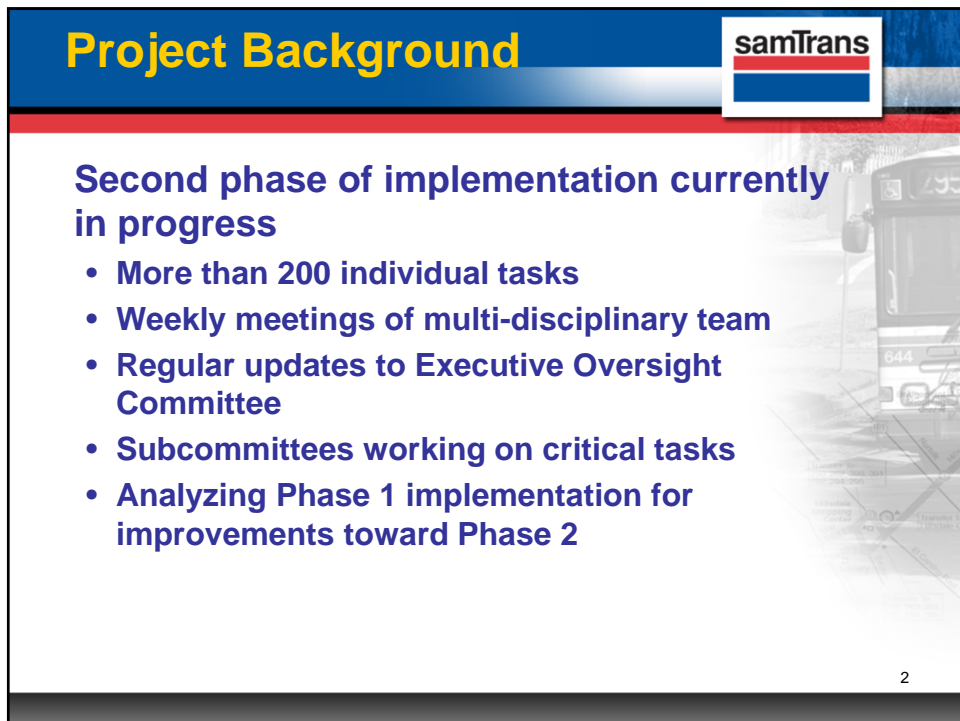



SamTrans Service Plan Progress Update

Board of Directors
December 4, 2013

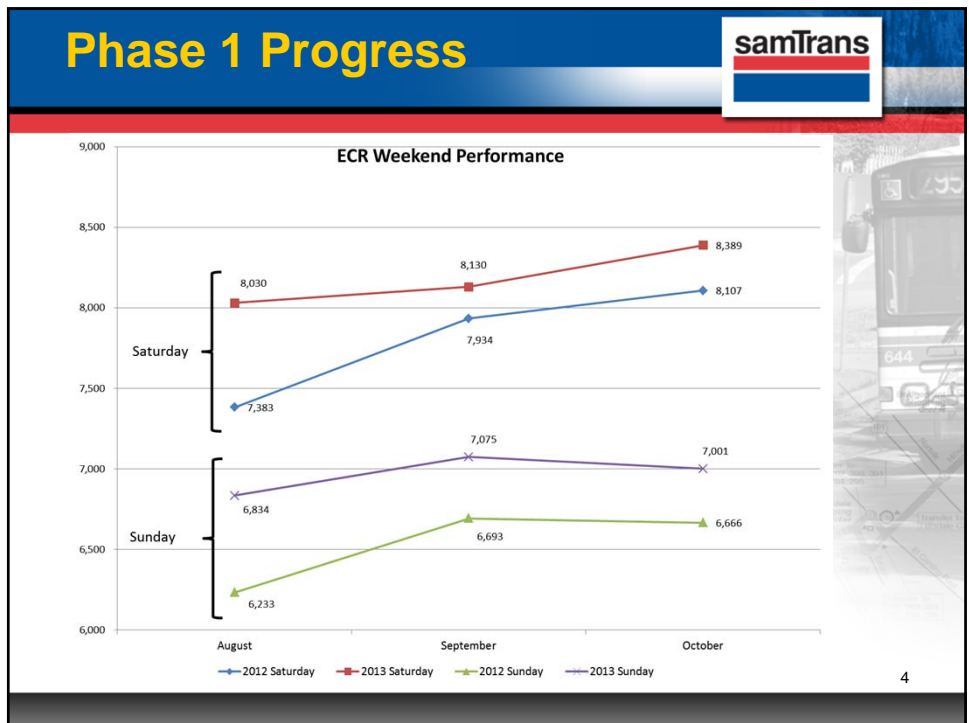
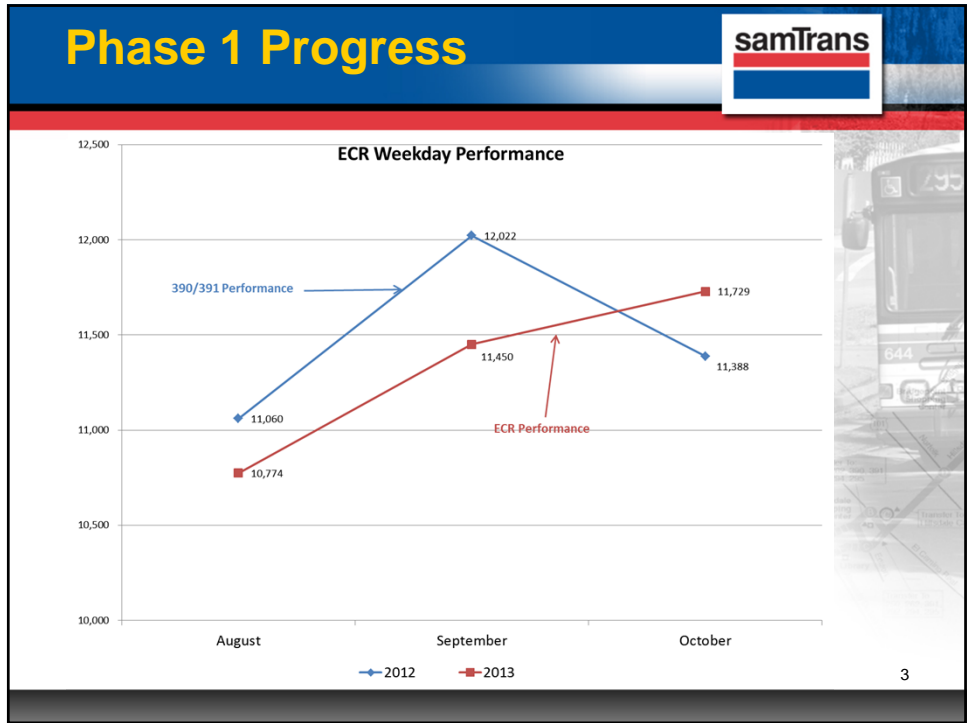
Project Background

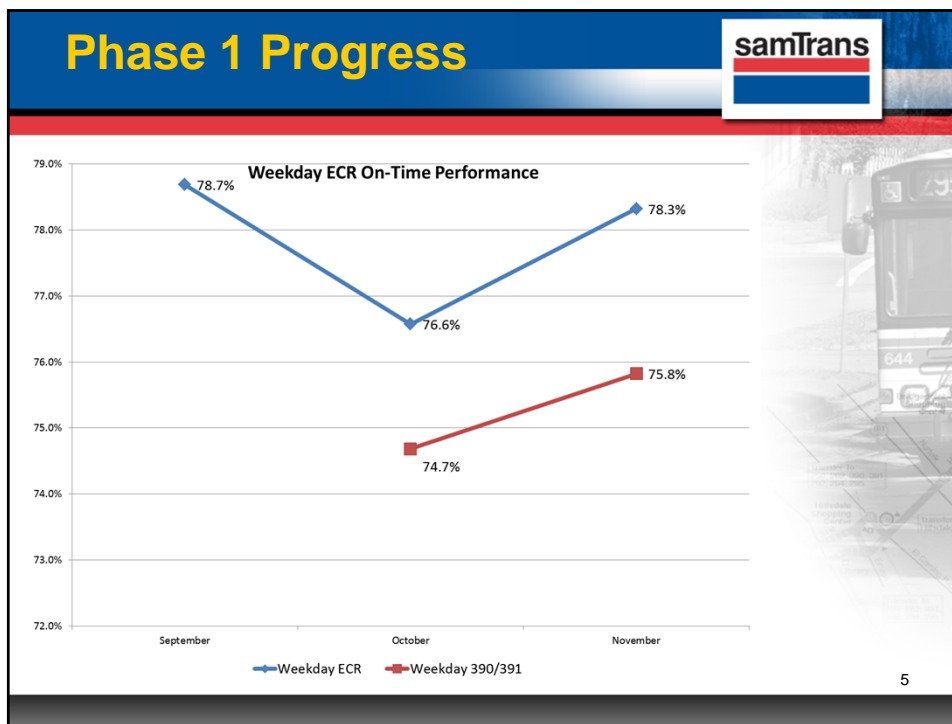


Second phase of implementation currently in progress

- More than 200 individual tasks
- Weekly meetings of multi-disciplinary team
- Regular updates to Executive Oversight Committee
- Subcommittees working on critical tasks
- Analyzing Phase 1 implementation for improvements toward Phase 2

2





Phase 2 Scope of Changes

- **Implement the rest of the SSP**
 - Increase service along key corridors
 - Adjust alignments to better serve communities
 - Eliminate or curtail under-performing routes
 - Introduce pilot services in San Carlos & Pacifica
 - Improve connections throughout the county
- **Reduce price of Day Pass**
 - SSP will require some passengers to transfer more often
 - Mitigate burden on passengers and promote ridership

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Phase 2 Scope of Changes



- **# of Routes in January: 73**
- **Adjustments made since SSP adoption:**
 - East Palo Alto routes will run more frequently & Route 280 will stay intact
 - Remove Route ECR service into Millbrae BART & resume travel into San Bruno BART for better efficiency
 - Many new routes are created from existing routes for simplification purposes, such as (KX-398, 260-261, 251-256 and 295-275)

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Phase 2 Activities



- **Finish scheduling tasks**
 - Finalize run times and route schedules
 - Update headsigns
- **Coordinate with partner agencies**
- **Prepare customer communications and publications**
- **Remove old bus stops and install new bus stops**
- **Train operators & customer service staff**
- **Monitor performance of new service**

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Phase 2 Activities

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Pre-launch Awareness

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- Website
- Inform partner agencies
- Inform community-based organizations
- Notices placed at affected bus stops
- Train bus operators and customer service representatives
- Provide onboard notices and announcements
- Leverage social media

Pre-launch Awareness





[home](#) | [site map](#) | [bids/contracts](#) | [jobs](#) | [contact](#)

Schedules & Maps

- Upcoming Changes
- Timetables
- Maps
- Mobile Schedules
- Trip Planners
- Shuttles



NEWS

#SamTrans Tweets of the Week - 7.19

SamTrans Instagram of the Week - 7.19

SamTrans Rolls Out Major El Camino Service Upgrades Beginning Aug. 12

#SamTrans Tweets of the Week - 7.12

SamTrans Instagram of the Week - 7.12

QUICK LINKS

- [Board of Directors Calendar](#)
- [Citizens Advisory Committee Calendar](#)
- [Safety and Security](#)
- [Accessibility](#)
- [Title VI](#)

Route Schedules & Maps



Upcoming Service Changes

Starts Aug. 11, 2013



Accessibility



How to Ride



Service Plan




Transit Fun Guide




Clipper Card

Pre-launch Awareness



Bus Route	Route Changes Effective Jan. 26, 2014
ECR	The route will travel along Sneath Lane into San Bruno BART. The route will no longer serve the transit center on the east side of Millbrae BART. Instead, buses will stop on El Camino Real/Linden (northbound) and El Camino Real/Victoria (southbound). Some minor alignment modifications will be made in the Top of the Hill (Daly City) area, with buses traveling on Flournoy Street (northbound) and Sickles Avenue (southbound). Trip times will be adjusted to improve on-time performance.
KX	Shorten route to operate between Redwood City Transit Center and San Francisco, via the airport, on weekdays during peak-hour/peak-direction. Service option: Route 292 or BART. Route 398 will provide service from Redwood City Transit Center to San Bruno BART, via the airport.
11	No change
14	Operate weekday peak-hour clockwise trips; discontinue Saturday and Sunday service. Weekday Service option: FLX Pacifica (see below)
16	No change
17	Extend route to serve Pacifica 7-days-a-week; weekday service will operate every 60 minutes & weekend service will run every 2 hours. Trip times will be adjusted to improve on-time performance.
19	No change
24	No change
25	No change
28	No change
29	No change
35	No change
37	New route number for 4 school-day only trips from Route 132
38	No change
39	No change
43	No change
46	No change
49	No change
53	No change



Call 511 & Say "Departures"
STOP ID # 343063

Performance Monitoring

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SSP performance measures relate to three primary goals:

- Stabilize and Grow Ridership
- Improve Service Quality
- Improve System Efficiency

We will present detailed information at the January meeting.

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