

San Mateo City/County Association of Governments

UPDATE ON SAMTRANS BUS STOP IMPROVEMENT PLAN

Project Work Plan

SCOPE OF WORK & SCHEDULE

2022 Summer-Winter

Existing Conditions

- Literature review
- Peer agency interviews
- Bus stop inventory
- Speed/reliability analysis

Bus Stop Guidelines Summer

- Policy review
- Bus stop classification
- Design specs

Winter-5

Improvement Analysis

- Identify needed improvements
- Prioritize improvements

Project Complete: Spring 2024

Implementation Plan

- Phasing approach
- Funding strategy
- Final plan

2023-Sprin Fall

Comment period

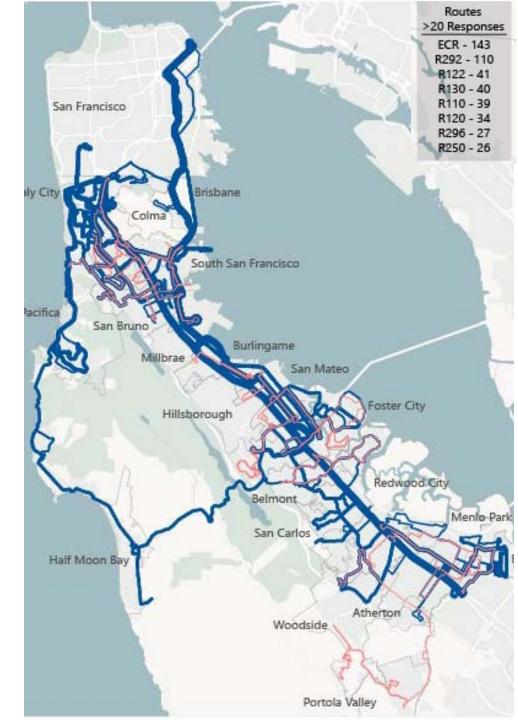
Current focus area

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



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

How to Use these Guidelines

Step 2

Identify Appropriate Bus Stop Amenities Step 3

PAGE 20

Identify Bus Stop Location and Position Step 4

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Facilitate Pedestrian and Bicycle Access Step 5

Obtain Final SamTrans Approval

PAGE 8

Step 1

Category

Identify Bus Stop

· Bus stop categories

PAGE 10

Transit amenities

- Accessibility requirements
- Regulatory standards
- Bus stop layouts
- · Amenity specifications

Bus stop spacing

- · Bus stop location
- Bus stop visibility and stopping distance
- Bus stop position
- · Bus stop length
- · Demarcating bus stops
- Near-level boarding
- · Bus pads

 Pedestrian access to bus stops

- Bus/bicycle interface
- Integrating bus stop design into multimodal corridor projects

Contact SamTrans staff at bus.stops@samtrans.com for final approval of bus stop plans.

Guidelines Contents

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%	 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%	 Sign/Pole Shelter or shade structure/bench System map/schedule
School/Orient ed Other	Served by a bus infrequently (school-oriented or peak-hour only routes)	35%	• 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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