

From: Marguerite
To: ["Marguerite"](#)
Subject: Kaiser park-and-ride lot update
Date: Thursday, May 17, 2018 3:51:50 PM

Dear Stanford East Bay Commuter,

Thank you for your patience as we continue to pursue alternative park-and-ride options. While we do not have changes or alternatives to announce at this time, we want to provide you with an update.

Ridership on the new [C-NW route](#), which serves the [Central Park-and-Ride Lot](#), has been low, around a dozen riders a day. We understand--and had anticipated--that this parking location may not meet the needs of many who previously parked at the Kaiser Lot.

While we hoped ridership would be higher, we are pleased to report that the C-NW service has been reliable and operating on time. For the riders using the service, we want to be transparent in letting you know that we are committed to operating the service for at least one month regardless of ridership. However, the service must have a regular ridership of at least 20 riders a day for the service to continue.

Even though we recognized that the location might not meet everyone's needs, we want you to know that we worked hard and invested heavily to establish the new location and C-NW bus service in an effort to provide an immediate alternative for you. In our experience and to our knowledge, it is unprecedented to successfully negotiate a new parking location and implement a new bus route in one week, but we made it happen. We did it to reduce the negative impact to our riders from a decision that was beyond our control (new tenants at the Kaiser Lot location).

We haven't stopped there. We have continued to work unfailingly on your behalf to identify better park-and-ride alternatives. Here is an update:

- Stanford Hospital is looking into lease options that might be available for the near term. We are encouraged by at least one possibility, but we can't say at this point whether or when it will happen.
- Stanford University is looking into longer-term solutions, including working with Stanford Real Estate.
- Our office has been working with senior leadership to explore every option. Our executive director and two other senior executives personally toured the East Bay this week in pursuit of solutions.

While our staff and leadership are working hard to identify options, the fact is that our ability to create, lease, or purchase property in the East Bay is constrained by several factors, including these:

- Stanford is not alone in providing commuter bus services. Stanford competes with Bay Area tech companies, and their larger transit orders and positioning make it challenging for us to secure the same products (buses), services (drivers), and--in this case--property leases/purchases to create park-and-ride options.

- The real estate market in the Bay Area is tight, which makes opportunities to purchase properties highly limited and competitive.

If we were to send more frequent updates, we would only be able to say that we continue to look into options as we try to secure alternatives. As such, we plan to provide updates only when we have meaningful news to share.

To help you find or check our updates, we have created a new page on our website: [Updates for East Bay Commuters](#). We will continue to send messages to you directly, but we are providing this as a convenient way to find current and recent updates about your East Bay commute.

If East Bay express service no longer works for you, we invite you to consider [Stanford carpool or vanpool options](#), which include incentives for eligible commuters.

Thank you for your commitment to sustainable commuting.

Best regards,

Stanford Marguerite Operations
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