

SamTrans Overview

Operational Facts

- San Mateo County, parts of San Francisco, City of Palo Alto
- 300 buses serving 70 bus routes; Rediwheels for persons with mobility challenges

Our Riders



of SamTrans riders qualify as extremely low income.
(within twice the federal poverty limit)

- Nearly 80% do not have access to a car
- 20% speak little to no English

Low Income Fare Programs

- SamTrans Youth Unlimited (free fares for low-income youth within the county); Clipper START (50% discount); Way2Go Annual Pass, educational institutions, residential complexes



Reimagine SamTrans: The New Network

2022: Board adopts new transit network

- Three rounds multilingual public engagement over two and a half years
- Phased implementation plan

New Network Priorities



Equity

Prioritize buses to high-need communities from underused and duplicate routes



Efficiency

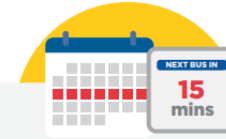
Create faster, reliable service through more direct and consolidated routes



Connections

Provide expanded all-day service, and more service to transit hubs and job centers

New Full Network



More frequent service



Later night service



Better connections to college campuses



More coverage on weekends



Faster service



Improved access to jobs

INTRODUCING ON-DEMAND SERVICE!

Reimagine SamTrans: Implementation

Phase 1: August/November 2022

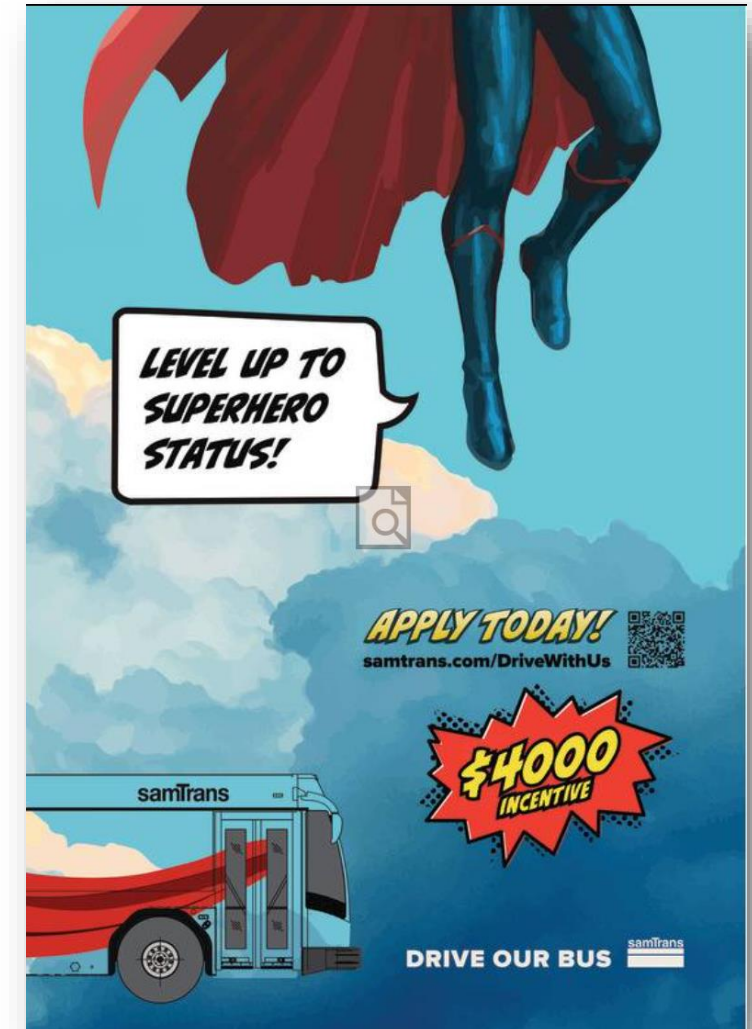
- Focused resources on Equity Priority Zones
- Streamlined existing service
- Removed duplicative and underused routes
- **Phase 1 results: ridership increased from 64% pre-pandemic ridership to a sustained 70%-75% pre-pandemic ridership**

Phase 2 and beyond: 2023-2024+

- Frequency improvements and expanded service hours on multiple routes
- Launch new routes (East Palo Alto to SFO)
- Launch On Demand services in East Palo Alto and Half Moon Bay (June 2023)

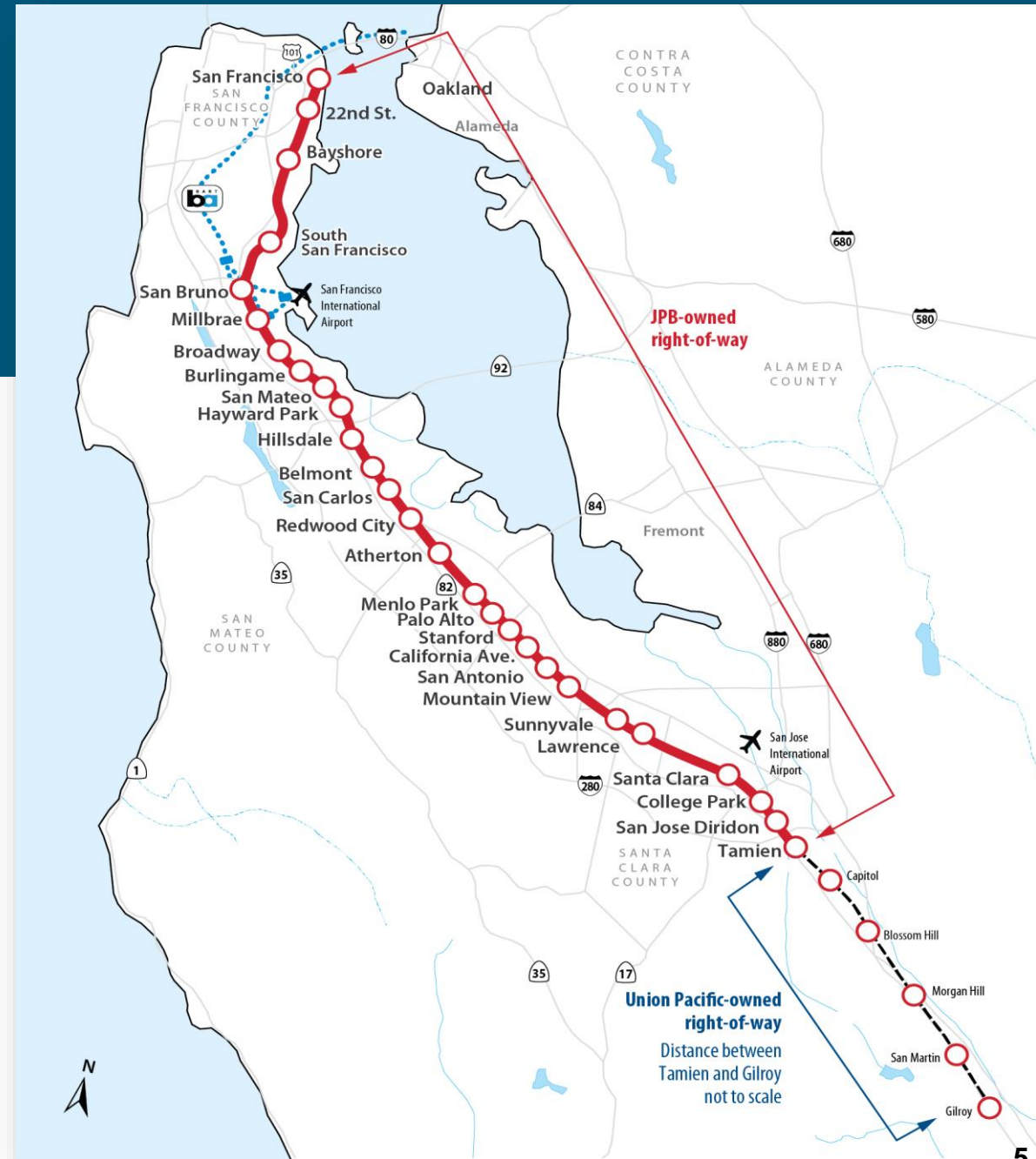
Opportunity / Challenge

- Full Reimage service expansion dependent on hiring recruit/retain bus operators
- Marketing and community partnership efforts
- Increase bonus and referral program



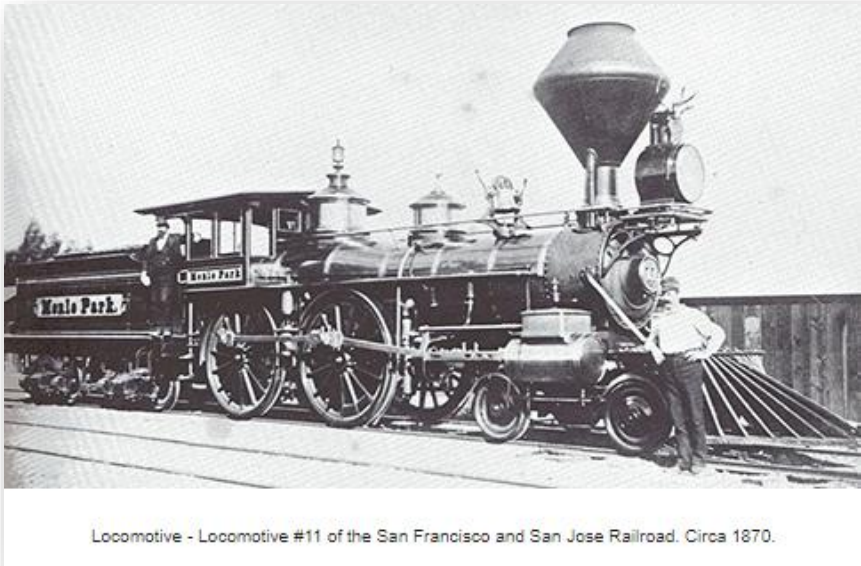
Caltrain Corridor

- 77 miles of track from end to end
- 31 stations, 3 counties served
- 70+ at grade crossings
- 104 trains per weekday
- Bi-directional commute
- Pre-pandemic
 - 7th largest commuter rail in the country
 - 70% farebox recovery
 - Over 18 million Unlinked Passenger Trips (UPT) in 2019
 - Frequently overcrowded trains, standing room only



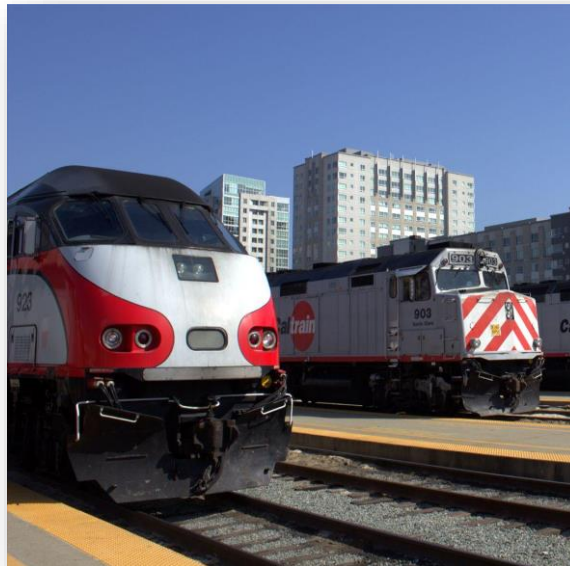
Caltrain Transformational Moment

Electrification will help Caltrain become a cleaner, faster, more integrated part of the transportation network



Locomotive - Locomotive #11 of the San Francisco and San Jose Railroad. Circa 1870.

Steam: 1860s – 1950s



Diesel: 1950s to present



Electric: 2024



New Service On Track

Pre-pandemic Service

- Irregular, commuter focused service

Current Service

- Regular service pattern, spread more evenly (introduced during pandemic + equity growth policy)
- Frequent impacts for Electrification construction work windows (example, 31 weekend shutdowns in 2023)

New Electrified Service (Fall 2024)

- Electric trains have better performance than old diesel trains. Even with same number of trains, ability to provide more service.
- Service planning underway that will utilize equity growth policy, origin/destination information, corridor development, regional and corridor specific general population surveys



CONVENIENCE

More efficient service with increased frequency and reduced travel time



COMFORT

Smoother, quieter rides with enhanced amenities like on-board signage, electrical plugs and roomier seats

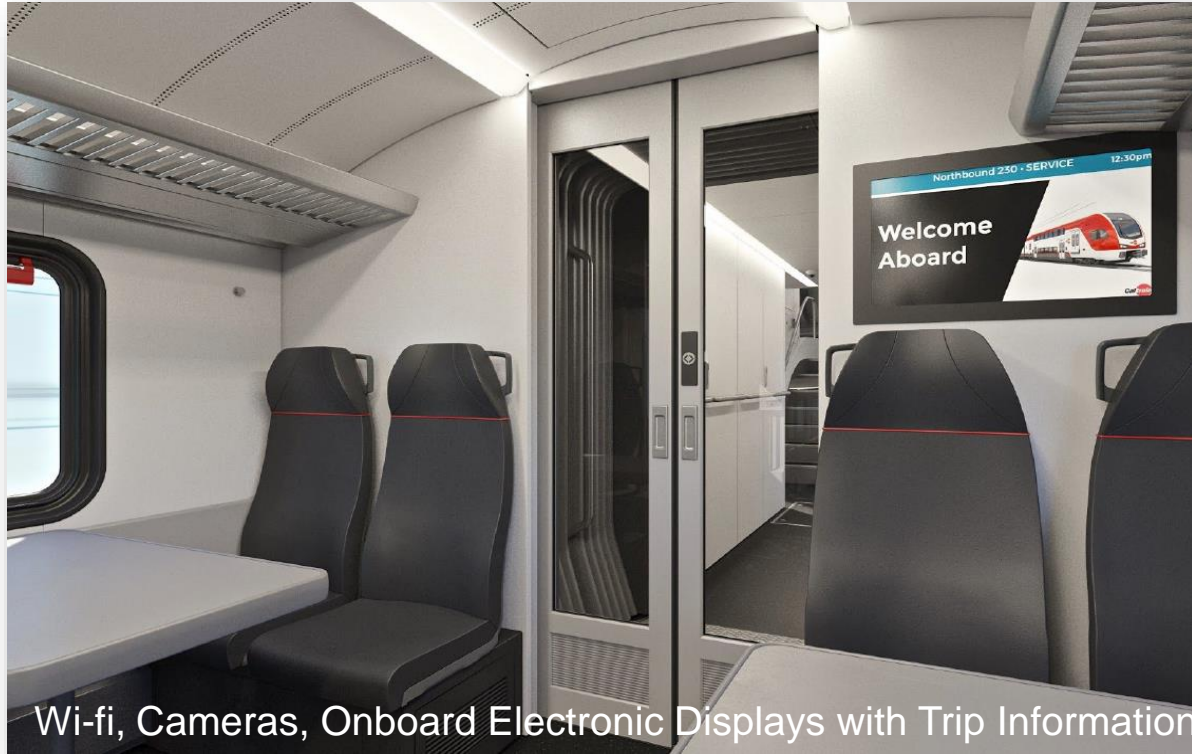


SUSTAINABILITY

Replacing old diesel trains with new electric trains will reduce GHG emissions and improve air quality



Improving the Experience



- Current activities include: Equity focused reduced fares (Go Pass Donation Program, Clipper Start), access improvements and enhanced regional coordination
- 2023 Survey: 2/3 respondents more likely to ride Caltrain with access to new trains that are faster and safer. More frequent weekend train services, reduced fares, and wi-fi network were also important.