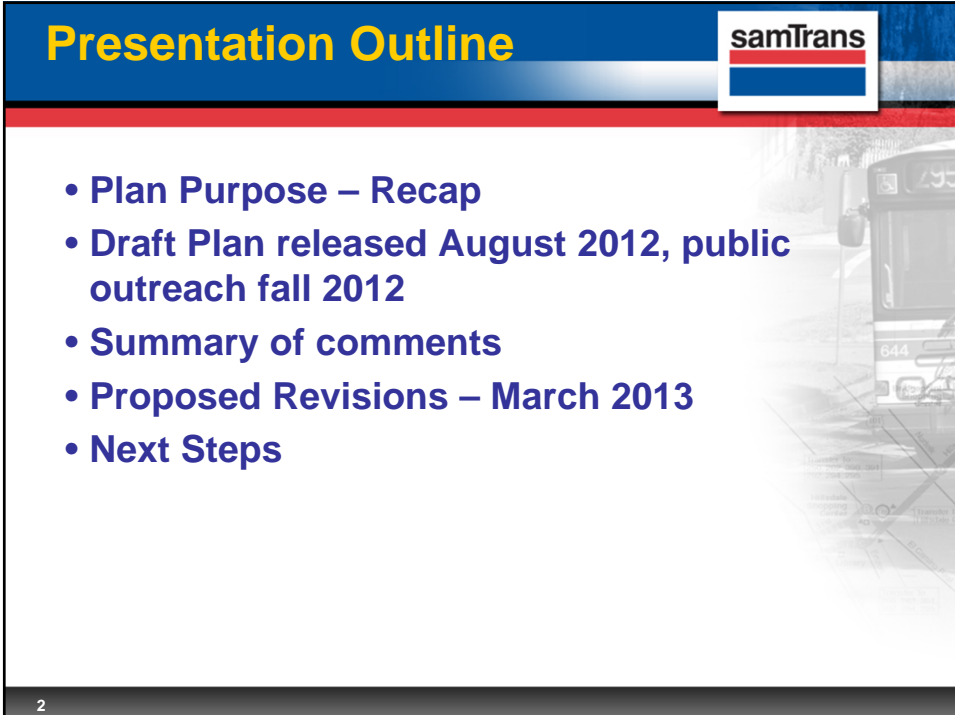





SamTrans Service Plan Revisions Draft Final Recommendations

Board of Directors
March 13, 2013


Presentation Outline



- Plan Purpose – Recap
- Draft Plan released August 2012, public outreach fall 2012
- Summary of comments
- Proposed Revisions – March 2013
- Next Steps

2

Plan Purpose



- More of what works**
 - Improve service where our customers need it


- Less of what doesn't work**
 - Discontinue routes or segments that aren't working

- Try new things**
 - Try innovative ways of delivering transportation services




3

Plan Approach



SSP Framework


- Guiding Principles
 - Customers
 - Service
 - Service Markets
 - Financial Stability
 - Coordinated Planning



Understanding our service performance

Providing service where it's needed

Taking customers where they want to go

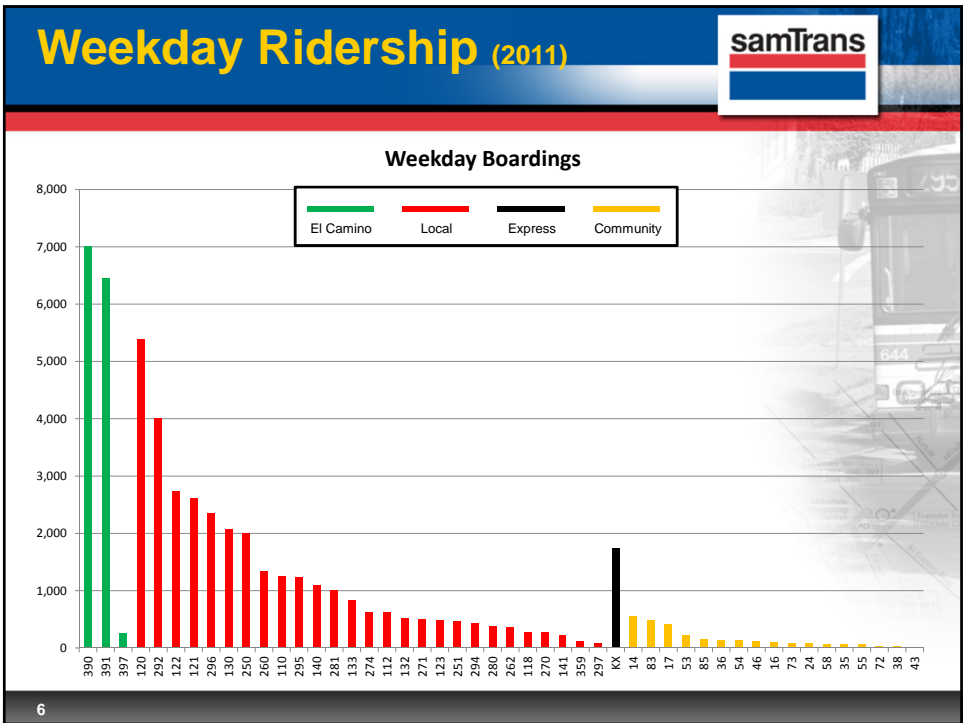


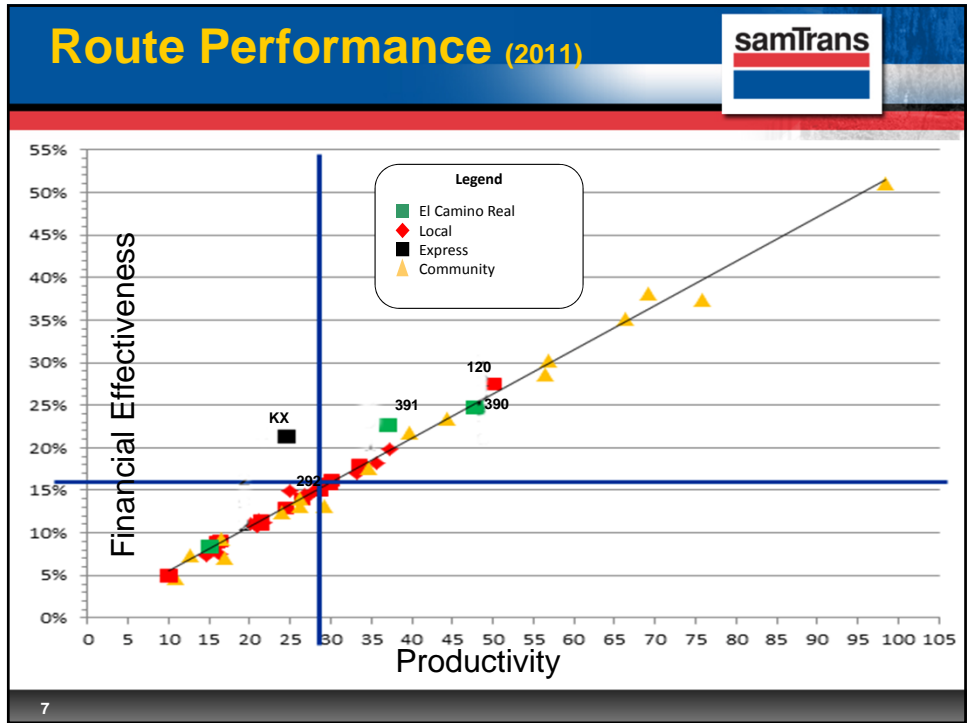
4

Crafting the Draft Plan


- Balance various elements of our guiding principles
- Focus the plan to improve efficiency, effectiveness, and ridership for the system as a whole
- Understand the tradeoffs needed to move SamTrans into the future

5





Draft Plan Resources



Annual In-service Hours			
	Existing	Draft Plan Aug 2012	Percent Differential
Weekday	335,505	311,208	-7.24%
Saturday	36,052	34,445	-4.5%
Sunday	32,287	33,174	2.7%
Total	403,843	378,827	-6.2%

8

Engaging the Community



- Involved the community in locally focused conversations
- Utilized community organization partnerships to create additional awareness
- Engaged all levels of the community in the process:
 - SamTrans riders
 - Public
 - Operators
 - Stakeholders
 - City Councils



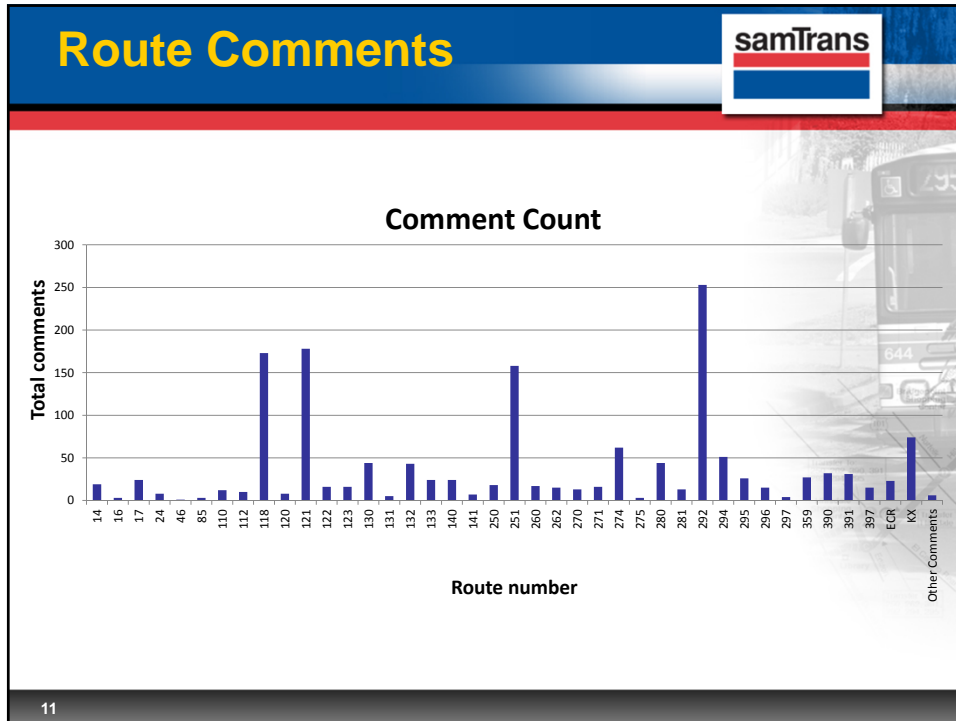
9


Public Feedback



- Engaged public provided extensive input
- Outreach in fall 2012 yielded more than 1,200 comments:
 - 9 public meetings
 - E-mail and U.S. mail
 - Multiple operator outreach sessions
 - Online survey
 - 16 City Council meetings
 - Dedicated project phone line
 - 3 tabling events

10



- ## Major Comment Themes
- 
- **Route-specific**
 - Keep route the same
 - Change the route in a different way
 - Expand route and increase frequency
 - Concern about how changes to route will impact specific populations
 - **General**
 - Amenities
 - Customer service
- 12

Response to Public Input

- We evaluated every comment
- For underperforming routes, major effort to meet customers needs
 - Careful analysis of options
 - Improve nearby routes (e.g., Route 275)
 - Use new information to improve service (e.g., Route 251)
- Our response to customers
 - Restored service where it's appropriate


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Final Draft Proposals

Route	Proposed August 2012	Revised March 2013
110	no change	added morning schedule
118	discontinue	restore peak hour service
121	discontinue mid-day service	restore mid-day service
251	route change: no service to Beach Park	restore service to Beach Park
270	route change: no service east of 101, no Saturday service	maintain service east of 101 and provide service to new county jail
275	new route	Saturday trips to Canada College
280	discontinue	no changes without East Palo Alto shuttle coordination
281	increased frequency	no changes without East Palo Alto shuttle coordination
292	Discontinue off-peak & weekend service to SF	restore off-peak and weekend service to SF

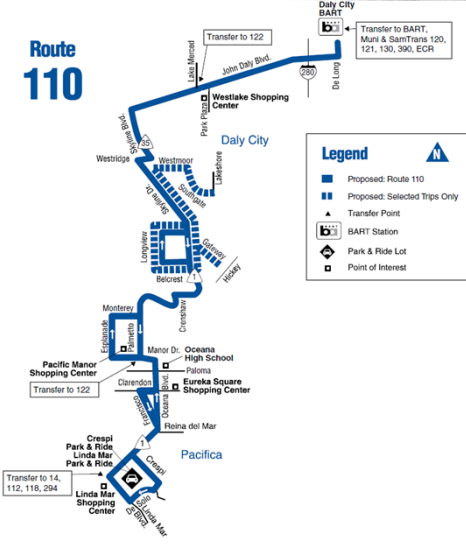
14

Route 110 Revised



August 2012 Draft: no changes

March 2013 Revision: early morning trips added; schedule starts at 6 a.m.




Legend

- Proposed: Route 110
- Proposed: Selected Trips Only
- ▲ Transfer Point
- Ⓛ BART Station
- Ⓜ Park & Ride Lot
- Point of Interest

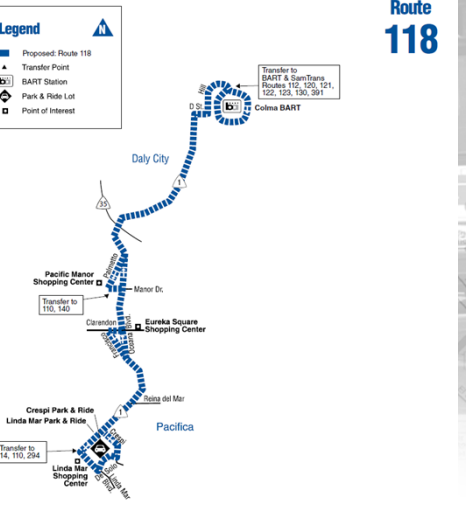
15

Route 118 Revised



August 2012 Draft: discontinue route

March 2013 Revision: peak-hour service restored; enhanced morning service from Route 110




Legend

- Proposed: Route 118
- ▲ Transfer Point
- Ⓛ BART Station
- Ⓜ Park & Ride Lot
- Point of Interest

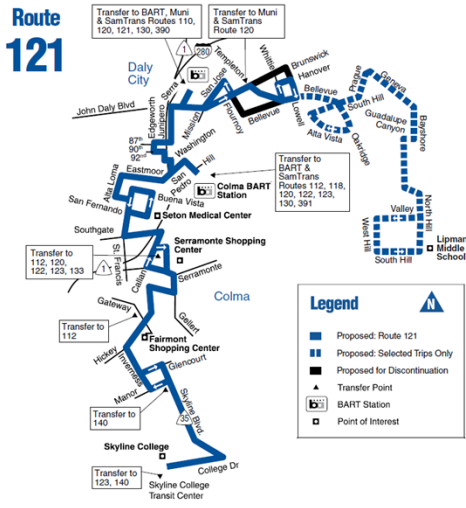
16

Route 121 Revised




*August 2012 Draft:
discontinue some
mid-day trips*

**March 2013 Revision:
mid-day service
restored**



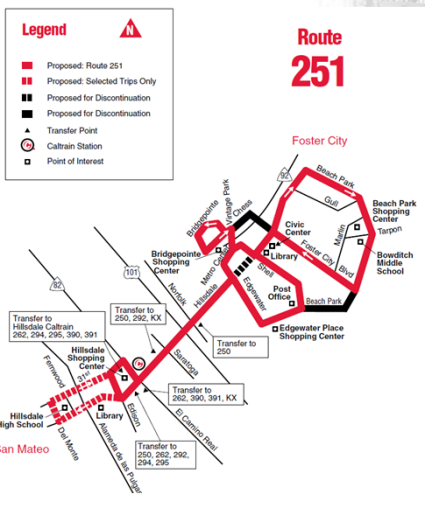
17

Route 251 Revised




*August 2012 Draft:
discontinue service to
Beach Park*

**March 2013 Revision:
restore service to
Beach Park service
restored.**



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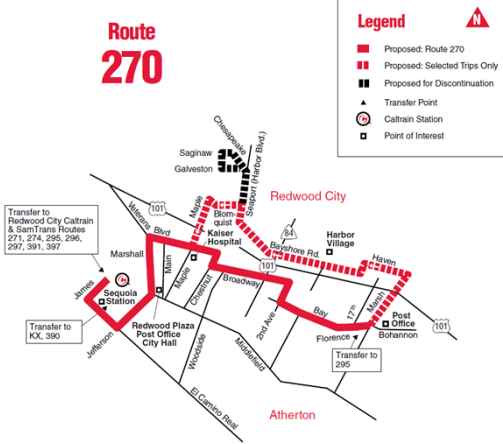
Route 270 Revised



August 2012 Draft: change route, no service east of 101

March 2013 Revision: service east of 101 restored

Route 270



Legend

- Proposed Route 270
- ▨ Proposed Selected Trips Only
- ▨ Proposed for Discontinuation
- ▲ Transfer Point
- ⊙ Caltrain Station
- Point of Interest


Transfer to Redwood City Caltrain & SamTrans Routes 271, 274, 295, 296, 297, 291, 297

Transfer to KX 300

Transfer to 295

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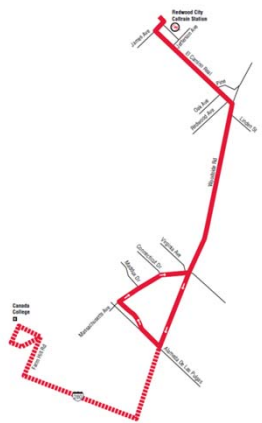
Route 275 Revised



August 2012 Draft: Add new service

March 2013 Revision: select Saturday trips to Cañada College (subject to performance of this segment in the future)

Route 275



Legend


- Proposed Route 275
- ▨ Proposed Selected Trips Only
- ▲ Transfer Point
- ⊙ Caltrain Station
- Point of Interest

Existing			
Service Frequency (Minutes)			
Weekday	Saturday	Sunday	
30	60	60	60
Span of Service (24-hour clock)			
6:00 - 19:00			

Proposed			
Service Frequency (Minutes)			
Weekday	Saturday	Sunday	
30	30	60	60
Span of Service (24-hour clock)			
6:00 - 19:00	7:30 - 19:00		

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Route 280 Revised

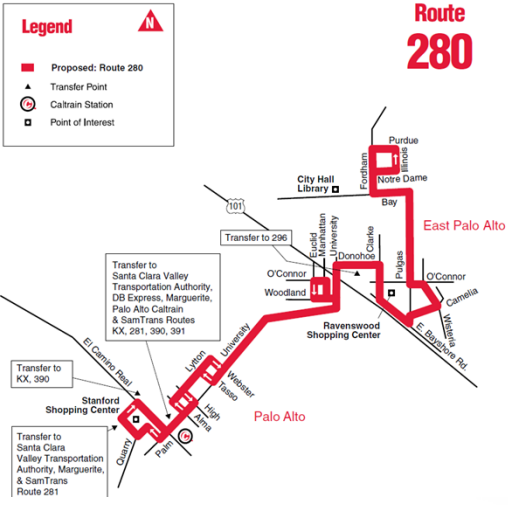


*August 2012 Draft:
discontinue route*

**March 2013 Revision:
service changes
subject to East Palo
Alto shuttle
coordination**

Legend


- Proposed: Route 280
- ▲ Transfer Point
- ⊙ Caltrain Station
- Point of Interest



Route 280

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Route 281 Revised

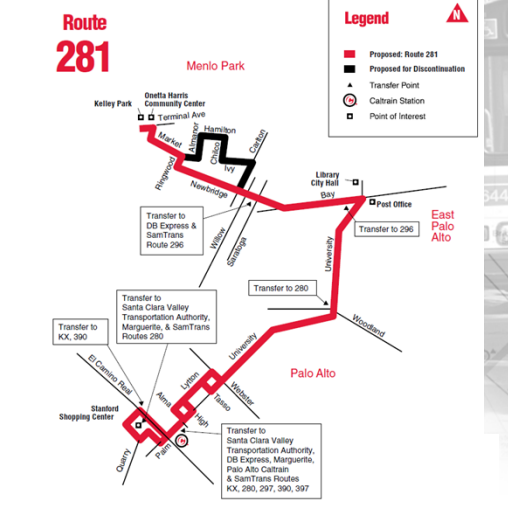


*August 2012 Draft:
increase frequency*

**March 2013 Revision:
service changes
subject to East Palo
Alto shuttle
coordination**

Legend


- Proposed: Route 281
- Proposed for Discontinuation
- ▲ Transfer Point
- ⊙ Caltrain Station
- Point of Interest



Route 281

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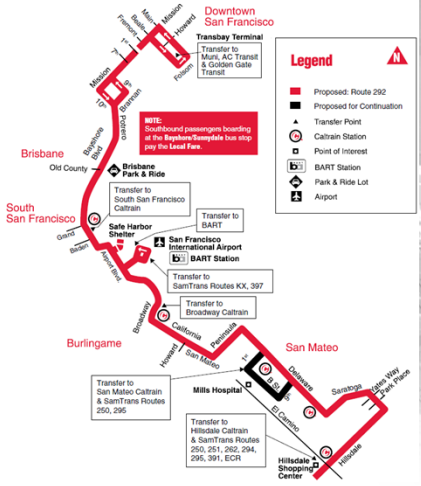
Route 292 Revised



Route 292

*August 2012 Draft:
discontinue off-peak/weekend service;
reduce service to SF*

**March 2013 Revision:
Off-peak/weekend service to SF restored**




Legend

- Proposed Route 292
- Proposed for Continuation
- ▲ Transfer Point
- Caltrain Station
- Point of Interest
- Ⓜ BART Station
- Ⓜ Park & Ride Lot
- ✈ Airport

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Resource Estimates




Annual In-Service Hours (revised March 2013)

	Existing In-Service Hours	Draft Plan	Net Hours restored	Revised Draft Plan (March 2013)	Percent Differential
Weekday	335,505	311,208	1,342	317,914	-5.24%
Saturday	36,052	34,445	0	36,252	0.55%
Sunday	32,287	33,174	0	34,822	7.85%
Total	403,844	378,827	1,342	388,988	-3.68%

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Ridership Estimates



Ridership Estimates			
	Existing Ridership	Draft Plan (August 2012)	Revised Draft Plan (March 2013)
Weekly Ridership	237,060	241,790	244,220
Annual Ridership	12,327,310	12,572,900	12,699,600
Net Gain (Weekly)	--	4,720	7,160
Net Gain (Annual)	--	245,580	372,290

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Next Steps



- **March 13: Call for public hearing, release of draft final SSP, CEQA documents**
- **March: Five public meetings**
- **April 3: Board public hearing**
- **April 15: Comment period closes**
- **April: Revise draft final SSP as needed**
- **May 1: Board adoption of SSP, CEQA documents, Title VI analysis**
- **Fall 2013-Spring 2014: Phased implementation of changes subject to additional review**


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Questions


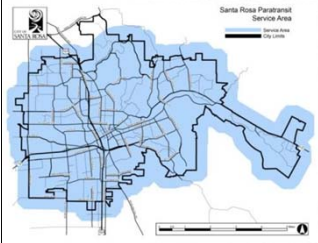


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Alternative Service



- Pacifica Alternatives**
 - A. On-demand: curbside service with pick-up and drop off within a specific zone (similar to Redi-Wheels/RediCoast)**
 - B. Modified on-demand: same as on-demand with additional scheduled stops (similar to the Brisbane Shuttle)**
 - C. Expand Pacifica shuttle to weekdays**



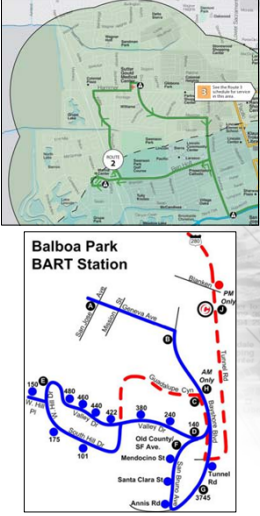
28

Alternative Service

San Carlos Alternatives

A. Flex-route: fixed route with deviations for pick-up and drop-off through a reservation system (e.g., San Joaquin RTD Hopper)

B. Modified on-demand: same as on-demand with additional scheduled stops (e.g., Brisbane Shuttle)



The top map shows a green route through the San Carlos area. The bottom map, titled 'Balboa Park BART Station', shows a blue route connecting various stops including Balboa Park, Mission, and others.


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SF Service Mitigation

Route	Walk Distance to Alternative	Fare (one way)	Travel Time (in minutes)	Time Difference (incl. walk and transfer time)	Fare Difference (one way)
391 (Daly City- SF)		\$2.00	32	-	-
<i>BART @ Daly City</i>	<2 minutes	+ \$3.00	17	- 13	+ \$3.00
<i>14 – Muni</i>	<2 minutes	+ \$2.00	39	+ 20	+ \$2.00
<i>14L – Muni</i>	<2 minutes	+ \$2.00	48	+ 10 to 14	+ \$2.00
<i>14X – Muni</i>	<2 minutes	+ \$2.00	27	- 5	+ \$2.00

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SF Service Mitigation



Route	Walk Distance to Alternative	Fare (one way)	Travel Time (in minutes)	Time Difference (incl. walk and est. transfer time)	Fare Difference (one way)
KX (SFO-SF)		\$5.00	41	-	-
292	<1 minute	+ \$2.00	67	+42	- \$1.00*
BART @ SFO	<7 minutes	+ \$8.25	30	-2	+ \$5.25*

* KX service to SFO from San Mateo County charges local fare

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