



NEWS

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SamTrans to Revert OnDemand Pilot to Original FLX Pacifica Service

Beginning this May, the [SamTrans OnDemand](#) pilot program, which is currently operating in the Linda Mar community of Pacifica, will revert back to the original FLX Pacifica route.

The decision follows an analysis conducted by staff, which indicated that the route has been underperforming compared to the previous fixed-route service.

Since replacing the previous FLX Pacifica route in May 2019, OnDemand served fewer overall passengers, operated more vehicle revenue miles, garnered more customer complaints and required higher operating costs. The pilot analysis also determined that OnDemand is neither effective for school service nor is it competitive for first/last mile trips.

“The Pacifica OnDemand pilot offered valuable insight into how we can provide better service for our customers,” said SamTrans Director of Planning, Christy Wegener. “The lessons learned from this program will also help inform the analysis and recommendations of the [Reimagine SamTrans](#) project, which is identifying potential opportunities to improve public transportation throughout San Mateo County.”

SamTrans will communicate with current OnDemand riders in the coming months to ensure that customers are informed of the shift back to FLX Pacifica service in May.

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About SamTrans: SamTrans operates 70 routes throughout San Mateo County. Funded in part by a half-cent sales tax, the San Mateo County Transit District also provides administrative support for Caltrain and the San Mateo County Transportation Authority. SamTrans has provided bus service to San Mateo County customers since 1976.

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