

samTrans



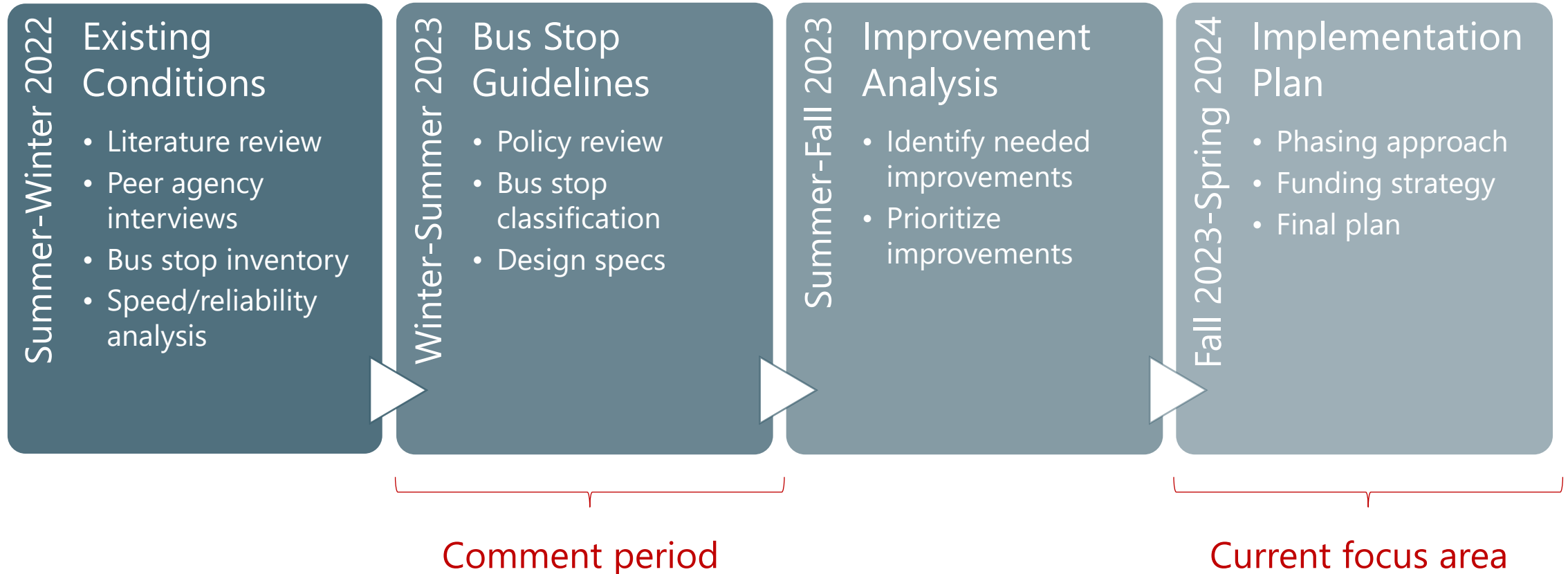
San Mateo City/County Association of Governments

UPDATE ON SAMTRANS BUS STOP IMPROVEMENT PLAN

Project Work Plan

SCOPE OF WORK & SCHEDULE

Project Complete:
Spring 2024

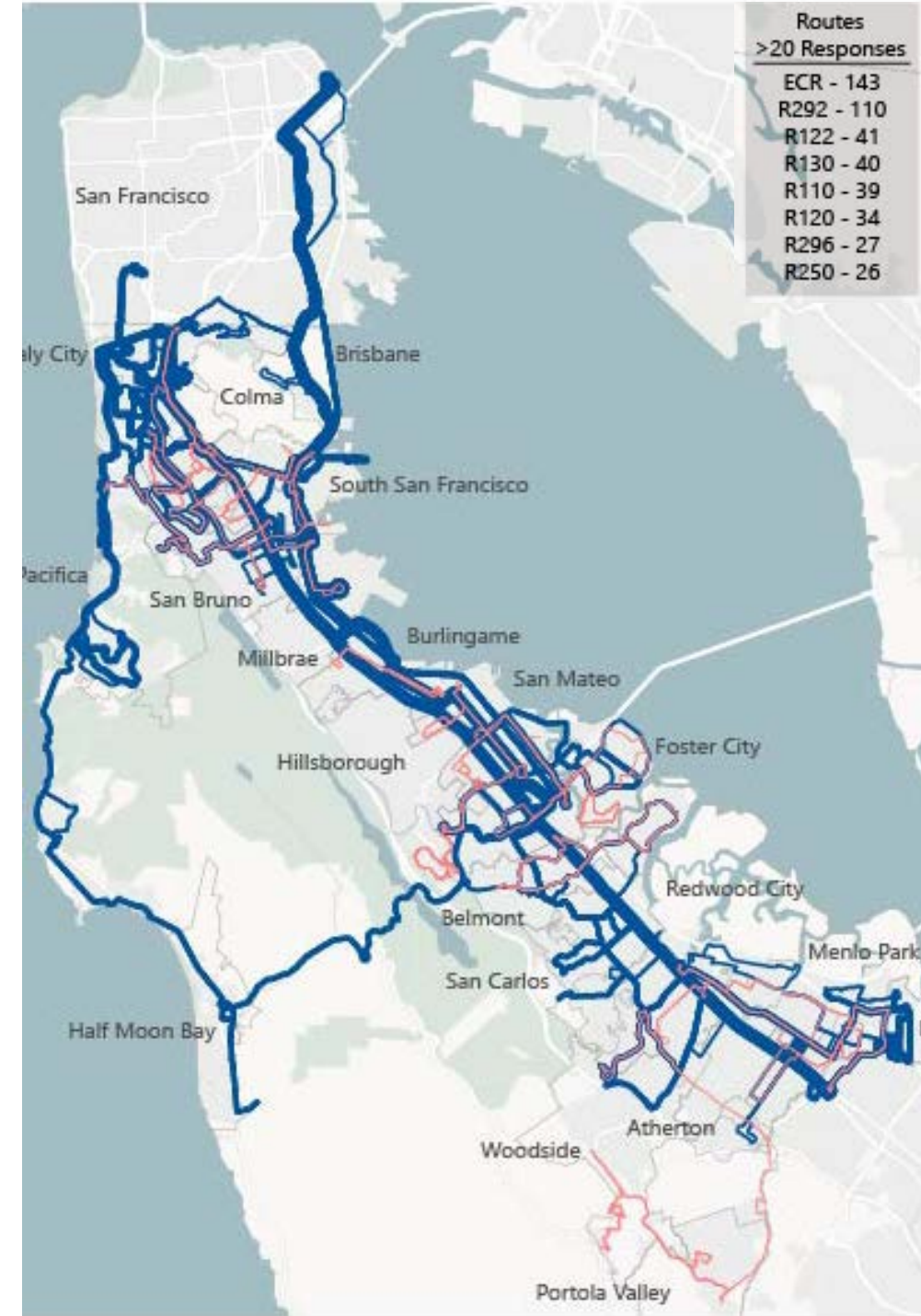


Feedback from City Staff

- The principal issue voiced by participants was **uncertainty about SamTrans' processes and who to contact**
- Several participants shared **a lack of clarity around ownership and maintenance agreements** of stops
- Participants requested that **SamTrans share bus stop data and associated recommendations**
- Participants shared an interest in **clear design guidance over flexibility in design**
- There were requests for **SamTrans to conduct more outreach to jurisdiction staff** when working within a local jurisdiction
- Many participants expressed a **desire for more collaboration with SamTrans**

Rider Online Survey

- Open **6 weeks** (3/20/23-4/30/23)
- **684 surveys** completed
- Offered in **Simplified Chinese, Traditional Chinese, and Spanish**
- Promoted **online, on buses, at bus stops, and through SamTrans ambassadors.**
- Survey respondents were:
 - 88% English speaking
 - 48% riding at least five days per week
 - 64% riding for 3 years or more
 - Day-time users
 - Diverse by gender, age and income



Rider Listening Sessions

- Project team **conducted 31 interviews** with riders
- Rider groups included:
 - Low-income riders
 - Parents and caretakers
 - Non-English speakers
 - Older adults and people with disabilities
- Participates were **compensated** with \$100 Visa gift cards

Rider Engagement Findings

- Survey respondents are currently **least satisfied with** shelters, availability of service information and lighting
- The **top two requested amenities** were shelters and real-time arrival information
- Respondents would prefer shelters, real-time information, and seating at locations with **less frequent service** (which can mean longer wait times)
- Relatively speaking, riders **did not prioritize trash cans** as a desired amenity
- Lighting is most important to riders **where there may not be lighting from nearby businesses or buildings**, and secondarily when there are long wait times

Guidelines Outcomes



DESIGN GUIDELINES PROVIDE EASY-TO-USE GUIDANCE

for a variety of stakeholders including SamTrans staff, City staff, and development partners



UPDATE TO THE 2013 SAMTRANS GUIDANCE

including updated information on bus stop amenities, operational improvements, and complete streets design principles

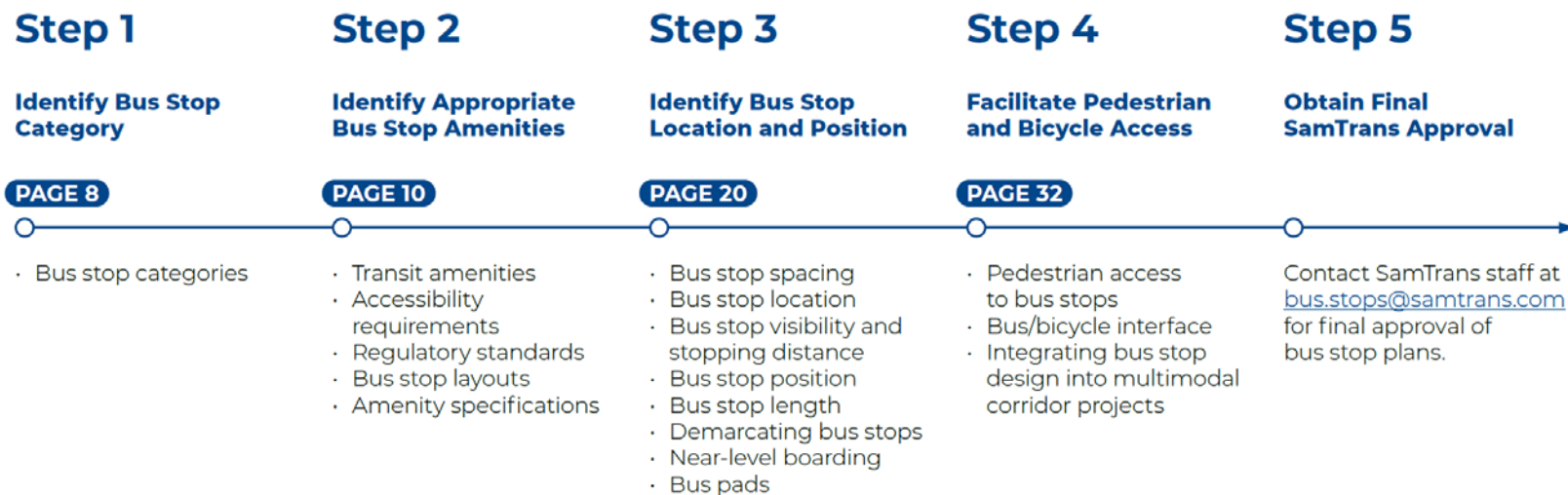


ROOTED IN BEST PRACTICE AND INDUSTRY STANDARDS

gathered through interviews with peer agencies and a literature review

Guidelines Contents

How to Use these Guidelines



SamTrans Vision for Bus Stops

- **Convenient:** Provide a bus stop environment that is convenient to use, featuring appropriate curb access and a sidewalk free from obstructions
- **Information:** Provide service information at bus stops including schedules and the ability to access real time arrival data
- **Comfort:** Provide shelter and a place to sit at all-day stops



Bus Stop Categories & Recommended Amenities

Stop Category	Service Provided	Percent of Systemwide Stops	Minimum Amenities
Frequent	Served by a bus at least four times per hour during a weekday (ECR, 120, 130)	20%	<ul style="list-style-type: none">• Sign/Pole• Shelter• Real Time information• System map/schedule• Bus bulb/boarding island (where appropriate)
Standard	Served by a bus between one and three times per hour (most three-digit routes)	45%	<ul style="list-style-type: none">• Sign/Pole• Shelter or shade structure/bench• System map/schedule
School/Oriented Other	Served by a bus infrequently (school-oriented or peak-hour only routes)	35%	<ul style="list-style-type: none">• Sign/Pole

What's Next

- Returning to **BSIP Public Agency Working Group** in early 2024 to present recommended stop prioritization and implementation approach
- SamTrans **board approval** of BSIP is forecasted for Spring 2024

Call to Action!

- **Please give your feedback!** The comment period for draft bus stop guidelines is through November 22nd
- Guidelines link: <http://bit.ly/samtrans-guidelines>
- **Use the Guidelines!** Please distribute and use as needed, including with developers and other external partners
- **Partner with us!** More to come on how to partner with SamTrans on implementation of the BSIP program



Questions?

SAMTRANS BUS STOP IMPROVEMENT PLAN

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