

The logo for samTrans, featuring the text "samTrans" in a bold, sans-serif font. The "a" and "m" are lowercase, while "T" and "r" are uppercase. Below the text are two horizontal bars: a red one on top and a blue one on the bottom. The background of the slide is a blue-tinted image of a bus with the number 644 and the samTrans logo on its side.

SamTrans Service Plan

Public Workshop Presentation

November 2011

SamTrans Service Plan

The samTrans logo, identical to the one on the first slide, positioned in the top right corner of the slide.

- **In-depth study of transit system to:**
 - Understand service strengths and identify areas of improvement
 - Develop a road map for future SamTrans service
 - Build the most robust system of services possible within available resources
 - Time horizon: 5 to 15 years

Today's Workshop Purpose



- Present what we have learned about our transit system to date
- Introduce service scenarios
- Seek community input on these scenarios

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Workshop Agenda



- Project Overview
- Key Findings
- Service Scenarios
- Community Participation (In real time)
- Project Next Steps

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1. What best describes your gender?

- 0% 1. Female
- 0% 2. Male

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2. What is your age group?

- 0% 1. 20 and younger
- 0% 2. 21-29
- 0% 3. 30-39
- 0% 4. 40-49
- 0% 5. 50-59
- 0% 6. 60 +

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3. What part of the county do you live in or are closest to?

- 0% 1. North (Daly City to San Bruno)
- 0% 2. Central (Burlingame to Belmont)
- 0% 3. Coastside
- 0% 4. South (Redwood City to San Carlos)
- 0% 5. Do not live in San Mateo County

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4. How do you describe yourself?

- 0% 1. American Indian or Native
- 0% 2. Asian/Pacific Islander
- 0% 3. Black/African American
- 0% 4. Spanish, Hispanic or Latino
- 0% 5. White/Caucasian
- 0% 6. Two or more ethnicities

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5. Did you attend one of the July workshops?

0% 1. Yes

0% 2. No

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6. How often do you usually ride SamTrans?

0% 1. Never

0% 2. Less than once a month

0% 3. 1 – 3 days a month

0% 4. 1 – 2 days a week

0% 5. 3 days a week or more

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7. Please indicate if you are a regular rider of the following routes (pick up to 3).

- 0% 1. El Camino Routes (390, 391, 397)
- 0% 2. Local Routes (110, 112, 118, 120, 121, 122, 123, 130, 132, 133, 140, 141, 250, 251, 260, 262, 270, 271, 272, 274, 280, 281, 292, 294, 295, 297, 359)
- 0% 3. Express Route KX
- 0% 4. Community Routes (14, 16, 17, 24, 35, 36, 38, 43, 46, 53, 54, 55, 58, 72, 73, 83, 85)



8. I would consider taking transit more often if ... (check only one)

- 0% 1. Routes operated closer to my work and home
- 0% 2. Routes provided faster service
- 0% 3. My route was straighter and more direct
- 0% 4. Routes operated more frequently
- 0% 5. Routes operated earlier or later





Project Overview

Project Process

Step 1: **Board Adopts
Project Guiding Principles**



Project Process



Step 1: Step 2: **Conduct Market Analysis & Service Evaluation**

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Project Process



Step 1: Step 2: **Step 3: July Open Houses**

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Step 1: Step 2: **Step 3:** Step 4:

**Service Framework:
Criteria for Decision-making**

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This slide features a blue header with the samTrans logo on the right. Below the header is a red horizontal line. The main content area contains four vertical grey bars representing steps. The third bar is highlighted in orange. To the right of the bars, the text 'Service Framework: Criteria for Decision-making' is displayed in blue. The background of the slide shows a faded image of a bus with the number 644. A small number '9' is located in the bottom left corner.



Project Process



Step 1: Step 2: **Step 3:** Step 4: Step 5:

**Develop
Service Scenarios**

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This slide features a blue header with the text 'Project Process' in yellow on the left and the samTrans logo on the right. Below the header is a red horizontal line. The main content area contains five vertical grey bars representing steps. The third bar is highlighted in orange. To the right of the bars, the text 'Develop Service Scenarios' is displayed in blue. The background of the slide shows a faded image of a bus with the number 644. A small number '10' is located in the bottom left corner.

Project Process



Step 1: Step 2: **Step 3:** Step 4: Step 5: **Step 6:**

**November
Public
Workshops**

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Guiding Principles



- **Service**
- **Customer Focus**
- **Markets**
- **Financial Stability**
- **Coordinated Planning**

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Informing the SSP

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- Current and potential SamTrans riders
- Transit dependent populations
- In July we heard from you about:
 - Retaining specific service routes
 - Increasing service hours on evenings and weekends
 - Introducing new express or Bus Rapid Transit (BRT)-type services
 - Improving coordinated bus schedules and frequency

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Key Findings


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Market Assessment


5 Market Types in San Mateo County




El Camino Corridor and Caltrain




Community Center



Auto-Oriented Center



Suburban



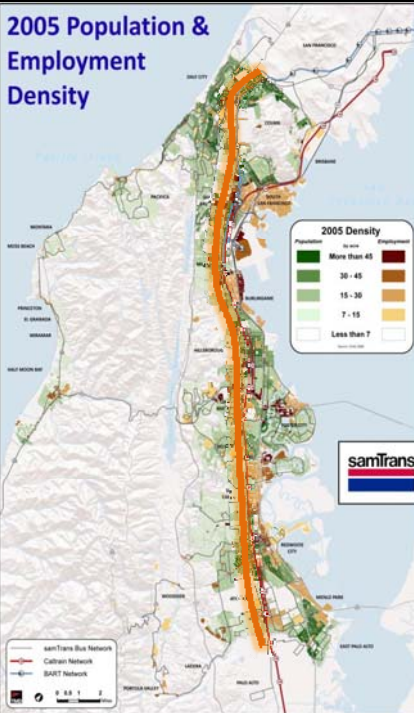
Coastside Rural

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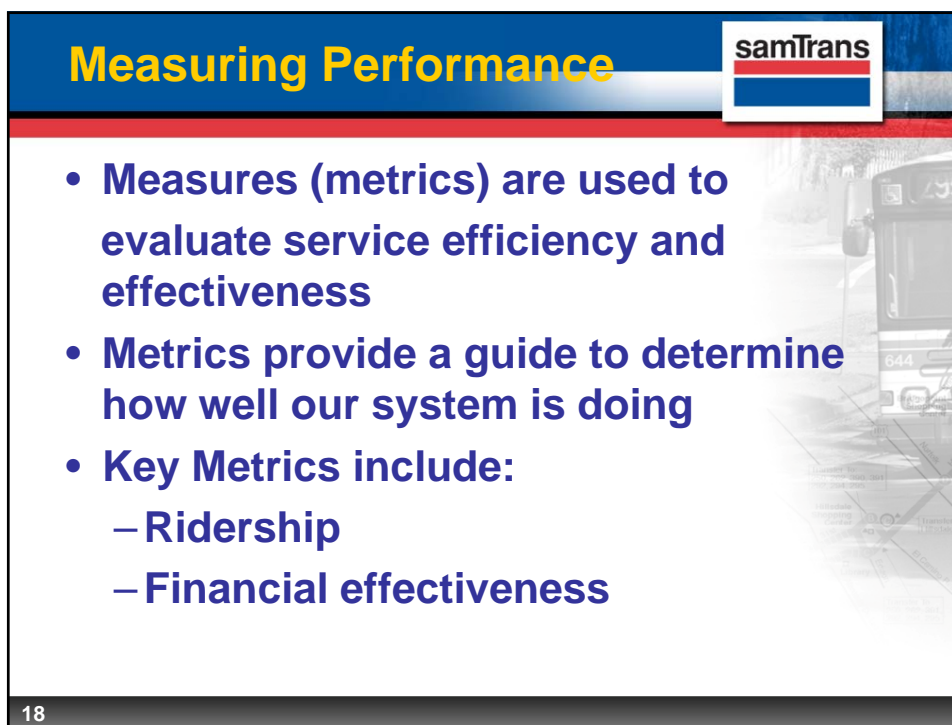
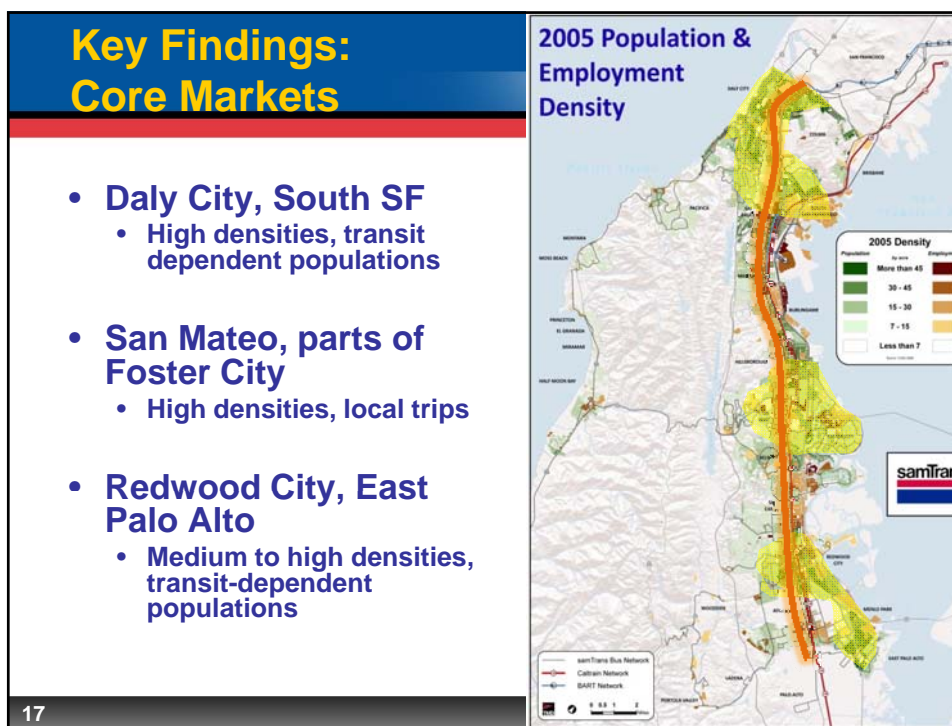
Key Findings: El Camino Real

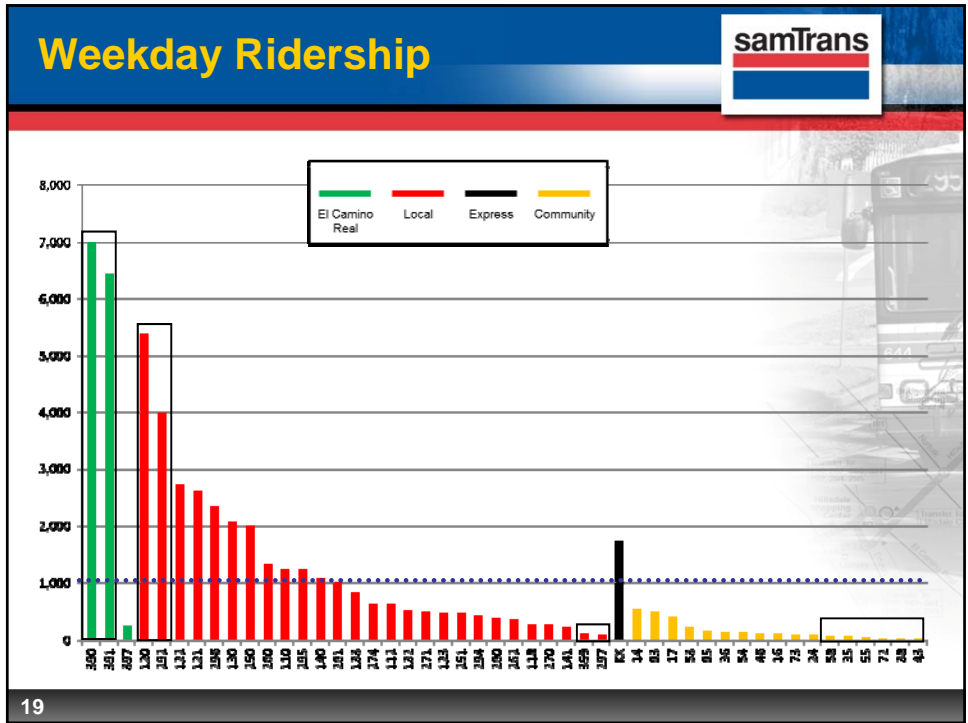
- Serves as the core spine of the network
- More than half of SamTrans ridership along the corridor
- High ridership/productivity
- Most SamTrans trips touch the corridor

2005 Population & Employment Density



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Key Findings: Service



Average Daily Boardings

Systemwide

51,320
Weekday

24,501
Saturday

17,573
Sunday

Top 4 Routes
120, 292, 390, 391

45% of total
22,833 weekday
boardings

61% of total
14,994 boardings

66% of total
11,554 boardings

Top 4 routes represent core SamTrans service

- Serves nearly half of existing SamTrans riders
- Serves the El Camino Real and Core Market areas



Service Scenarios

Service Scenarios Are

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- “What if?”
- Approaches that can inform future planning and investment
- Evaluation of potential impacts of investment and policy decisions
- Focuses on the highs and the lows in the system
- Begin to think creatively about everything in between

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Scenario #1: Maintain Current Service

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Service Scenario #1 	
Benefits	Tradeoffs
<ul style="list-style-type: none"> + Services and schedules to remain the same for customers + No service cuts in the short term 	<ul style="list-style-type: none"> - Many current services are underperforming - Some services are expensive to operate - Reduced opportunity for investment in new or productive service - Service reductions may be necessary in the future
Poor Performing Routes	
<ul style="list-style-type: none"> - Routes 17, 38, 58, 72, 132, 141, 280, 294, 297, 359, 397 	
25	

9. Which of the benefits of Scenario #1 is most important to you?

- 0% 1. Routes and schedules to remain the same for customers
- 0% 2. No service cuts in the short-term

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10. Which of the tradeoffs of Scenario #1 is of most concern to you? (pick 2)

- 0% 1. Many current services continue to underperform
- 0% 2. Some services continue to be expensive to operate
- 0% 3. Reduced opportunity for investment in new or productive service
- 0% 4. Service reductions may be necessary in the future

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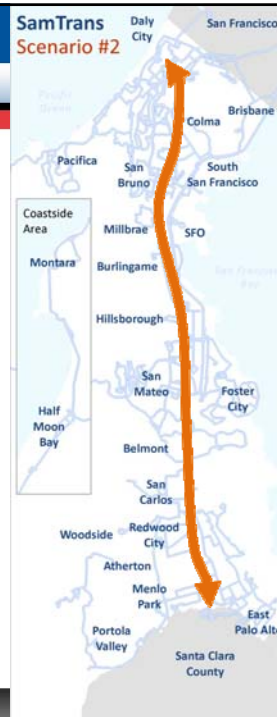
11. Based on what you've heard, what do you think about Scenario #1?

- 0% 1. Strongly support
- 0% 2. Somewhat support
- 0% 3. Somewhat do not support
- 0% 4. Strongly do not support
- 0% 5. Don't know

Service Scenario #2: Invest in El Camino Real


Scenario #2: Characteristics

- Invest in productive routes along El Camino Real
- 10 minute peak frequency between Daly City and Redwood City, 15 minutes all day between Redwood City and Palo Alto
- Restructure or discontinue poor performing routes



Service Scenario #2		samTrans	
Benefits		Tradeoffs	
<ul style="list-style-type: none"> + Riders can expect buses along El Camino Real every 10 minutes + More frequent service from Redwood City to Palo Alto + Increased service will attract new riders to SamTrans 		<ul style="list-style-type: none"> - Discontinue or restructure services on poor performing routes - Investment focused only on El Camino Real routes 	
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Service Scenario #2		samTrans	
Possible Service Changes			
<ul style="list-style-type: none"> + 20 minute frequency on Routes 390 and 391 create a combined 10 minute frequency from Redwood City to Daly City - Service modification on poor performing routes: 53, 58, 72, 132, 141, 280, 294 - KX: peak-only service 			
30			

Service Scenario #2 

Outcome

- Ridership growth along El Camino Real and improved system productivity and financial effectiveness will allow for future investment
- SamTrans will continue to monitor poor performing routes

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12. Which of the benefits of Scenario #2 is most important to you?

- 0% 1. Riders can expect buses along El Camino Real (between Daly City and Redwood City) every 10 minutes
- 0% 2. 15-minute frequency all day from Redwood City to Palo Alto

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13. Which of the tradeoffs of Scenario #2 is of most concern to you?

- 0% 1. Discontinue or restructure poor performing routes
- 0% 2. Investment focused only on El Camino Real

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14. Which of the possible service changes associated with Scenario #2 is most important to you?

- 0% 1. 20-minute frequency on Routes 390 and 391 create a combined 10-minute frequency from Redwood City to Daly City
- 0% 2. Service modification on poor performing routes: 53, 58, 72, 132, 141, 280, 294
- 0% 3. Peak-only service on Route KX



15. Please indicate if you are a regular rider of the following routes (pick up to 3).

- 0% 1. Route 53
- 0% 2. Route 58
- 0% 3. Route 72
- 0% 4. Route 132
- 0% 5. Route 141
- 0% 6. Route 280
- 0% 7. Route 294
- 0% 8. Route KX
- 0% 9. Do not ride these routes



16. Based on what you've heard, what do you think about Scenario #2?

- 0% 1. Strongly support
- 0% 2. Somewhat support
- 0% 3. Somewhat do not support
- 0% 4. Strongly do not support
- 0% 5. Don't know

Service Scenario #3: Invest in El Camino Real & Core Markets

Scenario #3: Characteristics

- Invest in productive routes along El Camino Real
- *AND*
- Invest in Core Market areas
 - Daly City, South SF, San Mateo, Redwood City and East Palo Alto
- Restructure or discontinue poor performing routes
- Requires new capital investment and has increased operational costs



Service Scenario #3

Benefits	Tradeoffs
<ul style="list-style-type: none"> <li style="margin-bottom: 10px;">+ Improve El Camino Real services to frequent local service and a fast Rapid service <li style="margin-bottom: 10px;">+ Create a strong network of supporting routes to El Camino Real and other regional transit services <li style="margin-bottom: 10px;">+ Increase frequencies in core markets with high productive routes 	<ul style="list-style-type: none"> <li style="margin-bottom: 10px;">- Discontinue or restructure services on poor performing routes <li style="margin-bottom: 10px;">- Requires additional capital investment and operating funds to achieve more frequent service


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Service Scenario #3

Possible Service Changes

- + Enhanced El Camino Real bus service, 10-30 minute local service, 10-15 minute rapid service
- + Route 130: 15 minute peak service; 15 minute midday service in South San Francisco
- + Route 292: 15 minute service between Hillside and Broadway Station; peak-only service into San Francisco
- + Route 281: 15 minute all-day service
- + Route 296: 15 minute all-day service
- Service modification on: Routes KX, 53, 58, 72, 132, 141, 280, 294
- Combine or concentrate service on Route 294 with Route 17
- Combine or concentrate service on Route 118 with Route 110 or 112
- Combine or concentrate service on Route 280 with Route 281 or 296

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Scenario #3 

Outcome

- Potential for significant ridership growth throughout the SamTrans system
- Better integration with regional services
- Improves overall customer experience
- Improved system productivity and financial effectiveness will allow for future reinvestment
- Full implementation requires additional capital and operational funding

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17. Which of the benefits of Scenario #3 is most important to you?

- 0% 1. Provide faster, limited-stop Rapid service on El Camino Real
- 0% 2. Maintain local stop service along El Camino Real
- 0% 3. Increase frequencies in core market areas to create a strong supporting network to El Camino Real and other regional transit services



18. Which of the tradeoffs of Scenario #3 is of most concern to you?

- 0% 1. Discontinue or restructure poor-performing or duplicative routes
- 0% 2. Proposes significant reduction of service into San Francisco



19. Which of the possible service changes associated with Scenario #3 is most important to you? (pick up to 3)

- 0% 1. Enhanced El Camino Real bus service: 10-30 minute local service; 10-15 minute rapid service
- 0% 2. Route 130: 15-minute all-day service
- 0% 3. Route 292: 15-minute service between Hillsdale and Broadway Station; peak-only service into San Francisco
- 0% 4. Route 281: 15-minute all-day service
- 0% 5. Route 296: 15-minute all-day service
- 0% 6. Service modification on Routes KX, 53, 58, 72, 132, 141, 280, 294, 391
- 0% 7. Combine or concentrate service on Route 294 with Route 17
- 0% 8. Combine or concentrate service on Route 118 with Route 110 or 112
- 0% 9. Combine or concentrate service on Route 280 with Route 281 or 296



20. Based on what you've heard, what do you think about Scenario #3?

- 0% 1. Strongly support
- 0% 2. Somewhat support
- 0% 3. Somewhat do not support
- 0% 4. Strongly do not support
- 0% 5. Don't know



Alternative Service Options

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Alternative Service Options

- Are there other ways to provide service more efficiently?
- Which service areas could be matched to an alternative service or vehicle option?
- Example alternative service options could include:
 - Shuttles
 - Vanpools
 - Dial-A-Ride
 - Deviated Fixed Route



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Alternative Service Options

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- Areas that could benefit from an alternative service options could include portions of:
 - Pacifica
 - Millbrae
 - Burlingame
 - Foster City
 - Redwood City
 - Menlo Park

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Questions?

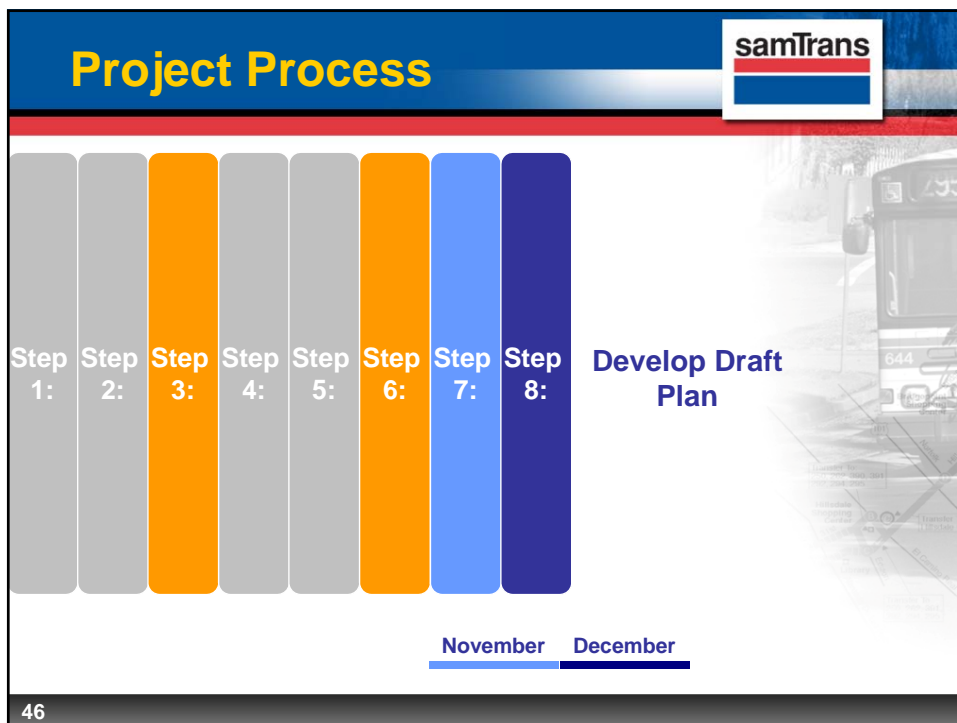
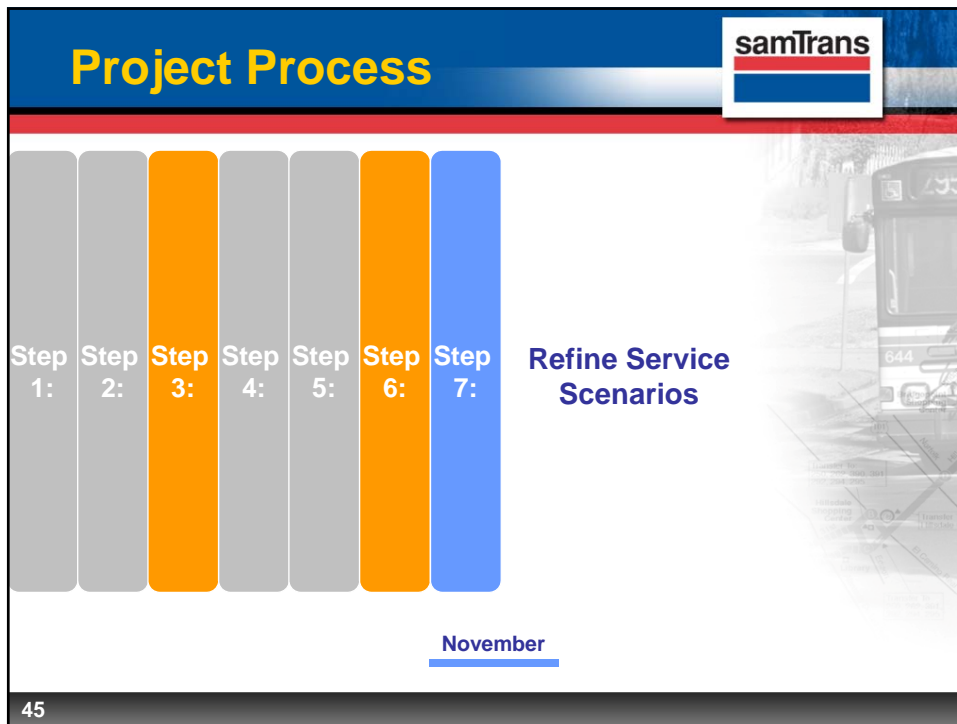
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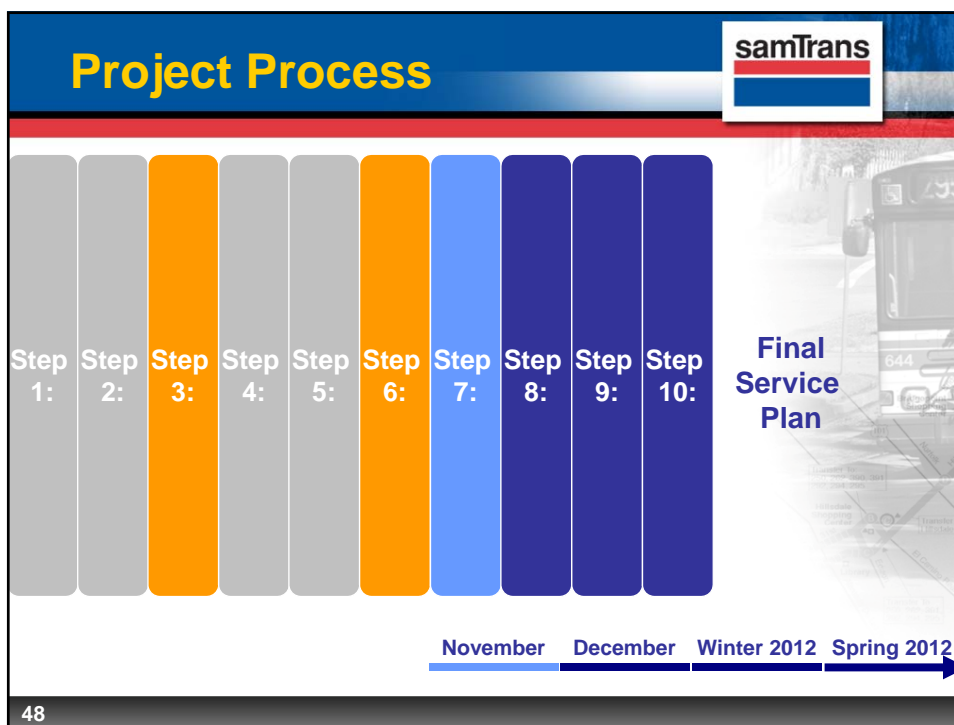
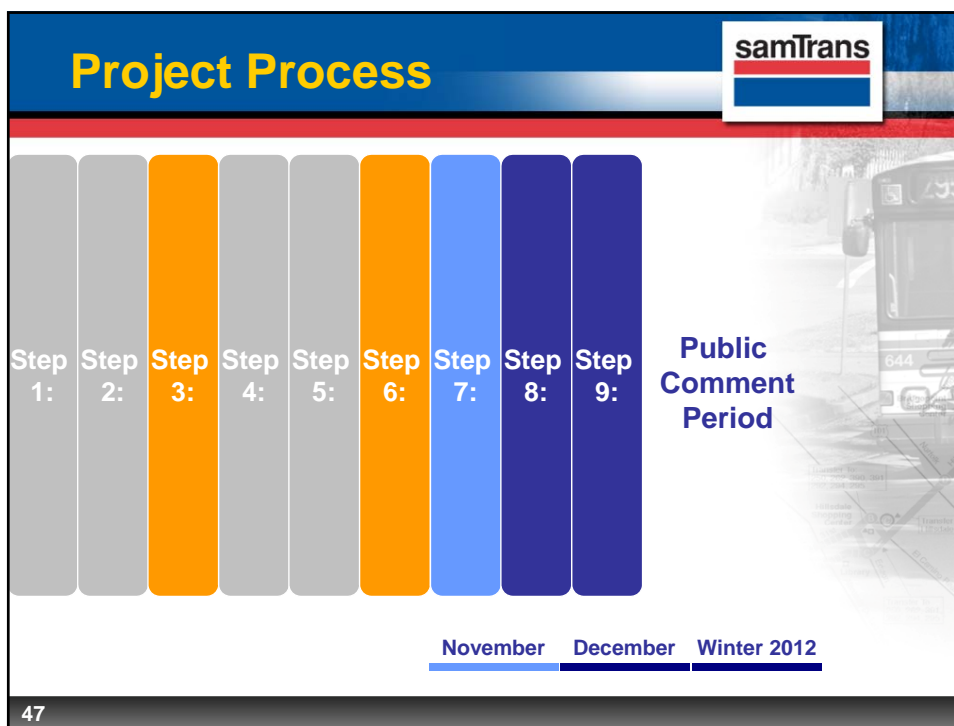
Project Next Steps

Project Process

Step 1: Step 2: Step 3: Step 4: Step 5: Step 6:

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21. I learned a lot about future service options being considered in the SamTrans Service Plan.

- 0% 1. Strongly Agree
- 0% 2. Somewhat Agree
- 0% 3. Somewhat Disagree
- 0% 4. Strongly Disagree
- 0% 5. No Answer



22. I had an opportunity to voice my opinions about the service options being considered in the SamTrans Service Plan.

- 0% 1. Strongly Agree
- 0% 2. Somewhat Agree
- 0% 3. Somewhat Disagree
- 0% 4. Strongly Disagree
- 0% 5. No Answer



Staying Involved

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Public input is critical to creating a successful plan. Stay informed by:

- Visiting www.samtrans.com/ssp
- Calling us at 650-508-6338
- E-mailing ssp@samtrans.com

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