	311,364	290,772	20,592
Bay / Palo Verde	16,216	15,166	1,050	18	291,888	272,988	18,900
Bay / Oakwood	14,718	13,771	947	18	264,924	247,878	17,046
Newbridge / Laurel	14,252	13,064	1,188	18	256,536	235,152	21,384
Newbridge / Saratoga	13,247	11,683	1,564	18	238,446	210,294	28,152
Newbridge / Madera	11,406	10,047	1,359	18	205,308	180,846	24,462
Newbridge / Hollyburne	10,688	9,202	1,486	18	192,384	165,636	26,748
Newbridge / Windemere	11,600	9,324	2,276	18	208,800	167,832	40,968
Florence / 17 th	8,973	6,102	2,871	18	161,514	109,836	51,678
Bay / Haven	9,646	7,091	2,555	18	173,628	127,638	45,990
Bay / 8 th	10,749	8,325	2,424	18	193,482	149,850	43,632
Bay / 5 th	12,000	9,497	2,503	18	216,000	170,946	45,054
Bay / 2 nd	12,333	10,369	1,964	18	221,994	186,642	35,352
Bay / Warrington	8,840	7,580	1,260	18	159,120	136,440	22,680
Broadway / Woodside	7,938	6,824	1,114	18	142,884	122,832	20,052
Broadway / Chestnut	10,105	8,196	1,909	18	181,890	147,528	34,362
Broadway / Maple	14,045	10,824	3,221	18	252,810	194,832	57,978
Marshall / Main	18,750	13,777	4,973	18	337,500	247,986	89,514
Jefferson / Marshall	18,461	13,204	5,257	18	332,298	237,672	94,626
SFO Airport Terminal 2	0	0	0	18	0	0	0
SFO Airport Terminal 3	0	0	0	18	0	0	0
McDonnel / West Field	0	0	0	9	0	0	0
McDonnel / West Area	200	2	198	9	1,800	18	1,782
San Bruno E / 3 rd	11,015	8,936	2,079	9	99,135	80,424	18,711
Huntington / Euclid	11,622	9,397	2,225	9	104,598	84,573	20,025
Huntington E / Herman	11,191	9,235	1,956	9	100,719	83,115	17,604
Mission / 7 th	66,645	45,652	20,993	9	599,805	410,868	188,937
Mission / 5 th	66,041	45,208	20,833	9	594,369	406,872	187,497
Mission / 4 th	67,814	46,452	21,362	9	610,326	418,068	192,258
Mission / 3 rd	53,732	36,674	17,058	9	483,588	330,066	153,522
Mission / 2 nd	48,166	31,813	16,353	9	433,494	286,317	147,177
Mission / 1 st	30,123	19,303	10,820	9	271,107	173,727	97,380
Northbound Total	698,816	536,654	162,162	-	9,279,747	7,385,724	1,894,023

Exhibit 6. 2022 Reimagine SamTrans Route EPX Southbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Minority Pop. w/in 0.25 miles</i>	<i>Non-Minority Pop. w/in 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Minority People-Trips Available</i>	<i>Non-Minority People-Trips Available</i>
Mission / 1 st	30,123	19,303	10,820	9	271,107	173,727	97,380
Mission / 2 nd	48,166	31,813	16,353	9	433,494	286,317	147,177
Mission / 3 rd	53,732	36,674	17,058	9	483,588	330,066	153,522
Huntington / Euclid	11,622	9,397	2,225	9	104,598	84,573	20,025
San Bruno E / 3 rd	11,015	8,936	2,079	9	99,135	80,424	18,711
Broadway / Maple	14,045	10,824	3,221	18	252,810	194,832	57,978
Broadway / Woodside	7,938	6,824	1,114	18	142,884	122,832	20,052
Broadway / Charter	8,500	6,834	1,666	18	153,000	123,012	29,988
Broadway / Douglas	8,693	7,616	1,077	18	156,474	137,088	19,386
Bay / Warrington	8,840	7,580	1,260	18	159,120	136,440	22,680
Bay / 2 nd	12,333	10,369	1,964	18	221,994	186,642	35,352
Bay / 5 th	12,000	9,497	2,503	18	216,000	170,946	45,054
Bay / 8 th	10,749	8,325	2,424	18	193,482	149,850	43,632
Bay / 10 th	10,308	7,745	2,563	18	185,544	139,410	46,134
Bay / Haven	9,646	7,091	2,555	18	173,628	127,638	45,990
Florence / 17 th	8,973	6,102	2,871	18	161,514	109,836	51,678
Marsh / 1000 Marsh	9,093	6,174	2,919	18	163,674	111,132	52,542
Newbridge / Hollyburne	10,688	9,202	1,486	18	192,384	165,636	26,748
Newbridge / Carlton	12,137	10,619	1,518	18	218,466	191,142	27,324
Newbridge / Willow	13,297	11,713	1,584	18	239,346	210,834	28,512
Newbridge / Mello	14,796	13,597	1,199	18	266,328	244,946	21,582
Newbridge / Bay	15,151	14,135	1,016	18	272,718	254,430	18,288
Bay / Palo Verde	16,216	15,166	1,050	18	291,888	272,988	18,900
Bay / University NS	16,570	15,501	1,069	18	298,260	279,018	19,242
Bay / University FS	15,068	14,040	1,028	18	271,224	252,720	18,504
Bay / Clarke	13,981	12,980	1,001	18	251,658	233,640	18,018
Clarke / Runnymede	15,030	13,803	1,227	18	270,540	248,454	22,086
Clarke / Bell	14,144	12,927	1,217	18	254,592	232,686	21,906
Donohoe / Clarke	17,300	15,755	1,545	18	311,400	283,590	27,810
Southbound Total	450,154	360,542	89,612	-	6,710,850	5,534,649	1,176,201

Exhibit 7. February 2024 SamTrans Route EPX Northbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Minority Pop. within 0.25 miles</i>	<i>Non-Minority Pop. within 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Minority People-Trips Available</i>	<i>Non-Minority People-Trips Available</i>
Clarke / O'Connor	17,278	15,525	1,753	18	311,004	279,450	31,554
E Bayshore / Donohoe	20,120	18,333	1,787	18	362,160	329,994	32,166
Bay / University	16,742	15,643	1,099	18	301,356	281,574	19,782
Newbridge / Saratoga	13,314	11,722	1,592	18	239,652	210,996	28,656
Chilco / Hamilton	7,095	6,137	958	18	127,710	110,466	17,244
Florence / 17 th	8,550	5,765	2,785	18	153,900	103,770	50,130
Bay / 8 th	10,422	8,085	2,337	18	187,596	145,530	42,066
Bay / Warrington	10,310	8,939	1,371	18	185,580	160,902	24,678
Broadway / Maple	14,438	11,154	3,284	18	259,884	200,772	59,112
Winslow / Broadway	18,617	13,163	5,454	18	335,106	236,934	98,172
Veterans / Brewster	13,574	8,830	4,744	18	244,332	158,940	85,392
SFO Rental Car AirTrain	20	0	20	18	360	0	360
San Bruno Ave E / 3 rd	11,102	8,995	2,107	14	155,428	125,930	29,498
San Bruno BART	8,454	6,824	1,630	14	118,356	95,536	22,820
Mission / 8 th	71,300	48,531	22,769	4	285,200	194,124	91,076
Mission / 5 th	67,498	46,163	21,336	4	269,992	184,648	85,344
Mission / 3 rd	52,538	35,453	17,085	4	210,152	141,812	68,340
Mission / 1 st	30,123	19,303	10,820	4	120,492	77,212	43,280
Main / Market	26,380	17,003	9,377	4	105,520	68,012	37,508
Drumm / Clay	30,257	21,322	8,935	4	121,028	85,288	35,740

Northbound Total	448,132	326,889	121,243	-	4,094,808	3,191,890	902,918
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Exhibit 8. February 2024 SamTrans Route EPX Southbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Minority Pop. within 0.25 miles</i>	<i>Non-Minority Pop. within 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Minority People-Trips Available</i>	<i>Non-Minority People-Trips Available</i>
Drumm / Clay	30,257	21,322	8,935	4	121,028	85,288	35,740
Mission / Spear	26,380	17,003	9,377	4	105,520	68,012	37,508
Mission / 1 st	30,123	19,303	10,820	4	120,492	77,212	43,280
Mission / 3 rd	52,538	35,453	17,085	4	210,152	141,812	68,340
Mission / 5 th	67,498	46,162	21,336	4	269,992	184,648	85,344
Mission / 8 th	71,300	48,531	22,769	4	285,200	194,124	91,076
Mission / 9 th	65,728	43,895	21,833	4	262,912	175,580	87,332
San Bruno BART	8,454	6,824	1,630	15	126,810	102,360	24,450
San Bruno Ave E / 3 rd	11,102	8,995	2,107	15	166,530	134,925	31,605
SFO Rental Car AirTrain	20	0	20	19	380	0	380
Veterans / Brewster	13,574	8,830	4,744	19	257,906	167,770	90,136
Winslow / Broadway	18,617	13,163	5,454	19	353,723	250,097	103,626
Broadway / Maple	14,438	11,154	3,284	19	274,322	211,926	62,396
Bay / Warrington	10,310	8,939	1,371	19	195,890	169,841	26,049
Bay / 8 th	10,422	8,085	2,337	19	198,018	153,615	44,403
Florence / 17 th	8,550	5,765	2,785	19	162,450	109,535	52,915
Chilco / Hamilton	7,095	6,137	958	19	134,805	116,603	18,202
Newbridge / Willow	13,314	11,722	1,592	19	252,966	222,718	30,248
Bay / University NS	16,742	15,643	1,099	19	318,098	297,217	20,881
Clarke / O'Connor	17,278	15,525	1,753	19	328,282	294,975	33,307
E Bayshore / Donohoe	20,120	18,333	1,787	19	382,280	348,327	33,953
Southbound Total	513,860	370,784	143,076	-	4,527,756	3,506,585	1,021,171

Exhibit 9. August 2024 SamTrans Route EPX Northbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Minority Pop. within 0.25 miles</i>	<i>Non-Minority Pop. within 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Minority People-Trips Available</i>	<i>Non-Minority People-Trips Available</i>
Clarke / O'Connor	17,278	15,525	1,753	18	311,004	279,450	31,554
E Bayshore / Donohoe	20,120	18,333	1,787	18	362,160	329,994	32,166
Bay / University	16,742	15,643	1,099	18	301,356	281,574	19,782
Newbridge / Saratoga	13,314	11,722	1,592	18	239,652	210,996	28,656
Chilco / Hamilton	7,095	6,137	958	18	127,710	110,466	17,244
Florence / 17 th	8,550	5,765	2,785	18	153,900	103,770	50,130
Bay / 8 th	10,422	8,085	2,337	18	187,596	145,530	42,066
Bay / Warrington	10,310	8,939	1,371	18	185,580	160,902	24,678
Broadway / Maple	14,438	11,154	3,284	18	259,884	200,772	59,112
Winslow / Broadway	18,617	13,163	5,454	18	335,106	236,934	98,172
Veterans / Brewster	13,574	8,830	4,744	18	244,332	158,940	85,392
SFO Rental Car AirTrain	20	0	20	18	360	0	360
San Bruno Ave E / 3 rd	11,102	8,995	2,107	14	155,428	125,930	29,498
San Bruno BART	8,454	6,824	1,630	14	118,356	95,536	22,820
Salesforce Transit Center	26,498	16,588	9,910	4	105,992	66,351	39,641
Northbound Total	196,534	155,703	40,831	-	3,088,416	2,507,145	581,271

Exhibit 10. August 2024 SamTrans Route EPX Southbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Minority Pop. within 0.25 miles</i>	<i>Non-Minority Pop. within 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Minority People-Trips Available</i>	<i>Non-Minority People-Trips Available</i>
Salesforce Transit Center	26,498	16,588	9,910	4	105,992	66,351	39,641
San Bruno BART	8,454	6,824	1,630	15	126,810	102,360	24,450
San Bruno Ave E / 3 rd	11,102	8,995	2,107	15	166,530	134,925	31,605
SFO Rental Car AirTrain	20	0	20	19	380	0	380
Veterans / Brewster	13,574	8,830	4,744	19	257,906	167,770	90,136
Winslow / Broadway	18,617	13,163	5,454	19	353,723	250,097	103,626
Broadway / Maple	14,438	11,154	3,284	19	274,322	211,926	62,396
Bay / Warrington	10,310	8,939	1,371	19	195,890	169,841	26,049
Bay / 8 th	10,422	8,085	2,337	19	198,018	153,615	44,403
Florence / 17 th	8,550	5,765	2,785	19	162,450	109,535	52,915
Chilco / Hamilton	7,095	6,137	958	19	134,805	116,603	18,202
Newbridge / Willow	13,314	11,722	1,592	19	252,966	222,718	30,248
Bay / University NS	16,742	15,643	1,099	19	318,098	297,217	20,881
Clarke / O'Connor	17,278	15,525	1,753	19	328,282	294,975	33,307
E Bayshore / Donohoe	20,120	18,333	1,787	19	382,280	348,327	33,953
Southbound Total	196,534	155,703	40,831	-	3,258,452	2,646,260	612,192

Exhibit 11. Route EPX Service Change: Disparate Impact Analysis – 2022 Reimagine SamTrans vs. February 2024

	<i>Population within 0.25 miles</i>			<i>People-Trips Available</i>		
	<i>Total</i>	<i>Minority</i>	<i>Non-Minority</i>	<i>Total</i>	<i>Minority</i>	<i>Non-Minority</i>
2022 Reimagine SamTrans Routing	1,148,970	897,196	251,774	15,990,597	12,920,373	3,070,224
February 2024 Routing	961,992	697,673	264,319	8,622,564	6,698,475	1,924,089
Effect of Service Change	-186,978	-199,523	+12,545	-7,368,033	-6,221,898	-1,146,135
	-16.3%	-22.2%	+5.0%	-46.1%	-48.2%	-37.3%
Difference					2.1%	-8.7%
Change in Difference				10.9%		
Disparate Impact				No		

Exhibit 12. Route EPX Service Change: Disparate Impact Analysis – 2022 Reimagine SamTrans vs. August 2024

	Population within 0.25 miles			People-Trips Available		
	Total	Minority	Non-Minority	Total	Minority	Non-Minority
2022 Reimagine SamTrans Routing	1,148,970	897,196	251,774	15,990,597	12,920,373	3,070,224
August 2024 Routing	393,068	311,405	81,663	6,346,868	5,153,405	1,193,463
Effect of Service Change	-755,902	-585,791	-170,111	-9,643,729	-7,766,968	-1,876,761
	-65.8%	-65.3%	-67.6%	-60.3%	-60.1%	-61.1%
Difference					-0.2%	0.8%
Change in Difference				-1.0%		
Disparate Impact				No		

DISPROPORTIONATE BURDEN ANALYSIS

The Route EPX service change does not have a Disproportionate Burden on low-income populations.

Data analysis of the total potential daily population access to bus stops on Route EPX for the February 2024 Route EPX service changes, shows that the difference in impacts between low-income and non-low-income populations is 1.7%. For the August 2024 service changes, the difference between low-income and non-low-income populations is 7%. Both are well under SamTrans’ Disproportionate Burden policy threshold of 20%.

The 1.7% percentage change demonstrates that there is no disproportionate burden on low-income riders from the February 2024 Route EPX revision. **Exhibits 13 and 14** below show the calculation of low-income and non-low-income populations for Route EPX in the *Reimagine SamTrans* network and **Exhibits 15 and 16** show the calculation for the February 2024 Route EPX service adjustments. **Exhibits 17 and 18** show the same information for Route EPX based on the revised alignment implemented in August 2024. **Exhibits 19 and 20** show the comparison between the two. A full summary of the disproportionate burden analysis calculation is available in **Attachment 6**.

Exhibit 13. 2022 Reimagine SamTrans Route EPX Northbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Low-Income Pop. within 0.25 miles</i>	<i>Non-Low-Income Pop. within 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Low-Income People-Trips Available</i>	<i>Non-Low-Income People-Trips Available</i>
Clarke / E. Bayshore	15,801	3,950	11,851	18	284,418	71,105	213,314
Clarke / O'Connor	16,209	4,214	11,995	18	291,762	75,858	215,904
Clarke / Bell	14,144	3,819	10,325	18	254,592	68,740	185,852
Clarke / Runnymede	15,030	4,058	10,972	18	270,540	73,046	197,494
Bay / Clarke	13,981	3,635	10,346	18	251,658	65,431	186,227
Bay / University- Fordam	15,068	3,918	11,150	18	271,224	70,518	200,706
Bay / University	16,570	4,143	12,428	18	298,260	74,565	223,695
Bay / Gloria	17,298	4,152	13,146	18	311,364	74,727	236,637
Bay / Palo Verde	16,216	3,892	12,324	18	291,888	70,053	221,835
Bay / Oakwood	14,718	3,532	11,186	18	264,924	63,582	201,342
Newbridge / Laurel	14,252	3,135	11,117	18	256,536	56,438	200,098
Newbridge / Saratoga	13,247	2,782	10,465	18	238,446	50,074	188,372
Newbridge / Madera	11,406	2,053	9,353	18	205,308	36,955	168,353
Newbridge / Hollyburne	10,688	1,710	8,978	18	192,384	30,781	161,603
Newbridge / Windemere	11,600	1,740	9,860	18	208,800	31,320	177,480
Florence / 17 th	8,973	2,961	6,012	18	161,514	53,300	108,214
Bay / Haven	9,646	3,569	6,077	18	173,628	64,242	109,386
Bay / 8 th	10,749	3,762	6,987	18	193,482	67,719	125,763
Bay / 5 th	12,000	4,080	7,920	18	216,000	73,440	142,560
Bay / 2 nd	12,333	3,700	8,633	18	221,994	66,598	155,396
Bay / Warrington	8,840	2,475	6,365	18	159,120	44,554	114,566
Broadway / Woodside	7,938	1,905	6,033	18	142,884	34,292	108,592
Broadway / Chestnut	10,105	2,425	7,680	18	181,890	43,654	138,236
Broadway / Maple	14,045	3,511	10,534	18	252,810	63,203	189,608
Marshall / Main	18,750	4,500	14,250	18	337,500	91,000	256,500
Jefferson / Marshall	18,461	4,246	14,215	18	332,298	76,429	255,869
SFO Airport Terminal 2	0	0	0	18	0	0	0
SFO Airport Terminal 3	0	0	0	18	0	0	0
McDonnel / West Field	0	0	0	9	0	0	0
McDonnel / West Area	200	54	146	9	1,800	486	1314
San Bruno E / 3 rd	11,015	1,652	9,363	9	99,135	14,870	84,265
Huntington / Euclid	11,622	1,743	9,879	9	104,598	15,690	88,908
Huntington E / Herman	11,191	1,679	9,512	9	100,719	15,108	85,611
Mission / 7 th	66,645	26,658	39,987	9	599,805	239,922	359,883
Mission / 5 th	66,041	26,416	39,625	9	594,369	237,748	356,621
Mission / 4 th	67,814	26,447	41,367	9	610,326	238,027	372,299
Mission / 3 rd	53,732	19,344	34,388	9	483,588	174,092	309,496
Mission / 2 nd	48,166	15,413	32,753	9	433,494	138,718	294,776
Mission / 1 st	30,123	7,230	22,893	9	271,107	65,066	206,041
Northbound Total	698,816	214,504	484,312	-	9,279,747	2,650,244	6,629,503

Exhibit 14. 2022 Reimagine SamTrans Route EPX Southbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Low-Income Pop. within 0.25 miles</i>	<i>Non-Low-Income Pop. within 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Low-Income People-Trips Available</i>	<i>Non-Low-Income People-Trips Available</i>
Mission / 1 st	30,123	7,230	22,893	9	271,107	65,066	206,041
Mission / 2 nd	48,166	15,413	32,753	9	433,494	138,718	294,776
Mission / 3 rd	53,732	19,344	34,388	9	483,588	174,092	309,496
Huntington / Euclid	11,622	1,743	9,879	9	104,598	15,690	88,908
San Bruno E / 3 rd	11,015	1,652	9,363	9	99,135	14,870	84,265
Broadway / Maple	14,045	3,511	10,534	18	252,810	63,203	189,608
Broadway / Woodside	7,938	1,905	6,033	18	142,884	34,292	108,592
Broadway / Charter	8,500	2,125	6,375	18	153,000	38,250	114,750
Broadway / Douglas	8,693	2,434	6,259	18	156,474	43,813	112,661
Bay / Warrington	8,840	2,475	6,365	18	159,120	44,554	114,566
Bay / 2 nd	12,333	3,700	8,633	18	221,994	66,598	155,396
Bay / 5 th	12,000	4,080	7,920	18	216,000	73,440	142,560
Bay / 8 th	10,749	3,762	6,987	18	193,482	67,719	125,763
Bay / 10 th	10,308	3,711	6,597	18	185,544	66,796	118,748
Bay / Haven	9,646	3,569	6,077	18	173,628	64,242	109,386
Florence / 17 th	8,973	2,961	6,012	18	161,514	53,300	108,214
Marsh / 1000 Marsh	9,093	2,819	6,274	18	163,674	50,739	112,935
Newbridge / Hollyburne	10,688	1,710	8,978	18	192,384	30,781	161,603
Newbridge / Carlton	12,137	2,185	9,952	18	218,466	39,324	179,142
Newbridge / Willow	13,297	2,659	10,638	18	239,346	47,869	191,477
Newbridge / Mello	14,796	3,255	11,541	18	266,328	58,592	207,736
Newbridge / Bay	15,151	3,485	11,666	18	272,718	62,725	209,993
Bay / Palo Verde	16,216	3,892	12,324	18	291,888	70,053	221,835
Bay / University NS	16,570	4,143	12,428	18	298,260	74,565	223,695
Bay / University FS	15,068	3,718	11,150	18	271,224	70,518	200,706
Bay / Clarke	13,981	3,635	10,346	18	251,658	65,431	186,227
Clarke / Runnymede	15,030	4,058	10,972	18	270,540	71,046	197,494
Clarke / Bell	14,144	3,819	10,325	18	254,592	68,740	185,852
Donohoe / Clarke	17,300	4,498	12,802	18	311,400	80,964	230,436
Southbound Total	450,154	123,690	326,464	-	6,710,850	1,817,989	4,892,861

Exhibit 15. February 2024 SamTrans Route EPX Northbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Low-Income Pop. within 0.25 miles</i>	<i>Non-Low-Income Pop. within 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Low-Income People-Trips Available</i>	<i>Non-Low-Income People-Trips Available</i>
Clarke / O'Connor	17,278	4,838	12,440	18	311,004	87,081	223,923
E Bayshore / Donohoe	20,120	5,835	14,285	18	362,160	105,026	257,134
Bay / University	16,742	4,018	12,724	18	301,356	72,325	229,031
Newbridge / Saratoga	13,314	2,796	10,518	18	239,652	50,327	189,325
Chilco / Hamilton	7,095	922	6,173	18	127,710	16,602	111,108
Florence / 17 th	8,550	2,822	5,729	18	153,900	50,787	103,113
Bay / 8 th	10,422	3,648	6,774	18	187,596	65,659	121,937
Bay / Warrington	10,310	2,887	7,423	18	185,580	51,962	133,618
Broadway / Maple	14,438	3,610	10,829	18	259,884	64,971	194,913
Winslow / Broadway	18,617	4,282	14,335	18	335,106	77,074	258,032
Veterans / Brewster	13,574	2,715	10,859	18	244,332	48,866	195,466
SFO Rental Car AirTrain	20	5	15	18	360	97	263
San Bruno Ave E / 3 rd	11,102	1,665	9,437	14	155,428	23,314	132,114
San Bruno BART	8,454	1,184	7,270	14	118,356	16,570	101,786
Mission / 8 th	71,300	27,094	44,206	4	285,200	108,376	176,824
Mission / 5 th	67,498	26,324	41,174	4	269,992	105,297	164,695
Mission / 3 rd	52,538	18,388	34,150	4	210,152	73,553	136,599

Mission / 1 st	30,123	7,230	22,893	4	120,492	28,918	91,574
Main / Market	26,380	6,067	20,313	4	105,520	24,270	81,250
Drumm / Clay	30,257	9,380	20,877	4	121,028	39,519	83,509
Northbound Total	448,132	135,709	312,423	-	4,094,808	1,108,596	2,986,212

Exhibit 16. February 2024 SamTrans Route EPX Southbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Low-Income Pop. within 0.25 miles</i>	<i>Non-Low-Income Pop. within 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Low-Income People-Trips Available</i>	<i>Non-Low-Income People-Trips Available</i>
Drumm / Clay	30,257	9,380	20,877	4	121,028	37,519	83,509
Mission / Spear	26,380	6,067	20,313	4	105,520	24,270	81,250
Mission / 1 st	30,123	7,230	22,893	4	120,492	28,918	91,574
Mission / 3 rd	52,538	18,388	34,150	4	210,152	73,553	136,599
Mission / 5 th	67,498	26,324	41,174	4	269,992	105,297	164,695
Mission / 8 th	71,300	27,094	44,206	4	285,200	108,376	176,824
Mission / 9 th	65,728	23,662	42,066	4	262,912	94,648	168,264
San Bruno BART	8,454	1,184	7,270	15	126,810	17,753	109,057
San Bruno Ave E / 3 rd	11,102	1,665	9,437	15	166,530	24,980	141,551
SFO Rental Car AirTrain	20	5	15	19	380	103	277
Veterans / Brewster	13,574	2,715	10,859	19	257,906	51,571	206,325
Winslow / Broadway	18,617	4,282	14,335	19	353,723	81,356	272,367
Broadway / Maple	14,438	3,610	10,829	19	274,322	68,581	205,742
Bay / Warrington	10,310	2,887	7,423	19	195,890	54,849	141,041
Bay / 8 th	10,422	3,648	6,774	19	198,018	69,306	128,712
Florence / 17 th	8,550	2,822	5,729	19	162,450	53,609	108,842
Chilco / Hamilton	7,095	922	6,173	19	134,805	17,525	117,280
Newbridge / Willow	13,314	2,796	10,518	19	252,966	53,123	199,843
Bay / Universito NS	16,742	4,018	12,724	19	318,098	76,344	241,754
Clarke / O'Connor	17,278	4,838	12,440	19	328,282	91,919	236,363
E Bayshore / Donohoe	20,120	5,835	14,285	19	382,280	110,861	271,419
Southbound Total	513,860	159,371	354,489	-	4,527,756	1,244,469	3,283,287

Exhibit 17. August 2024 SamTrans Route EPX Northbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Low-Income Pop. within 0.25 miles</i>	<i>Non-Low-Income Pop. within 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Low-Income People-Trips Available</i>	<i>Non-Low-Income People-Trips Available</i>
Clarke / O'Connor	17,278	4,838	12,440	18	311,004	87081	223,923
E Bayshore / Donohoe	20,120	5,835	14,285	18	362,160	105,026	257,134
Bay / University	16,742	4,018	12,724	18	301,356	72,325	229,031
Newbridge / Saratoga	13,314	2,796	10,518	18	239,652	50,327	189,325
Chilco / Hamilton	7,095	922	6,173	18	127,710	16,602	111,108
Florence / 17 th	8,550	2,822	5,729	18	153,900	50,787	103,113
Bay / 8 th	10,422	3,648	6,774	18	187,596	65,659	121,937
Bay / Warrington	10,310	2,887	7,423	18	185,580	51,962	133,618
Broadway / Maple	14,438	3,610	10,829	18	259,884	64,971	194,913
Winslow / Broadway	18,617	4,282	14,335	18	335,106	77,074	258,032
Veterans / Brewster	13,574	2,715	10,859	18	244,332	48,866	195,466
SFO Rental Car AirTrain	20	5	15	18	360	97	263
San Bruno Ave E / 3 rd	11,102	1,665	9,437	14	155,428	23,314	132,114
San Bruno BART	8,454	1,184	7,270	14	118,356	16,570	101,786
Salesforce Transit Center	26,498	5,856	20,642	4	105,992	23,424	82,568
Northbound Total	196,534	47,082	149,452	-	3,088,416	754,087	2,334,329

Exhibit 18. August 2024 SamTrans Route EPX Southbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

<i>Bus Stop</i>	<i>Population within 0.25 miles</i>	<i>Low-Income Pop. within 0.25 miles</i>	<i>Non-Low-Income Pop. within 0.25 miles</i>	<i>Daily Trips to Stop</i>	<i>Total People-Trips Available</i>	<i>Low-Income People-Trips Available</i>	<i>Non-Low-Income People-Trips Available</i>
Salesforce Transit Center	26,498	5,856	20,642	4	105,992	23,424	82,568
San Bruno BART	8,454	1,184	7,270	15	126,810	17,753	109,057
San Bruno Ave E / 3 rd	11,102	1,665	9,437	15	166,530	24,980	141,551
SFO Rental Car AirTrain	20	5	15	19	380	103	277
Veterans / Brewster	13,574	2,715	10,859	19	257,906	51,571	206,325
Winslow / Broadway	18,617	4,282	14,335	19	353,723	81,356	272,367
Broadway / Maple	14,438	3,610	10,829	19	274,322	68,581	205,742
Bay / Warrington	10,310	2,887	7,423	19	195,890	54,849	141,041
Bay / 8 th	10,422	3,648	6,774	19	198,018	69,306	128,712
Florence / 17 th	8,550	2,822	5,729	19	162,450	53,609	108,842
Chilco / Hamilton	7,095	922	6,173	19	134,805	17,525	117,280
Newbridge / Willow	13,314	2,796	10,518	19	252,966	53,123	199,843
Bay / Universito NS	16,742	4,018	12,724	19	318,098	76,344	241,754
Clarke / O'Connor	17,278	4,838	12,440	19	328,282	91,919	236,363
E Bayshore / Donohoe	20,120	5,835	14,285	19	382,280	110,861	271,419
Southbound Total	196,534	47,082	149,452	-	3,258,452	795,313	2,463,139

Exhibit 19. Route EPX Service Change: Disproportionate Burden Analysis – 2022 Reimagine SamTrans vs. February 2024

	<i>Population within 0.25 miles</i>			<i>People-Trips Available</i>		
	<i>Total</i>	<i>Low-Income</i>	<i>Non-Low-Income</i>	<i>Total</i>	<i>Low-Income</i>	<i>Non-Low-Income</i>
2022 Reimagine SamTrans Routing	1,148,970	338,194	810,776	15,990,597	4,468,233	11,522,364
February 2024 Routing	961,992	295,079	666,913	8,622,564	2,353,065	6,269,499
Effect of Service Change	-186,978	-43,115	-143,863	-7,368,033	-2,115,168	-5,252,865
	-16.3%	-12.7%	-17.7%	-46.1%	-47.3%	-45.6%
Difference					1.3%	-0.5%
Change in Difference				1.7%		
Disproportionate Burden				No		

Exhibit 20. Route EPX Service Change: Disproportionate Burden Analysis – 2022 Reimagine SamTrans vs. August 2024

	<i>Population within 0.25 miles</i>			<i>People-Trips Available</i>		
	<i>Total</i>	<i>Low-Income</i>	<i>Non-Low-Income</i>	<i>Total</i>	<i>Low-Income</i>	<i>Non-Low-Income</i>
2022 Reimagine SamTrans Routing	1,148,970	338,194	810,776	15,990,597	4,468,233	11,522,364
August 2024 Routing	393,068	94,163	298,905	6,346,868	1,549,400	4,797,468
Effect of Service Change	-755,902	-244,031	-511,871	-9,643,729	-2,918,833	-6,724,896
	-65.8%	-72.2%	-63.1%	-60.3%	-65.3%	-58.4%
Difference					5.0%	-1.9%
Change in Difference				7.0%		
Disproportionate Burden				No		

PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

DISSEMINATION OF INFORMATION, INCLUDING TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS

FTA Circular 4702.1B requires transit agencies to seek public input before Board approval for Major Service Changes or Fare Changes. SamTrans' public participation process offers early and continuous opportunities for the public, including minorities and people with low incomes, to be involved in the identification of potential impacts of proposed transportation decisions. Efforts to involve minority and low-income populations in the public outreach of Route EPX included both comprehensive measures and measures targeted at overcoming language and other barriers that prevent such populations from effective participation in decision-making.

PUBLIC OUTREACH

During *Reimagine SamTrans*, Route EPX was presented several times at the Citizens Advisory Committee (CAC) meetings and SamTrans board meetings. On March 3, 2022, The District issued a press release introducing *Reimagine SamTrans*, which highlighted Route EPX as one of the components of the planned service changes. A copy of the press release is available in **Attachment 7**.

The District announced the launch of EPX on February 7, 2024, with a press release following two days later on the SamTrans website. A copy of the press release is in **Attachment 8**.

SamTrans also communicated the launch of Route EPX to the public through its social media channels, including Twitter (now X), Facebook, Instagram, and LinkedIn. A compilation of all social media posts is provided in **Attachment 9**.

At Route EPX's launch, 'Take One' brochures were provided to the public in three languages: English, Spanish, and Chinese. A copy of the 'Take One' brochure is available in **Attachment 10**.

ROUTE EPX SURVEYS

In addition to press releases and communications announcing the Route EPX service, the District also conducted two rounds of comprehensive surveys to the public about Route EPX. The first survey was administered in January 2024 as a pre-launch survey to gauge customer awareness, interest, service needs, and potential rider demographics of Route EPX. The second round of surveys was distributed in Summer 2024 to measure feedback of current and potential EPX riders several months after the route's launch. A summary of results of both surveys are available in **Attachments 11 and 12**.

January 2024 EPX Pre-Launch Survey

The EPX pre-launch customer survey was open for nearly three weeks prior to the route opening, between January 24 to February 12, 2024. In addition to English, the survey was also provided in Samoan, Spanish, Tagalog, and Tongan. In total, the survey received 85 completed responses.

Slightly over half of respondents (52%) indicated that they travel to San Francisco at least one day per week, followed closely by travel to San Bruno (44%). About a third of respondents indicated that they travel to East Palo Alto (37%), Menlo Park (37%), Redwood City (37%), and SFO (31%) at least one day per week.

Respondents found the following features of EPX somewhat to extremely appealing: express service (89%), transfers to and from another SamTrans bus (82%), \$2.25 fare (80%), transfers to and from San Bruno BART (75%), transfers to and from Redwood City Caltrain (75%), transfers to and from San Francisco Muni (74%), and weekday-only service (43%).

Nearly three-quarters of respondents (74%) said they were likely or very likely to try Route EPX once it launched in February, while only 19% said they were unlikely or very unlikely to try Route EPX.

Of those that would use Route EPX, 38% of respondents indicated they would likely board Route EPX at San Bruno BART, while 16% indicated they would likely board the route at the terminal point of Drumm Street and Clay Street in Downtown San Francisco. As for the destination, 17% of respondents said they would likely ride Route EPX to San Bruno BART, while 30% said they would likely ride the route to Drumm Street and Clay Street in Downtown San Francisco.

Approximately one third of respondents (33%) speak a non-English language at home. These include Spanish (16%), Tagalog (5%), Chinese – Cantonese (4%), Other (4%), Hindi / Other Indian, and Chinese – Mandarin (2%).

Slightly more than two-thirds of respondents (68%) described their race or ethnic background as minority, or non-White or Caucasian. These include Hispanic / Latino (24%), Asian (17%), Filipino (8%), Black / African American (7%), Chinese (6%), Other (4%), and Pacific Islander (2%).

Summer 2024 EPX Post-Launch Survey

A post-launch survey for Route EPX was conducted in Summer 2024 in two parts: the first part was conducted onboard the route in June to better understand trip characteristics and the experience of Route EPX customers using the service; the second part was conducted in July and August via phone to target potential riders in San Mateo County to help understand

whether they were aware of Route EPX and what it would take to encourage them to use the new route. The phone sample of respondents was drawn from a list of contacts provided by SamTrans. It is likely that those contacted for the phone survey were somewhat more familiar with SamTrans service compared to the average San Mateo County resident, since the contact list included those who had participated in past SamTrans surveys or contacted SamTrans for information. The onboard survey was offered in English, Spanish, Chinese, and the language line for other languages, but all respondents answered in English. A total of 106 onboard surveys and 116 phone surveys were completed. SamTrans Service Planning will use the survey data when considering adjustments to existing service and to identify ways in which the customer experience could be improved.

Of the current Route EPX riders, about two-thirds (64%) stated that the February 2024 launch schedule works well. Some respondents said they would use EPX more if it ran on weekends (37%). This sentiment was more popular among respondents than if it ran later on weekdays (20%), or if it ran earlier (19%) on weekdays.

About two-thirds (64%) use the route three or more days per week, and almost three-quarters (71%) ride at least one day per week. The average respondent rides EPX four times per week. Nearly all respondents (93%) plan to use EPX about the same or more in the next six months. Over half of respondents (54%) use EPX to commute to work, while 19% use EPX for errands, and 12% use the route to travel to a social or recreational destination. Three quarters (75%) of all respondents do not have access to a car.

Regarding boarding and alighting, respondents were most likely to board from either Redwood City (31%) or East Palo Alto (30%) and were also most likely to alight in these cities (39% and 19%, respectively). 12% of respondents typically boarded at San Bruno, while 9% of respondents typically boarded in downtown San Francisco. The rates of alighting at San Bruno and downtown San Francisco were similar to boarding rates at 12% and 10% respectively. Since consolidating all downtown San Francisco stops into one terminal stop at Salesforce Transit Center during the August 2024 service revision, boardings in San Francisco have decreased from an average of 7% of route boardings to 2%; alightings in San Francisco have not been impacted since the service revision.

The top reasons that respondents will continue to use Route EPX the same or more in the next six months include: commuting to work or school (68%), EPX is faster than alternatives (14%), and convenience (14%).

The most cited suggestions for Route EPX were for more frequency (19%), fewer stops or faster service (8%), more stops (8%), better on-time performance (5%), and expanded hours (3%).

Out of all onboard responses received, 86 respondents were from a Bay Area county, with 59 from cities in the EPX service area. Of those from a city in the EPX service area, 37% were from Redwood City, 36% were from Palo Alto, 14% were from San Francisco, and 14% were from Menlo Park.

Of the respondents that stated their race or ethnicity, 88% identified as a minority, or a race or ethnicity other than White. Respondents that identified as part of a minority population are further broken down into the following race or ethnicity: Hispanic / Latino (40%); Asian (25%) – Chinese (14%), Filipino (7%), Other Asian (3%), Bengali (1%); Black / African American (21%); and Pacific Islander (2%).

The second part of the post-launch survey was conducted by phone in July and August 2024 to target potential EPX riders in San Mateo County. The phone survey was offered in English, Spanish, and Chinese; 12% of respondents completed the survey in Spanish, while 1% completed the survey in Chinese.

Close to one-third of respondents (28%) were aware of Route EPX service. Of these respondents, over half (55%) were at least somewhat to very familiar with the route and schedule.

The most appealing features of Route EPX in ranked order were: 1) EPX makes stops at key transfer points, including connections to Caltrain, BART, Muni, and SamTrans (88%); 2), it is an express route (83%); 3) EPX serves East Palo Alto, Redwood City, SFO, San Bruno BART, and select trips to downtown San Francisco (78%); and 4) the fare is \$2.25, the same as local SamTrans buses (78%). Additionally, if the EPX offered weekend service in the future, 74% of respondents would find that feature somewhat to very appealing.

Over half of respondents (59%) indicated that they are at least somewhat likely to use Route EPX service sometime in the future. Within these responses, there were eleven comments that mentioned an interest in taking the route to downtown San Francisco. The largest barriers to using EPX were due to the route being too far from their origin or destination (25%), not knowing enough about the route (15%), and trips take too long or would include transfers (9%).

Of the respondents that stated their race or ethnicity, 63% identified as a minority, or a race or ethnicity other than White. Respondents that identified as part of a minority population are further broken down into the following race or ethnicity: Hispanic / Latino (28%); Asian (28%) – Chinese (13%), Filipino (11%), South Asian, (2%), Korean (1%), and Other Asian (1%); and Black / African American (7%).

Top suggestions for Route EPX in the future were to add closer stops to the respondents' origin or destination (23%), advertisement of the service (21%), expanded service hours (14%), and more frequency (9%).

PUBLIC COMMENTS

Public Comments from Reimagine SamTrans Phase 3 Outreach in 2021

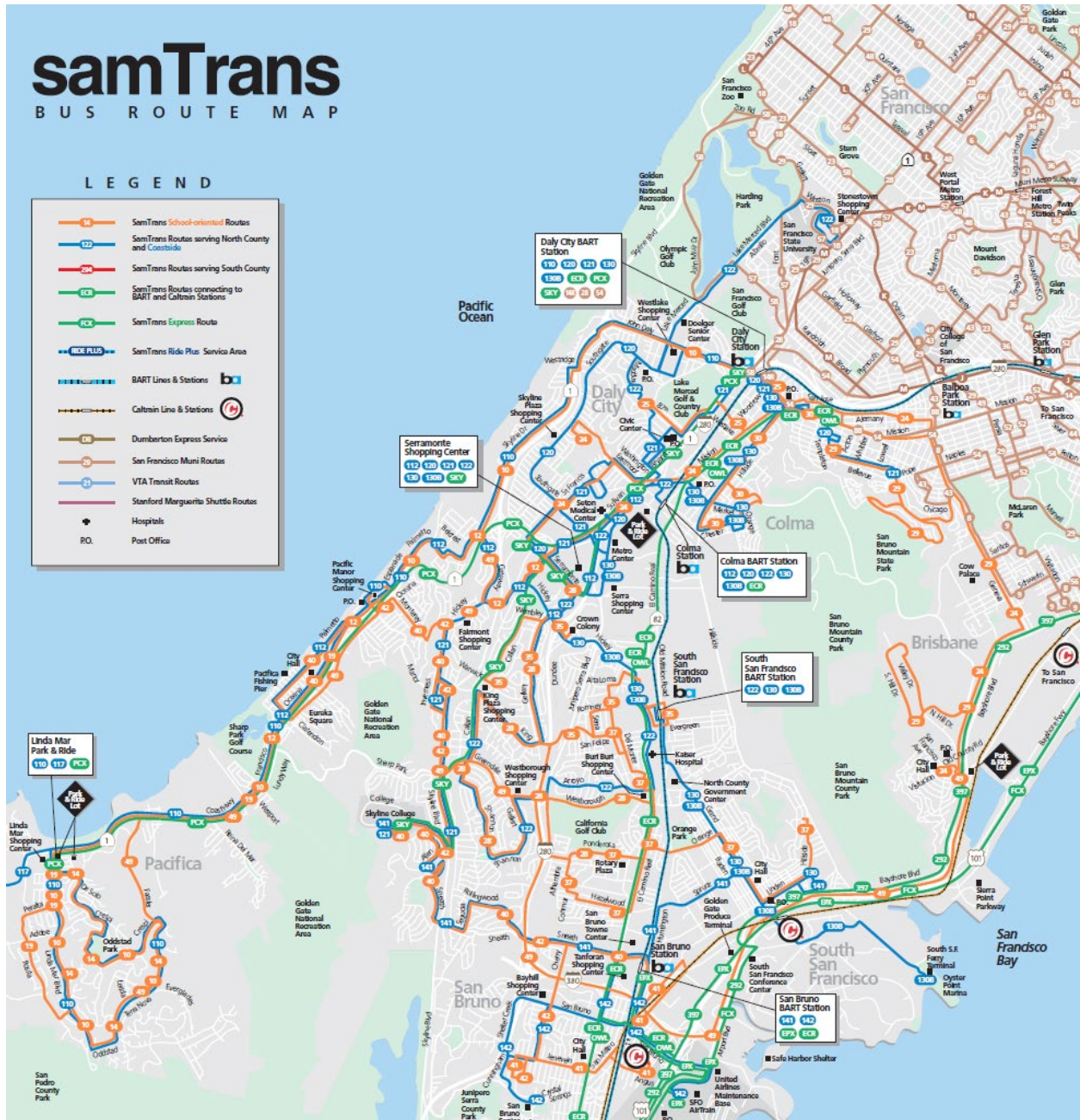
In the early stages of Route EPX development during *Reimagine SamTrans*' Phase 3 Outreach in 2021, SamTrans received a mix of public feedback regarding the new service. SamTrans received comments through forms, emails, letters, and public hearing comments. Most comments were focused on the route's potential demand, access to underserved areas, and alignment with community needs. While some concerns were raised about the feasibility of the route starting in East Palo Alto and serving Redwood Shores, there was strong support for direct connections to key destinations like SFO, various BART stations, and regional job centers. Suggestions included extending service to additional areas of East Palo Alto, adding on-demand connections, and expanding operating hours to better serve essential workers and commuters traveling during non-traditional hours. A detailed matrix of comments from the outreach is available in **Attachment 13**.

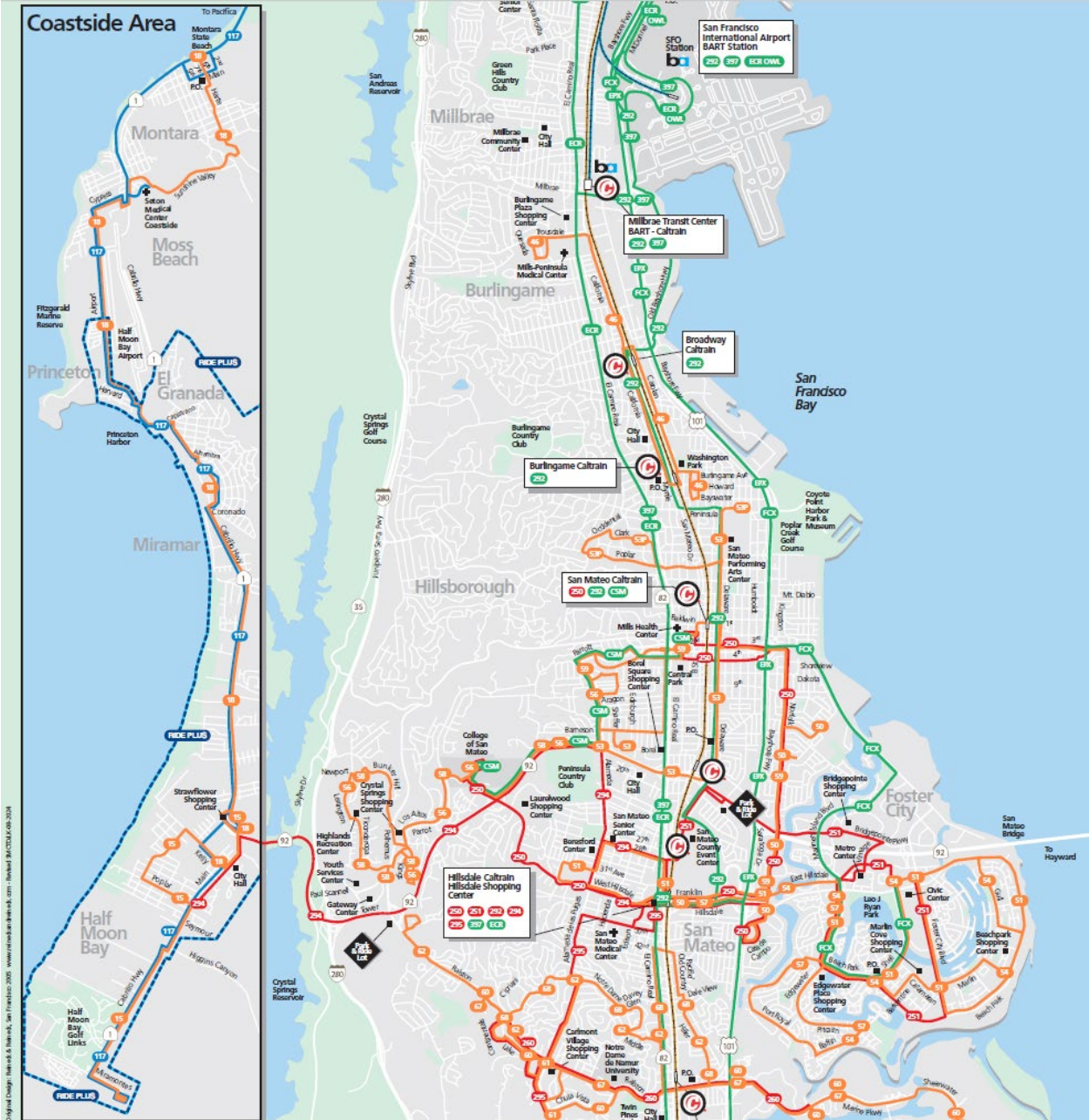
Public Comments from Social Media Outlets in 2024

Leading to the launch of Route EPX on February 12, 2024, SamTrans received limited public comments about Route EPX at meetings of the CAC and SamTrans Board. Most public comments made about Route EPX were replies to posts made on SamTrans' social media accounts about the launch of the service, as opposed to changes to the service plan since *Reimagine SamTrans*. A full summary matrix of social media comments is also included in **Attachment 13**. Public comments received through SamTrans' social media channels expressed a mix of excitement and questions. The majority of the public comments were posted on the SamTrans Facebook page.

ATTACHMENT 1 – SAMTRANS SYSTEM MAP

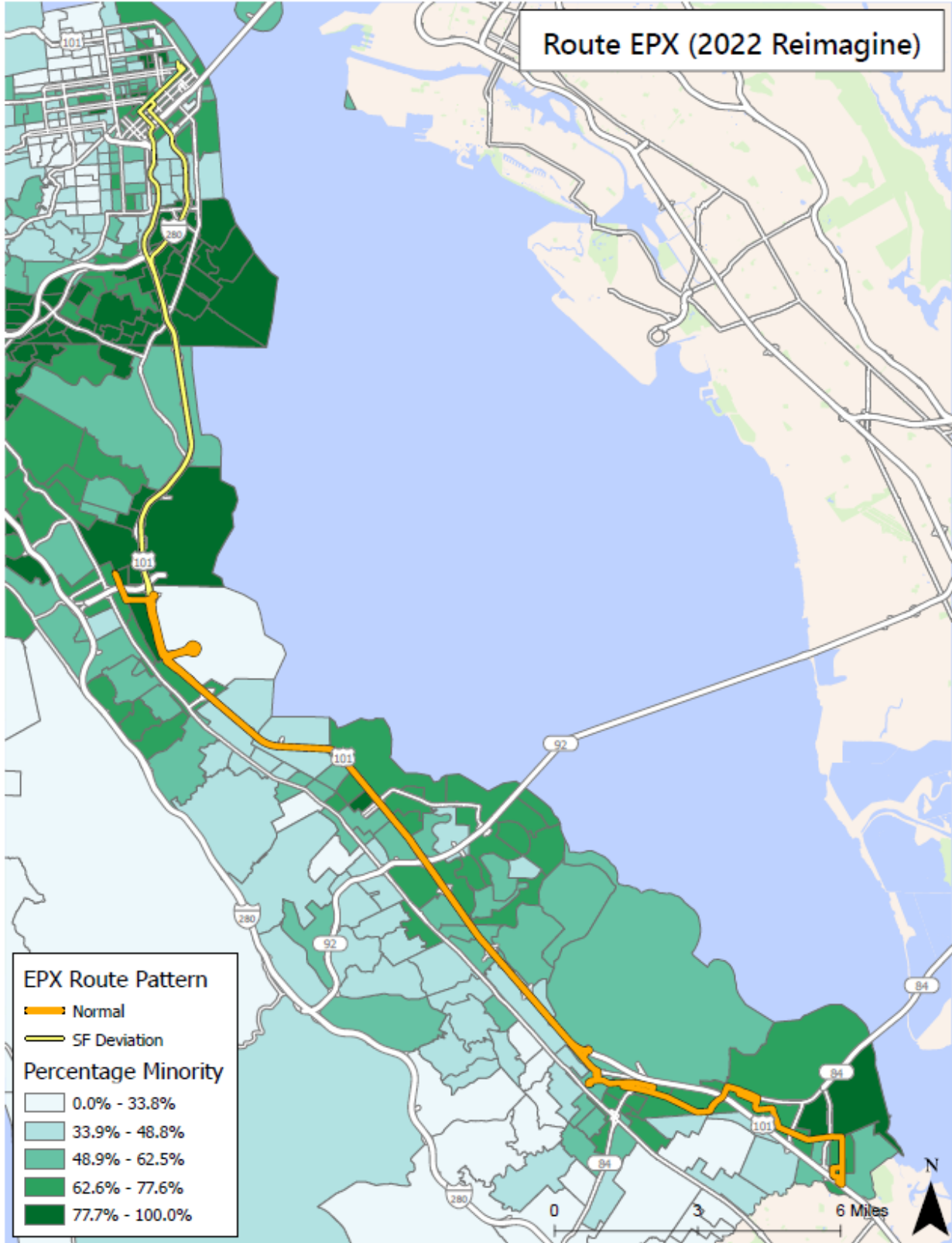
SamTrans System Map



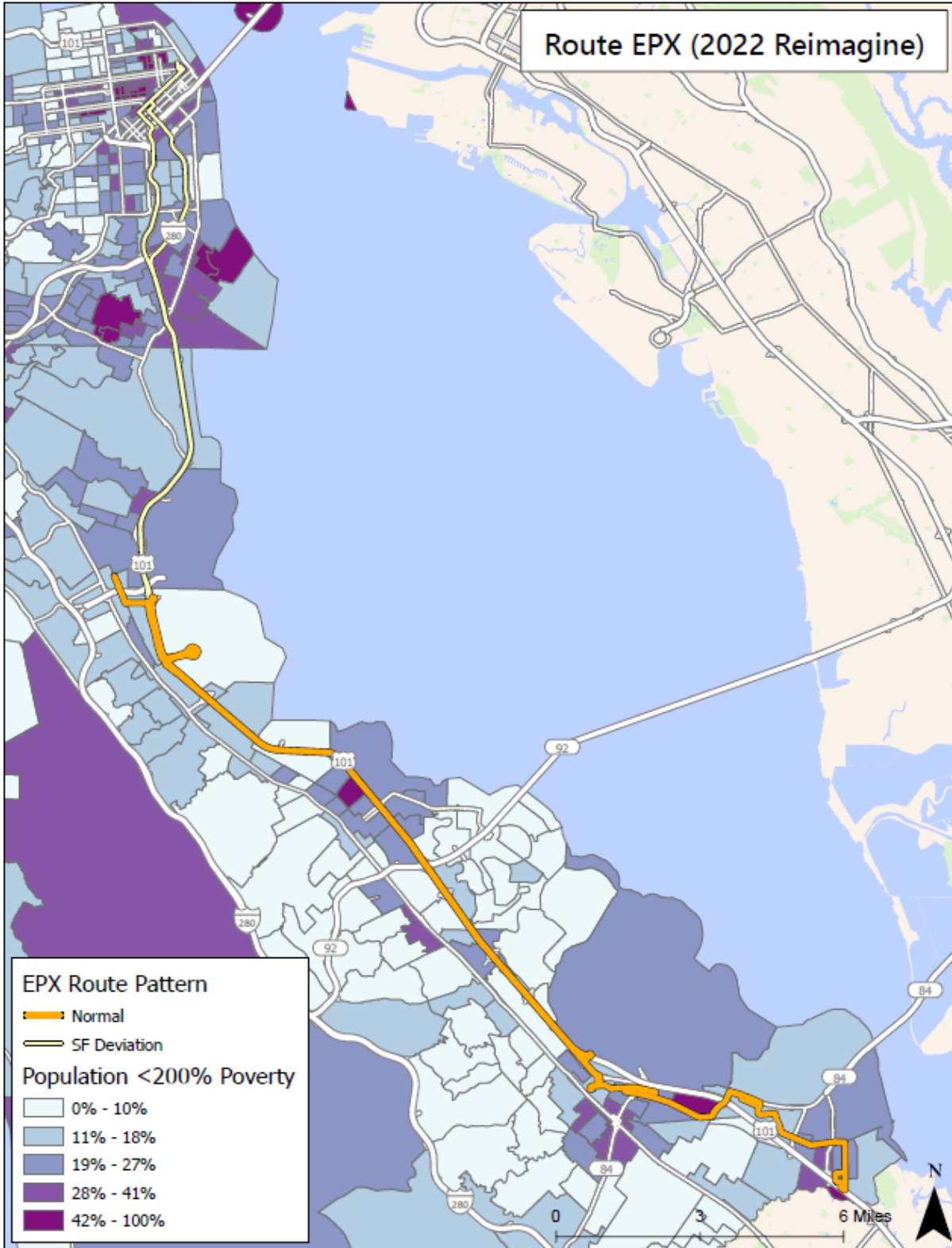


**ATTACHMENT 2 – ROUTE EPX SERVICE AREA
DEMOGRAPHICS: MINORITY AND LOW-INCOME
POPULATIONS**

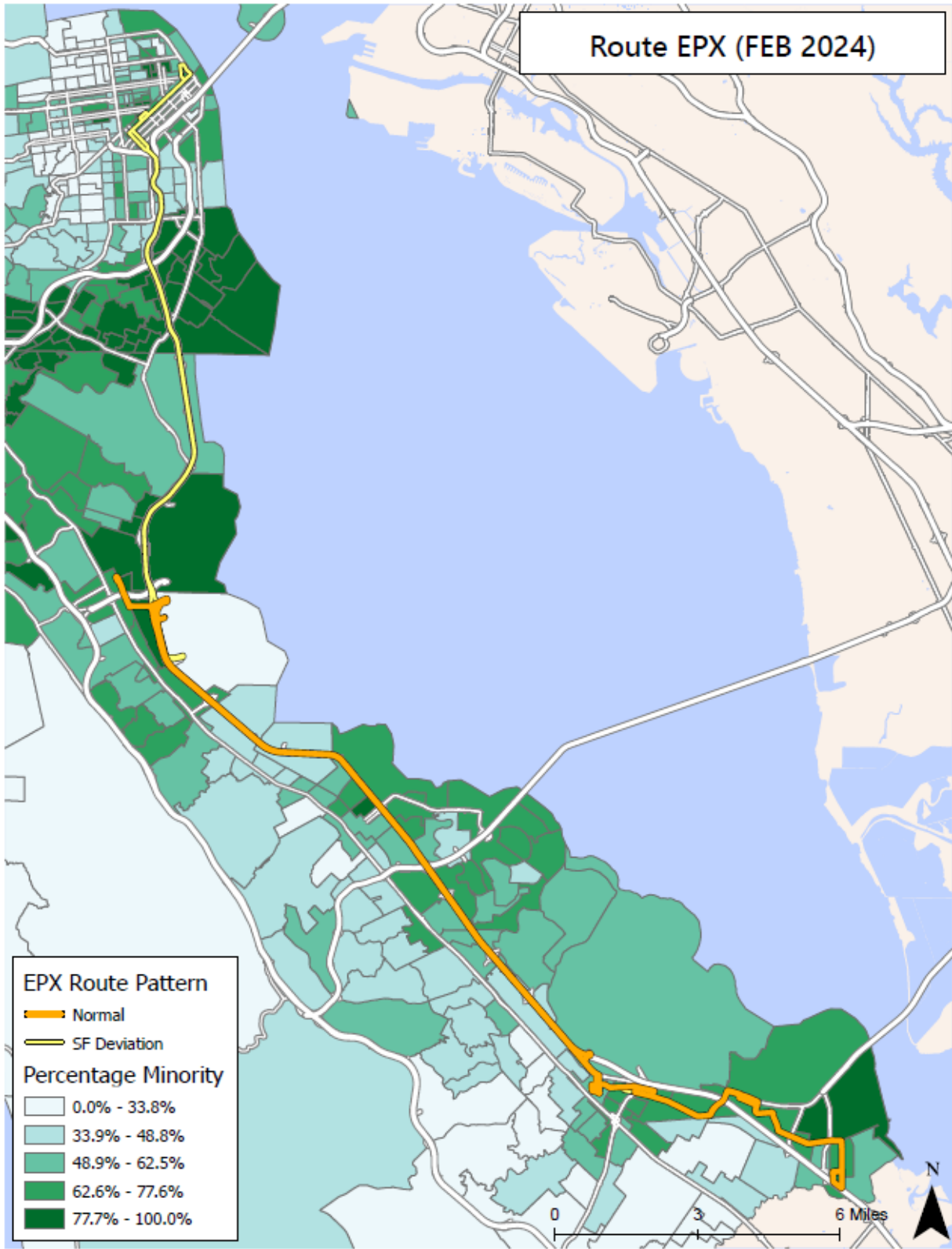
2022 Reimagine SamTrans Route EPX Service Area: Minority Populations by Census Tract



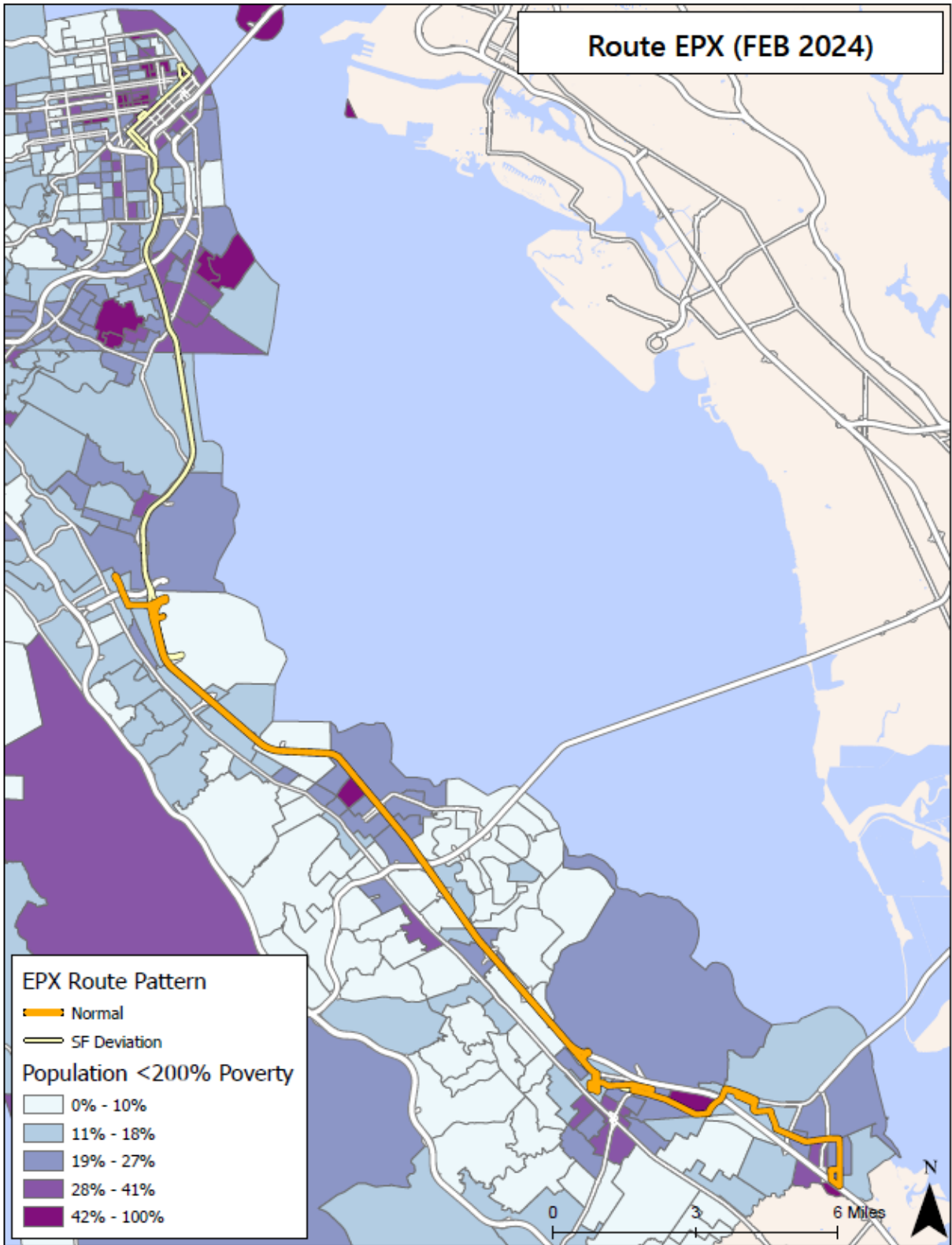
2022 Reimagine SamTrans Route EPX Service Area: Low-Income Populations by Census Tract



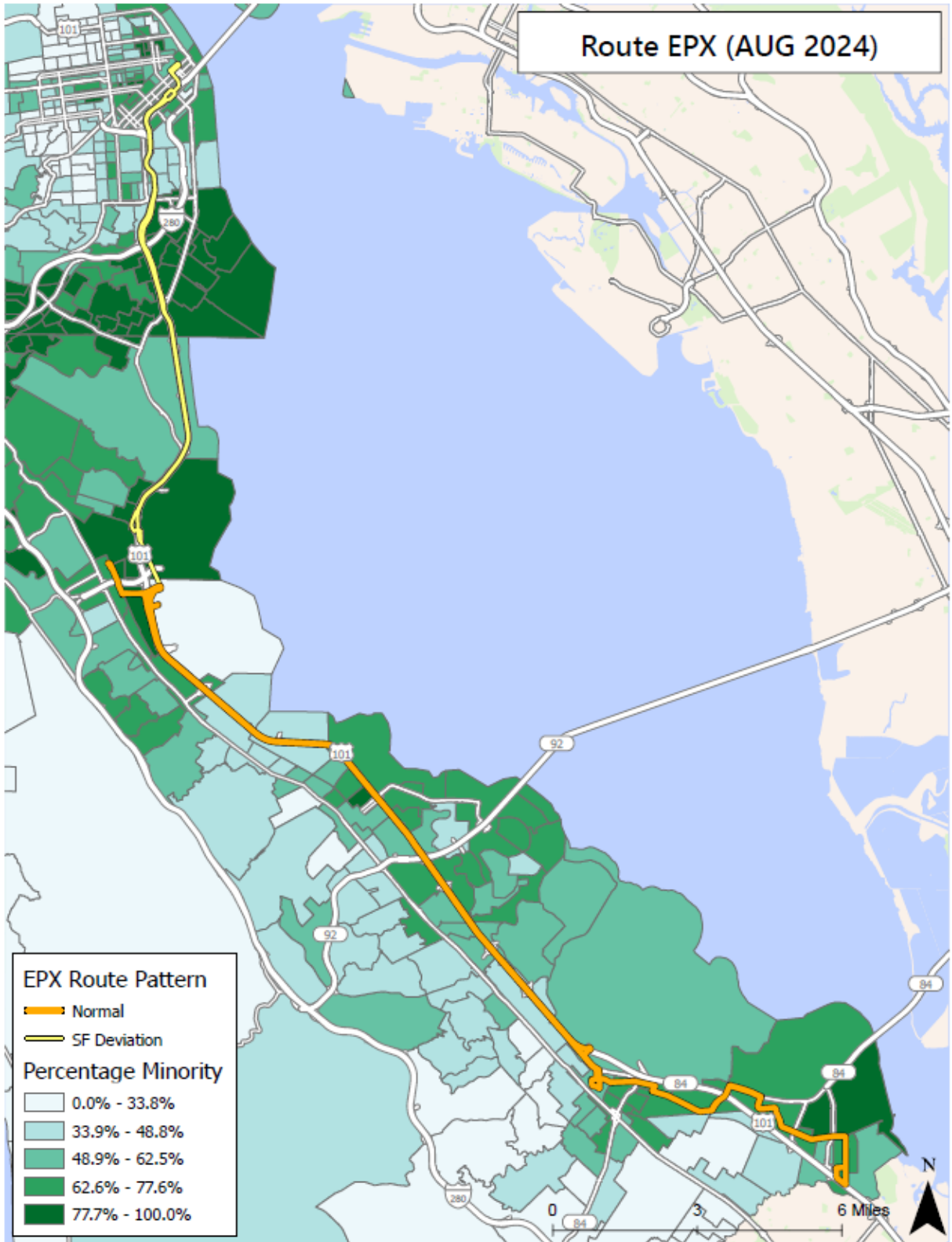
February 2024 Route EPX Service Area: Minority Populations by Census Tract



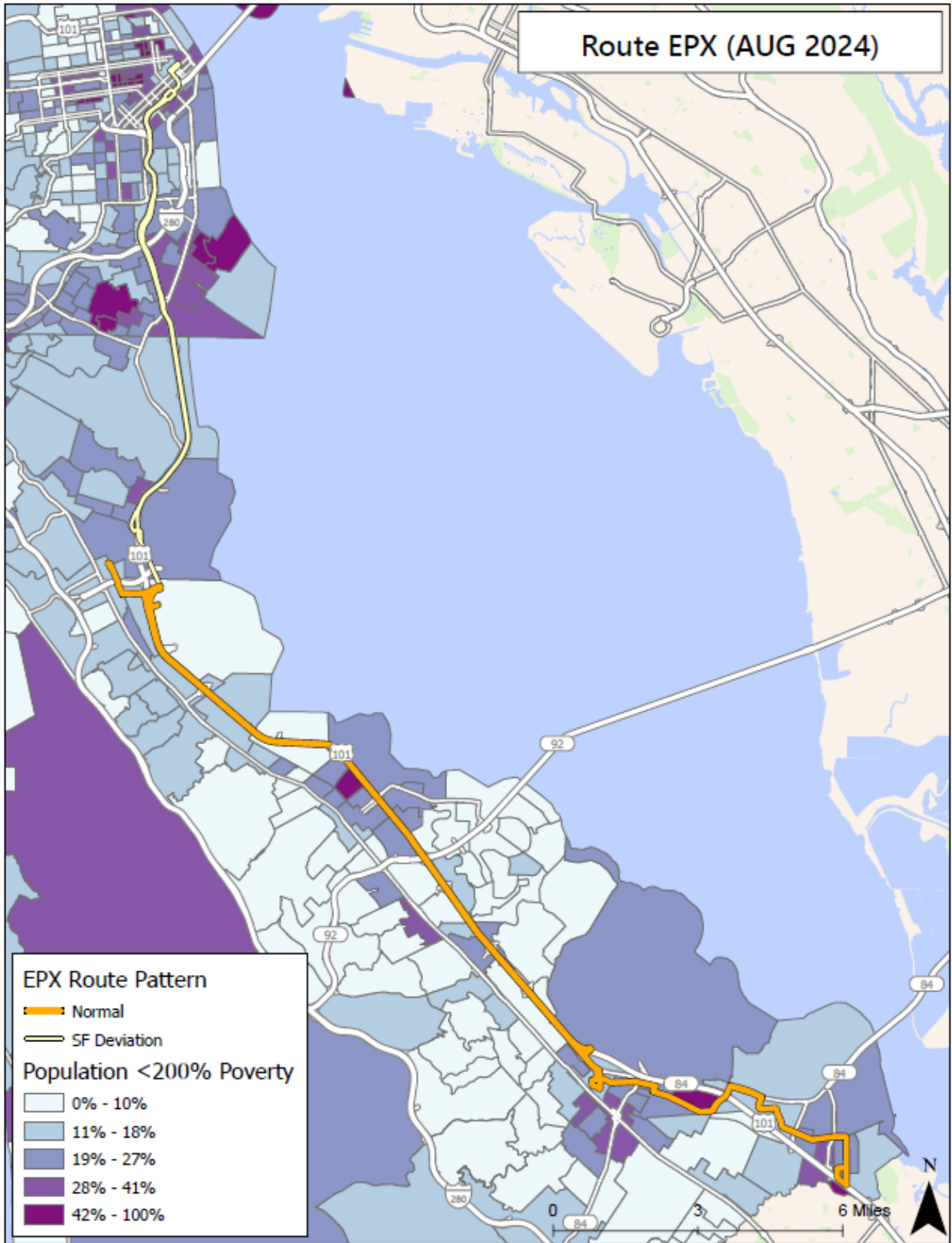
February 2024 Route EPX Service Area: Low-Income Populations by Census Tract



August 2024 Route EPX Service Area: Minority Populations by Census Tract



August 2024 Route EPX Service Area: Low-Income Populations by Census Tract



**ATTACHMENT 3 – ROUTE EPX BUS STOP LISTS:
2022 *REIMAGINE SAMTRANS* NETWORK,
FEBRUARY 2024 SERVICE LAUNCH, AND AUGUST
2024 REVISION**

2022 Reimagine SamTrans Route EPX Bus Stop List

Stop ID	Stop Name	Stop ID	Stop Name
NORTHBOUND		SOUTHBOUND	
363016	Clarke Ave & E Bayshore Rd	331601	Mission St & 1 st St
363017	Clarke Ave & O'Connor St-Ravenswood Shopping Ctr	331019	Mission St & 2 nd St
363014	Clarke Ave & Bell St	331070	Mission St & 3 rd St
363608	Clarke Ave & Runnymede St	335097	Huntington Ave & Euclid Ave
363606	Bay Rd & Clarke Ave	335155	San Bruno Ave E & 3 rd Ave
363001	Bay Rd & University Ave – Fordam St	344669	Broadway at Maple St
363005	Bay Rd & University Ave	344434	Broadway & Woodside Rd
363002	Bay Rd & Gloria Way	344485	Broadway / Charter
363004	Bay Rd & Palo Verde Ave	344655	Broadway & Douglas Ave
363041	Bay Rd & Oakwood Dr	344606	Bay Rd & Warrington Ave
363039	Newbridge St & Laurel Ave	344607	Bay Rd & 2 nd Ave
363042	Newbridge St & Saratoga Ave	344030	Bay Rd & 5 th Ave
346612	Newbridge St & Madera Ave	344032	Bay Rd & 8 th Ave
346615	Newbridge St & Hollyburne Ave	344028	Bay Rd & 10 th Ave
346112	Newbridge St & Windemere Ave	344035	Bay Rd & Haven Ave
344117	Florence St & 17 th Ave	344118	Florence St & 17 th Ave
344465	Bay Rd & Haven Ave	344036	Marsh Road & 1000 Marsh
344031	Bay Rd & 8 th Ave	346115	Newbridge St & Hollyburne Ave
344497	Bay Rd & 5 th Ave	346114	Newbridge St & Carlton Ave
344648	Bay Rd & 2 nd Ave	363043	Newbridge St & Willow Rd
344601	Bay Rd & Warrington Ave	363040	Newbridge St & Mello St
344486	Broadway & Woodside Rd	363037	Newbridge St & Bay Rd
344438	Broadway & Chestnut St	363003	Bay Rd & Palo Verde Ave
344668	Broadway at Maple St	363006	Bay Rd & University Ave Nearside
3444441	Marshall St & Main St	363080	Bay Rd & University Ave Farside
344418	Jefferson Ave & Marshall St	363601	Bay Rd & Clarke Ave
335503	SFO Airport Terminal 2-Lower Level	363609	Clarke Ave & Runnymede St
335162	SFO Airport Terminal 3-Lower Level	363013	Clarke Ave & Bell St
335122	McDonnel Rd & West Field Rd	363022	Donohoe St & Clarke Ave
335606	McDonnel Rd & West Area Rd		
335154	San Bruno Ave E & 3 rd Ave		

335098	Huntington Ave & Euclid Ave		
335608	Huntington Ave East & Herman St		
331418	Mission St & 7 th St		
331419	Mission St & 5 th St		
331437	Mission St & 4 th St		
331071	Mission St & 3 rd St		
331067	Mission St & 2 nd St		
331059	Mission St & 1 st St		

February 2024 Route EPX Service Launch Bus Stop List

Stop ID	Stop Name	Stop ID	Stop Name
NORTHBOUND		SOUTHBOUND	
363018	Clarke Ave & O'Connor St-Ravenswood Shopping Ctr	331061	Drumm St & Clay St
262600	E Bayshore Rd & Donohoe St	331073	Mission St & Spear St
363005	Bay Rd & University Ave	331601	Mission St & 1 st St
363042	Newbridge St & Saratoga Ave	331070	Mission St & 3 rd St
346603	Chilco St & Hamilton Ave	331420	Mission St & 5 th St
344117	Florence St & 17 th Ave	331614	Mission St & 8 th St
344031	Bay Rd & 8 th Ave	331422	Mission St & 9 th St
344601	Bay Rd & Warrington Ave	335627	San Bruno BART-Bay 4
344668	Broadway at Maple St	335155	San Bruno Ave E & 3 rd Ave
344647	Winslow St & Broadway St	335643	SFO Rental Car Center AirTrain Station
344670	Veterans Blvd & Brewster Ave	344671	Veterans Blvd & Brewster Ave
335643	SFO Rental Car Center AirTrain Station	344647	Winslow St & Broadway St
335154	San Bruno Ave E & 3 rd Ave	344669	Broadway at Maple St
335627	San Bruno BART-Bay 4	344606	Bay Rd & Warrington Ave
331417	Mission St & 8 th St	344032	Bay Rd & 8 th Ave
331419	Mission St & 5 th St	344118	Florence St & 17 th Ave
331071	Mission St & 3 rd St	346604	Chilco St & Hamilton Ave
331059	Mission St & 1 st St	363043	Newbridge St & Willow Rd
331072	Main St & Market St	363006	Bay Rd & University Ave Nearside
331061	Drumm St & Clay St	363018	Clarke Ave & O'Connor St-Ravenswood Shopping Ctr
		363600	E Bayshore Rd & Donohoe St

August 2024 Route EPX Revision Bus Stop List

Stop ID	Stop Name	Stop ID	Stop Name
NORTHBOUND		SOUTHBOUND	
363018	Clarke Ave & O'Connor St-Ravenswood Shopping Ctr	331615	Salesforce Transit Center
262600	E Bayshore Rd & Donohoe St	335627	San Bruno BART-Bay 4
363005	Bay Rd & University Ave	335155	San Bruno Ave E & 3 rd Ave
363042	Newbridge St & Saratoga Ave	335643	SFO Rental Car Center AirTrain Station
346603	Chilco St & Hamilton Ave	344671	Veterans Blvd & Brewster Ave
344117	Florence St & 17 th Ave	344647	Winslow St & Broadway St
344031	Bay Rd & 8 th Ave	344669	Broadway at Maple St
344601	Bay Rd & Warrington Ave	344606	Bay Rd & Warrington Ave
344668	Broadway at Maple St	344032	Bay Rd & 8 th Ave
344647	Winslow St & Broadway St	344118	Florence St & 17 th Ave
344670	Veterans Blvd & Brewster Ave	346604	Chilco St & Hamilton Ave
335643	SFO Rental Car Center AirTrain Station	363043	Newbridge St & Willow Rd
335154	San Bruno Ave E & 3 rd Ave	363006	Bay Rd & University Ave Nearside
335627	San Bruno BART-Bay 4	363018	Clarke Ave & O'Connor St-Ravenswood Shopping Ctr
331615	Salesforce Transit Center	363600	E Bayshore Rd & Donohoe St

**ATTACHMENT 4 –
SAMTRANS BOARD APPROVAL OF DISPARATE
IMPACT AND DISPROPORTIONATE BURDEN
POLICIES**

RESOLUTION NO. 2013 –09

**BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT
STATE OF CALIFORNIA**

*** * ***

ADOPTION OF SYSTEM-WIDE SERVICE STANDARDS AND POLICIES, DEFINITION OF "MAJOR SERVICE CHANGE," AND DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

WHEREAS, as set forth in the above-referenced Circular, the Board of Directors is required to adopt System-Wide Service Standards and Policies to guide the equitable distribution of SamTrans programs and services; and

WHEREAS, the San Mateo County Transit District (District) is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

WHEREAS, over the past two months, District staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

WHEREAS, the General Manager/CEO recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of SamTrans' programs and services to ensure they are provided equitably, without discrimination based on race, color or national origin.

NOW, THEREFORE, BE IT RESOLVED the Board of Directors of the San Mateo County Transit District hereby approves the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies.

Regularly passed and adopted this 13th day of March, 2013 by the following vote:

AYES: DEAL, GEE, GUILBAULT, HARRIS, KERSTEEN-TUCKER,
LLOYD, MATSUMOTO, TISSIER, GROOM

NOES: NONE

ABSENT: NONE

Carole Groom
Chair, San Mateo County Transit District

ATTEST:

Shantel Martinez
District Secretary

STAFF REPORT ATTACHMENT

SAMTRANS TITLE VI STANDARDS AND POLICIES

Federal Title VI requirements of the Civil Rights Act of 1964 were recently updated by the Federal Transit Administration (FTA) and now require each large public transportation provider's governing board to approve five standards and policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- System-wide Service Standards
- System-wide Service Policies

Staff has developed draft standards and policies and included them within this document for Board review.

The first policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population. The last two policies define service standards and policies to be used when determining whether service and amenities are distributed equitably to minority and non-minority routes and facilities.

The Major Service Change Policy, Disparate Impact Policy, and Disproportionate Impact Policy are currently going through public review via a series of four public meetings held throughout the county. Information about the Title VI process, complaint procedures, and the proposed standards and policies are available via the SamTrans website as well by calling the customer service phone number or emailing a dedicated email address.

These policies are in draft form and will be revised based on input from the public and the Board. They will be brought back as final proposals for approval by the Board at the March 13 meeting.

PART 1

MAJOR SERVICE CHANGE POLICY

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the San Mateo County Transit District Board of Directors for its consideration and included in the SamTrans Title VI Program with a record of action taken by the Board.

A major service change is defined as:

A reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one-week period.

The following service changes are exempted:

- Changes to a service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- SamTrans-operated transit service that is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops.

PART 2

DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations. Per FTA Circular 4702.1B:

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...

The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, SamTrans must evaluate whether there is an alternative that has a more equitable impact. Otherwise, SamTrans must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

PART 3

DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations.... The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission.... At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare[/service] change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare[/service] changes.

The SamTrans Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

PART 4

SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1B SamTrans must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by SamTrans for other purposes.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

For the purposes of defining service standards and policies for SamTrans fixed-route service, the agency has split its system into four route categories:

- 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.
- Multi-city: Routes serving multiple cities, including some offering express or late-night service.
- Mainline: Long-distance routes serving significant portions of the county, generally at higher frequency.

The categories were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. The following chart illustrates which routes belong to each category:

Exhibit 1: Routes by Category

Category	Routes
Coastal	14, 16, 17, 294
Community	24, 35, 36, 38, 43, 46, 53, 54, 55, 58, 72, 73, 83, 85
Local	110, 112, 118, 120, 121, 122, 123, 130, 132, 133, 140, 141, 250, 251, 260, 262, 270, 271, 274, 280, 281
Multi-City	295, 296, 297, 359, 397, KX
Mainline	292, 390, 391, ECR

SamTrans also defines service standards differently for peak and off-peak service. "Off-peak" refers to weekday midday and evening service, as well as Saturday, Sunday, and Holiday service.

A. VEHICLE LOAD

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed-route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.

SamTrans calculates Vehicle Load Factor by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route. Vehicle Load Factor is monitored regularly to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. Vehicle Load Factor standards are presented in the exhibit below.

Exhibit 2: Vehicle Load Factor Standards

Category	Peak	Off-Peak
Coastal	1.25	1.00
Community	1.50	N/A
Local	1.25	1.00
Multi-City	1.25	1.00
Mainline	1.50	1.25

B. VEHICLE HEADWAY

Vehicle headway is described as follows by FTA Circular 4702.1B:

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., four buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her

destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.

SamTrans calculates headway by determining the average length of time between buses on each route during peak and off-peak times. In the event a route regularly exceeds Vehicle Load Factor standards, SamTrans will evaluate whether frequency on that route should be adjusted within the confines of existing or expected funding levels. Vehicle headway standards are presented in the exhibit below.

Exhibit 3: Vehicle Headway Standards

Category	Peak	Off-Peak
Coastal	90 minutes	90 minutes
Community	60 minutes	N/A
Local	60 minutes	60 Minutes
Multi-City	60 minutes	60 Minutes
Mainline	30 minutes	60 minutes

C. ON-TIME PERFORMANCE

On-time performance is described as follows by FTA Circular 4702.1B:

On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and

measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window.

A bus is determined to be late if it departs its scheduled "time point" five or more minutes later than the published time. Buses are considered early if they depart from a published time point at any time prior to the scheduled departure. It is SamTrans' goal to be on-time at least 85 percent of the time. On-time performance is tracked and published on a weekly basis and also included within monthly performance reports to the SamTrans Board of Directors. Bus Transportation staff also regularly monitors on-time performance and counsels operators who consistently fail to meet on-time performance standards that are within their control. Discussions with bus operators are also used to identify vehicle scheduling issues which are corrected through service changes three times annually. On-time performance standards are presented in the exhibit below.

Exhibit 4: On-Time Performance Standards

Category	Peak	Off-Peak
Coastal	85 percent	85 percent
Community	85 percent	N/A
Local	85 percent	85 percent
Multi-City	85 percent	85 percent
Mainline	85 percent	85 percent

D. SERVICE AVAILABILITY

Service availability/transit access is described as follows by FTA Circular 4702.1B:

Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.

SamTrans' goal is to ensure 70 percent of county residents live within walking distance (i.e., one quarter mile) of a bus stop. SamTrans service is particularly strong in communities with significant minority and low-income populations. Transit access is determined by mapping all active bus stops within the system and then calculating the population (based on 2010 Census data) within one-quarter mile radii of those stops. This information is then compared to the total county population.

PART 5

SYSTEMWIDE SERVICE POLICIES

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. Transit providers also may opt to set policies for additional indicators. The following system-wide policies differ from service standards in that they are not necessarily based on meeting a quantitative threshold, but rather qualitative evaluation results:

- A. Vehicle Assignment
- B. Transit Amenities

A. VEHICLE ASSIGNMENT

Vehicle assignment is described as follows by FTA Circular 4702.1B:

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.

SamTrans' policy with respect to vehicle assignment is depot-specific. SamTrans currently has four general types of buses in the fleet, all of which are maintained to the same strict standards (whether by the District or its contract operator):

- 29-foot transit coaches
- 35-foot low-floor transit coaches
- 40-foot transit coaches
- 60-foot articulated coaches

All buses have the same level of amenities available to riders. Coaches are distributed among the various depots according to the number of operator runs assigned to each depot. The specific type of vehicle is then chosen by the operator based on the demands of the specific schedules he/she will be operating that day (i.e., shorter buses

District policy also states that all bus shelters shall include trash receptacles and that all stops with shelters and benches be cleaned and have their trash receptacles emptied at least once each week.

Bus Stop Benches

Benches are considered for installation based on the following criteria:

- Stops where more than 200 passengers board each day.
- Distribution of benches county-wide should match the distribution of minority Census tracts.

District policy states that stops with benches shall be cleaned at least once each week.

Trash Receptacles

Trash receptacles are considered for installation based on the following criteria:

- Stops where over 200 passengers board each day.
- Distribution of trash receptacles county-wide should match the distribution of minority Census tracts.

District policy states that trash receptacles shall be emptied at least one each week.

Next Bus Arrival Signage

Electronic signage informing passengers of the predicted arrival of the next bus for a given route can significantly improve the experience for customers. The District's policy with respect to electronic bus arrival signage is to install signage at locations meeting the following criteria:

- The location is a multi-modal transit center.
- The location is served by multiple SamTrans routes.
- Ridership is high at the location.
- Funding is available for installation/maintenance (e.g. from partner agencies).
- Installation is coordinated with other applicable agencies.

If and when SamTrans is in a position to introduce a comprehensive, system-wide electronic signage program, new policies will be developed to ensure equitable siting.

ATTACHMENT 5 – SUMMARY OF DISPARATE IMPACT ANALYSIS

Disparate Impact Analysis – 2022 Reimagine SamTrans vs. February 2024

2022 Reimagine SamTrans EPX Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	LEP Population
NORTHBOUND																				
363016	Clarke Ave & E Bayshore Rd	15,801	87%	13,756	2,045	25%	3,950	11,851	25%	3,950	2.5	18	284,418	87%	247,608	36,810	25%	71,105	213,314	71,105
363017	Clarke Ave & O'Connor St-Ravenswood Sh	16,209	90%	14,531	1,678	26%	4,214	11,995	26%	4,214	2.4	18	291,762	90%	261,558	30,204	26%	75,858	215,904	75,858
363014	Clarke Ave & Bell St	14,144	91%	12,927	1,217	27%	3,819	10,325	26%	3,677	1.7	18	254,592	91%	232,686	21,906	27%	68,740	185,852	66,194
363008	Clarke Ave & Runnymede St	15,030	92%	13,803	1,227	27%	4,058	10,972	26%	3,908	1.8	18	270,540	92%	248,454	22,086	27%	73,046	197,404	70,340
363606	Bay Rd & Clarke Ave	13,981	93%	12,980	1,001	26%	3,635	10,346	26%	3,635	2.2	18	251,658	93%	233,640	18,018	26%	65,431	186,227	65,431
363001	Bay Rd & University Ave - Fordam St	15,068	93%	14,040	1,028	26%	3,918	11,150	25%	3,767	2.8	18	271,224	93%	252,720	18,504	26%	70,518	200,706	67,806
363005	Bay Rd & University Ave	16,570	94%	15,501	1,069	25%	4,143	12,428	25%	4,143	2.7	18	298,260	94%	279,018	19,242	25%	74,565	223,695	74,565
363002	Bay Rd & Gloria Way	17,298	93%	16,154	1,144	24%	4,152	13,146	25%	4,325	2.1	18	311,364	93%	290,772	20,592	24%	74,727	236,637	77,841
363004	Bay Rd & Palo Verde Ave	16,216	94%	15,166	1,050	24%	3,892	12,324	25%	4,054	2	18	291,888	94%	272,988	18,900	24%	70,053	221,835	72,972
363041	Bay Rd & Oakwood Dr	14,718	94%	13,771	947	24%	3,532	11,186	25%	3,680	1	18	264,924	94%	247,878	17,046	24%	63,582	201,342	66,231
363039	Newbridge St & Laurel Ave	14,252	92%	13,064	1,188	22%	3,135	11,117	23%	3,278	1	18	256,536	92%	235,152	21,384	22%	56,438	200,998	59,003
363042	Newbridge St & Saratoga Ave	13,247	88%	11,683	1,564	21%	2,782	10,465	20%	2,649	4.4	18	238,446	88%	210,294	28,152	21%	50,074	188,372	47,689
346612	Newbridge St & Madera Ave	11,406	88%	10,047	1,359	18%	2,053	9,353	20%	2,281	4.3	18	205,308	88%	180,846	24,462	18%	36,955	168,353	41,062
346615	Newbridge St & Hollyburne Ave	10,688	86%	9,202	1,486	16%	1,710	8,978	19%	2,031	4.3	18	192,384	86%	165,636	26,748	16%	30,781	161,603	36,553
346112	Newbridge St & Windemere Ave	11,600	80%	9,324	2,276	15%	1,740	9,860	19%	2,204	4.2	18	208,800	80%	167,832	40,968	15%	31,320	177,480	39,672
344117	Florence St & 17th Ave	8,973	68%	6,102	2,871	33%	2,961	6,012	23%	2,064	1	18	161,514	68%	109,836	51,678	33%	53,300	108,214	37,148
344405	Bay Rd & Haven Ave	9,646	74%	7,091	2,555	37%	3,569	6,077	25%	2,412	1	18	173,628	74%	127,638	45,990	37%	64,242	109,386	43,407
344031	Bay Rd & 8th Ave	10,749	77%	8,325	2,424	35%	3,762	6,987	26%	2,795	1	18	193,482	77%	149,850	43,632	35%	67,719	125,763	50,305
344497	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%	4,080	7,920	27%	3,240	1	18	216,000	79%	170,946	45,054	34%	73,440	142,560	58,320
344648	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158
344601	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736
344486	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008
344438	Broadway & Chestnut St	10,105	81%	8,196	1,909	24%	2,425	7,680	27%	2,728	1	18	181,890	81%	147,528	34,362	25%	43,654	138,236	49,110
344668	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146
344441	Marshall St & Main St	18,750	73%	13,777	4,973	24%	4,500	14,250	19%	3,563	4.8	18	337,500	73%	247,986	89,514	24%	81,000	256,500	64,125
344418	Jefferson Ave & Marshall St	18,461	72%	13,204	5,257	23%	4,246	14,215	18%	3,323	4.7	18	332,298	72%	237,672	94,626	23%	76,429	255,869	59,814
335503	SFO Airport Terminal 2 Lower Level	0	0%	0	0	0%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0
335162	SFO Airport Terminal 3 Lower Level	0	0%	0	0	0%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0
335122	McDonnell Rd & West Field Rd	0	0%	0	0	0%	0	0	25%	0	3	9	0	0%	0	0	0%	0	0	0
335606	McDonnell Rd & West Area Rd	200	1%	2	198	27%	54	146	16%	32	3.2	9	1,800	1%	18	1,782	27%	486	1,314	288
335154	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741
335098	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287
335608	Huntington Ave East & Herman St	11,191	83%	9,235	1,956	15%	1,679	9,512	29%	3,245	2.2	9	100,719	83%	83,115	17,604	15%	15,108	85,611	29,209
331418	Mission St & 7th St	66,645	69%	45,652	20,993	40%	26,658	39,987	25%	16,661	1	9	599,805	69%	410,868	188,937	40%	239,922	359,883	149,951
331419	Mission St & 5th St	66,041	68%	45,208	20,833	40%	26,416	39,625	25%	16,510	1	9	594,369	68%	406,872	187,497	40%	237,748	356,621	148,592
331437	Mission St & 4th St	67,814	68%	46,452	21,362	39%	26,447	41,367	25%	16,954	1	9	610,326	68%	418,068	192,258	39%	238,027	372,299	152,582
331071	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569
331067	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	254,776	108,374
331059	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355
	Total	698,816	77%	536,654	162,162	30.7%	214,504	484,312	24.8%	172,966	84	Total	9,279,747	79.6%	7,385,724	1,894,023	28.6%	2,650,244	6,629,503	2,722,442
												Measures total possible daily population access to stop ("people-trips")								
												79.6%								
SOUTHBOUND																				
331601	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355
331019	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	254,776	108,374
331070	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569
335097	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287
335155	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741
344669	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146
344434	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008
344485	Broadway / Charter	8,500	80%	6,834	1,666	25%	2,125	6,375	29%	2,465	0.95	18	153,000	80%	123,012	29,988	25%	38,250	114,750	44,300
344655	Broadway & Douglas Ave	8,693	88%	7,616	1,077	28%	2,434	6,259	30%	2,608	1	18	156,474	88%	137,088	19,386	28%	43,813	112,661	46,942
344606	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736
344607	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158
344030	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%														

February 2024 EPX Route Launch Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population
NORTHBOUND																					
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	18	311,004	90%	279,450	31,554	28%	87,081	223,923	26%	80,861
262600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	18	362,160	91%	329,994	32,166	29%	105,026	257,134	26%	94,162
363005	Bay Rd & University Ave	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	18	301,356	93%	281,574	19,782	24%	72,325	220,031	25%	75,339
363042	Newbridge St & Saratoga Ave	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	18	239,652	88%	210,996	28,656	21%	50,327	189,325	20%	47,930
346603	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	18	127,710	86%	110,466	17,244	13%	16,602	111,108	20%	25,542
344117	Florence St & 17th Ave	8,550	87%	7,485	1,065	13%	2,822	5,729	23%	1,967	1	18	155,900	87%	139,770	16,130	13%	16,602	111,108	20%	25,542
344031	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	28%	2,710	1	18	187,596	78%	145,530	42,066	35%	65,659	121,937	26%	48,775
344601	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	18	185,580	87%	160,902	24,678	28%	51,962	133,618	30%	55,774
344668	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	18	259,884	77%	200,772	59,112	25%	64,971	194,913	23%	59,773
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	18	335,106	71%	236,934	98,172	23%	77,074	258,032	18%	60,319
344670	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	18	244,332	65%	158,940	85,392	20%	48,866	195,466	13%	31,763
335643	SFO Rental Car Center Alrtrain Station	20	0%	0	20	27%	5	15	16%	3	3	18	360	0%	0	360	27%	97	263	16%	58
335154	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	14	155,428	81%	125,930	29,498	15%	23,314	132,114	30%	46,628
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	14	118,356	81%	95,536	22,820	14%	16,570	101,786	25%	29,589
331417	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331419	Mission St & 5th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331071	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	75,553	136,599	26%	54,640
331059	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331072	Main St & Market St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331061	Drum St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
Total		448,132	72.9%	326,889	121,243	30.3%	135,709	312,423	24.4%	109,255	40	Total	4,094,808	77.9%	3,191,890	902,918	27.1%	1,108,596	2,986,212	23.7%	970,256
												Measures total possible daily population access to stop ("people/trips")									
												77.9%									
SOUTHBOUND																					
331061	Drum St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
331073	Mission St & Spear St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331601	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331070	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	75,553	136,599	26%	54,640
331420	Mission St & 5th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331614	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331422	Mission St & 9th St	65,728	67%	43,895	21,833	36%	23,662	42,066	22%	14,460	1	4	262,912	67%	175,580	87,332	36%	94,648	168,264	22%	57,841
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	15	126,810	81%	102,360	24,450	14%	17,753	109,057	25%	31,703
335155	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	15	166,530	81%	134,925	31,605	15%	24,980	141,551	30%	49,959
335643	SFO Rental Car Center Alrtrain Station	20	0%	0	20	27%	5	15	16%	3	3	19	380	0%	0	380	27%	103	277	16%	61
344671	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	19	257,906	65%	167,770	90,136	20%	51,581	206,325	13%	33,528
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	19	353,723	71%	250,097	103,626	23%	81,356	272,367	18%	63,670
344669	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	19	274,322	77%	211,926	62,396	25%	68,581	205,742	23%	63,094
344606	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	19	195,890	87%	169,841	24,049	28%	54,849	141,041	30%	58,767
344032	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	19	198,018	78%	153,615	44,403	35%	69,306	128,712	26%	51,485
344118	Florence St & 17th Ave	8,550	87%	7,485	1,065	13%	2,822	5,729	23%	1,967	1	19	162,450	87%	139,770	22,680	13%	23,314	111,108	20%	25,542
346604	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	19	134,805	86%	116,603	18,202	13%	17,525	117,280	20%	26,961
363043	Newbridge St & Willow Rd	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	19	252,966	88%	222,718	30,248	21%	53,123	199,843	20%	50,593
363006	Bay Rd & University Ave	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	19	318,098	93%	297,217	20,881	24%	76,344	241,754	25%	79,525
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	19	328,280	90%	294,975	33,307	28%	91,919	236,363	26%	85,333
363600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	19	382,280	91%	348,327	33,953	29%	110,861	271,419	26%	99,393
Total		513,860	72.2%	370,784	143,076	31.0%	159,371	354,489	24.1%	123,715	41	Total	4,527,756	77.4%	3,506,585	1,021,171	27.5%	1,244,469	3,283,287	23.6%	1,067,740
												Measures total possible daily population access to stop ("people/trips")									
												77.4%									
Grand Total		961,992	72.5%	697,673	264,319	30.7%	295,079	666,913	24.2%	232,970		Grand Total	8,622,564	77.7%	6,698,475	1,924,089	27.3%	2,553,065	6,269,499	23.6%	2,037,996

2022 Reimagine SamTrans vs. February 2024 – Disparate Impact Analysis

Disparate Impact Analysis (Reimagine SamTrans vs. February 2024)						
	Population within 0.25 miles			People-Trips Available		
	Total	Minority	Non-Minority	Total	Minority	Non-Minority
2022 Reimagine SamTrans Routing	1,148,970	897,196	251,774	15,990,597	12,920,373	3,070,224
February 2024 Routing	961,992	697,673	264,319	8,622,564	6,698,475	1,924,089
Effect of Service Change	-186,978	-199,523	12,545	-7,368,033	-6,221,898	-1,146,135
Difference						
Change in Difference					2.1%	-8.7%
Disparate Impact?					10.9%	
					No	

Disparate Impact Analysis – 2022 Reimagine SamTrans vs. August 2024

2022 Reimagine SamTrans EPX Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-income (200% of poverty)	Low-Income Population	Non-LI Population	LEP Population		
NORTHBOUND																						
363016	Clarke Ave & E Bayshore Rd	15,801	87%	13,756	2,045	25%	3,950	11,851	25%	3,950	2.5	18	284,418	87%	247,608	36,810	25%	71,105	213,314	71,105		
363017	Clarke Ave & O'Connor St-Ravenswood Sh	16,209	90%	14,531	1,678	26%	4,214	11,995	26%	4,214	2.4	18	291,762	90%	261,558	30,204	26%	75,858	215,904	75,858		
363014	Clarke Ave & Bell St	14,144	91%	12,927	1,217	27%	3,819	10,325	26%	3,677	1.7	18	254,592	91%	232,686	21,906	27%	68,740	185,852	66,194		
363608	Clarke Ave & Runnymede St	15,030	92%	13,803	1,227	27%	4,058	10,972	26%	3,908	1.8	18	270,540	92%	248,454	22,086	27%	73,046	197,494	70,340		
363606	Bay Rd & Clarke Ave	13,981	93%	12,980	1,001	26%	3,635	10,346	26%	3,635	2.2	18	251,658	93%	233,640	18,018	26%	65,431	186,227	65,431		
363001	Bay Rd & University Ave - Fordam St	15,068	93%	14,040	1,028	26%	3,918	11,150	25%	3,767	2.8	18	271,224	93%	252,720	18,504	26%	70,518	200,706	67,806		
363005	Bay Rd & University Ave	16,570	94%	15,501	1,069	25%	4,143	12,428	25%	4,143	2.7	18	298,260	94%	279,018	19,242	25%	74,565	223,695	74,565		
363002	Bay Rd & Gloria Way	17,298	93%	16,154	1,144	24%	4,152	13,146	25%	4,325	2.1	18	311,364	93%	290,772	20,592	24%	74,727	236,637	77,841		
363004	Bay Rd & Palo Verde Ave	16,216	94%	15,166	1,050	24%	3,892	12,324	25%	4,054	2	18	291,888	94%	272,988	18,900	24%	70,053	221,835	72,972		
363041	Bay Rd & Oakwood Dr	14,718	94%	13,771	947	24%	3,532	11,186	25%	3,680	1	18	264,924	94%	247,878	17,046	24%	63,582	201,342	66,231		
363039	Newbridge St & Laurel Ave	14,252	92%	13,064	1,188	22%	3,135	11,117	23%	3,278	1	18	256,536	92%	235,152	21,384	22%	56,438	200,098	59,003		
363042	Newbridge St & Saratoga Ave	13,247	88%	11,683	1,564	21%	2,782	10,465	20%	2,649	4.4	18	238,446	88%	210,294	28,152	21%	50,074	188,372	47,689		
346612	Newbridge St & Madera Ave	11,406	88%	10,047	1,359	18%	2,053	9,353	20%	2,281	4.3	18	205,308	88%	180,846	24,462	18%	36,955	168,353	41,062		
346615	Newbridge St & Hollyburne Ave	10,688	86%	9,202	1,486	16%	1,710	8,978	19%	2,031	4.3	18	192,384	86%	165,636	26,748	16%	30,781	161,603	36,553		
346612	Newbridge St & Windemere Ave	11,600	80%	9,324	2,276	15%	1,740	9,860	19%	2,204	4.2	18	208,800	80%	167,832	40,968	15%	31,320	177,480	39,672		
344117	Florence St & 17th Ave	8,973	68%	6,102	2,871	33%	2,961	6,012	23%	2,064	1	18	161,514	68%	109,836	51,678	33%	53,300	108,214	37,148		
344465	Bay Rd & Haven Ave	9,646	74%	7,091	2,555	37%	3,569	6,077	25%	2,412	1	18	173,628	74%	127,638	45,990	37%	64,242	109,386	43,407		
344465	Bay Rd & 8th Ave	10,749	77%	8,325	2,424	35%	3,762	6,987	26%	2,795	1	18	193,482	77%	149,850	43,632	35%	67,719	125,763	50,305		
344497	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%	4,080	7,920	27%	3,240	1	18	216,000	79%	170,946	45,054	34%	73,440	142,560	58,320		
344468	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158		
344601	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736		
344486	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008		
344438	Broadway & Chestnut St	10,105	81%	8,196	1,909	24%	2,425	7,680	27%	2,728	1	18	181,890	81%	147,528	34,362	24%	43,654	138,236	49,110		
344668	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146		
344441	Marshall St & Main St	18,750	73%	13,777	4,973	24%	4,500	14,250	19%	3,563	4.8	18	337,500	73%	247,986	89,514	24%	81,000	256,500	64,125		
344418	Jefferson Ave & Marshall St	18,461	72%	13,204	5,257	23%	4,246	14,215	18%	3,323	4.7	18	332,298	72%	237,672	94,626	23%	76,429	255,869	59,814		
335503	SFO Airport Terminal 2-Lower Level	0	0%	0	0	19%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0		
335512	SFO Airport Terminal 3-Lower Level	0	0%	0	0	19%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0		
335122	McDonnell Rd & West Field Rd	0	0%	0	0	19%	0	0	25%	0	3	9	0	0%	0	0	0%	0	0	0		
335606	McDonnell Rd & West Area Rd	200	1%	2	198	27%	54	146	16%	32	3.2	9	1,800	1%	18	1,782	27%	486	1,314	288		
335154	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741		
335155	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287		
335608	Huntington Ave East & Herman St	11,191	83%	9,235	1,956	15%	1,679	9,512	29%	3,245	2.2	9	100,719	83%	83,115	17,604	15%	15,108	85,611	29,209		
331418	Mission St & 7th St	66,645	69%	45,652	20,993	40%	26,658	39,987	25%	16,661	1	9	599,805	69%	410,868	188,937	40%	239,922	359,883	149,951		
331419	Mission St & 5th St	66,041	68%	45,208	20,833	40%	26,416	39,625	25%	16,510	1	9	594,369	68%	406,872	187,497	40%	237,748	356,621	148,592		
331437	Mission St & 4th St	67,814	68%	46,452	21,362	39%	26,447	41,367	25%	16,954	1	9	610,326	68%	418,068	192,258	39%	238,027	372,299	152,582		
331071	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569		
331067	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	294,776	108,374		
331059	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355		
Total		698,816	77%	536,654	162,162	30.7%	214,504	484,312	24.8%	172,966	84	Total	9,279,747	79.6%	7,385,724	1,894,023	28.6%	2,650,244	6,629,503	2,272,442		
													Measures total possible daily population access to stop ("people-trips")									
SOUTHBOUND																						
331601	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355		
331019	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	294,776	108,374		
331070	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569		
335097	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287		
335155	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741		
344669	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146		
344434	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008		
344485	Broadway / Charter	8,500	80%	6,834	1,666	25%	2,125	6,375	29%	2,465	0.95	18	153,000	80%	123,012	29,988	25%	38,250	114,750	44,370		
344655	Broadway & Douglas Ave	8,693	88%	7,616	1,077	28%	2,434	6,259	30%	2,608	1	18	156,474	88%	137,088	19,386	28%	43,813	112,661	46,942		
344606	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736		
344607	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158		
344030	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%	4,080	7,920	27%	3,240	1	18										

August 2024 EPX Revision Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	
NORTHBOUND																						
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	18	311,004	90%	279,450	31,554	28%	87,081	223,923	26%	80,861	
262600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	18	362,160	91%	329,994	32,166	29%	105,026	257,134	26%	94,162	
363005	Bay Rd & University Ave	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	18	301,356	93%	281,574	19,782	24%	72,325	229,031	25%	75,339	
363042	Newbridge St & Saratoga Ave	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	18	239,652	88%	210,996	28,656	21%	50,327	189,325	20%	47,930	
344603	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	18	127,710	86%	110,466	17,244	13%	16,602	111,108	20%	25,542	
344117	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	18	153,900	67%	103,770	50,130	33%	50,787	103,113	23%	35,397	
344031	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	18	187,596	78%	145,530	42,066	35%	65,659	121,937	26%	48,775	
344601	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	18	185,580	87%	160,902	24,678	28%	51,962	133,618	30%	55,674	
344668	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	18	259,884	77%	200,772	59,112	25%	66,971	194,913	23%	59,773	
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,951	1.6	18	335,106	71%	236,934	98,172	23%	77,074	258,032	18%	60,319	
344670	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	18	244,332	65%	158,940	85,392	20%	48,866	195,466	13%	31,763	
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	18	360	0%	0	360	27%	97	263	16%	58	
335154	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	14	15,428	81%	125,930	29,498	15%	23,314	132,114	30%	46,628	
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	14	118,356	81%	95,536	22,820	14%	16,570	101,786	25%	29,589	
331615	Salesforce Transit Center	26,498	63%	16,588	9,910	22%	5,856	20,642	21%	5,459		4	105,992		66,351	39,641		23,424	82,568		21,834	
	Total	196,534	79.2%	155,703	40,831	24.0%	47,082	149,452	22.9%	45,102	34	Total	3,088,416	81.2%	2,507,145	581,271	24.4%	754,087	2,334,329	23.1%	713,645	
												Measures total possible daily population access to stop ("people-trips")										
SOUTHBOUND																						
331615	Salesforce Transit Center	26,498	63%	16,588	9,910	22%	5,856	20,642	21%	5,459		4	105,992		66,351	39,641		23,424	82,568		21,834	
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	15	126,810	81%	102,360	24,450	14%	17,753	109,057	25%	31,703	
335155	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	15	166,530	81%	134,925	31,605	15%	24,980	141,551	30%	49,959	
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	18	360	0%	0	360	27%	103	277	16%	61	
344671	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	19	257,906	65%	167,770	90,136	20%	51,581	206,325	13%	33,528	
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,951	1.6	19	353,723	71%	250,097	103,626	23%	81,356	272,367	18%	63,670	
344669	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	19	274,322	77%	211,926	62,396	25%	68,581	205,742	23%	63,094	
344506	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	19	195,890	87%	169,841	26,049	28%	54,849	141,041	30%	58,767	
344032	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	19	198,018	78%	153,615	44,403	35%	69,306	128,712	26%	51,485	
344118	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	19	162,450	67%	109,535	52,915	33%	53,609	108,842	23%	37,364	
344604	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	19	134,805	86%	116,603	18,202	13%	17,525	117,280	20%	26,961	
363043	Newbridge St & Willow Rd	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	19	252,966	88%	222,718	30,248	21%	53,123	199,843	20%	50,593	
363006	Bay Rd & University Ave Nearside	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	19	318,098	93%	297,217	20,881	24%	76,344	241,754	25%	79,525	
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	19	328,282	90%	294,975	33,307	28%	91,919	236,363	26%	85,353	
363600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	19	382,280	91%	348,327	33,953	29%	110,861	271,419	26%	99,393	
	Total	196,534	79.2%	155,703	40,831	24.0%	47,082	149,452	22.9%	45,102	34	Total	3,258,452	81.2%	2,646,260	612,192	24.4%	795,313	2,463,139	23.1%	753,289	
												Measures total possible daily population access to stop ("people-trips")										
	Grand Total	393,068	79.2%	311,405	81,663	24.0%	94,163	298,905	22.9%	90,205		Grand Total	6,346,868	81.2%	5,153,405	1,193,463	24.4%	1,549,400	4,797,468	23.1%	1,466,934	

2022 Reimagine SamTrans vs. August 2024 – Disparate Impact Analysis

Disparate Impact Analysis (Reimagine vs. August 2024)						
	Population within 0.25 miles			People-Trips Available		
	Total	Minority	Non-Minority	Total	Minority	Non-Minority
2022 Reimagine SamTrans Routing	1,148,970	897,196	251,774	15,990,597	12,920,373	3,070,224
August 2024 Routing	393,068	311,405	81,663	6,346,868	5,153,405	1,193,463
Effect of Service Change	-755,902	-585,791	-170,111	-9,643,729	-7,766,968	-1,876,761
	-65.8%	-65.3%	-67.6%	-60.3%	-60.1%	-61.1%
Difference					-0.2%	0.8%
Change in Difference					-1.0%	
Disparate Impact?					No	

ATTACHMENT 6 – SUMMARY OF DISPROPORTIONATE BURDEN ANALYSIS

Disproportionate Burden Analysis – 2022 Reimagine SamTrans vs. February 2024

2022 Reimagine SamTrans EPX Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population
NORTHBOUND																					
363018	Clarke Ave & O'Connor St-Ravenswood Sh	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	18	311,004	90%	279,450	31,554	28%	87,081	223,923	26%	80,861
262600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	18	362,160	91%	329,994	32,166	29%	105,026	257,134	26%	94,162
363005	Bay Rd & University Ave	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	18	301,356	93%	281,574	19,782	24%	72,325	229,031	25%	75,339
363042	Newbridge St & Saratoga Ave	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	18	239,652	88%	210,996	28,656	21%	50,327	189,325	20%	47,930
344603	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	18	127,710	86%	110,466	17,244	13%	16,602	111,108	20%	25,542
344117	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	18	153,900	67%	103,770	50,130	33%	50,787	103,113	23%	35,397
344031	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	18	187,596	78%	145,530	42,066	35%	65,659	121,937	26%	48,775
344601	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	18	185,580	87%	160,902	24,678	28%	51,962	133,618	30%	55,674
344668	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	18	259,884	77%	200,772	59,112	25%	64,971	194,913	23%	59,773
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	18	335,106	71%	236,934	98,172	23%	77,074	258,032	18%	60,319
344670	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	18	244,332	65%	158,940	85,392	20%	48,866	195,466	13%	31,763
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	18	360	0%	0	360	27%	97	263	16%	58
335154	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	14	155,428	81%	125,930	29,498	15%	23,314	132,114	30%	46,628
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	14	118,356	81%	95,536	22,820	14%	16,570	101,786	25%	29,589
331417	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331419	Mission St & 5th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331071	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	73,553	136,599	26%	54,640
331059	Mission St & 5th St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331072	Main St & Market St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331061	Drumm St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
Total		448,132	72.9%	326,889	121,243	30.3%	135,709	312,423	24.4%	109,255	40	Total	4,094,808	77.9%	3,191,890	902,918	27.1%	1,108,596	2,986,212	23.7%	970,256
												Measures total possible daily population access to stop ("people-trips")									
SOUTHBOUND																					
331061	Drumm St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
331073	Mission St & Spear St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331601	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331070	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	73,553	136,599	26%	54,640
331420	Mission St & 5th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331614	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331422	Mission St & 9th St	65,728	67%	43,895	21,833	36%	23,662	42,066	22%	14,460	1	4	262,912	67%	175,580	87,332	36%	94,648	168,264	22%	57,841
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	15	126,810	81%	102,360	24,450	14%	17,753	109,057	25%	31,703
335155	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	15	166,530	81%	134,925	31,605	15%	24,980	141,551	30%	49,959
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	19	380	0%	0	380	27%	103	277	16%	61
344671	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	19	257,906	65%	167,770	90,136	20%	51,581	206,325	13%	33,528
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	19	353,723	71%	250,097	103,626	23%	81,356	272,367	18%	63,670
344669	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	19	274,322	77%	211,926	62,396	25%	68,581	205,742	23%	63,094
344606	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	19	195,890	87%	169,841	26,049	28%	54,849	141,041	30%	58,767
344032	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	19	198,018	78%	153,615	44,403	35%	69,306	128,712	26%	51,485
344118	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	19	162,450	67%	109,535	52,915	33%	53,609	108,842	23%	37,264
344604	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	19	134,805	86%	116,603	18,202	13%	17,525	117,280	20%	26,961
363043	Newbridge St & Willow Rd	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	19	252,966	88%	222,718	30,248	21%	53,123	199,843	20%	50,593
363006	Bay Rd & University Ave Nearside	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	19	318,098	93%	297,217	20,881	24%	76,344	241,754	25%	79,525
363018	Clarke Ave & O'Connor St-Ravenswood Sh	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	19	328,282	90%	294,975	33,307	28%	91,919	236,363	26%	85,353
363600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	19	382,280	91%	348,327	33,953	29%	110,861	271,419	26%	99,393
Total		513,860	72.2%	370,784	143,076	31.0%	159,371	354,489	24.1%	123,715	41	Total	4,527,756	77.4%	3,506,585	1,021,171	27.5%	1,244,469	3,283,287	23.6%	1,067,740
												Measures total possible daily population access to stop ("people-trips")									
Grand Total		961,992	72.5%	697,673	264,319	30.7%	295,079	666,913	24.2%	232,970		Grand Total	8,622,564	77.7%	6,698,475	1,924,089	27.3%	2,353,065	6,269,499	23.6%	2,037,996
												Measures total possible daily population access to stop ("people-trips")									
												77.7% 22.3% 27.3% 72.7% 23.6%									

February 2024 EPX Route Launch Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population
NORTHBOUND																					
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	18	311,004	90%	279,450	31,554	28%	87,081	223,923	26%	80,861
262600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	18	362,160	91%	329,994	32,166	29%	105,026	257,134	26%	94,162
363005	Bay Rd & University Ave	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	18	301,356	93%	281,574	19,782	24%	72,325	229,031	25%	75,339
363042	Newbridge St & Saratoga Ave	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	18	239,652	88%	210,996	28,656	21%	50,327	189,325	20%	47,930
346603	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	18	127,710	86%	110,466	17,244	13%	16,602	111,108	20%	25,542
344117	Florence St & 17th Ave	8,550	87%	7,365	1,185	13%	2,822	5,729	23%	1,967	1	18	155,900	87%	140,770	15,130	13%	16,602	124,168	20%	35,397
344031	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	18	187,596	78%	145,530	42,066	35%	65,659	121,937	26%	48,775
344601	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	18	185,580	87%	160,902	24,678	28%	51,962	133,618	30%	55,674
344668	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	18	259,884	77%	200,772	59,112	25%	64,971	194,913	23%	59,773
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	18	335,106	71%	236,934	98,172	23%	77,074	258,032	18%	60,319
344670	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	18	244,332	65%	158,940	85,392	20%	48,866	195,466	13%	31,763
335643	SFO Rental Car Center Alrtrain Station	20	0%	0	20	27%	5	15	16%	3	3	18	360	0%	0	360	27%	97	263	16%	58
335154	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	14	155,428	81%	125,930	29,498	15%	23,314	132,114	30%	46,628
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	14	118,356	81%	95,536	22,820	14%	16,570	101,786	25%	29,589
331417	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331419	Mission St & 5th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331071	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	73,553	136,599	26%	54,640
331059	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331072	Main St & Market St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331061	Drum St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
Total		448,132	72.9%	326,889	121,243	30.3%	135,709	312,423	24.4%	109,255	40	Total	4,094,808	77.9%	3,191,890	902,918	27.1%	1,108,596	2,986,212	23.7%	970,256
												Measures total possible daily population access to stop ("people/trips")									
												77.9%									
SOUTHBOUND																					
331061	Drum St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
331073	Mission St & Spear St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331601	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331070	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	73,553	136,599	26%	54,640
331420	Mission St & 5th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331614	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331422	Mission St & 9th St	65,728	67%	43,895	21,833	36%	23,662	42,066	22%	14,460	1	4	262,912	67%	175,580	87,332	36%	94,648	168,264	22%	57,841
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	15	126,810	81%	102,360	24,450	14%	17,753	109,057	25%	31,703
335155	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	15	166,530	81%	134,925	31,605	15%	24,980	141,551	30%	49,959
335643	SFO Rental Car Center Alrtrain Station	20	0%	0	20	27%	5	15	16%	3	3	19	380	0%	0	380	27%	103	277	16%	61
344671	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	19	257,906	65%	167,770	90,136	20%	51,581	206,325	13%	33,528
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	19	353,723	71%	250,097	103,626	23%	81,356	272,367	18%	63,670
344669	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	19	274,322	77%	211,926	62,396	25%	68,581	205,742	23%	63,094
344606	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	19	195,890	87%	169,841	26,049	28%	54,849	141,041	30%	58,767
344032	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	19	198,018	78%	153,615	44,403	35%	69,306	128,712	26%	51,485
344118	Florence St & 17th Ave	8,550	87%	7,365	1,185	13%	2,822	5,729	23%	1,967	1	19	162,450	87%	140,770	21,680	13%	23,314	138,464	23%	37,364
346604	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	19	134,805	86%	116,603	18,202	13%	17,525	117,280	20%	26,961
363043	Newbridge St & Willow Rd	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	19	252,966	88%	222,718	30,248	21%	53,123	199,843	20%	50,593
363006	Bay Rd & O'Connor St-Ravenswood Sho	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	19	318,098	93%	297,217	20,881	24%	76,344	241,754	25%	79,525
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	19	328,282	90%	294,975	33,307	28%	91,919	236,363	26%	85,353
363600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	19	382,280	91%	348,327	33,953	29%	110,861	271,419	26%	99,393
Total		513,860	72.2%	370,784	143,076	31.0%	159,371	354,489	24.1%	123,715	41	Total	4,527,756	77.4%	3,506,585	1,021,171	27.5%	1,244,469	3,283,287	23.6%	1,067,740
												Measures total possible daily population access to stop ("people/trips")									
												77.4%									
Grand Total		961,992	72.5%	697,673	264,319	30.7%	295,079	666,913	24.2%	232,970		Grand Total	8,622,564	77.7%	6,698,475	1,924,089	27.3%	2,353,065	6,269,499	23.6%	2,037,996
												77.7%									

2022 Reimagine SamTrans vs. February 2024 – Disproportionate Burden Analysis

Disproportionate Burden Analysis (Reimagine vs. February 2024)						
	Population within 0.25 miles			People-Trips Available		
	Total	Low-Income	Non-LI	Total	Low-Income	Non-LI
2022 Reimagine SamTrans Routing	1,148,970	338,194	810,776	15,990,597	4,468,233	11,522,364
February 2024 Routing	961,992	295,079	666,913	8,622,564	2,353,065	6,269,499
Effect of Service Change	-186,978	-43,115	-143,863	-7,368,033	-2,115,168	-5,252,865
Difference					1.3%	-0.5%
Change in Difference					1.7%	
Disparate Impact?					No	

Disproportionate Burden Analysis – 2022 Reimagine SamTrans vs. August 2024

2022 Reimagine SamTrans EPX Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-income (200% of poverty)	Low-Income Population	Non-LI Population	LEP Population
NORTHBOUND																				
363016	Clarke Ave & E Bayshore Rd	15,801	87%	13,756	2,045	25%	3,950	11,851	25%	3,950	2.5	18	284,418	87%	247,608	36,810	25%	71,105	213,314	71,105
363017	Clarke Ave & O'Connor St-Ravenswood Sh	16,209	90%	14,531	1,678	26%	4,214	11,995	26%	4,214	2.4	18	291,762	90%	261,558	30,204	26%	75,858	215,904	75,858
363014	Clarke Ave & Bell St	14,144	91%	12,927	1,217	27%	3,819	10,325	26%	3,677	1.7	18	254,592	91%	232,686	21,906	27%	68,740	185,852	66,194
363608	Clarke Ave & Runnymede St	15,030	92%	13,803	1,227	27%	4,058	10,972	26%	3,908	1.8	18	270,540	92%	248,454	22,086	27%	73,046	197,494	70,340
363606	Bay Rd & Clarke Ave	13,981	93%	12,980	1,001	26%	3,635	10,346	26%	3,635	2.2	18	251,658	93%	233,640	18,018	26%	65,431	186,227	65,431
363001	Bay Rd & University Ave - Fordam St	15,068	93%	14,040	1,028	26%	3,918	11,150	25%	3,767	2.8	18	271,224	93%	252,720	18,504	26%	70,518	200,706	67,806
363005	Bay Rd & University Ave	16,570	94%	15,501	1,069	25%	4,143	12,428	25%	4,143	2.7	18	298,260	94%	279,018	19,242	25%	74,565	223,695	74,565
363002	Bay Rd & Gloria Way	17,298	93%	16,154	1,144	24%	4,152	13,146	25%	4,325	2.1	18	311,364	93%	290,772	20,592	24%	74,727	236,637	77,841
363004	Bay Rd & Palo Verde Ave	16,216	94%	15,166	1,050	24%	3,892	12,324	25%	4,054	2	18	291,888	94%	272,988	18,900	24%	70,053	221,835	72,972
363041	Bay Rd & Oakwood Dr	14,718	94%	13,771	947	24%	3,532	11,186	25%	3,680	1	18	264,924	94%	247,878	17,046	24%	63,582	201,342	66,231
363039	Newbridge St & Laurel Ave	14,252	92%	13,064	1,188	22%	3,135	11,117	23%	3,278	1	18	256,536	92%	235,152	21,384	22%	56,438	200,098	59,003
363042	Newbridge St & Saratoga Ave	13,247	88%	11,683	1,564	21%	2,782	10,465	20%	2,649	4.4	18	238,446	88%	210,294	28,152	21%	50,074	188,372	47,689
346612	Newbridge St & Madera Ave	11,406	88%	10,047	1,359	18%	2,053	9,353	20%	2,281	4.3	18	205,308	88%	180,846	24,462	18%	36,955	168,353	41,062
346615	Newbridge St & Hollyburne Ave	10,688	86%	9,202	1,486	16%	1,710	8,978	19%	2,031	4.3	18	192,384	86%	165,636	26,748	16%	30,781	161,603	36,553
346612	Newbridge St & Windemere Ave	11,600	80%	9,324	2,276	15%	1,740	9,860	19%	2,204	4.2	18	208,800	80%	167,832	40,968	15%	31,320	177,480	39,672
344117	Florence St & 17th Ave	8,973	68%	6,102	2,871	33%	2,961	6,012	23%	2,064	1	18	161,514	68%	109,836	51,678	33%	53,300	108,214	37,148
344465	Bay Rd & Haven Ave	9,646	74%	7,091	2,555	37%	3,569	6,077	25%	2,412	1	18	173,628	74%	127,638	45,990	37%	64,242	109,386	43,407
344461	Bay Rd & 8th Ave	10,749	77%	8,325	2,424	35%	3,762	6,987	26%	2,795	1	18	193,482	77%	149,850	43,632	35%	67,719	125,763	50,305
344497	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%	4,080	7,920	27%	3,240	1	18	216,000	79%	170,946	45,054	34%	73,440	142,560	58,320
344468	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158
344601	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736
344486	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008
344438	Broadway & Chestnut St	10,105	81%	8,196	1,909	24%	2,425	7,680	27%	2,728	1	18	181,890	81%	147,528	34,362	24%	43,654	138,236	49,110
344668	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146
344441	Marshall St & Main St	18,750	73%	13,777	4,973	24%	4,500	14,250	19%	3,563	4.8	18	337,500	73%	247,986	89,514	24%	81,000	256,500	64,125
344418	Jefferson Ave & Marshall St	18,461	72%	13,204	5,257	23%	4,246	14,215	18%	3,323	4.7	18	332,298	72%	237,672	94,626	23%	76,429	255,869	59,814
335503	SFO Airport Terminal 2-Lower Level	0	0%	0	0	19%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0
335162	SFO Airport Terminal 3-Lower Level	0	0%	0	0	19%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0
335122	McDonnell Rd & West Field Rd	0	0%	0	0	19%	0	0	25%	0	3	9	0	0%	0	0	0%	0	0	0
335606	McDonnell Rd & West Area Rd	200	1%	2	198	27%	54	146	16%	32	3.2	9	1,800	1%	18	1,782	27%	486	1,314	288
335154	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741
335158	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287
335608	Huntington Ave East & Herman St	11,191	83%	9,235	1,956	15%	1,679	9,512	29%	3,245	2.2	9	100,719	83%	83,115	17,604	15%	15,108	85,611	29,209
331418	Mission St & 7th St	66,645	69%	45,652	20,993	40%	26,658	39,987	25%	16,661	1	9	599,805	69%	410,868	188,937	40%	239,922	359,883	149,951
331419	Mission St & 5th St	66,041	68%	45,208	20,833	40%	26,416	39,625	25%	16,510	1	9	594,369	68%	406,872	187,497	40%	237,748	356,621	148,592
331437	Mission St & 4th St	67,814	68%	46,452	21,362	39%	26,447	41,367	25%	16,954	1	9	610,326	68%	418,068	192,258	39%	238,027	372,299	152,582
331071	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569
331067	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	294,776	108,374
331059	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355
Total		698,816	77%	536,654	162,162	30.7%	214,504	484,312	24.8%	172,966	84	Total	9,279,747	79.6%	7,385,724	1,894,023	28.6%	2,650,244	6,629,503	2,272,442
												Measures total possible daily population access to stop ("people-trips")								
SOUTHBOUND																				
331019	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355
331019	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	294,776	108,374
331070	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569
335097	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287
335155	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741
344669	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146
344434	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008
344485	Broadway / Charter	8,500	80%	6,834	1,666	25%	2,125	6,375	29%	2,465	0.95	18	153,000	80%	123,012	29,988	25%	38,250	114,750	44,370
344655	Broadway & Douglas Ave	8,693	88%	7,616	1,077	28%	2,434	6,259	30%	2,608	1	18	156,474	88%	137,088	19,386	28%	43,813	112,661	46,942
344606	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736
344607	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158
344030	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%	4,080	7,920	27%	3,240	1	18								

August 2024 EPX Revision Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population
NORTHBOUND																					
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	18	311,004	90%	279,450	31,554	28%	87,081	223,923	26%	80,861
262600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	18	362,160	91%	329,994	32,166	29%	105,026	257,134	26%	94,162
363005	Bay Rd & University Ave	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	18	301,356	93%	281,574	19,782	24%	72,325	229,031	25%	75,339
363042	Newbridge St & Saratoga Ave	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	18	239,652	88%	210,996	28,656	21%	50,327	189,325	20%	47,930
344603	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	18	127,710	86%	110,466	17,244	13%	16,602	111,108	20%	25,542
344117	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	18	153,900	67%	103,770	50,130	33%	50,787	103,113	23%	35,397
344031	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	18	187,596	78%	145,530	42,066	35%	65,659	121,937	26%	48,775
344601	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	18	185,580	87%	160,902	24,678	28%	51,962	133,618	30%	55,674
344668	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	18	259,884	77%	200,772	59,112	25%	66,971	194,913	23%	59,773
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,951	1.6	18	335,106	71%	236,934	98,172	23%	77,074	258,032	18%	60,319
344670	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	18	244,332	65%	158,940	85,392	20%	48,656	195,466	13%	31,763
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	18	360	0%	0	360	27%	97	263	16%	58
335154	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	14	155,428	81%	125,930	29,498	15%	23,314	132,114	30%	46,628
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	14	118,356	81%	95,536	22,820	14%	16,570	101,786	25%	29,589
331615	Salesforce Transit Center	26,498	63%	16,588	9,910	22%	5,856	20,642	21%	5,459		4	105,992		66,351	39,641		23,424	82,568		21,834
	Total	196,534	79.2%	155,703	40,831	24.0%	47,082	149,452	22.9%	45,102	34	Total	3,088,416	81.2%	2,507,145	581,271	24.4%	754,087	2,334,329	23.1%	713,645
												Measures total possible daily population access to stop ("people-trips")									
SOUTHBOUND																					
331615	Salesforce Transit Center	26,498	63%	16,588	9,910	22%	5,856	20,642	21%	5,459		4	105,992		66,351	39,641		23,424	82,568		21,834
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	15	126,810	81%	102,360	24,450	14%	17,753	109,057	25%	31,703
335155	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	15	166,530	81%	134,925	31,605	15%	24,980	141,551	30%	49,959
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	19	380	0%	0	380	27%	103	277	16%	61
344671	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	19	257,906	65%	167,770	90,136	20%	51,581	206,325	13%	33,528
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,951	1.6	19	353,723	71%	250,097	103,626	23%	81,356	272,367	18%	63,670
344669	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	19	274,322	77%	211,926	62,396	25%	68,581	205,742	23%	63,094
344605	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	19	195,890	87%	169,841	26,049	28%	54,849	141,041	30%	58,767
344032	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	19	198,018	78%	153,615	44,403	35%	69,306	128,712	26%	51,485
344118	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	19	162,450	67%	109,535	52,915	33%	53,609	108,842	23%	37,364
344604	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	19	134,805	86%	116,603	18,202	13%	17,525	117,280	20%	26,961
363043	Newbridge St & Willow Rd	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	19	252,966	88%	222,718	30,248	21%	53,123	199,843	20%	50,593
363006	Bay Rd & University Ave Neaside	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	19	318,098	93%	297,217	20,881	24%	76,344	241,754	25%	79,525
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	19	328,282	90%	294,975	33,307	28%	91,919	236,363	26%	85,353
363600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	19	382,280	91%	348,327	33,953	29%	110,861	271,419	26%	99,393
	Total	196,534	79.2%	155,703	40,831	24.0%	47,082	149,452	22.9%	45,102	34	Total	3,258,452	81.2%	2,646,260	612,192	24.4%	795,313	2,463,139	23.1%	753,289
												Measures total possible daily population access to stop ("people-trips")									
	Grand Total	393,068	79.2%	311,405	81,663	24.0%	94,163	298,905	22.9%	90,205		Grand Total	6,346,868	81.2%	5,153,405	1,193,463	24.4%	1,549,400	4,797,468	23.1%	1,466,934

2022 Reimagine SamTrans vs. August 2024 – Disproportionate Burden Analysis

Disproportionate Burden Analysis (Reimagine vs. August 2024)						
	Population within 0.25 miles			People-Trips Available		
	Total	Low-Income	Non-LI	Total	Low-Income	Non-LI
2022 Reimagine SamTrans Routing	1,148,970	338,194	810,776	15,990,597	4,468,233	11,522,364
August 2024 Routing	393,068	94,163	298,905	6,346,868	1,549,400	4,797,468
Effect of Service Change	-755,902	-244,031	-511,871	-9,643,729	-2,918,833	-6,724,896
	-65.8%	-72.2%	-63.1%	-60.3%	-65.3%	-58.4%
Difference					5.0%	-1.9%
Change in Difference					7.0%	
Disparate Impact?					No	

**ATTACHMENT 7 – MARCH 2022 PRESS RELEASE OF
*REIMAGINE SAMTRANS***

SamTrans Board Adopts Reimagine SamTrans

03/03/2022

The SamTrans Board voted to adopt the final new SamTrans bus network as recommended by *Reimagine SamTrans*, a nearly three-year analysis of the bus system designed to improve service and respond to ridership and travel patterns throughout San Mateo County. This new network features increased frequency on 15 routes in the system on weekdays and weekends, additional service later in the evenings and on weekends, more direct routes and reduced duplication of service, improved access with new routes and connections, new on-demand services, and discontinued service on select routes and route segments.

The new service plan, which can be found [here](#), will start to be introduced in August 2022 in a phased implementation to be determined by expected workforce levels. Future implementation phases will correspond with scheduled service changes throughout 2023. The agency is actively hiring additional bus operators to support the expanded service, leading SamTrans to expand its [hiring efforts](#).

In the new network, Routes ECR, 130 and 296 will join Route 120 in offering service every 15 minutes throughout the day, seven days a week. Routes 278 and 276 will run later hours on weekdays, while Routes 121, 130 and 281 will run later on weekends. Routes 251, 260, 275, 276 and 295 will see more weekend service. SamTrans will better serve college campuses, as new Route 124 will provide more direct service from BART to Skyline College while Route 141 will connect South San Francisco to the campus, new Route 249 will provide a new direct route from downtown San Mateo to the College of San Mateo, and Route 281 will be extended to Stanford University from East Palo Alto. Additionally, connections to job centers were a priority, resulting in Route 130 offering new service to Oyster Point, while the new Route EPX connecting East Palo Alto and Redwood City to SFO and the San Bruno BART Station.

Reimagine SamTrans launched in June 2019, with the goal of analyzing the current state of the SamTrans bus system and conducting widespread outreach and market research to refresh the system. Those efforts resulted in the creation of three new bus network alternatives with potential changes to each route in the system, and after receiving further public feedback, those alternatives were developed into a single preferred bus system.

The draft Recommended Network was first presented to the Board at the August 2021 Virtual Board Retreat. After hearing the Board's feedback, staff finalized the draft Recommended Network, which was taken to stakeholders and the public for the last of three rounds of public outreach. The *Reimagine SamTrans* public outreach process concluded with a formal public hearing held at SamTrans' November 2021 Board meeting after over 200 outreach meetings and events, and over 4,000 comments were received on the proposed route changes which were analyzed and included in the final recommendation. The Board was presented with the final recommended network last month.

###

About SamTrans: SamTrans operates 70 routes throughout San Mateo County. Funded in part by a half-cent sales tax, the San Mateo County Transit District also provides administrative support for Caltrain and the San Mateo County Transportation Authority. SamTrans has provided bus service to San Mateo County customers since 1976.

Follow SamTrans on [Facebook](#) and [Twitter](#).

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

ATTACHMENT 8 – FEBRUARY 2024 PRESS RELEASE OF ROUTE EPX

New zero-emission express route connects South San Mateo County residents with transit hubs and downtown San Francisco

02/09/2024



Media Contact: Randol White, 650-647-3489

The San Mateo County Transit District will launch Route EPX on Monday, Feb. 12, at 5:54 a.m. in East Palo Alto and 5:05 a.m. at San Bruno BART.

The new express service will primarily use zero-emission battery-electric buses along its route with limited stops in East Palo Alto, Menlo Park, Redwood City, the SFO AirTrain, San Bruno and downtown San Francisco.

It connects passengers with key transit hubs including Caltrain's Redwood City Station and adjacent Transit Center, San Bruno BART, SFO AirTrain Station/Rental Car Center and SF Muni lines in the Financial District.

EPX is a weekday express route that utilizes the San Mateo County 101 Express Lanes, giving it a leg up on typical rush-hour traffic backups between Redwood City and San Bruno.

In addition, SamTrans is happy to announce that it won't cost extra to ride EPX because the agency recently adjusted its express fares to match the standard fare of \$2.25 (\$2.05 with Clipper).

An official launch party took place on Friday, Feb. 9, at the SamTrans bus stop adjacent to Cardenas Market in East Palo Alto where local political and community leaders spoke about the need for this new express service.

“This route is the result of a solid partnership between my city, SamTrans, and the developers of the Light Tree Apartments,” said East Palo Alto Mayor Antonio Lopez. “Our cooperation helped us secure the necessary funding to make this equitable route become a reality.”

In June 2019, SamTrans, with Eden Housing and the city of East Palo Alto, received the Affordable Housing and Sustainable Communities Program award for the [Light Tree development](#) in East Palo Alto. For SamTrans, the grant brought in \$2.25 million for three new electric buses to help with the eight buses needed to run Route EPX. The Light Tree development is 100% affordable housing and transit passes are provided to residents.

“We at SamTrans are in the business of helping people get where they need to go,” said SamTrans Board Chair Marina Fraser. “The EPX is a big step in that direction, connecting South San Mateo County residents to transit systems that cover the entirety of the Bay Area.”

In order to reduce redundancy in the system, SamTrans will discontinue Route 398. Customers can take the new EPX for access to the airport as well as other [replacement options](#) provided by other SamTrans routes.

SamTrans is also making [other key changes](#) to its bus service starting on Sunday, Feb. 11, as part of its [Reimagine SamTrans](#) initiative.

The transportation workhorse of SamTrans, [Route ECR](#), will have weekend frequency increased to every 15 minutes. It was previously every half hour on Saturdays and Sundays. ECR runs the length of San Mateo County, mostly along Highway 82 (El Camino Real), between Daly City and the Palo Alto Transit Center. The ECR carries nearly a third of all daily SamTrans passengers.

Finally, San Mateo County Coastside residents will be happy to learn that [Route 110](#), serving Pacifica and Daly City, will see its weekday frequency increase to every 30 minutes throughout the day.

To see a complete list of changes coming on Feb. 11, visit the [Reimagine SamTrans page](#).

###

About SamTrans:

The San Mateo County Transit District operates 71 routes and two on-demand service areas. Funded in part by a half-cent sales tax, the district also provides administrative support for Caltrain and the San Mateo County Transportation Authority. SamTrans has provided bus service to San Mateo County customers since 1976.

Check out our most recent [Next Stop](#) newsletter and [subscribe](#). Also, follow SamTrans on [Facebook](#) and [X](#).

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯請電 1.800.660.4287.

ATTACHMENT 9 – 2024 SOCIAL MEDIA POSTS OF ROUTE EPX



SamTrans
@SamTrans



Coming this February..

Meet Route EPX: an express route connecting East Palo Alto all the way to Downtown SF, operating every 45 minutes. All at the same value price of \$2.25. ✨

Learn more about our new Route at

	<p>samtrans.com Route EPX SamTrans Route EPX</p>
--	--

1:20 PM · Jan 16, 2024 · **1,202** Views

3 Reposts **2** Quotes **13** Likes **3** Bookmarks





SamTrans
@SamTrans



We're almost one week away from the Route EPX launch and we can't wait for you all to hop on. samtrans.com/route-EPX 🚌
To make the experience go as smoothly as possible, we've listed out some FAQs to catch you up to speed on this awesome route. 📖

	samtrans.com Route EPX SamTrans Route EPX
--	--

12:48 PM · Feb 5, 2024 · **1,182** Views

2 Reposts **3** Quotes **12** Likes **1** Bookmark





SamTrans
@SamTrans



We have an exciting event today.. 🥳
We're so excited for you to meet our newest route. ✨

Welcome, #RouteEPX!



10:11 AM · Feb 9, 2024 · 673 Views

4 Reposts 11 Likes 1 Bookmark





SamTrans
@SamTrans



Good morning everyone!
With February 11th here, service changes are too.

Many of our routes have been improved for on-time performance for a smoother experience. We also have our newest express route [#RouteEPX](#) in the mix.

To learn more about these, visit



From [samtrans.com](#)

4:34 AM · Feb 11, 2024 · 574 Views

1 Repost 1 Quote 3 Likes





SamTrans

@SamTrans



Have you heard? Route EPX launches TODAY - our newest, speedy connector from East Palo Alto to Downtown SF.

Learn more about EPX at

	samtrans.com Route EPX SamTrans Route EPX
--	--

8:04 AM · Feb 12, 2024 · 274 Views

2 Reposts 5 Likes



SamTrans

January 16 · 🌐



Coming this February..

Meet Route EPX: an express route connecting East Palo Alto all the way to Downtown SF, operating every 45 minutes. All at the same value price of \$2.25. ✨

Learn more about our new Route at



SAMTRANS.COM

Route EPX | SamTrans

Effective February 11, 2024 EPX Connects: Route EPX is a new express route operating on weekda...

16

4 comments 1 share





SamTrans
January 26



From East Palo Alto to Downtown San Francisco, one thing is clear: EPX ✨ Connects ✨
With rides every 45 minutes and a price of \$2.25, it's hard not to love.
Learn more about our new Route launching this February



SAMTRANS.COM

Route EPX | SamTrans

Effective February 12, 2024 EPX Connects Route EPX is a new express route offering weekday s...

9

3 shares

Like

Comment

Share



SamTrans
February 2 · 🌐



We're almost one week away from the Route EPX launch and we can't wait for you all to hop on. 🚌
To make the experience go as smoothly as possible, we've listed out some FAQs to catch you up to speed on this awesome route.

Where does EPX cover?

It covers from East Palo Alto all the way to San Bruno BART, with four trips to downtown San Francisco (with stops along Civic Center, Salesforce Transit Center, Financial District, and the San Francisco Ferry Building).... See more



SAMTRANS.COM

Route EPX | SamTrans

Learn more

Effective February 12, 2024 EPX Connects Route EPX is a new express route offe...

👍❤️ 110

7 comments 11 shares

👍 Like

💬 Comment

🔗 Share



SamTrans
February 9 · 🌐



Today, we held a welcome party for our newest route, #RouteEPX! Connecting East Palo Alto to San Bruno BART and San Francisco, we're so excited to introduce you all to our fully electric (BEBs) route that utilizes the 101 Express Lanes. To learn more about EPX, you can visit <https://www.samtrans.com/route-EPX> and look below to read some quotes from our speakers.

"This is a big thing for those of all ages, to be able to visit friends, family, and relatives throughout the Bay Area. (This is a) connector at the San Bruno hub and SF to all the Bay area transit systems. That's incredible." -SMC Board of Supervisors Warren Slocum

"This route, connecting EPA to the wide peninsula, provides lower-income folks an ability to get across the Bay. This increases mobility for our residents - no one in this county should have to choose between convenience and affordability." -East Palo Alto Mayor Antonio Lopez

"This route is an example of resilience and equity, it shows how far we have come for our County. We are connecting East Palo Alto to San Bruno, getting us off the roads of traffic and providing access to affordable transportation to all." -Mayor of San Bruno Rico Medina

"This route ensures that people of color, those who are lower income - can move themselves through this vibrant economy through the means of public transportation. -JPA Board Member & EPA Council Member Carlos Romero



👍❤️ 18

4 shares



GOSAMTRANS
Posts



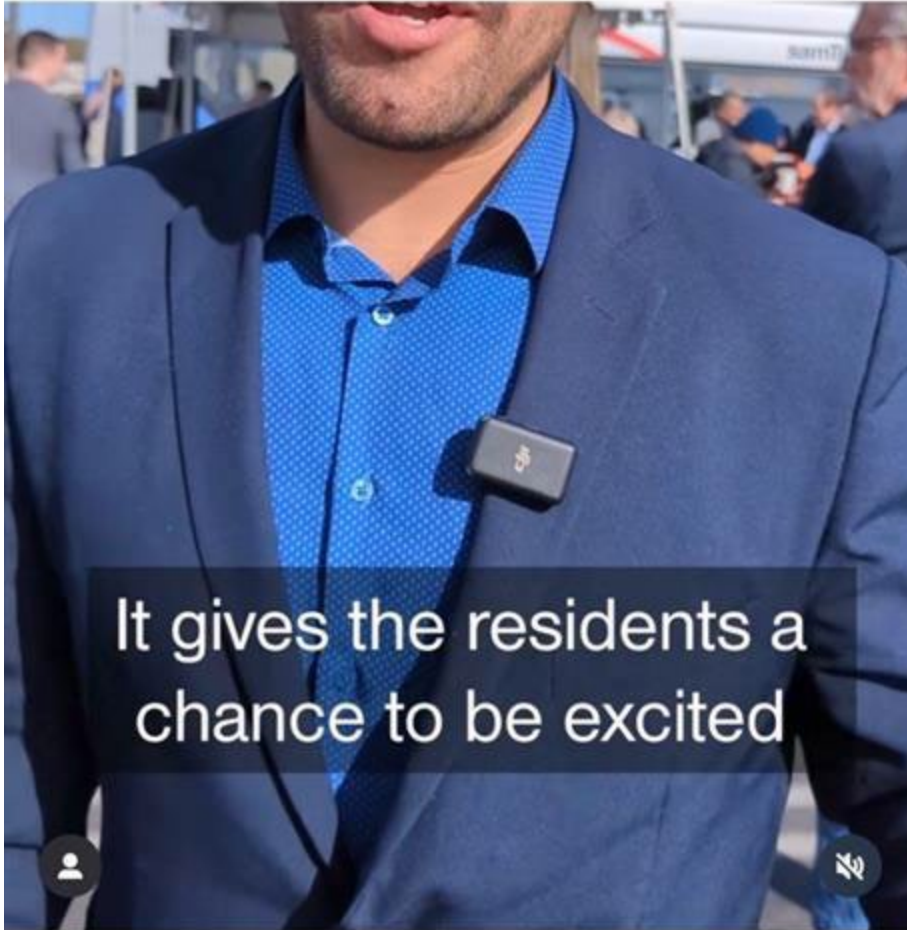
31 1



gosamtrans What's the best thing about #RouteEPX? ✨



GOSAMTRANS
Posts



It gives the residents a chance to be excited



75



4



6



gosamtrans What's the best thing about [#RouteEPX?](#) ✨

Connecting East Palo Alto to San Bruno BART, hear the answer from EPA's own Mayor [@barrioscribe](#).

Learn more about EPX at <https://www.samtrans.com/route-EPX>

[View all comments](#)

February 13



San Mateo County Transit District

8,047 followers

7mo • 🌐



Today, we held a welcome party for our newest route, **#RouteEPX!** Connecting East Palo Alto to San Bruno BART and San Francisco, we're so excited to introduce you all to our fully electric (BEBs) route that utilizes the 101 Express Lanes. To learn more about EPX, you can visit <https://lnkd.in/gNaeNi9f> and look below to read some quotes from our speakers.

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"This route ensures that people of color, those who are lower income - can move themselves through this vibrant economy through the means of public transportation. -JPA Board Member & EPA Council Member Carlos Romero



ATTACHMENT 10 – ROUTE EPX TAKE-ONE BROCHURE

寻找地区交通连接的乘客可以在 East Palo Alto、Menlo Park 和 Redwood City 的有限站点搭乘 EPX 路线，然后在 US-101 上以快车方式前往 SFO AirTrain 和 San Bruno BART。四趟 EPX 到达旧金山市中心的行程会在 Mission Street 附近停靠，靠近 Civic Center、Salesforce Transit Center、Financial District 和旧金山渡轮大楼。



Effective February 12, 2024

- Gateway 101 (Ravenswood) 购物中心
- Belle Haven (Menlo Park) 社区
- Redwood City Stanford 校园
- Redwood City Caltrain 车站
- 旧金山国际机场 (SFO)
- San Bruno BART (Tanforan 购物中心)
- 旧金山市中心

SamTrans Customer Service
1-800-660-4287 (TTY 650-508-6448)
samtrans.com/EPX

LOCAL / EXPRESS FARES	Cash & Mobile*	Clipper*	Monthly Pass
Adult (Age 19 to 64)	\$2.25	\$2.05	\$65.60
Youth (Age 18 & younger. Two children 4 years and younger ride free with one fare paying adult)	\$1.10	\$1.00	\$27.00
Eligible Discount (Age 65+, disabled & Medicare cardholder. Proof of eligibility or identity required)	\$1.10	\$1.00	\$27.00

NOTE: **Exact change please.** Fare Info: samtrans.com/fares
* Clipper and SamTrans Mobile: Free 2-hour transfers for Local fares.



Para traducción llama al 1-800-660-4287.
如需翻譯，請電 1-800-660-4287。
Cán dịch thuật, xin gọi 1-800-660-4287.



samtrans.com/EPX

SamTrans' East Palo Alto Express Route EPX offers weekday service for a standard fare of \$2.25 (\$2.05 with Clipper) between East Palo Alto and San Bruno BART taking advantage of the Highway 101 Express Lanes, with four trips to downtown San Francisco during morning and evening rush hours.

Riders looking for regional transit connections can catch Route EPX at limited stops throughout East Palo Alto, Menlo Park and Redwood City before running express on US-101 to SFO AirTrain and San Bruno BART. The four EPX trips to downtown San Francisco stop along Mission Street near Civic Center, Salesforce Transit Center, Financial District, and the San Francisco Ferry Building.

- Gateway 101 (Ravenswood) Shopping Center
- Belle Haven (Menlo Park) Neighborhood
- Redwood City Stanford Campus
- Redwood City Caltrain Station
- San Francisco International Airport (SFO)
- San Bruno BART (Tanforan Shopping Center)
- Downtown San Francisco

Express de East Palo Alto de SamTrans
Ruta EPX ofrece servicio de lunes a viernes por una tarifa estándar de \$2.25 (\$2.05 con Clipper) entre East Palo Alto y la estación de San Bruno BART, aprovechando los carriles exprés de la autopista 101, con cuatro viajes

al centro de San Francisco durante las horas pico de la mañana y la tarde.

Los pasajeros que buscan conexiones de tránsito regional pueden abordar la Ruta EPX en paradas limitadas en todo East Palo Alto, Menlo Park y Redwood City antes de correr expreso por la US-101 hacia el SFO AirTrain y San Bruno BART. Los cuatro viajes de EPX al centro de San Francisco hacen paradas a lo largo de Mission Street, cerca de Civic Center, Salesforce Transit Center, Financial District y el Ferry Building de San Francisco.

- Centro Comercial Gateway 101 (Ravenswood)
- Vecindario Belle Haven (Menlo Park)
- Campus de Stanford en Redwood City
- Estación de Caltrain de Redwood City
- Aeropuerto Internacional de San Francisco (SFO)
- Estación de BART de San Bruno (Centro Comercial Tanforan)
- Centro de San Francisco

SamTrans 的 East Palo Alto 快线 EPX 路线提供工作日服务，标准票价为 \$2.25 (Clipper 卡用户为 \$2.05)，在 East Palo Alto 和 San Bruno BART 之间提供服务，并且利用 101 号高速公路快车道，在早晚高峰时段提供四趟往返旧金山市中心的服务。



Para traducción llama al 1-800-660-4287.
如需翻譯，請電 1-800-660-4287。
Cần dịch thuật, xin gọi 1-800-660-4287.

2/24 - 3K - CW - D

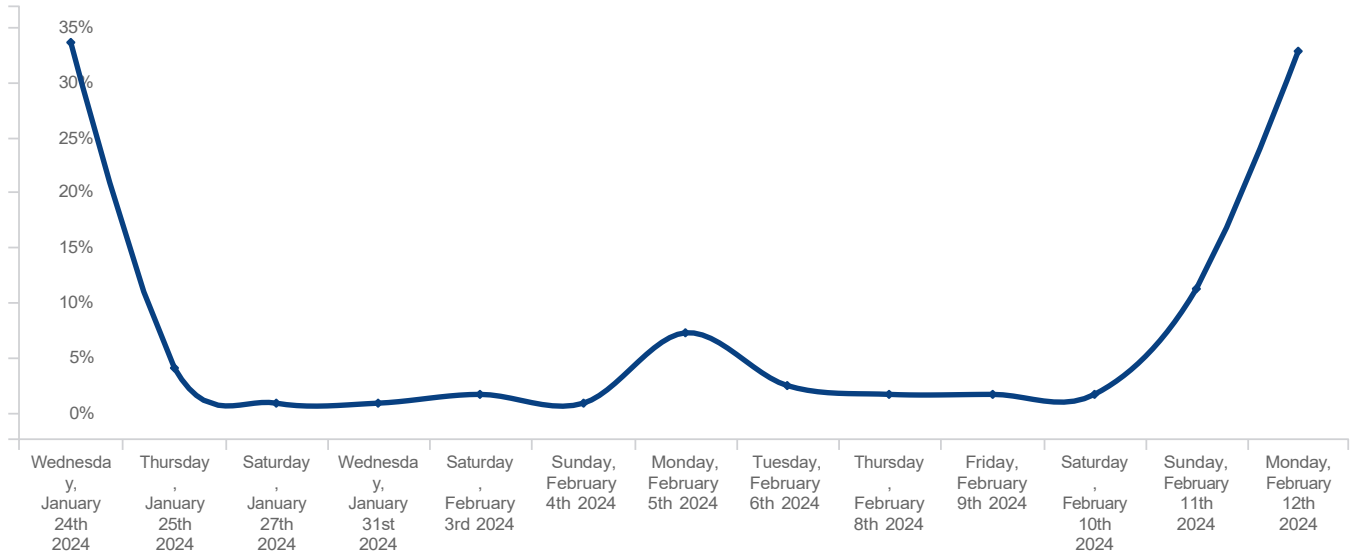
ATTACHMENT 11 – JANUARY 2024 ROUTE EPX PRE-LAUNCH SURVEY RESULTS

Topline Results: EPX Pre-Launch Customer Survey (Copy)

EPX Pre-Launch Customer Survey

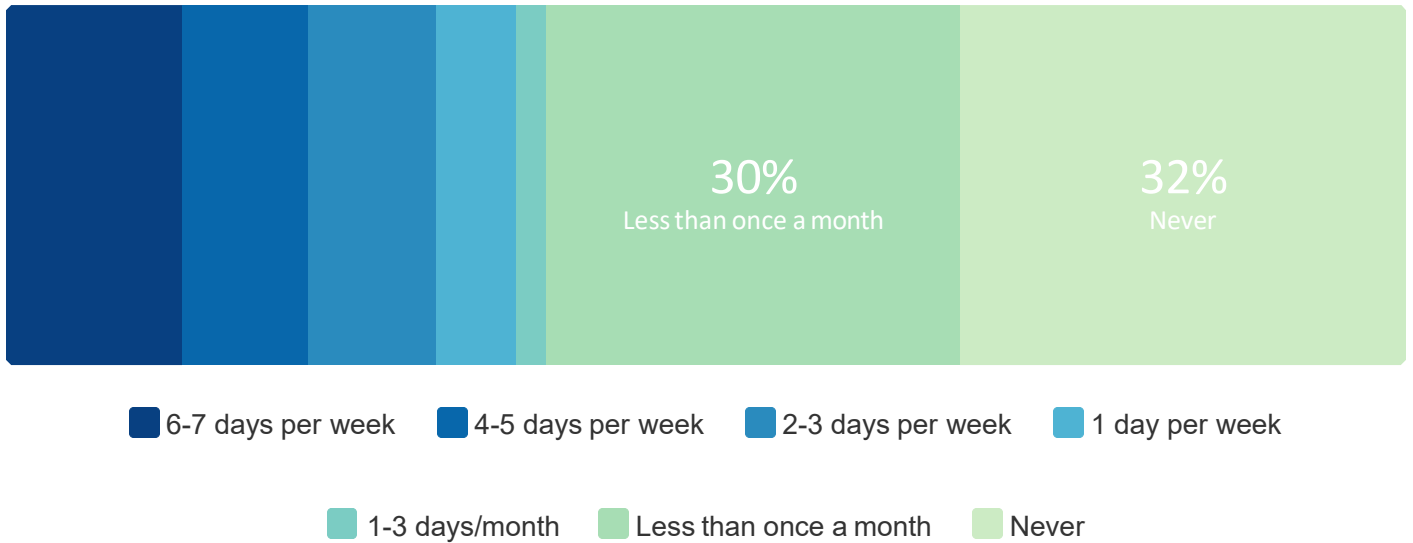
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Response Timeline

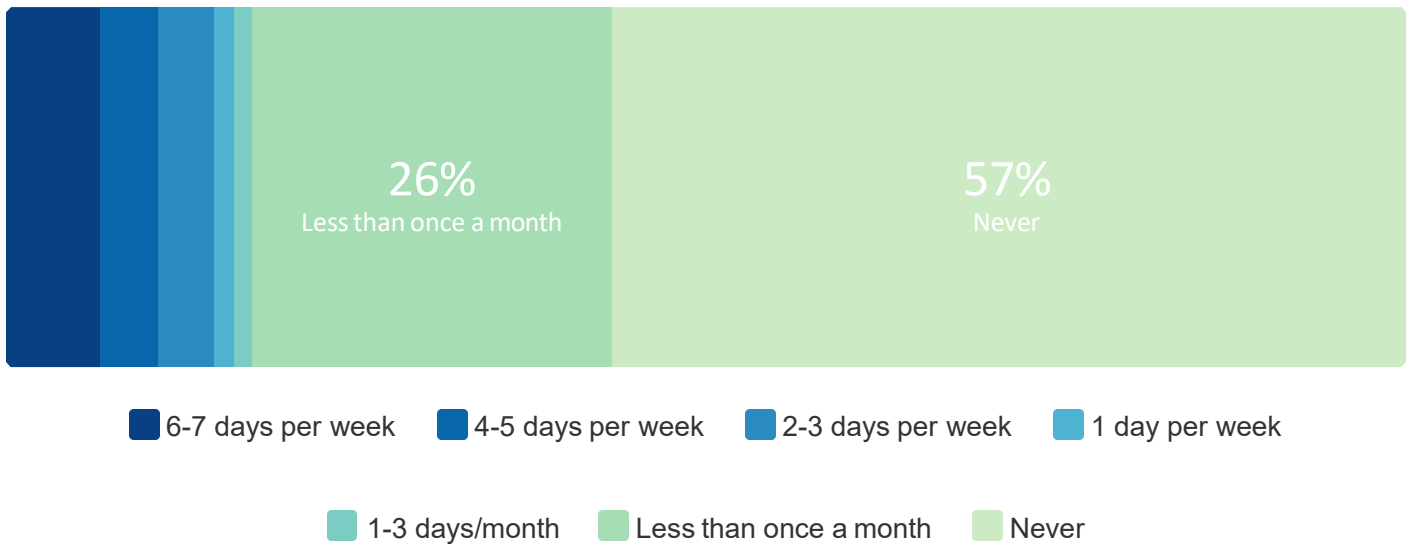


Q1 - How often do you travel to each of the following locations around the San Fra...

East Palo Alto



Belle Haven



Menlo Park



■ 6-7 days per week
 ■ 4-5 days per week
 ■ 2-3 days per week
 ■ 1 day per week

■ 1-3 days/month
 ■ Less than once a month
 ■ Never

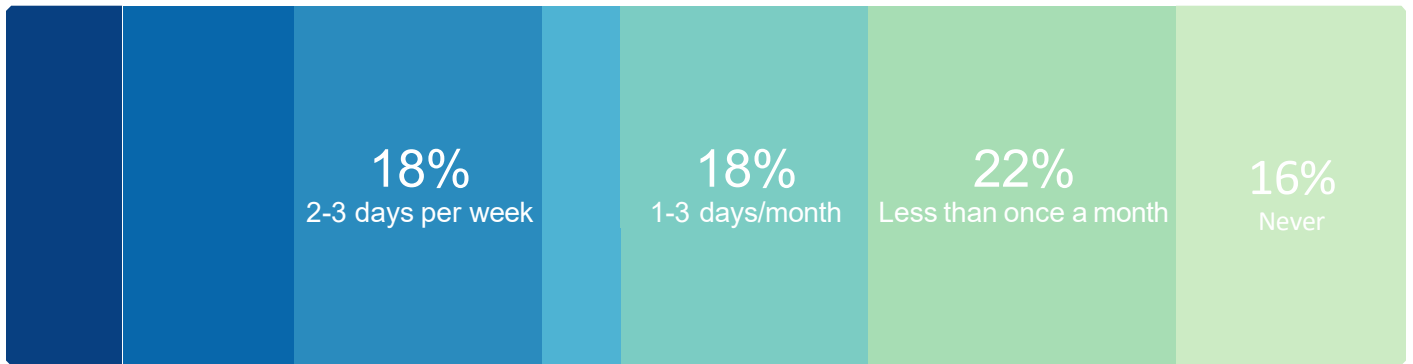
Redwood City



■ 6-7 days per week
 ■ 4-5 days per week
 ■ 2-3 days per week
 ■ 1 day per week

■ 1-3 days/month
 ■ Less than once a month
 ■ Never

Millbrae

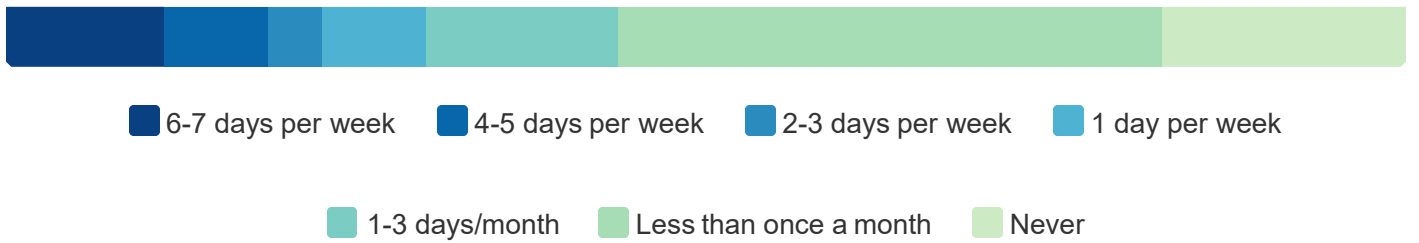


■ 6-7 days per week
 ■ 4-5 days per week
 ■ 2-3 days per week
 ■ 1 day per week

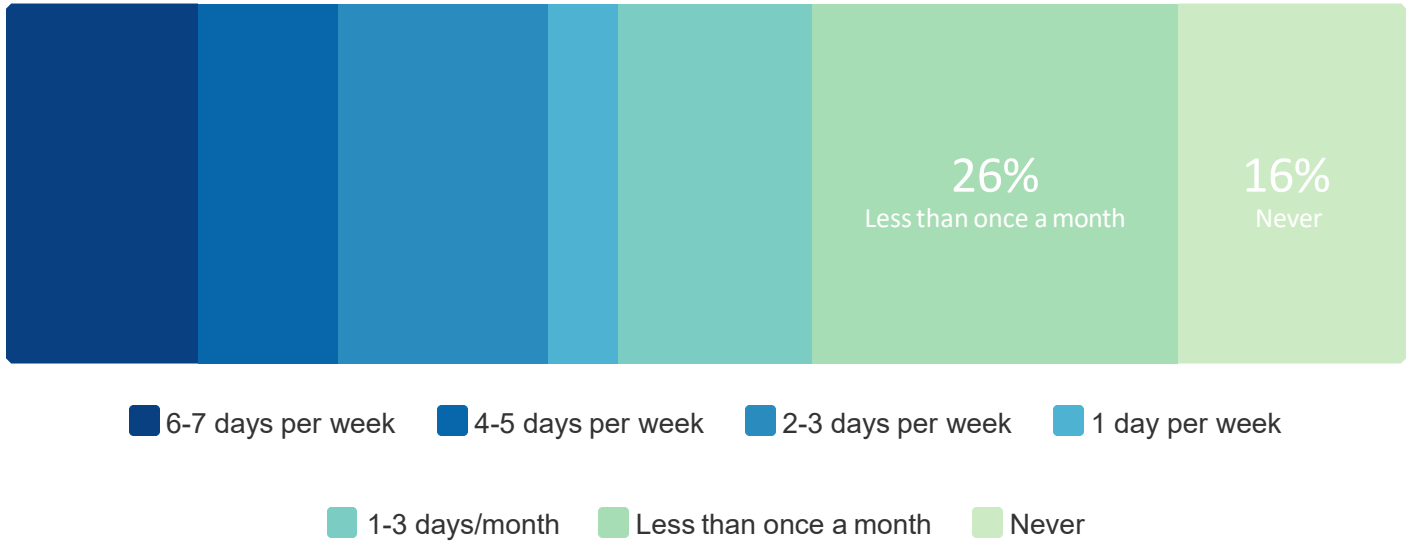
■ 1-3 days/month
 ■ Less than once a month
 ■ Never

SFO

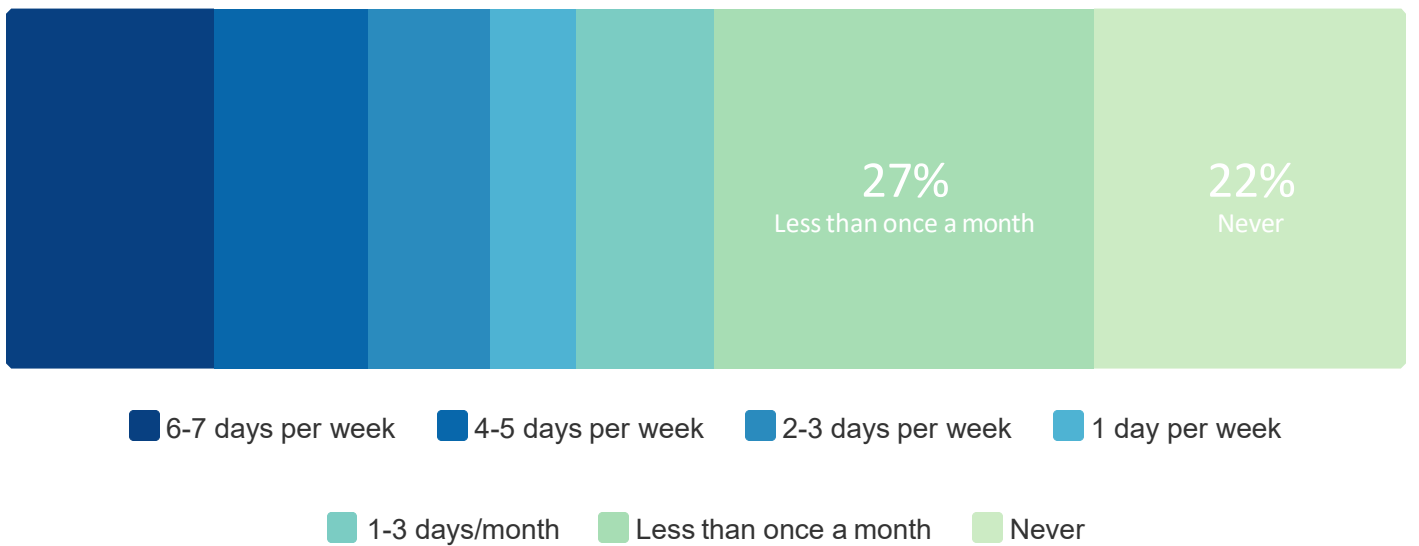




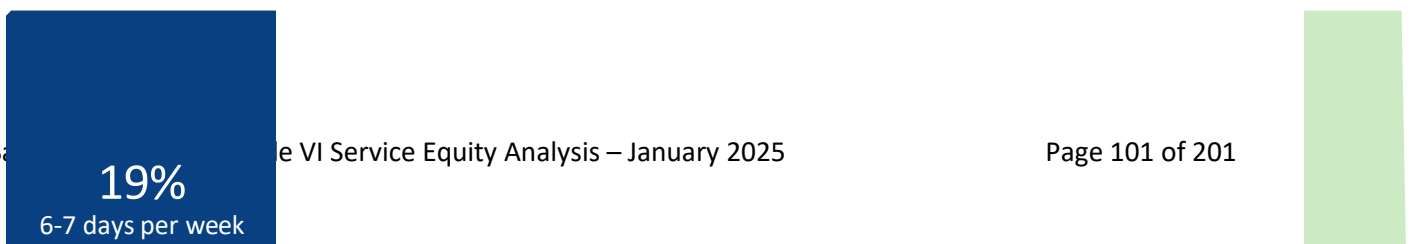
San Bruno

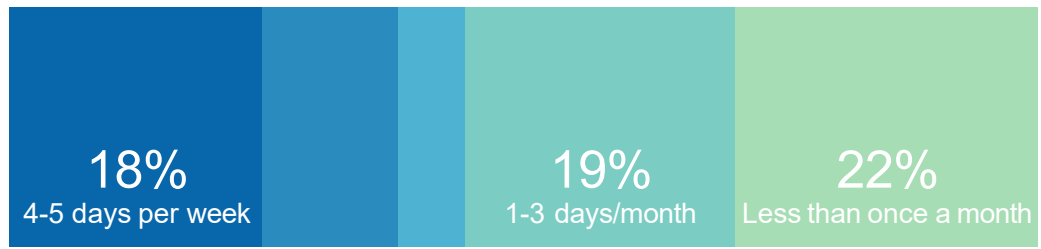


South San Francisco



San Francisco



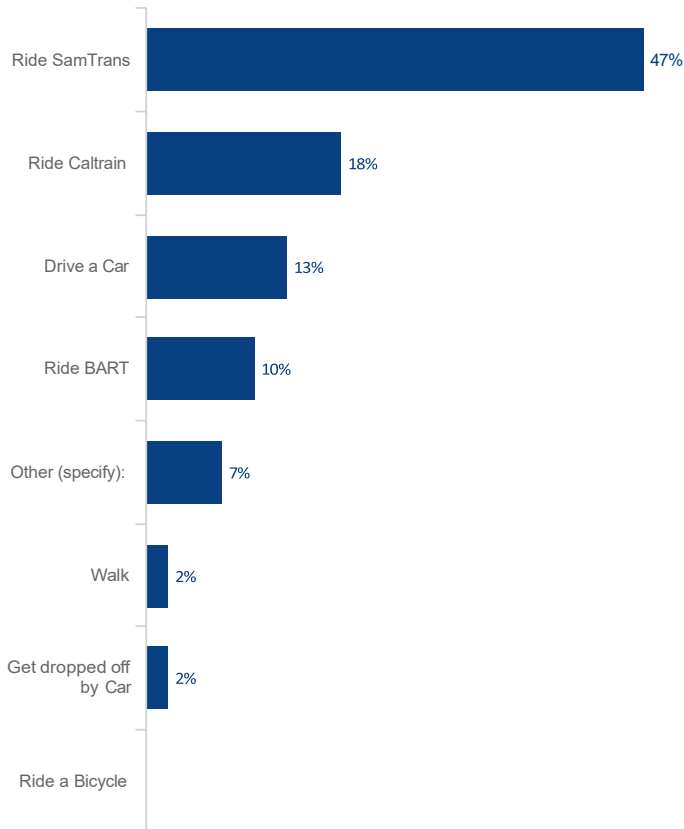




■ 6-7 days per week ■ 4-5 days per week ■ 2-3 days per week ■ 1 day per week

■ 1-3 days/month ■ Less than once a month ■ Never

Q2 - When you make trips to your typical location, how do you usually travel? If you use mor...



Q2 - When you make trips to your typical location, how do you usually travel? If...

#	Field	Choice Count
1	Walk	2%
2	Ride SamTrans	47%
3	Ride BART	10%
4	Ride a Bicycle	0%
5	Ride Caltrain	18%
6	Get dropped off by Car	2%
7	Drive a Car	13%

8 Other (specify):

7% 7

98

Showing rows 1 - 9 of 9

Q2_16_TEXT - Other (specify):

Other [▲] (specify):

Uber or Lyft

Redi Wheel

Reddi wheels

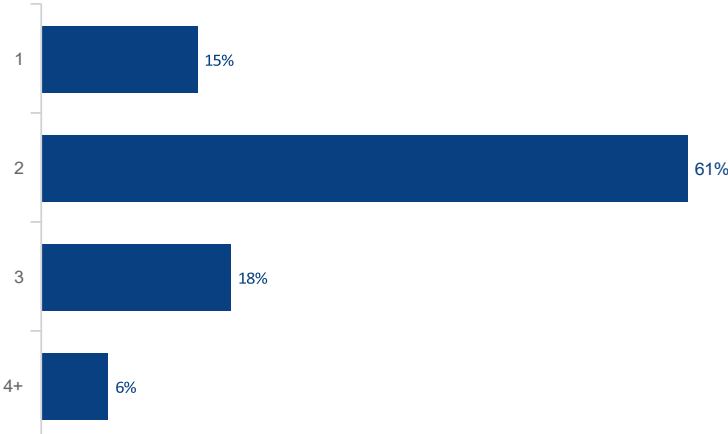
Readiwheels

Get bart to connect to caltrain

Bueno

Bart and Caltrain and walk

Q3 - How many modes do you use to make your typical trip? (i.e. if you walk, then ride a bus...

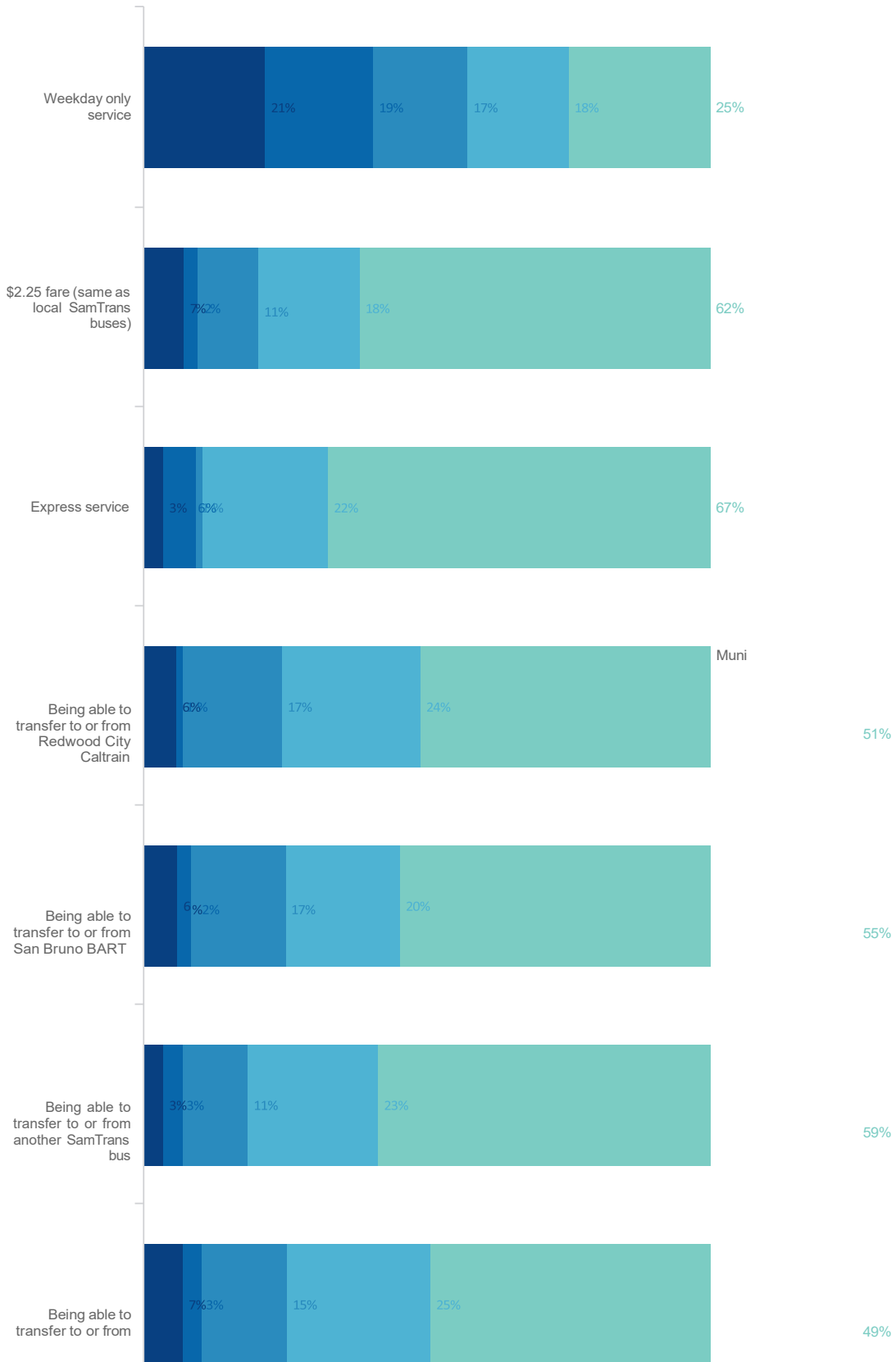


Q3 - How many modes do you use to make your typical trip? (i.e. if you walk, the...

#	Field	Choice Count
1	1	15% 14
2	2	61% 58
3	3	18% 17
4	4+	6% 6
		95

Showing rows 1 - 5 of 5

Q4 - How appealing are the following features of Route EPX to you?



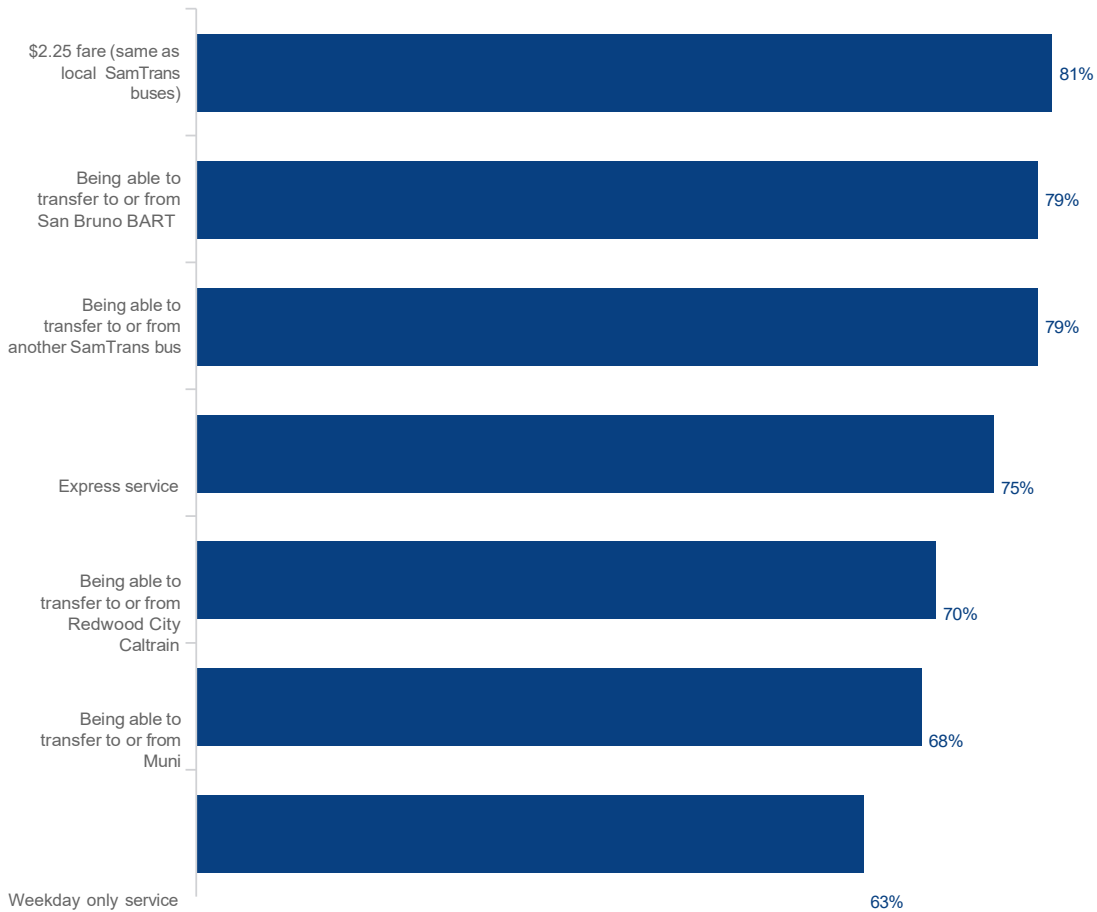
Extremely unappealing
Somewhat unappealing
Neither appealing nor unappealing
Somewhat appealing
Extremely appealing



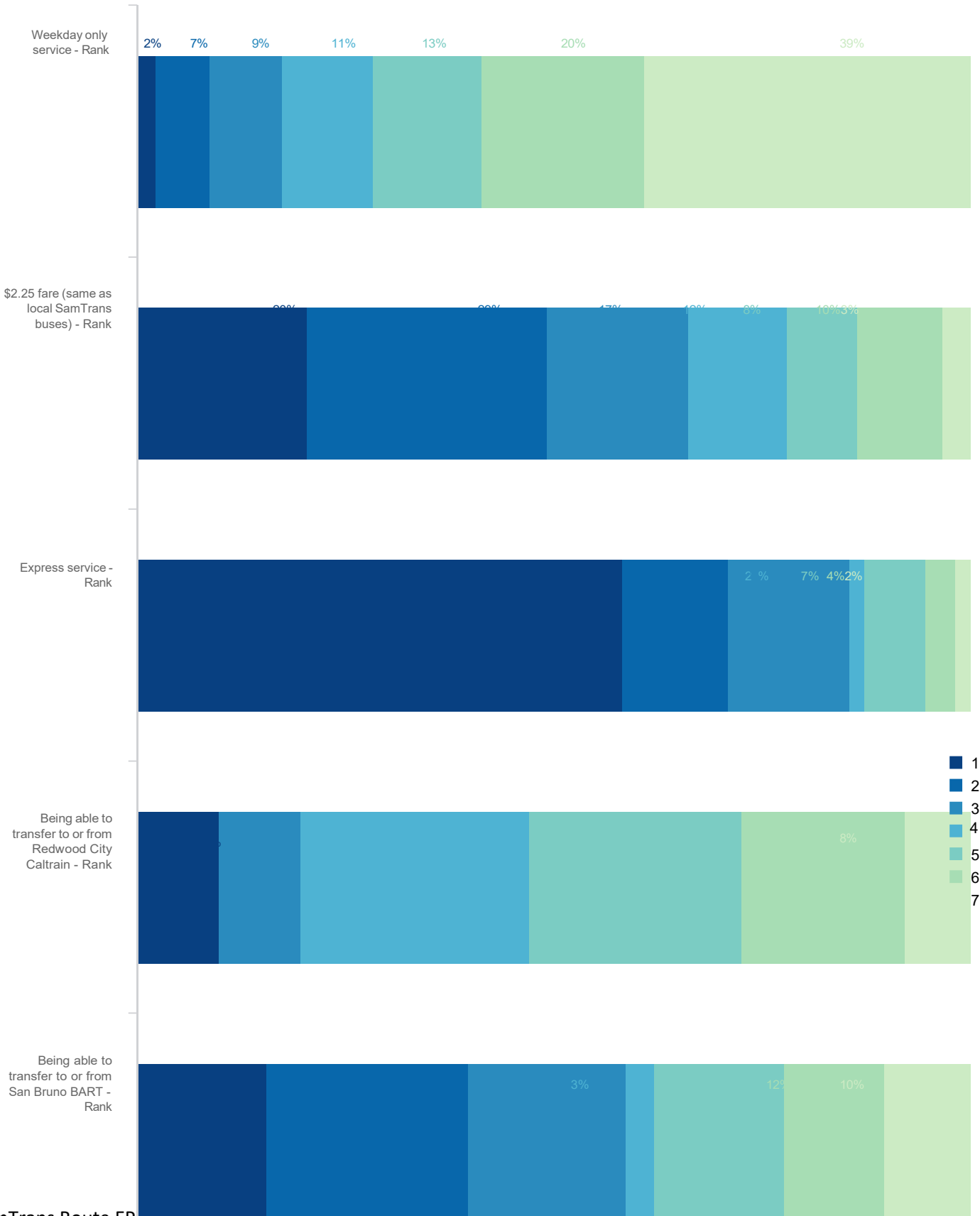
Field	Mean	Count
Weekday only service	3	84
\$2.25 fare (same as local SamTrans buses)	4	84
Express service	4	86
Being able to transfer to or from Redwood City Caltrain	4	86
Being able to transfer to or from San Bruno BART	4	84
Being able to transfer to or from another SamTrans bus	4	87
Being able to transfer to or from Muni	4	87

Q5 - Drag and drop the following aspects of Route EPX in order of importance to you, from ...

Share of Respondents Who Selected Each Priority



Ranking of Route EPX Features



Being able to transfer to or from another SamTrans

12%

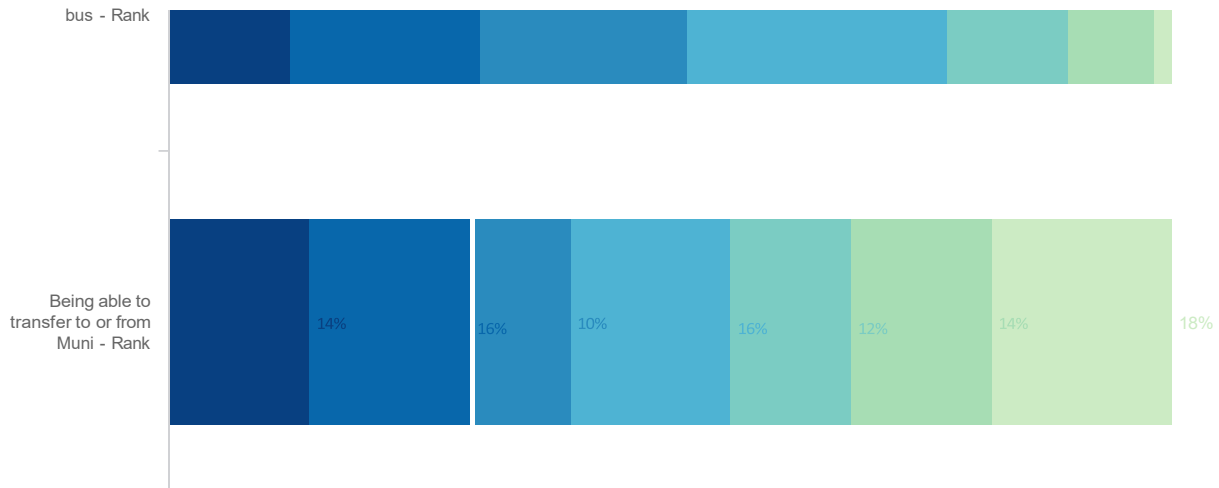
19%

21%

26%

12%

9%2%

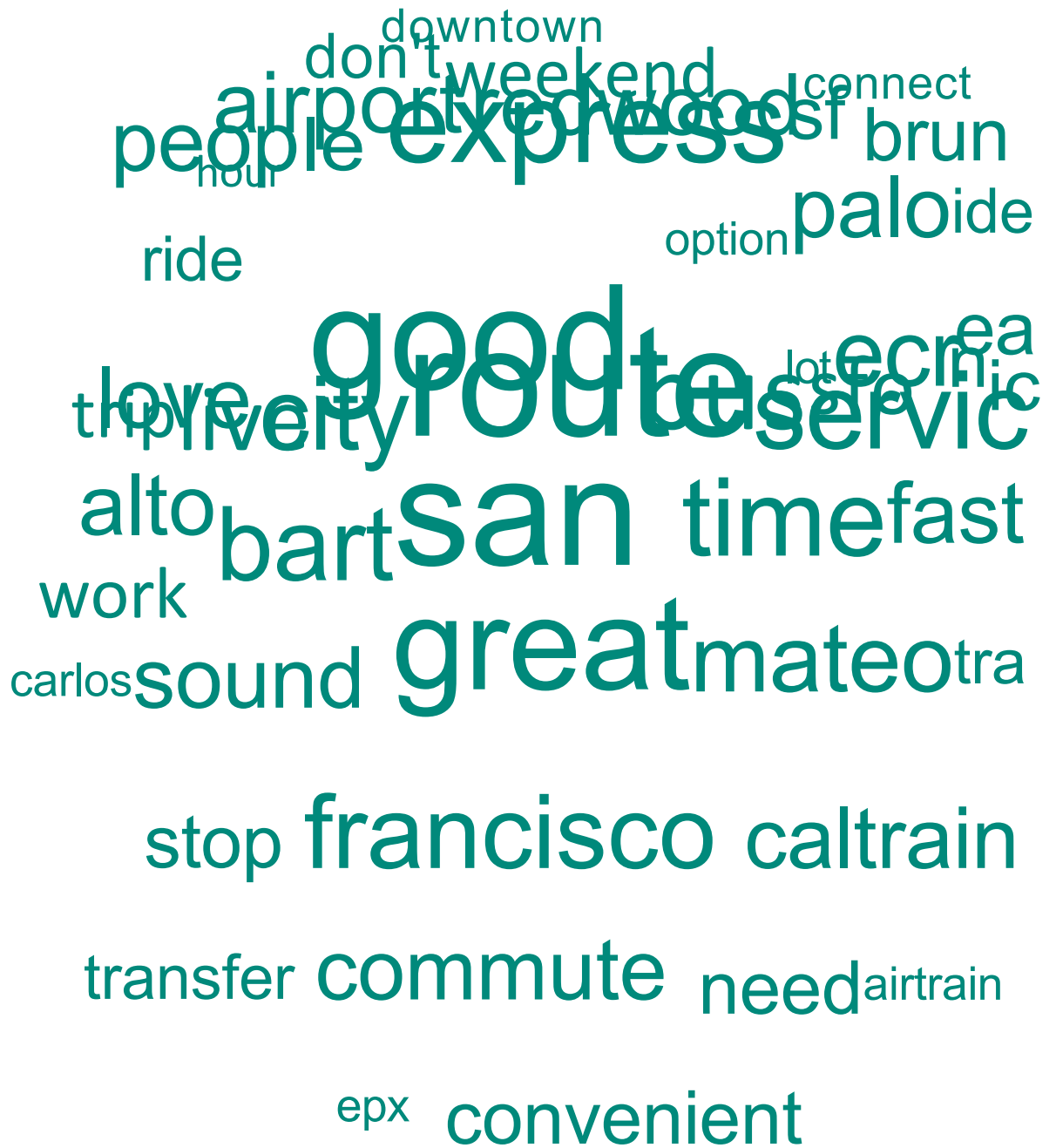


QID55 - Groups

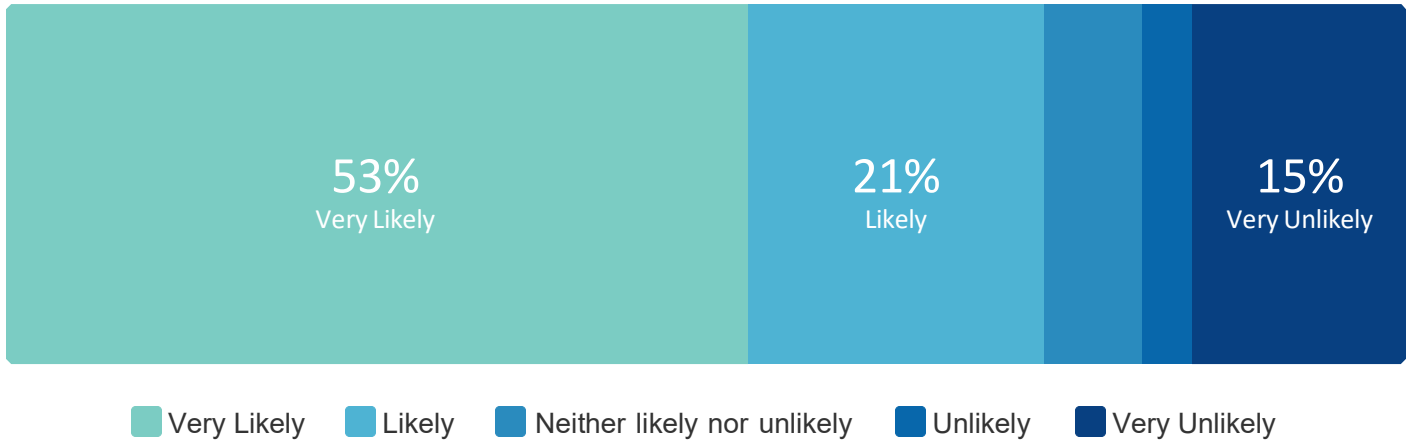
#	Field	Choice Count
1	Weekday only service	12% 46
2	\$2.25 fare (same as local SamTrans buses)	16% 59
3	Express service	15% 55
4	Being able to transfer to or from Redwood City Caltrain	14% 51
5	Being able to transfer to or from San Bruno BART	15% 58
6	Being able to transfer to or from another SamTrans bus	15% 58
7	Being able to transfer to or from Muni	13% 50
		377

Showing rows 1 - 8 of 8

Q6 - What are your overall impressions of Route EPX?



Q7 - How likely are you to try Route EPX once it launches?

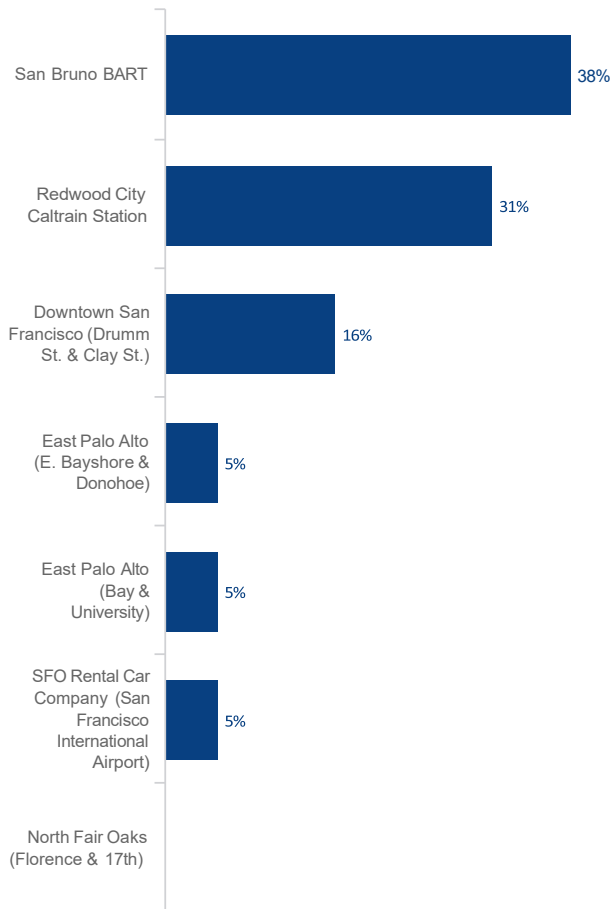


Q7 - How likely are you to try Route EPX once it launches?

#	Field	Choice Count
1	Very Unlikely	15% 13
2	Unlikely	4% 3
3	Neither likely nor unlikely	7% 6
4	Likely	21% 18
5	Very Likely	53% 45
		85

Showing rows 1 - 6 of 6

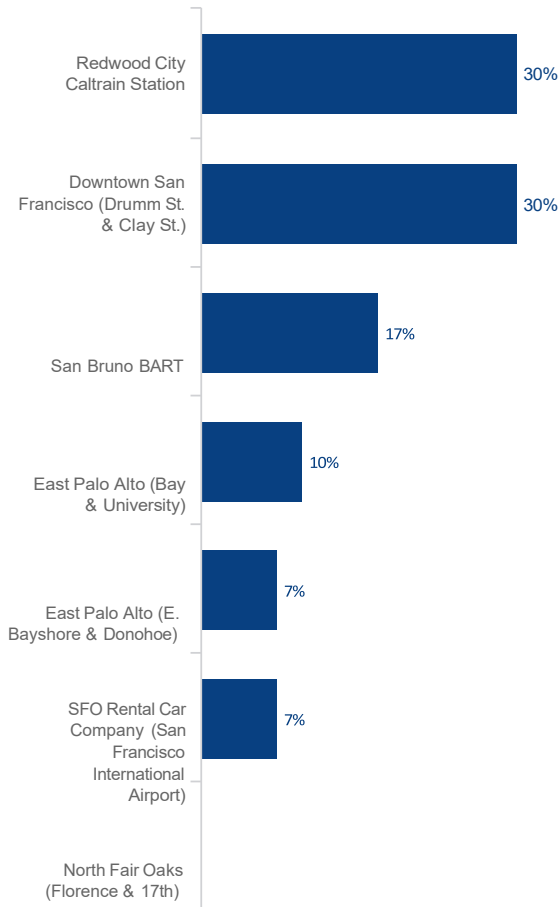
Q8 - At which stop would you most likely board Route EPX?



Q8 - At which stop would you most likely board Route EPX?4

#	Field	Choice Count
1	East Palo Alto (E. Bayshore & Donohoe)	5% 4
2	East Palo Alto (Bay & University)	5% 4
3	North Fair Oaks (Florence & 17th)	0% 0
4	Redwood City Caltrain Station	31% 25
5	SFO Rental Car Company (San Francisco International Airport)	5% 4
6	San Bruno BART	38% 31
7	Downtown San Francisco (Drumm St. & Clay St.)	16% 13

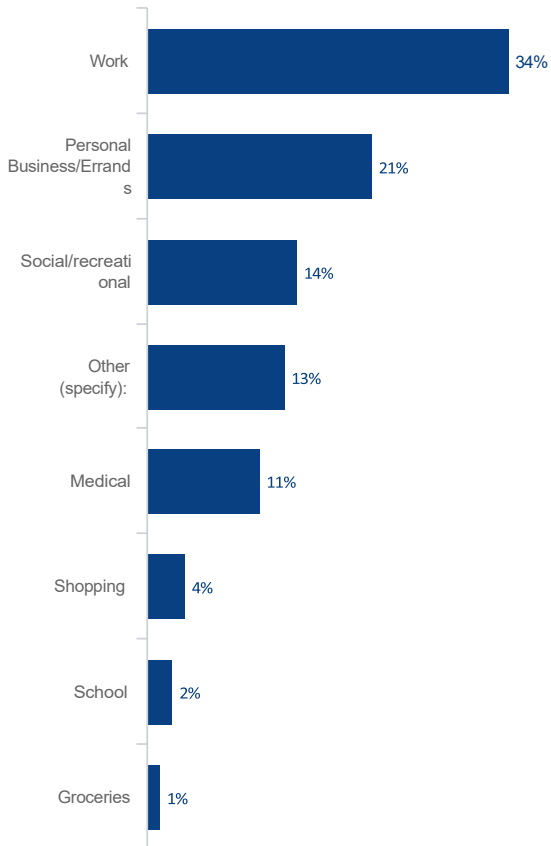
Q9 - Which stop would you most likely ride Route EPX to?



#	Field	Choice Count
1	East Palo Alto (E. Bayshore & Donohoe)	7% 6
2	East Palo Alto (Bay & University)	10% 8
3	North Fair Oaks (Florence & 17th)	0% 0
4	Redwood City Caltrain Station	30% 25
5	SFO Rental Car Company (San Francisco International Airport)	7% 6
6	San Bruno BART	17% 14
7	Downtown San Francisco (Drumm St. & Clay St.)	30% 25

Showing rows 1 - 8 of 8

Q10 - For what purpose would you primarily ride Route EPX?



Q10 - For what purpose would you primarily ride Route EPX?

#	Field	Choice Count
1	Work	34% 29
2	School	2% 2
3	Social/recreational	14% 12
4	Groceries	1% 1
5	Shopping	4% 3
7	Personal Business/Errands	21% 18
8	Medical	11% 9

9 Other (specify):

13% 11

85

Q9 Reasons for Riding Route EPX - Other

Other (specify):

Everything

work and social and shopping

Leisure

got to go on bart

Trabajo ,compras ,fines sociales/recreativos

出入方便找工作

None

Jury Duty

All of the above

I would not

Never

Q11 - What is your home ZIP code?

94030 94041 94064
 94070 94063 94112
 94044 94014 9406
 944
 kumar lalita
 94401 94066 9402
 94303 94086 9440
 94577 dale 94065
 94105 94402
 hanover 94110 city 94121
 94108 94116 94103

Q12 - How well do you speak English?



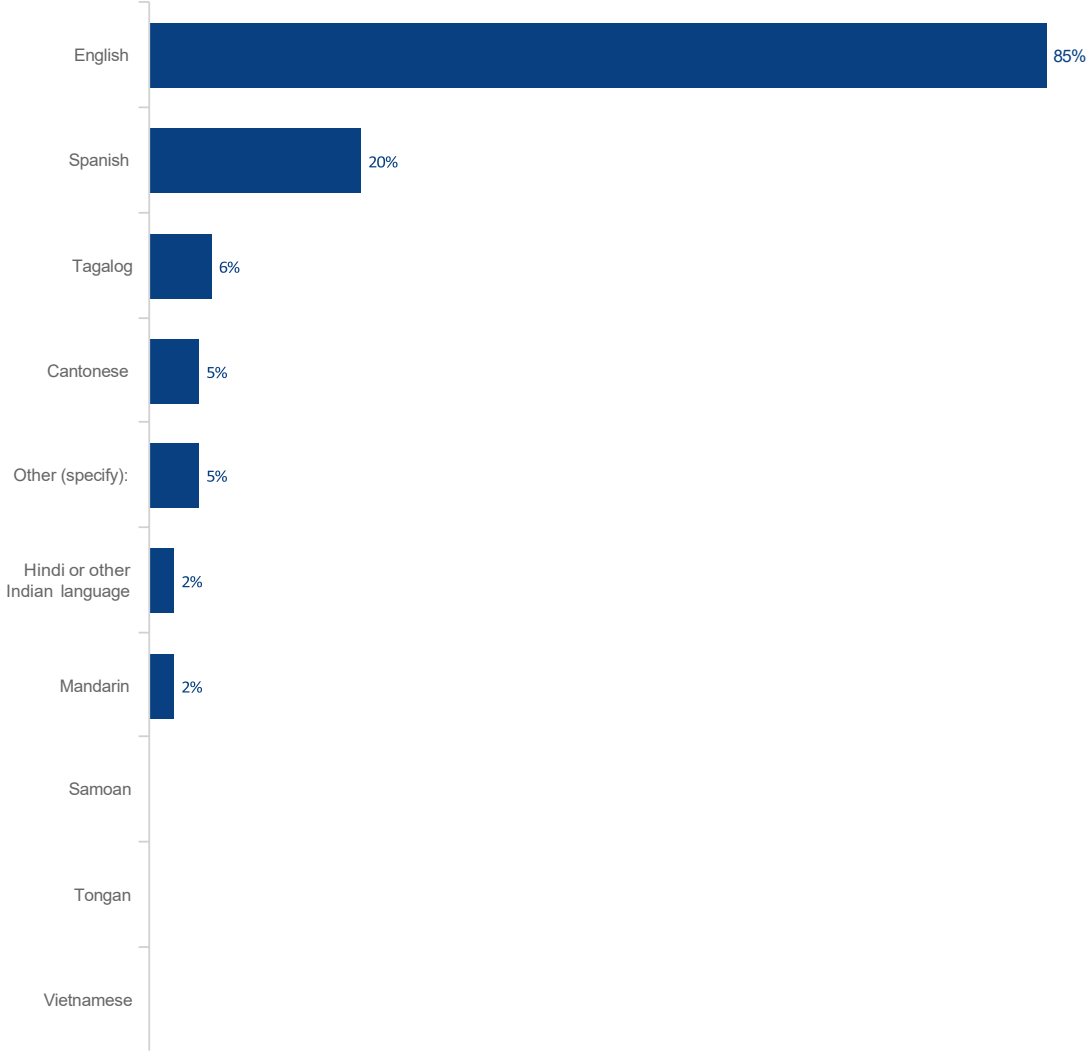
Q12 - How well do you speak English?

#	Field	Choice Count
1	Very well	86% 73
2	Well	8% 7
3	Not well	5% 4
4	Not at all	1% 1

85

Showing rows 1 - 5 of 5

Q13 - Which languages are regularly spoken in your home? Check all that apply



Q13 Languages Spoken in the Home - Other

Other (specify):

- German
- Mis hijos inglés ,yo español
- Japanese
- Taiwanese

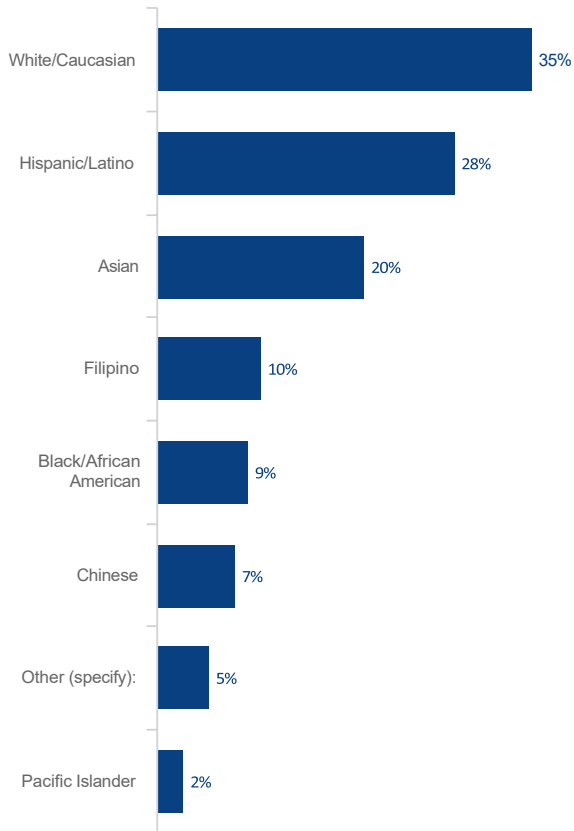
Q13 - Which languages are regularly spoken in your home? Check all that apply

#	Field	Choice Count
2	English	68% 72
6	Spanish	16% 17
7	Tagalog	5% 5
1	Cantonese	4% 4
99	Other (specify):	4% 4
3	Hindi or other Indian language	2% 2
4	Mandarin	2% 2
5	Samoan	0% 0
8	Tongan	0% 0
9	Vietnamese	0% 0

106

Showing rows 1 - 11 of 11

Q14 - Which of the following best describes your race/ethnic background? Check all that apply



Q14 - Which of the following best describes your race/ethnic background? Check al...

#	Field	Choice Count
1	Asian	17% 16
2	Black/African American	7% 7
3	Chinese	6% 6
4	Hispanic/Latino	24% 23
5	Filipino	8% 8
6	Pacific Islander	2% 2
7	White/Caucasian	31% 29

99 Other (specify):

4% 4

95

Showing rows 1 - 9 of 9

Q14 - Ethnicity/Race - Other

Other (specify):

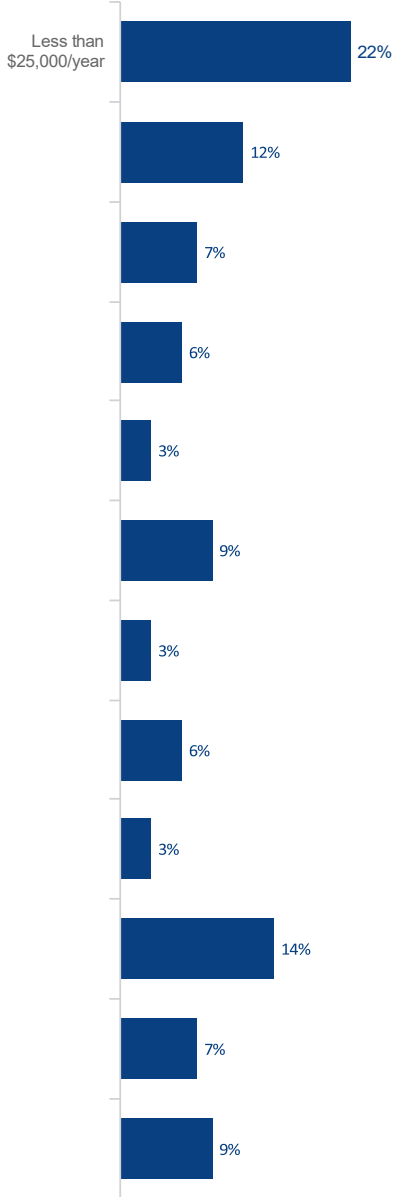
Mexican American and native American

Native American Indian

Native American black

American

Q15 - Annual household income (before taxes):



\$25,000 - \$29,999

\$30,000 - \$39,999

\$40,000 - \$49,999

\$50,000 - \$59,999

\$60,000 - \$69,999

\$70,000 - \$79,999

\$80,000 - \$89,999

\$90,000 - \$99,999

\$100,000 - \$149,999

\$150,000 - \$249,999

\$250,000 or more

Q15 - Annual household income (before taxes):

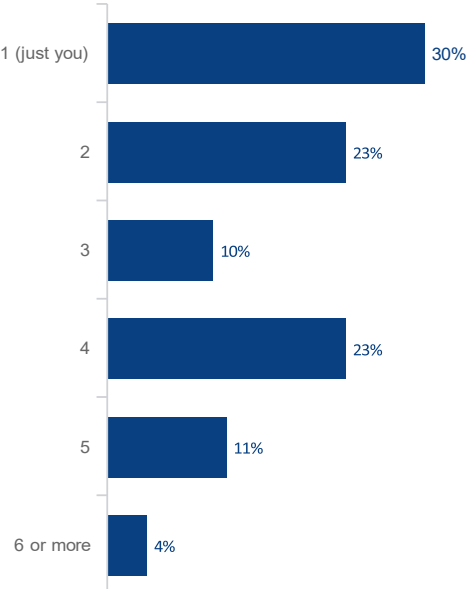
Field	Choice Count
Less than \$25,000/year	22% 15
\$25,000 - \$29,999	12% 8
\$30,000 - \$39,999	7% 5
\$40,000 - \$49,999	6% 4
\$50,000 - \$59,999	3% 2
Field	Choice Count

\$60,000 - \$69,999	9%	6
\$70,000 - \$79,999	3%	2
\$80,000 - \$89,999	6%	4
\$90,000 - \$99,999	3%	2
\$100,000 - \$149,999	14%	10
\$150,000 - \$249,999	7%	5
\$250,000 or more	9%	6

69

Showing rows 1 - 13 of 13

Q16 - Including yourself, how many people live in your household?



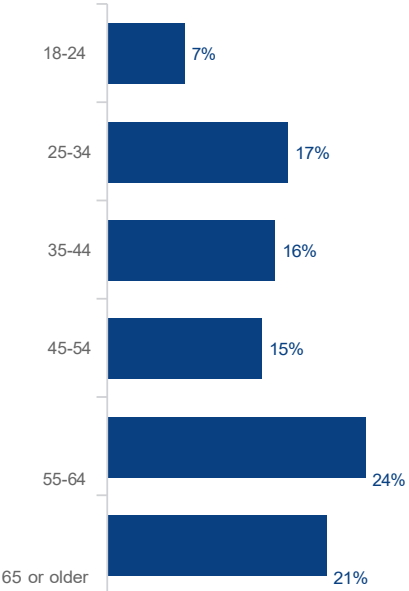
Q16 - Including yourself, how many people live in your household?

#	Field	Choice Count
1	1 (just you)	30% 24
2	2	23% 18
3	3	10% 8
4	4	23% 18
5	5	11% 9
6	6 or more	4% 3

80

Showing rows 1 - 7 of 7

Q17 - Your age:



Q17 - Your age:

#	Field	Choice Count
1	18-24	7% 6
7	25-34	17% 14
8	35-44	16% 13
9	45-54	15% 12
10	55-64	24% 20
11	65 or older	21% 17

82

Showing rows 1 - 7 of 7

Q18 - Other comments or feedback?

Other comments or feedback?

Bring back the 260 bus to its original route. Why are you adding more buses? It's ridiculous that you people don't know how to do your job.

I know its not feasible and perhaps off topic for this. But i would appreciate if samtrans provided n95 or similar masks for bus operators. I do worry for their health as they encounter many people during

Keep doing a good job you guys

Include weekends to ensure everyone has access all through the week to eliminate car pollution and motivate people to go green all the way.

Plz allow bikes on your epa-bellehaven ride plus shuttle. That would complete the transferability between the shuttle & SamTrans buses

No

None at this time

no

Great route

I wish this route would go to South San Francisco BART.

Gracias por ese nuevo servicio es muy necesario para mi comunidad Latina.

I really hope this works out for people

You don't ask about disabilities, so I will volunteer that due to poor eyesight, I am unable to drive, so having more transit options is always welcome.

SamTrans is awesome

Other comments or feedback?

Daly City, Colma, or Serramonte stop?

No not at this time.



Yo trabajo en san mateo y me gusta más la ruta 398 de San Francisco

乘车安全方便搵工

Love SamTrans! Still quite upset you discontinued service to Pescadero!

Thank you for organizing the express and please email out the pickup/location dropoff pickup times.

It's really hard for older people to figure out Samtrans routes. I wish we could get maps of them that showed all the stops.

Thank you

I miss the old ECR Rapid!

The bus route is a good idea, but not for me since it doesn't stop in San Carlos.

Can't wait for the Route EPX to launch

It would be great if all kids would ride free also if families with strollers (like myself) wouldn't need to take out baby from stroller, take out stuff from stroller storage, fold the stroller and carry baby. Its just a hassle and very difficult and sometimes it makes me not want to use samtrans.

Im glad to know about this new bus route by social media

EPX would only serve a minority of riders at everyone else's expense :(
Other comments or feedback?

It is great to have express buses. People do not like transfer.

I am a redi wheel customer and I can't even use that because the rides are too expensive or I would have to reserve them in advance. I would rather you focus on getting those rides to arrive quicker or at least on time then to creat another express line.

the bus stop in SSF will it have parking ? I would suggest having the stop near a public parking lot.

Please continue to make SamTrans useful and reaonably priced for strong ridership!

no

would be interesting to have a stop in Millbrae to connect to Millbrae station rather than waiting for ECR

buena idea de nuevas rutas

Please provide express service between SF and San Mateo

End of Report

ATTACHMENT 12 – SUMMER 2024 ROUTE EPX POST-LAUNCH SURVEY RESULTS



Summer 2024

SamTrans East Palo Alto Express (EPX) Survey

SUMMARY REPORT

Prepared by

COREY, CANAPARY & GALANIS RESEARCH
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COREY, CANAPARY & GALANIS

Table of Contents

INTRODUCTION	3
EXECUTIVE SUMMARY	4
Current EPX Riders	4
Potential EPX Riders	6
DETAILED RESULTS	8
CURRENT EPX RIDERS	9
Frequency of Riding EPX	10
Trip Purpose	11
Access	12
Egress	13
Board/Alight	14
Agree/Disagree Statements	16
Prospective Schedule Change	19
Future EPX Use	20
Suggestions	21
Demographics	22
POTENTIAL EPX RIDERS	24
Travel Mode Outside Immediate Neighborhood	25
Reasons For Not Using SamTrans	26
Awareness and Knowledge of EPX	27
Appeal of EPX Features	28
Likelihood of Using EPX in the Future	31
Suggestions	32
Demographics	33
VERBATIM COMMENTS.....	35
COMMENTS FROM ONBOARD SURVEY	36
COMMENTS FROM TELEPHONE SURVEY	43
SURVEY QUESTIONNAIRES	53

INTRODUCTION

Route EPX is a weekday only express service that operates between East Palo Alto and San Bruno, with limited runs to San Francisco, that launched in February 2024. A pre-launch survey was conducted by SamTrans in January 2024, to gauge interest levels of the new route.

This report provides findings from two post launch surveys conducted by CC&G. These surveys include feedback from riders and potential riders of SamTrans new East Palo Alto to San Bruno Express (EPX) service. An onboard survey was conducted to better understand trip characteristics and experience Route EPX customers using the service. A phone survey was conducted to target residents of San Mateo county to help understand whether they were aware of this new route and what it would take to encourage them to consider riding EPX. The survey data will be used when considering adjustments to existing service and to identify ways in which the customer experience could be improved.

The fieldwork consisted of a self-administered survey distributed on EPX buses in June 2024, as well as an interviewer administered telephone study of potential riders conducted in July and August 2024. The telephone sample was drawn from a list of contacts provided by SamTrans. It is likely that those contacted on the telephone survey were somewhat more familiar with SamTrans service compared to the average San Mateo residents since the contact list included those who had participated in past SamTrans surveys, or contacted SamTrans for information, or had provided their contact information to SamTrans for a similar reason.

A total of 106 onboard surveys and 116 phone surveys were completed.

This report includes the following key sections: this Introduction, the Executive Summary, Detailed Results, and the Verbatim Comments. Under a separate cover are the Statistical Tables. Percentages included in this report may not total 100% due to statistical rounding.

Questions regarding this project may be directed to: Julian Jest, SamTrans. (650.508.6245. JestJ@samtrans.com)

EXECUTIVE SUMMARY

Current EPX Riders

FREQUENCY

Two-thirds (64%) use EPX three or more days per week, and three-quarters (71%) ride at least one day per week. The average respondent rides EPX four times per week.

TRIP PURPOSE

Overall, half (54%) of respondents were using EPX to travel to work, 19% were using EPX for errands, and 12% were traveling to a social/recreation destination.

ACCESS/EGRESS

Respondents were most likely (69%) to walk to access their EPX bus. Nearly one-third (31%) used public transit, with most (21%) using another SamTrans bus or Caltrain (7%). Notably 7% used a car-based form of transit and 5% used a bicycle.

As with access, respondents were most likely (65%) to walk to get from their EPX bus to their destination, One-third (38%) used public transit, with 19% using SamTrans, 10% using BART, 6% using Caltrain, and 1% using either AC Transit, the DB Express, or Muni. Car based transit accounted for 8% of respondents, with most of these respondents (5%) using Uber, Lyft, or similar. The share of respondents using a bicycle to egress from EPX (5%) was equal to those who used a bicycle to access EPX.

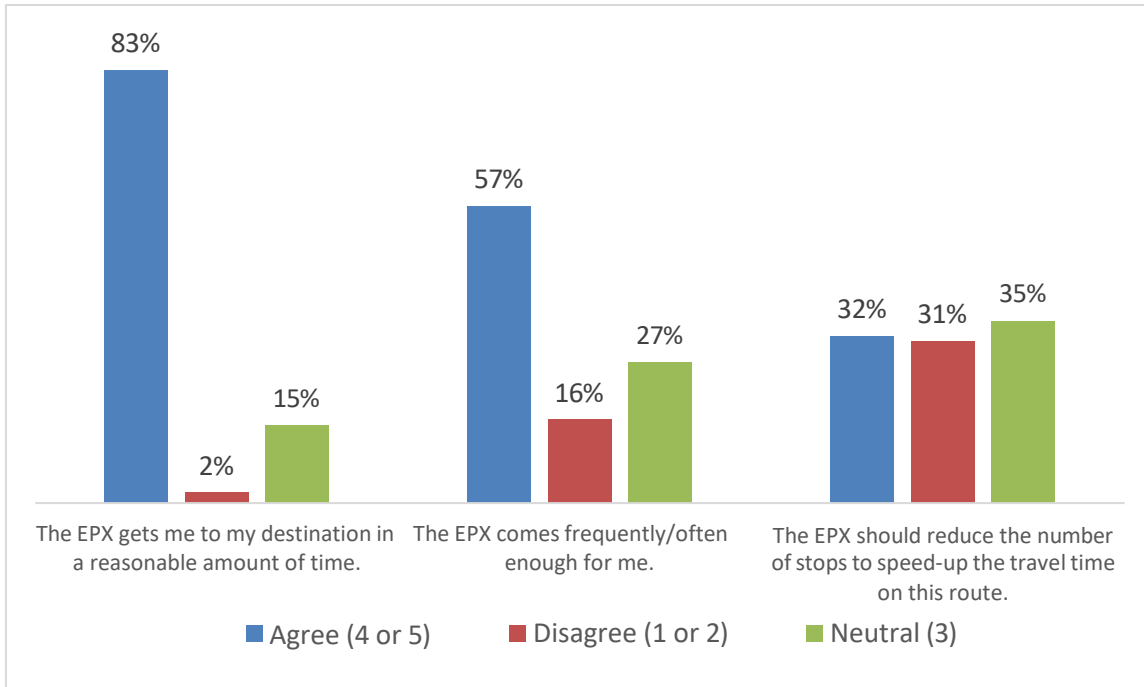
Respondents traveling for other purposes were slightly more likely to use public transit than those commuting to work or school (35% vs. 29%) to get to their EPX bus. When traveling from their EPX bus to their destination, respondents commuting to work or school were more likely to use multiple public transit systems while those traveling for other purposes were most likely to only use SamTrans.

While 5% of respondents traveling for a purpose other than commuting to work or school used a bicycle to get to their EPX bus, 8% will use a bicycle to get to their destination.

BOARD/ALIGHT

Respondents were most likely to board from either Redwood City (31%) or East Palo Alto (30%) and were also most likely to alight in these cities (39% and 19%, respectively).

AGREE/DISAGREE STATEMENTS



PROSPECTIVE SCHEDULE CHANGE

For two-thirds (64%) of respondents, the current schedule works well. Some respondents said they would use EPX more if it ran on weekends (37%). This was more popular among respondents than if it ran later on weekdays (20%), or if it ran earlier (19%) on weekdays.

FUTURE EPX USE

Nearly all respondents (93%) plan to use EPX about the same or more in the next six months.

- More than half of respondents (53%) plan to use EPX more in the next six months, while 40% plan to use it about the same.
- Only 7% of respondents plan to use it less in the next six months.

SUGGESTIONS

The most cited suggestions were for more frequency (19%), fewer stops/faster service (8%), more stops (8%), punctuality (5%), and expanded hours (3%).

DEMOGRAPHICS

The typical respondent paid their fare using Clipper: Cash Value, lives in Redwood City or Palo Alto/East Palo Alto, does not have access to a vehicle, is 35 years of age, employed full time, lives in a household of three people and makes \$97,000 a year.

Potential EPX Riders

TRAVEL MODE OUTSIDE IMMEDIATE NEIGHBORHOOD

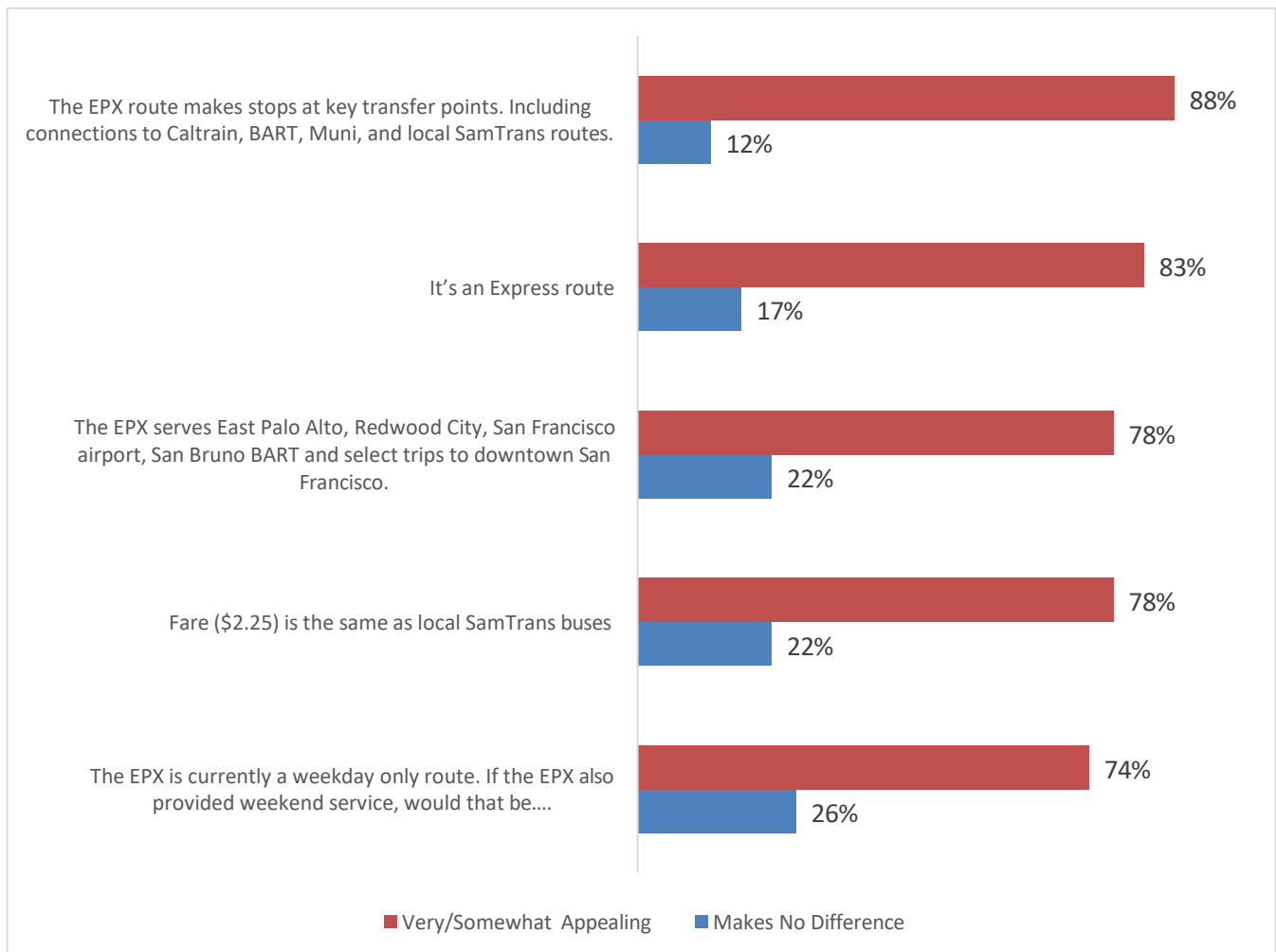
Respondents could specify multiple modes of transit for trips from the immediate area, and public transit (SamTrans, Caltrain, BART, Paratransit) was used as part of 74% of these trips. Car-based transit (drive or get dropped off, Uber or Lyft) was used as part of 58% of trips.

When asked why they didn't use SamTrans more for these trips, nearly half of respondents (42%) say they already use SamTrans for all or most of these trips. Respondents also said trips take too long (12%), SamTrans doesn't run frequently enough (12%), and stops were too far from their home (10%).

AWARENESS AND KNOWLEDGE OF EPX

Close to one-third of respondents (28%) were aware of EPX service.

APPEAL OF EPX FEATURES



LIKELIHOOD OF USING EPX IN THE FUTURE

Among all respondents, 59% say they are at least somewhat likely to use EPX service in the future.

The largest barriers to use were the stops being too far from origin destination (25%), not knowing enough about the route (15%), and trip takes too long/would have to transfer (9%).

SUGGESTIONS

Top suggestions were closer stops (23%), advertisement of service (21%), expanded hours (14%), or more frequency (9%).

DETAILED RESULTS

Note: Percentages included in this section may not add to 100% due to statistical rounding.

CURRENT EPX RIDERS

Note: Percentages included in this section may not add to 100% due to statistical rounding.

Frequency of Riding EPX

1. How often do you ride the SamTrans EPX route?

Two-thirds (64%) use EPX three or more days per week, and three-quarters (71%) ride at least one day per week. The average respondent rides EPX four times per week.

Respondents commuting to work or school rode EPX buses more frequently than respondents traveling for other purposes (4.28 vs. 3.63) and were much more likely to be using the EPX service for the first time (27% vs. 16%)

	Total	Trip Purpose	
		Work/School	All Other
Base (All Respondents)	106	56	37
	%	%	%
6-7 days /week {6.5 days/week}	12	11	11
5 days /week [5 days/week]	30	31	27
3 to 4 days/week [3.5 days/week]	23	22	24
1 to 2 days/week [1.5 days/week]	7	5	8
1 – 3 days /month [0.25 days/week]	3	4	3
Less than once a month [0.1 days/week]	6	<1	11
This is my first time riding*	20	27	16
Total	100	100	100
Average (Days/Week)	3.96	4.28	3.63

*These riders were not included in the average days/week calculation

Trip Purpose

2. What is the main purpose of this trip?

Overall, half (54%) of respondents were using EPX to travel to work, 19% were using EPX for errands, and 12% were traveling to a social/recreation destination.

Respondents who use EPX between 1 to 4 days a week were more likely (30%) to be traveling on an errand than riders in general (19%).

	Total	Frequency		
		5 days/wk or more	1 – 4 days/wk	1 day/wk or less
Base (All Respondents)	106	43	31	30
	%	%	%	%
Work	54	49	52	61
Personal business/errand	19	19	30	11
Social/recreation	12	11	7	18
School	6	14	4	-
Shopping	4	5	4	4
Medical	2	-	-	7
Airport	2	3	4	-
Total	100	100	100	100

Access

3. How did you get to this EPX bus?

Respondents were most likely (69%) to walk to access their EPX bus. Nearly one-third (31%) used public transit, with most (21%) using another SamTrans bus or Caltrain (7%). Notably 7% used a car-based form of transit and 5% used a bicycle.

One-third (33%) of respondents who use EPX 5 days a week or more use another SamTrans bus to access the service.

Respondents traveling for other purposes were more likely to use public transit than those commuting to work or school (35% vs. 29%).

Cyclists were most likely (7%) to use EPX five days a week or more.

	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Walk	69	65	74	67	77	54
Public Transit	31	40	23	27	29	35
SamTrans	21	33	13	13	18	24
Caltrain	7	2	3	13	5	8
BART	4	5	6	-	5	3
Car Based Transit	7	7	6	7	7	5
Uber, Lyft or similar	4	7	3	-	5	-
Dropped off by car	2	-	3	3	2	3
Drove Car	1	-	-	3	-	3
Bicycle	5	7	3	-	4	5

Egress

4. How will you get to your destination when you exit this EPX bus?

As with access, respondents were most likely (65%) to walk to get from their EPX bus to their destination, One-third (38%) used public transit, with 19% using SamTrans, 10% using BART, 6% using Caltrain, and 1% using either AC Transit, the DB Express, or Muni. Car based transit accounted for 8% of respondents, with most of these respondents (5%) using Uber, Lyft, or similar. The share of respondents using a bicycle to egress from EPX (5%) was equal to those who used a bicycle to access EPX.

Respondents commuting to work or school were more likely to use multiple public transit systems while those traveling for other purposes were most likely to only use SamTrans to get from their EPX bus to their destination.

Respondents who use EPX one day a week or less were the most likely (14%) to use car-based transit to get their destination, with most (10%) using Uber, Lyft, or similar.

While 5% of respondents traveling for a purpose other than commuting to work or school used a bicycle to get to their EPX bus, 8% will use a bicycle to get to their destination.

	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Walk	65	70	76	45	62	64
Public Transit	38	40	28	45	38	33
SamTrans	19	21	17	21	16	22
BART	10	9	7	14	16	3
Caltrain	6	7	3	3	5	-
AC Transit	1	2	-	-	-	3
DB Express	1	-	-	3	-	3
Muni	1	-	-	3	-	3
Car Based Transit	8	9	<1	14	15	<1
Uber, Lyft or similar	5	5	-	10	9	-
Drive Car	1	-	-	3	2	1
Get picked up by car	2	5	-	-	4	2
Bicycle	5	7	3	-	2	8

Board/Alight

5. Where did you board this EPX bus?

6. Where will you exit this EPX bus?

Redwood City (31%) and East Palo Alto (30%) were the most cited boarding locations as well as the most cited alighting locations (39% and 19%, respectively).

Respondents traveling for work were much more likely than respondents traveling for other purposes to board at SFO (15% vs 3%), but those traveling for other purposes were more likely to use SFO to alight than those traveling for work (20% vs. 13%). SFO was also the most likely alighting location for those who use EPX 1 day a week or less.

Board	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Redwood City	31	24	32	39	30	39
East Palo Alto	30	30	42	14	26	27
San Bruno	12	19	10	7	9	18
SFO Airport	9	5	-	25	15	3
San Francisco	9	11	3	14	11	9
Belle Haven (Menlo Park)	7	11	10	-	6	3
North Fair Oaks	1	-	3	-	2	-
Total	100	100	100	100	Total	100

Alight	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Redwood City	39	38	52	27	42	26
East Palo Alto	19	31	16	7	18	23
SFO Airport	14	8	6	30	13	20
San Bruno	12	13	10	10	15	9
San Francisco	10	5	10	17	11	11
Belle Haven (Menlo Park)	4	5	6	-	-	6
North Fair Oaks	3	-	-	10	2	6
Total	100	100	100	100	Total	100

Trips

Due to the small sample size, the following table shows numbers (e.g. 3 respondents boarded at East Palo Alto and alighted at Belle Haven) rather than percentages

Boarded at	Total	Alighted at						
		East Palo Alto	Belle Haven (Menlo Park)	North Fair Oaks	Redwood City	SFO Airport	San Bruno	San Francisco
	#	#	#	#	#	#	#	#
East Palo Alto	24	-	3	-	14	3	2	2
Belle Haven (Menlo Park)	7	1	-	-	5	-	1	-
North Fair Oaks	1		-	-	1	-	-	-
Redwood City	25	6	-	1	-	5	6	7
SFO Airport	8	2	-	-	5	-	1	-
San Bruno	7	3	-	-	4	3	-	-
San Francisco	7	1	1	2	2	1	-	-
Unknown^	27	-	-	-	-	-	-	-

* Respondents provided incomplete trip information (same location for boarding & alighting, blanks, etc.)

Agree/Disagree Statements

7. How strongly do you agree with each statement?

More frequent riders were more likely to agree with the statement, “The EPX gets me to my destination in a reasonable amount of time.” Respondents who were traveling for a purpose other than commuting to work or school were more likely to agree (81%) than those commuting to work or school (86%).

More frequent riders were more likely to agree with the statement, “The EPX comes frequently/often enough for me.” Respondents who were traveling for a purpose other than commuting to work or school were more likely to agree (62%) than those commuting to work or school (53%).

Respondents who were commuting to work or school were as likely to agree (32%) with the statement, “The EPX should reduce the number of stops to speed-up the travel time on this route,” as those traveling for other purposes (33%). However, commuters (39%) were much more likely to feel neutral about this statement than non-commuters (28%)

	Overall Mean Score	Agree (5 or 4 rating)	Disagree (1 or 2 rating)	Neutral
Base (All Respondents) - 106	#	%	%	%
The EPX gets me to my destination in a reasonable amount of time.	4.42	83	2	15
The EPX comes frequently/often enough for me.	3.69	57	16	27
The EPX should reduce the number of stops to speed-up the travel time on this route.	3.04	32	32	35

The EPX gets me to my destination in a reasonable amount of time.

	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Agree Strongly (5)	60	70	74	33	52	70
Agree Somewhat (4)	23	16	13	40	29	16
Neutral (3)	15	14	10	23	18	14
Disagree Somewhat (2)	2	-	3	3	2	-
Disagree Strongly (1)	-	-	-	-	-	-
Total	100	100	100	100	100	100
Mean (out of 5)	4.42	4.56	4.58	4.03	4.30	4.57

The EPX comes frequently/often enough for me.

	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Agree Strongly (5)	32	45	23	27	32	31
Agree Somewhat (4)	25	17	45	17	21	31
Neutral (3)	27	26	13	37	29	19
Disagree Somewhat (2)	11	10	13	13	13	14
Disagree Strongly (1)	5	2	6	7	5	6
Total	100	100	100	100	100	100
Mean (out of 5)	3.69	3.93	3.65	3.43	3.63	3.67

The EPX should reduce the number of stops to speed-up the travel time on this route.

	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Agree Strongly (5)	17	21	13	13	16	22
Agree Somewhat (4)	15	12	19	13	16	11
Neutral (3)	35	26	35	50	39	28
Disagree Somewhat (2)	19	26	16	13	20	14
Disagree Strongly (1)	13	14	16	10	9	25
Total	100	100	100	100	100	100
Mean (out of 5)	3.04	3.00	2.97	3.07	3.11	2.92

Prospective Schedule Change

8. The EPX is considering whether its schedule meets rider’s needs. Please select all that apply:

For two-thirds (64%) of respondents the current schedule works well. Respondents were more likely to use EPX more if it ran on weekends (37%), than if it ran later (20%) or earlier (19%) on weekdays.

	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
EPX schedule works well for me now	64	69	52	73	68	63
If EPX ran on weekends, I would use it then	37	40	45	19	36	34
If EPX ran later on weekdays, I would use it more	20	17	32	12	17	26
If EPX started earlier on weekdays, I would use it more	19	12	35	8	9	31

Future EPX Use

9. Do you plan to use the EPX route more or less in the next six months?

9a. Why is that?

Half of respondents (53%) plan to use EPX more in the next six months. Slightly fewer (40%) plan to use it about the same. Only 7% of respondents plan to use it less in the next six months.

Reasons for using EPX more noted its speed, convenience, and the respondent proximity to its stops.

	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
More	53	73	53	23	54	58
Less	7	-	3	20	7	8
About the same	40	27	43	57	39	33
Total	100	100	100	100	100	100

Why? (Use More)	Total
Base (Left comment and would ride EPX more in the next 6 months)	31
	%
Commuting to work/school	48
EPX is faster than alternatives	13
Convenient	13
Use for occasional trips (SFO, car in shop, etc.)	10
Internship/Temporary work	10
Live/work close to route	6
General compliment	6
Doesn't run on weekends	3
Don't drive	3
Reasonable price	3

Why? (Use Same)	Total
Base (Left comment and would ride EPX about the same amount in the next 6 months)	19
	%
Leaving Bay Area/Visiting/Don't live in Bay Area	32
No change in current schedule/Use it as often as I need to	26
General compliment	21
Bus starts too late/ends too early	11
Doesn't run on weekends	5
Commuting to work/school	5

Why? (Use Less)	Total
Base (Left comment and would ride EPX less in the next 6 months)	5*
	%
Use for occasional trips (SFO, car in shop, etc.)	40
Leaving Bay Area/Visiting/Don't live in Bay Area	40
Internship/Temporary work	20

Suggestions

Do you have any other suggestions about the new Route EPX service?

The most cited suggestions were for more frequency (19%), fewer stops/faster service (8%), more stops (8%), punctuality (5%), and expanded hours (3%).

	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (Left Comment)	37	16	13	8	20	13
	%	%	%	%	%	%
General compliment	43	56	38	25	35	38
More frequency	19	19	23	13	20	23
Fewer stop/transfers/Faster trips	8	-	23		15	
Add stops	8	6	8	13	10	8
Service is punctual/on time	8	6	8	13	5	15
Professional, helpful staff	8	6	8	13	10	8
Arrive on time/Increase reliability	5	-	-	25	5	8
Fast/faster than alternatives	5	6	-	13	10	-
Need expanded hours/Weekend service	3	6	-	-	-	8
Cost effective	3	-	8	-	-	8
Wi-Fi does not work	3	-	8	-	5	-

Demographics

	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
FARE MEDIA						
Clipper: Cash Value	48	30	55	66	48	53
One way ticket (cash)	15	18	10	14	15	9
Clipper: Monthly Pass	15	27	10	7	21	9
Day Pass (cash)	10	18	10	-	8	9
Mobile App: Day Pass	4	-	10	3	-	12
Clipper: Way2Go Pass	3	3	-	3	4	3
Mobile App: One-way	3	3	3	3	4	3
Clipper Start	1	-	-	3	-	3
HOME CITY*						
Redwood City	23	30	27	7	28	13
Palo Alto/East Palo Alto	22	28	35		20	23
Outside SF Bay Area	9	-	-	33	11	6
San Francisco	8	5	4	19	7	13
South San Francisco	8	15	4	4	9	6
Menlo Park	8	13	12		4	13
Daly City	5	5	4	7	2	13
OWN OR HAVE ACCESS TO A CAR						
Yes	25	17	31	29	26	26
No	75	83	69	71	74	74
AGE						
13 - 18 (15.5)	13	14	13	13	14	11
19 - 24 (21.5)	24	16	26	33	16	35
25 - 34 (29.5)	24	23	23	27	23	24
35 - 44 (39.5)	13	14	10	13	18	11
45 - 54 (49.5)	8	7	16		11	5
55 - 64 (59.5)	8	14	3	7	11	3
65 & Older (70)	8	7	10	7	5	8
Mean Age (in Years)	34.68	36.37	34.71	31.00	35.64	31.49

*Responses shown from 5% or more from respondents overall, see crosstabulated tables for complete list.

	Total	Frequency			Trip Purpose	
		5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
ETHNICITY*						
Hispanic/Latino	41	58	53	7	36	44
Black/African American	21	25	20	13	17	22
Chinese	14	3	7	37	19	8
White	13	3	10	30	11	17
Filipino	8	5	17	3	8	8
Asian	3	-	3	7	2	6
EMPLOYMENT STATUS						
Employed full time	55	58	48	59	63	47
Student	20	13	31	21	15	26
Unemployed	11	15	7	10	11	6
Employed part time	10	10	14	3	6	18
Retired	7	5	7	10	7	6
Other (Unspecified)	1	3			2	
INCOME						
Less than \$25,000/year [\$12,500]	-	-	-	-	-	-
\$25,000-\$29,999 [\$27,499.5]	9	14	6	7	7	11
\$30,000-\$39,999 [\$34,999.5]	-	-	-	-	-	-
\$40,000-\$49,999 [\$44,999.5]	7	5	3	13	5	8
\$50,000 - \$59,999 [\$54,999.5]	3	5	3	-	4	3
\$60,000 - \$69,999 [\$64,999.5]	3	-	3	7	5	-
\$70,000 - \$79,999 [\$74,999.5]	4	5	6	-	5	-
\$80,000 - \$89,999 [\$84,999.5]	-	-	-	-	-	-
\$90,000 - \$99,999 [\$94,999.5]	3	2	6	-	4	3
\$100,000 to \$124,999 [\$112,499.5]	4	2	-	10	7	-
\$125,000 to \$149,999 [\$137,499.5]	2	2	3	-	2	3
\$150,000 or more [\$200,000]	9	5	13	13	9	11
Mean Income (in \$1000)	97.4	87.9	104.8	102.9	89.0	111.5
HOUSEHOLD SIZE						
1 Person	15	16	6	20	18	11
2-4 people	60	58	61	63	64	62
6 + people	13	12	23	7	9	14
Mean Household Size (# of people)	3.07	2.86	3.80	2.59	2.90	3.18

*Responses shown from 3% or more from respondents overall, see crosstabulated tables for complete list.

POTENTIAL EPX RIDERS

Note: Percentages included in this section may not add to 100 due to statistical rounding.

Travel Mode Outside Immediate Neighborhood

3. How do you usually get to places outside of your immediate neighborhood?

Public transit (SamTrans, Caltrain, BART, Paratransit) accounts for 74% of trips and car-based transit (drive or get dropped off, Uber or Lyft) accounts for 58% of trips from the immediate area.

Respondents were equally likely to drive/carpool (53%) or use SamTrans (53%) for trips outside their immediate neighborhood.

	Total	Aware of EPX		Have Access to Car	
		Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
	%	%	%	%	%
Drive or get dropped off	53	50	55	76	16
SamTrans Bus	53	64	48	25	98
Caltrain	13	19	10	14	11
BART	8	11	6	6	11
Walk all the way	7	8	6	1	16
Bike	5	6	5	4	7
Uber or Lyft	4	8	3	1	9
Free Shuttle	2	3	1	1	2
Paratransit	1	-	1	-	2

Reasons For Not Using SamTrans

4. What are the primary reasons that you don't use SamTrans buses (more often) for these trips?

Nearly half (42%) of respondents say they already take SamTrans for all or most of their trips.

Top reasons for not using SamTrans for these trips were the trips take too long (12%) SamTrans doesn't run frequently enough (11%), and stops are too far from my house (10%).

	Total	Aware of EPX		Have Access to Car	
		Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
	%	%	%	%	%
I already ride SamTrans for all (or nearly all) of my trips	42	42	42	21	75
Trips take too long	12	11	13	20	-
Don't run frequently enough	11	8	13	17	2
Stops are too far from my house	10	11	10	15	2
Stops don't get close enough to where I'm going	7	14	4	7	7
Don't know enough about SamTrans service	4	-	6	6	2
Don't want to be constrained by SamTrans schedule	3	-	5	6	-
Buses don't run early or late enough	3	3	3	1	5
Service is unreliable	3	6	1	3	2
Too expensive	3	6	1	3	2
Difficult to carry groceries. Tools. Luggage on SamTrans	3	3	3	4	-
Prefer/Closer to Caltrain, BART, etc.	3	3	3	3	2
Don't travel much/need to go to places SamTrans serves	3	3	3	3	2
Others (relative, care giver, medical center, etc.) arrange my travel	1	-	1	-	2
Get motion sickness	1	3	-	1	-

Awareness and Knowledge of EPX

5. Prior to now, were you aware of Route EPX?

5a. How familiar are you with the EPX, including its route and schedule?

Close to one-third (28%) of respondents were aware of EPX service.

Of those respondents aware of EPX service, half (50%) were at least somewhat familiar with the service.

	Total	Have Access to Car	
		Yes	No
Base (All Respondents)	116	72	44
	%	%	%
Yes	28	25	34
No	69	72	64
Maybe	3	3	2

	Total
Base (Aware of EPX Service)	36
Very familiar (4)	17
Somewhat familiar (3)	33
Not too familiar (2)	28
Not at all familiar (1)	22
Total	100
Mean (out of 4)	2.44

Appeal of EPX Features

6. Please rate each of the following Route EPX features:

6a. It’s an Express route

6b. Fare (\$2.25) is the same as local SamTrans buses

6c. The EPX route makes stops at key transfer points. Including connections to Caltrain, BART, Muni, and local SamTrans routes.

6d. The EPX serves East Palo Alto, Redwood City, San Francisco airport, San Bruno BART and select trips to downtown San Francisco.

6e. The EPX is currently a weekday only route. If the EPX also provided weekend service, would that be....

Of the attributes surveyed, respondents were most likely to rate that the EPX makes stops at key transfer points very appealing (61%).

Half of the respondents found that the fare being the same as local SamTrans buses and that it’s an express route very appealing (57% and 56% respectively).

Half of the respondents (53%) also found the proposed weekend service very appealing.

	Very Appealing	Somewhat Appealing	Makes No Difference
Base (All Respondents) - 116	%	%	%
The EPX route makes stops at key transfer points. Including connections to Caltrain, BART, Muni, and local SamTrans routes.	61	27	12
Fare (\$2.25) is the same as local SamTrans buses	57	21	22
It’s an Express route	56	27	17
The EPX is currently a weekday only route. If the EPX also provided weekend service, would that be....	53	21	26
The EPX serves East Palo Alto, Redwood City, San Francisco airport, San Bruno BART and select trips to downtown San Francisco.	50	28	22

The EPX route makes stops at key transfer points. Including connections to Caltrain, BART, Muni, and local SamTrans routes.

	Total	Aware of EPX		Have Access to Car	
		Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
Very Appealing	61	75	55	57	68
Somewhat Appealing	27	19	30	31	20
Makes No Difference	12	6	15	13	11
Total	100	100	100	100	100

Fare (\$2.25) is the same as local SamTrans buses

	Total	Aware of EPX		Have Access to Car	
		Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
Very Appealing	57	75	49	60	52
Somewhat Appealing	21	17	23	22	18
Makes No Difference	22	8	29	18	30
Total	100	100	100	100	100

It's an Express route

	Total	Aware of EPX		Have Access to Car	
		Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
	%	%	%	%	%
Very Appealing	56	72	48	53	60
Somewhat Appealing	27	19	30	31	21
Makes No Difference	17	8	22	17	19
Total	100	100	100	100	100

The EPX is currently a weekday only route. If the EPX also provided weekend service, would that be....

	Total	Aware of EPX		Have Access to Car	
		Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
Very Appealing	53	56	53	51	57
Somewhat Appealing	21	19	21	24	16
Makes No Difference	26	25	26	25	27
Total	100	100	100	100	100

The EPX serves East Palo Alto, Redwood City, San Francisco airport, San Bruno BART and select trips to downtown San Francisco.

	Total	Aware of EPX		Have Access to Car	
		Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
Very Appealing	50	58	46	40	66
Somewhat Appealing	28	31	28	38	14
Makes No Difference	22	11	26	22	20
Total	100	100	100	100	100

Likelihood of Using EPX in the Future

7. In general, how likely would you be to ride Route EPX sometime in the future?

8. Why do you say that?

Half (59%) of respondents say they were at least somewhat likely to use EPX service in the future.

The largest barriers to use were the stops are too far from my origin destination (25%), don't know enough about it (15%), and trip takes too long/would have to transfer (9%).

	Total	Aware of EPX		Have Access to Car	
		Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
Very likely (4)	27	36	23	13	51
Somewhat likely (3)	32	31	33	32	33
Not too likely (2)	28	19	32	38	12
Not at all likely (1)	13	14	13	18	5
Total	100	100	100	100	100
Mean (out of 4)	2.73	2.89	2.66	2.39	3.30

	Total	Aware of EPX		Have Access to Car	
		Yes	No	Yes	No
Base (All Respondents) *	116	36	80	72	44
	%	%	%	%	%
Too far from my origin/destination	25	19	28	31	16
Might use for occasional trips (SFO, car in shop, etc.)	17	17	18	18	16
Don't know enough about it/Would need to find out more	15	11	16	13	18
It's faster than alternatives	9	17	6	7	14
Trip takes too long/would have to transfer	9	11	9	10	9
Use it currently/Plan on using it	9	14	6	3	18
Don't travel to destinations EPX offers	5	3	6	7	2

*Responses shown from 5% or more from respondents overall, see crosstabulated tables for complete list.

Suggestions

15. Do you have any other suggestions about the new Route EPX service?

Top suggestions were closer stops (23%), advertisement of service (21%), expanded hours (14%), or more frequency (9%).

	Total	Aware of EPX		Have Access to Car	
		Yes	No	Yes	No
Base (Left Comment)	43	19	24	30	13
	%	%	%	%	%
Stops nearer my origin/destination	23	26	21	30	8
Outreach/advertise service	21	11	29	23	15
Run earlier/later	14	21	8	7	31
More frequency	9	11	8	3	23
Transit in general	9	11	8	13	
Increased safety/security at stops/onboard	7	11	4	3	15
Needs to be fast/faster than alternatives	7	11	4	7	8
Coordinate with other transit systems	5	-	8	7	-
Courteous, helpful, professional drivers	5	5	4	3	8
Special event runs (Giants games, Chase Center. etc.)	2	-	4	3	-
List EPX on online mapping services (Google Maps, Apple Maps, etc.)	2	5	-	3	-
Cleaner buses	2	5	-	-	8

Demographics

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
	%	%	%	%	%
HOME CITY*					
San Mateo	23	33	18	22	24
Daly City	15	3	21	11	21
Pacifica	12	8	14	15	7
South San Francisco	12	11	13	15	7
Burlingame	8	6	9	3	17
Redwood City	6	8	5	8	2
San Bruno	5	6	5	6	5
OWN OR HAVE ACCESS TO A CAR					
Yes	62	56	65	100	-
No	38	44	35	-	100
AGE					
18 - 24 Years [21]	11	11	11	14	7
25 - 34 Years [29.5]	14	11	15	11	18
35 - 44 Years [39.5]	24	22	25	22	27
45 - 54 Years [49.5]	16	17	16	18	14
55 - 64 Years [59.5]	10	14	9	10	11
65 Years and Older [70]	24	25	24	25	23
Mean Age (in Years)	47.12	48.40	46.54	47.19	46.99
ETHNICITY^					
White	39	37	40	52	18
Hispanic / Latino	28	34	26	23	36
Chinese	13	11	14	13	14
Filipino	11	3	14	4	20
Black / African American	7	11	5	3	14

*Responses shown from 5% or more from respondents overall, see crosstabulated tables for complete list.

^Responses shown from 7% or more from respondents overall, see crosstabulated tables for complete list.

	Total	Aware of EPX		Have Access to Car	
		Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
	%	%	%	%	%
INCOME					
Less than \$25,000/year [\$12,500]	-	-	-	-	-
\$25,000-\$29,999 [\$27,499.5]	9%	11%	8%	4%	16%
\$30,000-\$39,999 [\$34,999.5]	-	-	-	-	-
\$40,000-\$49,999 [\$44,999.5]	9%	11%	9%	4%	18%
\$50,000 - \$59,999 [\$54,999.5]	6%	3%	8%	3%	11%
\$60,000 - \$69,999 [\$64,999.5]	3%	8%		3%	2%
\$70,000 - \$79,999 [\$74,999.5]	4%	8%	3%	6%	2%
\$80,000 - \$89,999 [\$84,999.5]	-	-	-	-	-
\$90,000 - \$99,999 [\$94,999.5]	7%	3%	9%	11%	-
\$100,000 to \$124,999 [\$112,499.5]	5%	6%	5%	7%	2%
\$125,000 to \$149,999 \$[137,499.5]	6%	6%	6%	10%	-
\$150,000 or more [\$200,000]	18%	17%	19%	28%	2%
Mean Income (in \$1000)	98.0	89.8	102.2	121.0	61.6
Household Size					
1 (Just Yourself)	19%	19%	19%	14%	27%
2 - 3 people	33%	28%	35%	38%	25%
3 - 4 people	38%	28%	43%	43%	30%
5 or more people	27%	28%	26%	26%	27%
Mean Household Size (# of people)	3.58	3.81	3.48	3.47	3.75
Interview Language					
English	87%	81%	90%	99%	68%
Spanish	12%	19%	9%	1%	30%
Chinese	1%	-	1%	-	2%

VERBATIM COMMENTS

COMMENTS FROM ONBOARD SURVEY

COMMENTS IN RESPONSE TO Q8 (THE EPX IS CONSIDERING WHETHER ITS SCHEDULE MEETS RIDER'S NEEDS. PLEASE SELECT ALL THAT APPLY:)

THERE SHOULD BE MORE ROUTES TO THE AIRPORT!

PLEASE, WEEKENDS.

MAYBE COULD USE STOP IN BURLINGAME BEFORE SFO.

EXCELLENT SERVICE, THANKS.

MORE SAN FRANCISCO TRIPS, TERMINALS INSTEAD OF AIR TRAIN.

ONE OR TWO ADDITIONAL SCHEDULE TO AND FROM SAN FRANCISCO IN THE AM AND PM.

7:30 AM IF IT WERE SCHEDULED WOULD BE HELPFUL TO GO EARLY TO WORK.

PLEASE: IF EPX RAN LATER. YES! IF EPX STARTED EARLIER AND RAN WEEKENDS. EPX ON WEEKENDS WOULD BE IMPORTANT FOR ME. IT'S THE ONLY ROUTE THAT HELPS ME GO MY JOB.

EPX HAS BEEN A HELP TO ME TO GET TO MY JOB EARLIER, THANKS.

LOVE THIS ROUTE.

COMMENTS FROM RESPONDENTS EXPLAINING WHY THEY PLAN TO USE EPX MORE IN THE NEXT SIX MONTHS

I HAVE A WORK SCHEDULE TO KEEP UP WITH.

CONVENIENT TO GET TO SFO.

I LIKE GOING TO SAN FRANCISCO ON THE WEEKENDS.

SCHOOL.

I WORK A LOT AND EPX IS FAST.

SCHOOL AND WORK.

CONVENIENT

I RECENTLY CHANGED MY JOB AND THE OFFICE IS IN MENLO PARK.

I LOVE RAPID STOPS. GET WHERE I NEED IN A GOOD TIMING.

WORK.

IT GETS ME TO WORK IN SOUTH SAN FRANCISCO IN A TIMELY MANNER.

I WORK IN REDWOOD CITY. IT SAVES ME A TON OF TIME THAN OTHER ROUTES VIA CALTRAIN OR SAMTRANS' ECR.

BETTER WAY TO WHERE I GO.

WORK.

CHANGES IN WORK SCHEDULE.

REASONABLE PRICE AND ROUTE.

GET TO FRIEND'S AND FAMILY'S HOMES AND TO GO TO SCHOOL.

BECAUSE OF MY JOB.

WORK

IT'S THE PERFECT ROUTE FOR ME, JUST WISH IT RAN ON WEEKENDS, IT'LL SAVE MONEY WITH A FASTER COMMUTE.

SHOP CLOSE TO MY HOUSE AND OFFICE.

FOR WORK

I DON'T HAVE A CAR.

MORE CONVENIENT WAY TO TRAVEL.

MORE CONVENIENT TRAVEL.

BECAUSE IT'S THE ONLY BUS THAT TAKES ME TO WORK.

BECAUSE MY JOB THIS SUMMER IS IN SAN BRUNO.

I STUDY IN ANOTHER SCHOOL, AND I NEED TO TAKE THIS BUS.

NICE BUS ROUTE.

I PLAN TO WORK MORE.

GOT A NEW JOB IN EAST PALO ALTO.

COMMENTS FROM RESPONDENTS EXPLAINING WHY THEY PLAN TO USE EPX LESS IN THE NEXT SIX MONTHS

I LIVE IN SAN FRANCISCO AND I'M ONLY TAKING THIS BUS BECAUSE I WAS IN SAN MATEO COUNTY JAIL TEMPORARY WORK.

I LIVE IN DALY CITY AND AM ONLY USING THE BUS TO TAKE TO JURY DUTY.

I WON'T BE IN THE BAY AREA AS OFTEN.

BECAUSE MY INTERNSHIP ENDS IN AUGUST.

COMMENTS FROM RESPONDENTS EXPLAINING WHY THEY PLAN TO USE EPX ABOUT THE SAME IN THE NEXT SIX MONTHS

DUE TO WORK SCHEDULE AND THE BUS LEAVING BEFORE SCHEDULED TIME (PERIODICALLY).

NOT FROM CALIFORNIA.

DON'T USE IT AS MUCH.

I ONLY NEED IT SOMETIMES.

TO GET TO SCHOOL.

MY USES FOR THE EPX FULFILL MY TRAVEL NEEDS FOR GOING TO THE STORE FOR GROCERIES, ETC.

IT MEETS MY NEEDS AT THE MOMENT.

WORK IN THE AREA FOR THE REMAINDER OF THE SUMMER AND THE ROUTE IS REALLY HELPFUL AND RELIABLE.

WILL ONLY USE FOR THE SUMMER.

JUST TRAVELED TO THE BAY AREA FOR A FEW DAYS AND WILL GET BACK TO SEATTLE.

EARLY FLIGHTS.

I FEEL THAT IT IS PERFECT FOR MY WORK COMMUTE.

SAME WORK SCHEDULE.

JUST VISITING.

I HAVE TO GO TO THE OFFICE TWICE PER WEEK, SO I'M GOING TO CONTINUE USING IT THE SAME DAYS.

GREAT ROUTE. IF IT RAN ON THE WEEKENDS I'D USE IT EVEN MORE.

I DON'T LIVE IN SAN FRANCISCO.

THERE ISN'T A BETTER ALTERNATIVE.

I ONLY NEED TO BE IN THE OFFICE THREE DAYS A WEEK.

NO CHANGE IN MY SCHEDULE.

COMMENTS ABOUT EPX SERVICE

GOT PASSED BY, SO I'M GOING TO BE LATE TO WORK.

GOOD CUSTOMER SERVICE.

THIS ROUTE IS VERY CONVENIENT! THERE SHOULD BE MORE BUS ROUTES TO SFO.

I REALLY ENJOY RIDING EPX AND WOULD LOVE IT IF I COULD TAKE IT ON THE WEEKENDS!

I WOULD LIKE MORE FREQUENT BUSES BETWEEN SAN FRANCISCO AND EAST PALO ALTO. SAN BRUNO IS NOT CONVENIENT.

I JUST WANT TO APPRECIATE SAMTRANS FOR EPX.

EXCELLENT

I WOULD LIKE TO SEE THIS BUS RUN EARLIER AND LATER WITH A FEW LESS STOPS.

IF THERE COULD BE A THIRTY MINUTE INTERVAL INSTEAD OF ONE HOUR. SOMETIMES I BARELY MAKE IT RIDING FROM THE ECR DALY CITY TO SAN BRUNO STATION.

A VERY NICE DRIVER AND GUY HANDING OUT SURVEYS WAS VERY PLEASANT AS WELL. BUS WAS SUPER CLEAN/NEW SMELLED GREAT.

GOOD SERVICE

VERY PUNCTUAL, DRIVERS ARE HELPFUL WITH DIRECTIONS. SHOULD BE COMING MORE OFTEN-- EVERY 25 MINUTES INSTEAD OF EVERY 45 MINUTES.

COULD USE STOP BETWEEN REDWOOD CITY AND SFO. MAYBE LESS STOPS BETWEEN EAST PALO ALTO AND REDWOOD CITY. REDWOOD CITY HAS A TON OF TRANSIT OPTIONS.

I REALLY LIKE IT BECAUSE I GET TO HOME AND WORK FAST.

HELPED ME FIND A BETTER WAY TO GET TO EAST PALO ALTO FROM REDWOOD CITY AND BACK. HELPED SAVE A LOT OF TIME.

WE APPRECIATE THE BUS DRIVERS!

EPX IS THE BEST SERVICE SAMTRANS HAS OFFERED SO FAR! LOVE THE RIDE AND SERVICE.

EXCELLENT

GOOD SERVICE

OVERALL, THE EPX SERVICE GETS ME TO MY DESTINATION. I JUST WISH THAT IT WOULD COME OFTEN, EVERY 15 TO 25 MINUTES INSTEAD OF EVERY 45 MINUTES.

ALWAYS ON TIME WHICH MAKES PLANNING EASY. I WISH THERE IS A 4 PM SAN FRANCISCO TO EAST PALO ALTO SCHEDULE OR A MORE DIRECT ROUTE TO SAN FRANCISCO.

EPX IS GOOD. I EXPECT MORE FREQUENCY AND MORE FROM REDWOOD TO SAN FRANCISCO.

MISSED TRAIN BECAUSE EPX BUS WAS LATE OVER TEN MINUTES.

THANK YOU FOR THE TRANSPORTATION.

VERY GOOD SERVICE

IT'S VERY GOOD. THANK YOU FOR THE SERVICE.

I LOVE EPX!

EXCELLENT SERVICE!

SINCE THIS LINE APPEARED, IT HAS BEEN A HELP TO ME A LOT TO REACH MY JOB. I DON'T HAVE TO GET OUT IN REDWOOD CITY. I JUST CONTINUE MY WAY UNTIL SAN BRUNO. THANKS.

COMMENTS ABOUT EPX SERVICE

THANK YOU FOR PROVIDING A PUNCTUAL AND FAST SERVICE!

INCREDIBLY THANKFUL. THIS BUS HAS BEEN ON TIME 99.9% OF THE TIME, EVEN WITH TRAFFIC.

I USED TO TAKE BUS 398 TO WORK FROM SAN CARLOS BUT THE ROUTE GOT CUT. IT WOULD BE GREAT IF SAMTRANS COULD CONSIDER INCLUDING SAN CARLOS ON THIS ROUTE.

I THINK IT'S GREAT! I LOVE VIEWING THE CITY, COMING INTO WORK AT A LOW COST.

EPX SHOULD RUN MORE OFTEN AND LATE IN THE DAY OUT OF SAN FRANCISCO TO FIT THE OFFICE SCHEDULE.

IT IS A GOOD SERVICE.

EASY ACCESS, NICE STOPS.

WIFI DOES NOT WORK MOST OF THE TIME.

COMMENTS FROM TELEPHONE SURVEY

COMMENTS FROM RESPONDENTS WHO ARE VERY LIKELY TO RIDE EPX SOMETIME IN THE FUTURE

TO GET TO WORK FASTER

I WOULD USE IT TO GET TO SFO.

I MIGHT IF IT GOES TO PLACES THAT I GO TO. I'D NEED TO FIND OUT MORE.

THE SERVICE WOULD BE PERFECT FOR ME ON WEEKENDS TO GO TO MY WEEKEND JOB IN EAST PALO ALTO.

I CAN TAKE IT TO THE BART THAT WOULD SAVE ME A LOT OF TIME IF IT'S EXPRESS

I WOULD TAKE IT TO DOWNTOWN SAN FRANCISCO IF IT REALLY IS EXPRESS

I WORK NEAR THE AIRPORT BUT DIDN'T KNOW THIS SERVICE WAS AVAILABLE.

I CURRENTLY USE THAT LINE

ITS AN EXPRESS BUS, AND I COULD USE IT TO GET TO PALO ALTO.

IT'LL GET ME WHERE I NEED TO GO FASTER.

DONT HAVE TIME TO WAIT ON A BUS

THIS WOULD BE CHEAPER TO SF THAN BART.

I TOOK IT ONCE TO REDWOOD CITY; I DIDN'T REALIZE THE SERVICE WAS A REGULAR EXPRESS SERVICE. I WILL TAKE IT MORE TO GO TO MY JOB IN REDWOOD CITY.

I TAKE IT TO REDWOOD CITY NOW 3X A WEEK TO WORK

I ALREADY TAKE THE EPX EVERYDAY TO MY JOB IN REDWOOD CITY.

I WAS PLANNING TO START USING IT FOR AN UPCOMING TRIP DOWNTOWN THIS WEEK.

BECAUSE IT WOULD PROBABLY BE EASIER TO GET HOME, MORE TIMELY, ALTHOUGH I MIGHT HAVE TO WALK A LITTLE OR TRANSFER. THE OPTION IS NICE. RIGHT NOW, I TAKE THE ECR TO PALO ALTO AND THEN THE 280 OR 281 TO GET HOME.

I WILL BE GETTING A JOB WITH CALTRAIN ONCE THE ELECTRIC SERVICE STARTS AND WILL TAKE THE BUS. IT WILL BE CHEAPER THAN DRIVING.

BECAUSE I CAN GO THERE EASILY WITH MY FRIENDS. THAT IS THE ONLY WAY WE CAN GO.

IT'S CHEAPER THAN TAKING AN UBER DOWNTOWN, THAT'S PERFECT

I WILL TAKE IT DOWNTOWN TO SF WHEN I GO SHOPPING

I WOULD TAKE IT INTO THE CITY, BECAUSE I DONT LIKE DRIVING THERE OR PARKING THERE.

IT REACHES THE DESTINATIONS I NEED. THERES ROOM FOR IMPROVEMENT, THOUGH.IT DOESN'T GO FAST ENOUGH OR OFTEN ENOUGH.

I WOULD TAKE IT WHEN MY CARS IN THE SHOP.

I LIKE EXPRESS BUSES.

I MIGHT USE IT IF I NEED TO GO TO THE AIRPORT

ITS AN EXPRESS BUS.

I LIKE ANY BUS THATS AN EXPRESS.

SOUNDS LIKE A GOOD MEANS OF TRANSPORTATION

THE EASE OF GETTING TO KEY DESTINATIONS POINTS IS GOOD

ITS NEW, AND I WANT TO CHECK IT OUT!

COMMENTS FROM RESPONDENTS WHO ARE SOMEWHAT LIKELY TO RIDE EPX SOMETIME IN THE FUTURE

I WOULD USE IT TO TEACH MY KIDS HOW TO USE IT.

ILL USE IT IF IT GOES NEAR SOMEPLACE I WANT TO GO TO.

I DONT KNOW ENOUGH ABOUT THE EXACT STOPS YET.

ID LIKE TO RIDE IT JUST TO SEE THE ROUTE AND TO SEE IF ITS FASTER THAN CALTRAIN.

I WOULD USE IT TO GO TO SAN BRUNO BART.

SOME OF THE PLACES IT STOPS COULD BE ATTRACTIVE TO ME.

I LIVE NEAR THE AIRPORT, SO I COULD TAKE IT THE OPPOSITE DIRECTION TO GET TO REDWOOD CITY.

WHEN I GO TO REDWOOD CITY NEXT TIME, I WILL TRY IT OUT

I WILL TRY IT TO GO DOWNTOWN...

IT DEPENDS ON THE TIME, BECAUSE I TAKE BUSES VERY EARLY IN THE MORNING

IF I WANTED TO GO TO ANY OF THOSE DESTINATIONS

I USE THE SAMTRANS JUST A FEW STOPS AWAY SO EXPRESS DOESN'T MAKE A CHANGE FOR ME BUT I CAN PROBABLY USE IT TO GO OUT TO THE MALLS

I LOVE TO VISIT REDWOOD CITY

I MIGHT TAKE IT IF MY CAR IS IN THE SHOP.

I WOULD HAVE TO CHECK IT OUT.

IT WOULD BE CHEAPER THAN THE TRAIN.

I PROBABLY MIGHT SOMETIMES FOR SITUATIONS WHEN I DON'T HAVE A CAR. FOR MY AGE GROUP, IT DOES GO TO CONVENIENT PLACES WHERE I MIGHT LIKE TO HANG OUT. I USED TO TAKE THE BUS BEFORE I COULD DRIVE.

ID LIKE TO SEE EXACTLY WHERE IT GOES.

BECAUSE I GO TO SAN FRANCISCO FROM TIME TO TIME, AND IF I COULD GET THERE QUICKER THAN TAKING THE 292, I WOULD USE IT TO GO TO SAN FRANCISCO.

I WAS THINKING IF THEY HAD AN EXPRESS TO SAN FRANCISCO I COULD TAKE IT INSTEAD OF DRIVING. ALSO, IF IT GOES TO PALO ALTO, I COULD TAKE IT IF THERE IS A CONNECTION TO SAN JOSE.

MAYBE IF IT RAN ON WEEKENDS AND HAD MORE FREQUENCY

ONE DAY I MIGHT NOT BE ABLE TO GET A RIDE, AND I MAY NEED IT.

I LIKE ANY EXPRESS BUS!

I AM CURIOUS TO SEE EXACTLY WHERE THE STOPS ARE.

I LIKE THAT ITS AN EXPRESS, AND I'D LIKE TO SEE EXACTLY THE ROUTE IT FOLLOWS.

I MIGHT WANT TO USE IT TO SHOP, IF IT RAN ON WEEKENDS.

I WILL HAVE TO TAKE IT TO FIND OUT IF IT STOPS WHERE I NEED IT TO.

I PREFER COLMA OR DALY CITY BART. BUT I MIGHT GIVE IT A TRY.

ITS APPEALING THAT IT GOES INTO THE CITY. I WOULD USE IT.

I AM CURIOUS, I DON'T KNOW ENOUGH ABOUT IT.

SOMETIMES MY WORK HOURS CHANGE, AND THIS BUS DOESN'T COINCIDE WITH MY SCHEDULE. PLUS, I'M OUT IN PACIFICA, IT'S KIND OF A HASSLE TO GET ANYWHERE BY BUS.

MAYBE I COULD TAKE IT JUST TO SEE EXACTLY WHERE IT STOPS.

COMMENTS FROM RESPONDENTS WHO ARE SOMEWHAT LIKELY TO RIDE EPX SOMETIME IN THE FUTURE

JUST TO CHECK IT OUT...SEE WHERE IT STOPS

IT DEPENDS ON THE AVAILABILITY, AND I WOULD WANT TO KNOW WHERE ALL THE STOPS ARE.

IT WOULD BE GREAT TO GET IT TO SFO.

IT DEPENDS ON HOW FAR THE LOCATIONS ARE FROM ME.

I DO LIKE TO RIDE THE TRAIN INTO SF, BUT THIS WOULD BE CHEAPER AND MAYBE FASTER.

COMMENTS FROM RESPONDENTS WHO ARE SOMEWHAT UNLIKELY TO RIDE EPX SOMETIME IN THE FUTURE

THIS WOULD BE AN ALTERNATE TO GO TO SFO ONLY. AND THATS RARE.

IT DOESN'T GO WHERE I WORK AND DRIVING IS STILL FASTER

DON'T REALLY HAVE ANYTHING TO GO TO ON THAT ROUTE

IF IT RAN LATE AT NIGHT SO I COULD COME INTO THE CITY AND HAVE SOME DRINKS AND NOT HAVE TO GET BEHIND THE WHEEL

IT DEPENDS ON WHERE I CAN PARK MY CAR.

ITS TOO FAR FROM WHERE I LIVE.

IT DOESN'T COME ANYWHERE NEAR ME AND DOESN'T GO ANYWHERE I GO.

IT DOESN'T GO TO DALY CITY BART.

IM 75 AND DISABLED AND I DO NOT LIKE TRANSFERRING, WHICH IS WHAT ID HAVE TO DO IF I WANTED TO TRY THIS BUS.

IT DOESN'T GO WHERE I NEED TO GO

IF IT HAS STOPS IN MY NEIGHBORHOOD ILL RIDE IT

I LIVE IN PACIFICA, SO IT REALLY DOESN'T COME ANYWHERE NEAR ME.

IT DOESN'T GO WHERE I NEED TO GO.

I LIVE RIGHT NEAR THE TRAIN, SO THATS USUALLY WHAT I TAKE.

I DONT COMMUTE, SO I'D TAKE IT TO BART IF I WERE GOING INTO THE CITY.

I DONT REALLY GO TO ANY OF THOSE PLACES.

I LIKE THE FREEDOM OF DRIVING

I WOULD HAVE TO DRIVE TO GET TO ANY OF THOSE STOPS.

I DON'T LIVE ON THAT ROUTE. I LIVE IN PACIFICA.

BECAUSE I DON'T KNOW WHERE TO GO OR WHERE TO RIDE IT AND I DON'T KNOW WHERE TO CATCH IT.

HONESTLY, I HAVEN'T TAKEN BUS IN SO LONG, I DON'T KNOW WHERE TO CATCH IT.

IT'S POSSIBLE I MIGHT RIDE IT SOMETIMES IF I AM HEADING INTO SOUTH SAN FRANCISCO OR SAN FRANCISCO, BUT PROBABLY NOT TOO OFTEN. IF I AM GOING TO SAN FRANCISCO, IT'S NICE TO HAVE SOMEONE DRIVE ME. IT WOULD ONLY BE IF PARKING WAS GOING TO BE A PROBLEM OR IF I WAS GOING BY MYSELF.

IT'S JUST NOT MY ROUTE. I DON'T GO TO THOSE PLACES.

I DON'T LIVE DOWN IN THAT AREA OF THE COUNTY. I LIVE MORE NORTH.

BECAUSE OF WHERE I LIVE. IT DOESN'T STOP NEAR THERE.

I ONLY TAKE THE 120 BECAUSE ITS CLOSE TO MY HOUSE.

IT SOUNDS LIKE I'D HAVE TO DO A LITTLE RESEARCH. I REALLY LIKE THE TRAIN, AND I LIKE RIDING MY BIKE.

IT'S JOURNEY IS NOT MY JOURNEY.

IT'S EASIER, FASTER, AND CHEAPER TO DRIVE.

COMMENTS FROM RESPONDENTS WHO ARE SOMEWHAT UNLIKELY TO RIDE EPX SOMETIME IN THE FUTURE

I'M ON THE COAST. IT'S FASTER AND LESS COMPLICATED TO DRIVE.

IT DOESN'T GO WHERE I NEED TO GO.

TIME CONSTRAINTS...ID HAVE TO TAKE A BUS TO GET TO THAT BUS.

COMMENTS FROM RESPONDENTS WHO ARE VERY UNLIKELY TO RIDE EPX SOMETIME IN THE FUTURE

IM 72. IM RETIRED.

I LIVE IN PACIFICA, SO IT'S NOWHERE NEAR ME.

I LIVE IN DALY CITY, SO NO.

I DONT LIVE IN ANY OF THOSE AREAS.

I WOULD HAVE TO DRIVE TO GET TO ANY OF THOSE STOPS.

DOESN'T SERVICE THE COASTAL AREA

I CARRY A BUNCH OF TOOLS. I NEED TO DRIVE.

ITS NOT ON MY GENERAL ROUTE

I THINK I'M MORE COMFORTABLE DRIVING MY CAR. I'M NOT A TRANSIT PERSON. I LIKE THE FREEDOM OF HAVING THE CAR AS OPPOSED TO BEING ON A FIXED ROUTE. UNLESS YOUR FINAL DESTINATION IS RIGHT THERE, YOU NEED A WAY TO GO THAT LAST MILE.

DOESN'T STOP WHERE I LIVE

REALISTICALLY, UNLESS THERE WAS A STOP QUITE CLOSE BY, I WOULDN'T RIDE IT. I DON'T NEED IT FOR COMMUTING BECAUSE I WORK FROM HOME, AND FOR ERRANDS I WOULD HAVE THINGS TO CARRY AND IT WOULD HAVE TO BE QUICK AND SUPER CLOSE BY.

I'M RETIRED AND I CAN'T SEE ANY REASON WHY I WOULD NEED IT.

IT'S NOT CONVENIENT. IT TAKES A LOT MORE TIME THAN DRIVING.

IT DOESN'T COME NEAR MY HOME.

NOWHERE CLOSE TO WHERE I AM OR WHERE I WANT TO GO

I HAVE NO REASON TO TAKE IT. I'M RETIRED.

SUGGESTIONS ABOUT THE NEW EPX SERVICE

IT'S NOT CONVENIENT. IT TAKES A LOT MORE TIME THAN DRIVING.

IT DOESN'T COME NEAR MY HOME.

NOWHERE CLOSE TO WHERE I AM OR WHERE I WANT TO GO

I HAVE NO REASON TO TAKE IT. I'M RETIRED.

CONSIDER A COASTAL HUB OR MORE FREQUENT SERVICE TO US NEAR THE COAST!

I HOPE IT RUNS FREQUENTLY.

ADVERTISE IT

BE ON TIME. HAVE GOOD DRIVERS. I HAD TO QUIT TAKING SAMTRANS BECAUSE THREE TIMES THE BUS WENT RIGHT PAST ME WITHOUT STOPPING! IT WASN'T BECAUSE THE BUS WAS FULL, IT WAS BECAUSE THE DRIVERS AREN'T PAYING ATTENTION. I DON'T WANT TO RIDE A BUS WHERE THE DRIVER IS NOT PAYING ATTENTION.

BETTER ADVERTISEMENT, I HAD NO IDEA IT WAS AVAILABLE.

BRING IT TO THE COAST

COORDINATE IT WITH OTHER MAJOR TRANSPORTATION NETWORKS

COULD MILLBRAE BART WORK IN THERE SOMEHOW?

ELIMINATE OR ALTERNATE STOPS FOR FASTER EXPRESS SERVICE FOR PEOPLE WHO NEED TO TAKE THE BUS.

EXPANDED SERVICE TO SF, BEYOND JUST COMMUTE HOURS

FOR SOMEONE WHO NEEDS A FAST BUS TRANSIT, BECAUSE A LOT OF THE BUSES ARE RIDING EMPTY, I THINK IT WOULD BE GREAT IF THE BUS WAS LIKE AN UBER. THEY USED TO HAVE IT WHEN THE BUS CAME AROUND AND PICKED YOU UP. IF THEY HAD A SYSTEM LIKE THAT AND IF THE PRICE WAS RIGHT.

FREQUENCY MIGHT BE A LITTLE IFFY. THEY NEED LATER SERVICE GOING SOUTH. I GET OFF WORK AT 10:30PM.

GET RID OF THE LONG BUSES. LARGE VANS WOULD BE MORE SUITABLE. ESPECIALLY IN THE COASTAL AREA. 70 PERCENT OF THE TIME THEY ARE NOT FILLED TO CAPACITY AND THEY SLOW UP TRAFFIC ON HWY 92.

GET THE WORD OUT! GET IT ON GOOGLE MAPS. IF YOU TRY TO FIND EPX ON GOOGLE...YOU WONT. ADVERTISE AT THE AIRPORT INFO COUNTERS. I APPRECIATE THAT THE BUS FARE IS AFFORDABLE AND I DONT HAVE TO PAY FOR PARKING, ESPECIALLY AT SFO. THE LONGER YOU'RE GONE, THE MORE IT COSTS. IT SHOULD BE THE OTHER WAY AROUND. ALSO, KIDS THAT WANT TO COME INTO THE CITY ON WEEKENDS CAN DO SO WITHOUT GETTING A DUI. THERE SHOULD BE AN EXPRESS ROUTE TO REPLACE THE 398, STARTING AT SAN MATEO AND RUNNING LATE. CALL ME FOR ANYTHING SAMTRANS. I RODE THE 1ST EPX, AND AM A SOLID SAMTRANS CLIENT WITH A LOT OF HELPFUL INPUT. THANKS FOR DOING THIS!

HAVE A STOP AT SOUTH CITY BART. ONE THING I HOPE THEY REALLY BRING BACK IS THE ECR EXPRESS BUS.

I DON'T KNOW MUCH ABOUT IT, IT'S NOT MY ROUTE.

I HOPE THAT I WOULDN'T HAVE TO TRANSFER IF I WAS GOING TO SFO.

I THINK IF THEY WOULD HAVE GOOD FREQUENCY, I WOULD BE MORE LIKELY TO TAKE IT.

SUGGESTIONS ABOUT THE NEW EPX SERVICE

I THINK IT'S A GOOD IDEA IF IT LINKS THE SOUTHERN PART OF THE COUNTY TO SAN FRANCISCO WITHOUT TAKING OVER TWO HOURS TO GET THERE.

I THINK ITS GOOD. LOOKING FORWARD TO RIDING IT AND SEE HOW MUCH TIME I SAVE!

I WOULD ENJOY WEEKEND SERVICE.

IF IT RAN LATE AT NIGHT, I WOULD USE IT

IF THE SCHEDULE RUNS MORE OFTEN, MORE FREQUENTLY, AND ON THE WEEKENDS, I WOULD TAKE IT. I'M HAPPY WITH THE ECR ON THE WEEKENDS. IT'S GOOD.

IT SHOULD GO TO DALY CITY BART, TOO.

IT SOUNDS INHUMANE, BUT DONT LET THE HOMELESS TAKE UP THE SEATS. ESPECIALLY EARLY IN THE MORNING

IT WOULD BE GREAT IF IT SERVED DALY CITY.

JUST TO MAKE PEOPLE AWARE OF IT. WHEN I WAS A KID, I USED TO TAKE THE BUS AND THERE WERE SCHEDULES EVERYWHERE. NOW, IT'S PROBABLY ON THE INTERNET.

MAKE IT AVAILABLE ON THE WEEKENDS SOON.

MAYBE IF THERE WAS ANOTHER STOP BETWEEN REDWOOD CITY AND SFO

MAYBE MORE ADVERTISEMENT ABOUT IT

MORE STOPS IN SAN BRUNO

NO, BUT IM CURIOUS. YOU SHOULD ADVERTISE IT.

NOT ABOUT THE EPX, BUT IF YOU WANT TO CALL ME ABOUT SCHOOL ROUTES BECAUSE EVERY YEAR IT ENDS UP BEING A WEIRD DYNAMIC. THEY HAVE TO RENEGOTIATE FOR THE SCHOOL LINES AND IT'S A MESS UNTIL THEY GET IT STRAIGHTENED OUT. I HAVE THREE KIDS WHO TAKE THE BUS. IF IT DOES NOT RUN, THEY CAN'T GET TO SCHOOL. IT'S A BIG POSITIVE TO FOCUS ON SCHOOLS BECAUSE THERE ARE MORE HIGH SCHOOLERS WHO ARE NOT DRIVING. THEY ARE TURNING 16 AND NOT GETTING LICENSES, YOU SHOULD MAKE SURE SAMTRANS IS TARGETING THEM.

NOT JUST ABOUT THE EPX BUT FOR SAMTRANS IN GENERAL: 1 IN 5 PEOPLE IN SAN MATEO COUNTY ARE OVER 60, THERE NEEDS TO BE ATTENTION DRAWN TO THIS AND WAYS TO TRANSPORT PEOPLE LIKE ME FROM HALF MOON BAY TO THE SAN MATEO HEALTH CENTER. IT TAKES 3 HOURS! THERE NEEDS TO BE A COASTAL HUB (WITH PARKING!) AND THERE NEEDS TO BE MORE FREQUENT SERVICE. I HAVE VERY LITTLE TIME LEFT, SO EVERY MINUTE COUNTS. 3 HOURS ON A BUS IS WASTING MY TIME.

PERHAPS MAKING SURE PEOPLE ARE FULLY AWARE OF IT, BECAUSE I WASN'T. I'M NOT IN THE TARGET DEMOGRAPHIC BUT HAVING INFORMATION ABOUT IT AVAILABLE.

PUT THE WORD OUT ABOUT IT! I RIDE THIS BUS, AND THE PRICE SURE BEATS TAKING THE TRAIN!

SERVE THE COASTAL REGION.

SOMETIMES I DO NOT FEEL SAFE ON THE BUS COMING BACK AT NIGHTS, SO THE SERVICE COULD BE SAFER.

THE DRIVERS GO TOO FAST SOMETIMES AND CAN BE RUDE AND MISS THE BUS STOP AND NOT PICK US UP EARLY IN THE MORNINGS. THEY SHOULD BE MONITORED BETTER TO NOT LET THAT HAPPEN.

THEY NEED TO MAKE IT SAFER TO TAKE THE BUS, SOME OF THE BUS STOPS ARE VERY DANGEROUS.

THEY SHOULD MAKE THE BUSES CLEANER, TOO MANY HOMELESS PEOPLE.

SUGGESTIONS ABOUT THE NEW EPX SERVICE

YES. HAVE SPECIAL ROUTES THAT GO TO SOMA, PARTICULARLY THE GIANTS GAMES AND EVENTS AT CHASE CENTER.

YES. STOP AT HILLSDALE MALL.

**ATTACHMENT 13 – MATRIX OF PUBLIC COMMENTS
FROM SAMTRANS SOCIAL MEDIA OUTLETS AND
REIMAGINE SAMTRANS PHASE 3 PUBLIC
OUTREACH**

Comment #	Date	Social Media Outlet	Full Comment
1	1/16/2024	Facebook	Will this stop at San Bruno Bart and stuff?
2	1/16/2024	Facebook	This makes me so happy!!!
3	1/26/2024	Facebook	Will this route only served by the New Flyer XE40 Battery-Electric buses?
4	2/2/2024	Facebook	It's about time! It's 2024!
5	2/2/2024	Facebook	Take the line to the peninsula to kill time and add ridership
6	2/2/2024	Facebook	Good but would have been better had there been a better train route. Ideally BART across the Bay..
7	2/2/2024	Facebook	No Belmont shesss
8	2/2/2024	LinkedIn	Awesome!
9	2/13/2024	Instagram	I took EPX on the first day! Using carpool lane is the best! I hope this route will last, not like REX from before.
10	2/27/2024	Instagram	*Excited Hands Emoji*

Comment #	Type of Comment	Full Comment
1	Form	You had a bus route similar to this years ago. It was East Palo Alto to Millbrae BART. It failed. This route looks to be a “milk run” route.
2	Form	What will be the demand? It looks the as REX back then
3	Form	What happened to the express bus from San mateo to San Francisco. Isn't it supposed to be the second express line added? Lots of people working in the city. I do understand that most of them are working from home till end of this year. Please consider.
4	Form	I'm not sure what is the purpose of this route. Here's why: 1. This is not for commuters, because East Palo Alto is not the community with a lot of commuters. 2. I don't see any need for the route to visit Redwood Shores. With the argument to connect Redwood Shores residents to SFO/Bart - well, please consider Foster City which has 3x higher population compared to Redwood Shores, and Foster City has the same problem with the transportation to SFO/Bart. Who will solve that problem? 3. Consider route starting from Palo Alto Caltrain and go via East Palo Alto.
5	Form	It's funny, when I read about you eliminating the 398 bus I thought, “Well that's what I get for keeping it a secret.” For years I've been not telling anyone about the bus so that it wouldn't get too full. I mean...a bus that takes me to the airport for travel, and in only 30 minutes and cost \$2.50. Best deal on the peninsula. Wish I had told everyone now. Argh!! yes
6	Form	East Palo Alto is not the right place to start the route. Much better place would be Palo Alto Caltrain, and then visit EPA and go 101. Now, instead of visiting Redwood Shores- make Bus Stops on 101 exits to Redwood Shores and Foster City (similar to the stop at San Mateo 3rd/101). And the express will go from Palo Alto straight to San Bruno without leaving 101. Commuter will walk to 101 to take the bus. That will be real EXPRESS bus. Walkways partially present- saw them at some exits. That will be the best solution ever. Thanks
7	Form	Not many people will ride this bus. Many people do not work in San Mateo Cnty. The 280 bus is a better

		<p>option for people we have to walk but not much. We need service on 280 lots of people had to move because of the housing project on East Bayshore . Think about them. I do not even see them. I have been riding the bus for 30yrs but think of those who can not comment. Be respectful! We need service hands down!! People will be back once the proj is over.</p>
8	Form	Suggest to make Redwood Shores stop(s) on demand as well.
9	Form	Good route, but I would love to see it being extended to San Francisco, as it can be an alternative option to Caltrain. Also, it should run seven days a week so that it will be a support to the 1-hour Caltrain frequency.
10	Form	Likes the idea of getting to the airport for flights on a bus from East Palo Alto that uses 101.
11	Form	It's absolutely fantastic to have a direct bus connection to both SFO and BART from Belle Haven and EPA! I can finally get to the airport on public transit without walking several miles! Please make sure the EPX route has a stop at or near Chilco @ Ivy in Menlo Park
12	Form	I like the express bus option for getting to/from SFO . This 398 replacement sounds great
13	Form	Greatly needed
14	Email	<p>As an East Palo Alto resident, I would like to express my delight at reading of the new EPX route to support us and other east-county areas!</p> <p>It will be wonderful to get to bayfront parks, car and garden businesses, east-side neighborhoods, and even the airport - to say nothing of connecting to BART, as shown on the proposal at https://www.reimaginesamtrans.com/wp-content/uploads/2021/09/01-Recommended-Network-v3.png</p> <p>Making the EPX an express route is a further enticement. Along with the potential for on-demand connections... Thank you for fulfilling your/our wishes for enhanced direct routes, service to areas which need it, and shorter headways on through routes.</p> <p>I await more news on frequency for late-evening and weekend changes.</p>
15	Email	EPX – This seems like an exciting regional connection, but it stops just short of Westside EPA. Would it be possible to

		extend and have a stop on the other side of Highway 101, to connect to the entirety of East Palo Alto?
16	Email	Route EPX - Should consider expanding service hours to include midday as traditional commute service isn't sufficient for "essential" worker market (this route would cover medical offices and SFO). It would also serve as a better replacement for loss of 398 that provide useful connection between San Bruno BART & SFO, despite hourly headway. Perhaps route 276 frequency can be reduced since this would operate along 276 alignment in Redwood City
17	Public Hearing Comment	We urge you to incorporate an on-demand FLEX service, along with the shortened 260 and EPX bus service for the entire Redwood Shores community, this will help the large residential community and encourage us to become mass transit users of the future, thank you.

Redwood Shores Community Association
274 Redwood Shores Parkway, PMB #603
Redwood Shores, CA 94065

October 26, 2021

SamTrans Community Advisory Committee
1250 San Carlos Avenue
San Carlos, CA 94070
cacsecretary@samtrans.com
reimagine@samtrans.com

Sent Via E-Mail

RE: Changes to the Redwood Shores SamTrans bus route

Dear Committee Members,

The Redwood Shores Community Association (“RSCA”) is a volunteer Association representing all of Redwood Shores. We are writing to express our opposition to the changes to the 260 SamTrans bus route that is currently without a feasible alternative.

With the exception of the addition of Sunday service to the 260 route, which is very much welcomed by residents, the proposed SamTrans changes for Redwood Shores do not improve overall frequency or routes and negatively affects many residents, as the shortened 260 and new EPX routes will only go as far as Bridge Parkway and not service the outer residential areas of the Shores. The addition of the EPX service to the airport and BART is also of little benefit to residents as it is far from residential areas and there is no public parking nearby.

The shortened 260 route would significantly negatively impact all residents, especially seniors and those who do rely on the current service and do not qualify for Redi-Wheels service. Redi-Wheels is an option if you have an appointment where you can schedule the ride at least 3 days in advance; for daily/more spontaneous outings it is not an option, thus negatively affecting the quality of life for many residents, specifically those who most depend on bus service.

One of the reasons SamTrans officials cited for the shortened 260 route is historically low ridership numbers. Hourly midday and evening service is not conducive for residents to take the bus, as there are long delays with connections, so that may be a primary reason for the low ridership numbers. Distances to the bus stops from within the neighborhoods and from the farther reaches of the Shores may be another reason for low ridership. Yet another reason for low ridership may be that there is no 260 return route in the opposite direction.

SamTrans officials cited another reason for the shortened 260 route - that the Shores is long, it takes a lot of time for the bus to travel the current route and is costly. With the shortened route it is likely that even fewer residents will use the bus as the Shores IS long and the walk to Bridge Parkway from the furthest areas of the shores could take 45 minutes. It is also for this reason that residents would not utilize the EPX service, especially if they have luggage in tow.

The proposed route change and continued infrequent midday and evening service would be acceptable if Redwood Shores had an on-demand/FLEX service like that being instituted in Half Moon Bay and East Palo Alto.

On-demand/FLEX service in Redwood Shores for travel anywhere within the Shores and to the Belmont and San Carlos train station transit hubs, along with the new proposed routes for the 260 and Express buses, would be an ideal transit service for the Shores:

- It would get residents, not just workers from outside the Shores, out of their cars for commuting, as well as provide access to shopping and services in nearby towns and CalTrain to downtown Redwood City.
- It would provide much needed first and last mile transportation to other Sam Trans routes and CalTrain. Given the need to reduce our carbon footprints and traffic impacts from the commercial office developments along the 101 corridor between Redwood City through Foster City, access to mass transportation is going to be increasingly important!
- It would allow for car free trips throughout the Shores to the Marketplace, Library, and Community Center – especially helpful for those younger and older, for essential workers, for those with more limited finances, or for anyone who is without regular access to a car.
- On-demand/FLEX service would be used with more frequency by residents than shuttle buses which would travel the same route as the current 260 bus and fall victim to many of the same issues as the current bus service, namely long walks to the shuttle stops, slow rides from point A to point B, long waits between shuttles and cumbersome utilization of the EPX service with luggage in town.

Without a suitable alternative such as on-demand/FLEX service, the route change of the 260 bus will significantly negatively impact Redwood Shores residents. On-demand service would be more heavily utilized, more cost effective than the current bus route or shuttles, and be a tremendous benefit to Shores residents of all ages.

We are urging you to incorporate on-demand/FLEX service along with the shortened 260 and EPX bus service changes for the Redwood Shores community.

Sincerely,
Redwood Shores Community Association's Board of Directors

cc: SamTrans Board of Directors board@samtrans.com
San Mateo County Transportation Authority board@smcta.com
SMCTA Citizens Advisory Committee cacsecretary@smcta.com

ATTACHMENT 14 – PROPOSED SAMTRANS BOARD APPROVAL OF TITLE VI ANALYSIS

Resolution No. 2025-

**Board of Directors, San Mateo County Transit District
State of California**

* * *

Approving the Title VI Equity Analysis for 2024 Route EPX Service Changes

Whereas, in March 2022, the San Mateo County Transit District (District) Board of Directors (Board) adopted the *Reimagine SamTrans* service plan, consisting of a series of changes to the SamTrans bus network, including the creation of the new express Route EPX to serve key points between East Palo Alto, Redwood City, SFO International Airport, and San Bruno BART, with additional limited service to downtown San Francisco; and

Whereas, the District completed a comprehensive Title VI service equity analysis for *Reimagine SamTrans* in February 2022, which determined that the service plan would result in no disparate impacts on minority populations and impose no disproportionate burdens on low-income populations; and

Whereas, the final recommended service of Route EPX analyzed in the 2022 *Reimagine SamTrans* Title VI service equity analysis would have hourly peak service with half of the trips serving San Bruno BART and the other half serving downtown San Francisco; and

Whereas, prior to the launch of Route EPX on February 12, 2024, the District made route adjustments deviating from *Reimagine SamTrans*' final recommendation – including adding hourly midday service to San Bruno BART and reducing the number of stops in East Palo Alto, Menlo Park, and Redwood City, and adding stops in downtown San Francisco – which meet the District's definition of a major service change, thus requiring an additional Title VI service equity analysis; and

Whereas, the District also made minor bus stop adjustments to Route EPX in August 2024 to replace all bus stops in downtown San Francisco with one terminal bus stop at Salesforce Transit Center; and

Whereas, Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities of entities receiving federal financial assistance; and

Whereas, the District Board of Directors adopted Title VI Policies in March 13, 2013, by Resolution No. 2013-09, including a Major Service Change Policy, which sets the thresholds for when a service equity analysis and public engagement process are required for a proposed SamTrans service change; and

Whereas, also by Resolution 2013-09, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when major service changes are deemed to have disparate or disproportionate effects on minority or low-income populations; and

Whereas, under the District's Title VI policies, the changes to Route EPX after completion of the equity analysis and adoption of *Reimagine SamTrans* qualify as "Major Service Changes," thereby requiring a Title VI Service Equity Analysis before the service can operate for more than 12 months; and

Whereas, the Title VI Service Equity Analysis must be prepared in conformity with Chapter IV of the FTA Circular 4702.1B to assess whether the change will result in disparate impacts on minority populations or disproportionate burdens on low-income populations; and

Whereas, staff has prepared a Title VI Service Equity Analysis that evaluates changes to Route EPX prior to its launch on February 12, 2024 and again in August 2024; and

Whereas, the Title VI Service Equity Analysis summarizes all public outreach conducted about the service plans, including press releases, public comments from four different social media outlets between January and February 2024, and two rounds of customer surveys in January 2024 and Summer 2024; and

Whereas, the Title VI Service Equity Analysis concludes that the changes made to Route EPX when it was launched on February 12, 2024 and revised effective August 24, 2024 do not have a disparate impact on minority populations nor impose a disproportionate burden on low-income populations; and

Whereas, the General Manager recommends the Board approve the attached Title VI Service Equity Analysis as required under FTA Circular 4702.1B.

Now, Therefore, Be It Resolved that the Board of Directors of the San Mateo County Transit District hereby:

1. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the service changes made to Route EPX when it was launched on February 12, 2024 and revised effective August 24, 2024 do not have a disparate impact on minority populations nor impose a disproportionate burden on low-income populations; and
2. Approves the Title VI Service Equity Analysis attached to this resolution.

Regularly passed and adopted this 8th day of January, 2025 by the following vote:

Ayes:

Noes:

Absent:

Chair, San Mateo County Transit District

Attest:

District Secretary