



REIMAGINE SAMTRANS

EXECUTIVE SUMMARY OF **PHASE 3 OUTREACH**

DECEMBER 2021



This document summarizes the public feedback received on *Reimagine SamTrans* during the third phase of public outreach. The focus of Phase 3 outreach was to present the recommended new network to the public for review and comment.

SamTrans conducted a combination of virtual and in-person outreach October 4 – November 8, 2021. Events and outreach opportunities during this period included:

- 4 multilingual virtual public meetings, each focusing on different sub-areas of the service area (North County, Mid County, South County, and Coastside)
- 43 presentations or briefings to city councils and other elected officials, city and school staff, business, community advocacy and other organizations
- 1 meeting with the SamTrans Citizens Advisory Committee (CAC)
- 1 formal public hearing held at the November 3, 2021 SamTrans Board of Directors meeting
- 16 pop-up events primarily hosted at bus stops and transit centers
- 2 Instagram Live question-and-answer sessions (one in English, one in Spanish)
- Partnerships with three Community Based Organizations (CBOs) for targeted multi-lingual outreach in historically underserved communities. The CBOs helped organize pop-up events and staffed events with SamTrans staff.

Outreach also included engagement through the project website. The *Reimagine SamTrans* website (www.reimaginesamtrans.com) provided multilingual information on the route changes in the recommended new network, as well as recordings and presentations from the four virtual public meetings.

A comment form allowed the public to give feedback on individual route changes. The comment form was available online on the website and in a printed format distributed at in-person pop-up events. Individuals also had the option to call the SamTrans Customer Call Center to give their input in more than 200 languages, or to provide their comments via email to reimagine@samtrans.com.

SamTrans executed a multi-lingual marketing and education campaign targeting riders and communities where riders are likely to reside. This included over 500 temporary signs at bus stops, widespread digital and print advertising, social media and press outreach, text message and email blasts, as well as on-board bus advertising with digital and print display and take away material.

OVERVIEW OF THE RECOMMENDED NEW NETWORK

The recommended new network presented in October 2021 included elements from each of the three alternatives the public reviewed in Spring 2021. The recommended new network aimed to provide the following benefits and improvements, responding to the requests the project received during previous phases of outreach:

- **Improved frequency** – Our riders told us they want buses to come more often. The recommended new network includes better frequency on weekdays,

Saturdays, or Sundays for 15 existing SamTrans routes, bringing about 185,000 more residents and 125,000 more jobs within a 5-minute walk of frequent service.

- **More evening and weekend service** – Bus service on weekends and later in the day was a common request during outreach. The new network extends the hours of service or offers new weekend service on 10 routes.
- **More direct routes** – Riders told us trips on SamTrans can feel slow. Taking a lot of turns off a main road adds time to trips. To reduce travel time, deviations that are not heavily utilized, or are within a reasonable walking distance of a route's main street, would be eliminated.
- **Reduced duplication of service** – Multiple SamTrans routes serve the same roads today. By reducing duplication, the system will be easier to understand, and resources can be reinvested in improving service on key corridors.
- **New connections in the County** - New service into Oyster Point (Route 130) and between East Palo Alto and San Bruno BART (Route EPX) would improve access to jobs and bayfront open space. The recommended new network also improves service to the college campuses in San Mateo County. New Routes 124 and 249 feature limited stop connections from residential areas and rail stations to college campuses.
- **New on-demand service** - Some areas are difficult to serve by traditional bus service and may benefit from curb-to-curb service and less walking to bus stops. The recommended network proposes new on-demand zones in Half Moon Bay and East Palo Alto. To use on-demand service, riders call or use a mobile app to request a ride and a vehicle picks them up and drops them off anywhere within the designated zone. Riders pay a fare and may share the vehicle with other riders, just like riding a regular SamTrans bus.

HOW WE HEARD FROM YOU

Phase 3 outreach helped the project team understand how supportive SamTrans riders and the public were about the proposed changes to each individual SamTrans route. Those who completed the comment form were asked whether they were very supportive, somewhat supportive, or not supportive of the proposed changes, and invited to give open comment about what elements of the recommended changes they liked or had concerns about.

More than 12,300 unique users accessed the project website during the Phase 3 outreach period. Many users also returned numerous times to view the website.

Staff held four virtual public meetings (each focused on a different geographic area of San Mateo County) during which attendees could engage in a question-and-answer session with staff:

- North County – October 19, 2021, Attendance: 15
- Mid-County – October 13, 2021, Attendance: 11

- South County – October 21, 2021, Attendance: 14
- Coastside – October 27, 2021, Attendance: 18

There were four ways that project stakeholders could provide formal public comments on the recommended new network:

- Online comment form (including input received through the SamTrans Customer Service Call Center)
- Emails to project email address (reimagine@samtrans.com)
- Letters received through email or mail
- Comments made at the formal public hearing on November 3, 2021

Online Comment Form

The comment form generated 1,042 route-level comments. Of these total comments, 84 percent were submitted by recent or current SamTrans riders and 16 percent were submitted by people who are not or have not been regular riders in the last three years. SamTrans staff read and analyzed each individual comment that was received. The complete set of raw comments is provided in Appendix A.

Emails to Project Email Address

The project team received 42 emails to the project email address (reimagine@samtrans.com). The content in these emails was read and considered by staff as adjustments to each route's changes were considered. Emails were primarily related to, though not limited to, the following themes:

- Retention of service to Cordilleras Mental Health Center
- Service to Belmont-area schools from Redwood Shores and Belmont
- Support for service into Oyster Point
- Concern about deletion of Route 398
- Overall network scheduling and planning ideas

A copy of the emails received is included as Appendix B.

Letters Received

Formal letters of support or otherwise providing input on the changes were received from the following cities or organizations:

- City of South San Francisco, Office of the City Manager
- Midpeninsula Regional Open Space District
- Oyster Point Commuter Coalition
- Redwood Shores Community Association

- San Mateo County Parks Department
- Santa Clara Valley Transportation Authority (VTA)
- Stanford University and Stanford Health Care
- Sequoia Union High School District
- Sequoia High School Parent Teacher Association (PTSA)
- TEAMC (Transportation Equity Allied Movement Coalition)
- Town of Portola Valley

Letters were also received from individuals. A copy of the letters received are included as Appendix C (with the exception of the letter from Midpeninsula Regional Open Space District which was unable to be combined due to permissions with the PDF).

Comments at Public Hearing

A formal public hearing on the recommended new network was held during the November 3, 2021 SamTrans Board of Directors (BOD) meeting. During this meeting, 16 public comments were given verbally to the BOD. A transcript of these comments is provided in Appendix D.

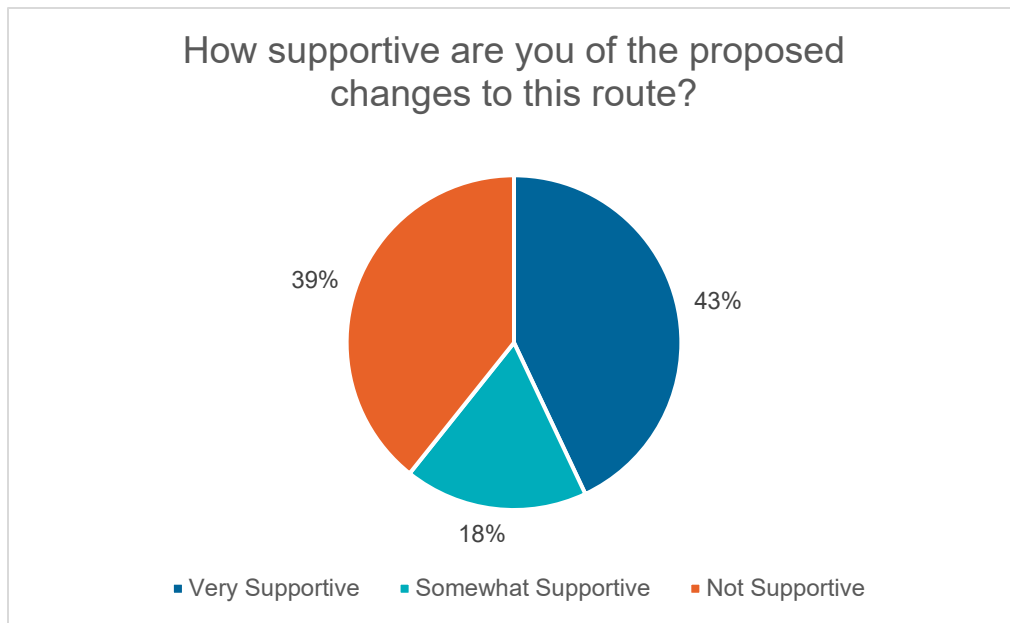
Community-Based Organization Partnerships

SamTrans partnered with three community-based organizations (CBOs) to conduct outreach during Phase 3: Fair Oaks Community Center (North Fair Oaks/Redwood City), Friends of Old Town (South San Francisco), and Nuestra Casa (East Palo Alto). These CBOs supported the outreach efforts by organizing and staffing pop-up events and helping to collect responses to the project survey.

The CBOs were compensated for their time. Altogether, the three CBOs supported nine outreach events and helped to collect more than 200 responses that were included in the overall set of comment form submissions.

WHAT WE HEARD FROM YOU

Individuals who gave input either online or in-person were asked to share their level of support for each route change proposal, in addition to leaving comments explaining their choice. Of all the online comments received, 43 percent of route change comments were “very supportive” of the recommended changes, 18 percent were “somewhat supportive”, and 39 percent were “not supportive.”



The following table provides a summary of the level of public support for the proposed changes to each route. Since some routes received more feedback than others did, the number of responses is also included. A summary of the open-ended responses and key themes on the input for each route is also included. Both the quantitative support levels and the qualitative comments are important in understanding the full picture of public input.

Executive Summary of Phase 3 Outreach

Route	Not Supportive	Somewhat Supportive	Very Supportive	Number of Responses
Cross-Town Routes				
Route ECR	9%	24%	67%	110
Route EPX (New)	47%	13%	40%	15
Route FCX	38%	23%	38%	13
Route 292	24%	35%	41%	34
Route 397	0%	0%	100%	4
Route 398	89%	3%	8%	110
Coastside Routes				
Route 17	31%	34%	34%	29
Route 110	15%	13%	73%	40
Route 112	52%	24%	24%	33
Route 118	0%	44%	56%	9
Route 294	23%	38%	38%	13
North County Routes				
Route 38	0%	0%	100%	1
Route 120	13%	13%	75%	16
Route 121	33%	21%	46%	24
Route 122	25%	25%	50%	16
Route 124 (New)	0%	17%	83%	6
Route 130	28%	22%	50%	58
Route 140	85%	8%	8%	26
Route 141	43%	43%	14%	14
Route SFO	50%	0%	50%	6
FLX Pacifica	33%	0%	67%	2
Half Moon Bay On-Demand (New)	33%	50%	17%	9
Mid-County Routes				
Route 249 (New)	38%	13%	50%	8
Route 250	31%	15%	54%	13

Executive Summary of Phase 3 Outreach

Route	Not Supportive	Somewhat Supportive	Very Supportive	Number of Responses
Routes 251 and 256	69%	12%	19%	26
Routes 260 and 261	93%	2%	5%	60
Route 295	58%	14%	28%	43
South County Routes				
Routes 270 and 276	5%	33%	62%	21
Routes 274, 275, 278	28%	7%	66%	29
Routes 280 and 281	9%	44%	47%	45
Route 286	33%	67%	17%	7
Route 296	1%	13%	86%	90
East Palo Alto On-Demand	50%	0%	50%	4
School-Oriented Routes				
Route 16 and 49	60%	20%	20%	5
Route 37 and 39	75%	0%	25%	4
Route 53 and 55	0%	0%	100%	2
Route 61 and 95	30%	20%	50%	10
Route 80	33%	0%	67%	3
Route 83 and 84	0%	0%	100%	2
Route 85	96%	0%	4%	27
Route 87	100%	0%	0%	1

SUMMARY OF FEEDBACK BY ROUTE

The project team read, considered and documented each comment submitted on the proposed route changes in the recommended new network. This section summarizes the key or recurring themes of comments received for each route via the online comment form, email, and regular mail. Routes are grouped into six categories: Cross-Town Routes, Coastside Routes, North County Routes, Mid-County Routes, South County Routes, and School-Oriented Routes.

Cross-Town Routes

Route ECR

- Many individuals expressed support for the improved frequency on weekends and overall, for not making many changes to the route as it is today.
- Some individuals requested the Rapid to come back.
- Some individuals expressed concern about the removal of the loop to Sickles Avenue in San Francisco as it relates to school access.

Route EPX

- There was a mix of comments that expressed support and skepticism for the new route. Some respondents were excited about chance to get to SFO via this route instead of Route 398.

Route FCX

- Many individuals were supportive of the existing service.
- Some individuals requested later service and more frequency on the route. However, some commenters may not have understood that the proposal included increasing frequency compared to the number of trips being provided on the route today.

Route 292

- Many individuals expressed support for the addition of the Millbrae Transit Center to the route.

Route 398

- Most individuals were not supportive of this route is being eliminated. Many noted it would cost more money and require more transfers to complete their trip using other means such as Caltrain and multiple SamTrans routes.
- Many respondents mentioned that their ultimate destination on the route is San Francisco International Airport, either from South County or from San Bruno.

Coastside Routes

Route 17

- Many individuals were supportive of the improved frequencies seven days a week.
- Several individuals requested that service to the Seton Coastside Medical Center be kept.
- A few individuals requested that Pescadero service be preserved.

Route 110

- Many individuals were supportive of the improved frequencies.
- Many individuals were also supportive of the extension of this route in Linda Mar to replace the current FLX Pacifica route and provide a “one-seat ride” from the “back of the valley” to Daly City and BART.

Route 112

- Many individuals were not happy about the shortened route and the requirement to transfer. Respondents requested that transfers be coordinated.

Route 118

- Individuals expressed mixed feelings about the direct connection to more BART service at Daly City with the loss of service to Colma BART area. Overall, multiple respondents were pleased that this route would return for commuters.

Route 294

- Some individuals were not supportive of the alignment change to eliminate service to the San Mateo Medical Center.
- Some individuals were concerned about loss of connection to College of San Mateo, while others said the removal seemed logical based on low ridership they had experienced.

Half Moon Bay On-Demand

- Multiple respondents requested that the proposed service area be extended to include Montara and Moss Beach areas.

North County Routes

Route 38

- No key themes were identified on this route due to few responses.

Route 120

- Many individuals were supportive of the improved frequencies.

Route 121

- A few individuals asked service to be preserved on Alta Loma Avenue between Eastmoor Avenue and St Francis Boulevard.
- Multiple individuals did not support the removal of the deviation to Colma BART station and asked for additional frequency on the route.

Route 122

- Many individuals were supportive of keeping the route as is.
- Some individuals requested earlier service or more frequent service than what is provided today.

Route 124

- Many individuals expressed support for this new route, including improved access to Skyline and service in the Westborough area

Route 130

- Many individuals were enthusiastic about new service into Oyster Point.
- Individuals were supportive of the increased frequency on weekends.
- Many individuals were not supportive of eliminating service on Linden Avenue.
- Many respondents mentioned the need to coordinate transfers to Route 292 on Airport Blvd.

Route 140

- Many individuals were not supportive of the deletion of this route and the removal of coverage in the Pacific Manor area.

Route 141

- Individuals were not happy that the frequency on the route would be reduced to once an hour.
- A few individuals requested that service to the San Bruno Senior Center be preserved.
- Some riders in South San Francisco were satisfied that service would remain every 30 minutes on Linden Avenue to the San Bruno/Tanforan area.

Route SFO

- A few individuals were not happy the route would be eliminated as it is a more reasonably priced option than BART.

Mid-County Routes

Route 249

- Some individuals were enthusiastic this new route would provide better connectivity to College of San Mateo.
- Some individuals were not supportive of this new route because it would increase the number of buses on Parrott Drive.

Route 250

- Individuals were supportive of the increased frequencies and faster connection to College of San Mateo from El Camino Real. Some were concerned about loss of service on Route 250 on Alameda de las Pulgas.

Routes 251 and 256

- Individuals were supportive of the new Sunday service.
- Many individuals were not supportive of the reduced coverage in Foster City. Many also expressed concern about students being able to get to school.

Routes 260 and 261

- Many individuals were not supportive of reducing coverage in Redwood Shores and west of Cipriani Boulevard.

Route 295

- Many individuals requested that the route continue to operate on Cedar Street to directly serve Central Middle School.
- Staff and stakeholders requested that service to the Cordilleras Mental Health Center be preserved.

South County Routes

Routes 270 and 276

- Many individuals expressed support for the improved frequency on Route 276.
- Respondents were happy that Route 270 would be preserved, and requested Sunday service on this route.

Routes 274, 275, and 278

- Many individuals were not supportive of Route 274 being eliminated. Some noted the proposed changes would make trips to Cañada College longer.
- Many individuals expressed support for later evening and new Sunday service on the consolidated route serving Woodside Road.

Routes 280 and 281

- Many individuals were supportive of the increased frequencies and extension into Stanford University campus on Route 281.
- A few respondents expressed concern about the complete elimination of Route 280, particularly from Fordham and Pulgas streets in East Palo Alto.

Route 286

- No key themes were identified on this route due to few responses.

Route 296

- Many individuals were supportive of the increased frequencies.
- Many individuals commented that they support not going into the VA Medical Center to speed up service.

East Palo Alto On-Demand

- Minimal individuals commented on this service. However, some individuals asked about waiting time for the service to arrive and expressed concern about the loss of bus service in exchange for this service.

School-Oriented Routes

Route 16 and 49

- A few individuals expressed concern that the combined route would be overcrowded.

Route 37 and 39

- A few individuals suggested alignment changes are needed to better serve the school boundaries this route is supposed to serve.

Route 53 and 55

- No key themes were identified on this route due to few responses.

Route 61 and 95

- Some individuals expressed support for the consolidation of the two routes.
- Some individuals did not like the longer travel time and expressed concern about students being late for school.

Route 80

- No key themes were identified on this route due to few responses.

Route 83 and 84

- No key themes were identified on this route due to few responses.

Route 85

- Almost all individuals commented that they were not happy the morning service would be eliminated.

Route 87

- No key themes were identified on this route due to few responses.

HOW WE USED YOUR INPUT

The Project team carefully considered the feedback received during Phase 3. Using the feedback from Phase 3 outreach, the project team will consider adjustments to the recommended new network to be responsive where possible to input received from riders and stakeholders. These considerations will balance community and rider input with the overall resource constraints and goals and objectives of the Reimagine SamTrans project.

A final new SamTrans network will be developed and presented to the SamTrans Board of Directors for their adoption in 2022.

Appendix A: Public Comments Submitted via Comment Form

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	not-supportive	The ECR is the only bus that is close to my house that can take me all through San Mateo county. My stop is the first stop of the ECR and many people take this bus to work everyday. There is not a day this bus isn't packed. Please keep route the same	
ecr	not-supportive	It's a waste of resources to increase ECR's frequency to once every 15min. It's very slow and stops too often. Whenever I take ECR to SF for work, I must transfer to another bus/BART at Daly City, a waste of time and money. Between ECR, FCX, or 398, I always take the latter two because it goes directly to SF. I'd rather you spend money on expanding the frequency of FCX or keeping the 398. It's not fair that ECR increases in frequency while the FCX only runs two buses during weekday peak hours and 398 is removed completely.	
ecr	not-supportive	I have taken ECR several times a year, whenever I am traveling between cities in the northern peninsula but everytime the bus is about half empty. I'm confused why you're increasing its frequency to every 15min. You're better off increasing the frequency of other intercity buses that run once an hour. Whenever I ride FCX, there is not enough seats by the time I get on so I started riding 398 but now you're taking that away? Makes no sense. Maybe you should focus on increasing the frequency of FCX.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	not-supportive	There's no understanding that ECR is also a residential thoroughfare and noise increases on ECR have been detrimental to the health of residents that live there. Increasing stops and service increases noise, not to mention many instances where busses have stopped with engines running at late hours right outside of residences. Think about our health! I hate the thought of increased service on weekends which are our few moments of peace and QUIET. We do not need a bus every 15 mins! That is ridiculous!	
ecr	not-supportive		
ecr	not-supportive	I don't like that the end of the line for the ECR is now Daly City Bart. There are MANY students that attend Jefferson High School that depend on that line to get to school since it's the only line that runs from the Top of the Hill neighborhood to Jefferson High School. As a school of 1,400 students with many families that live on Top of the Hill as well as those that use it as a connecting line for students in Bayshore and Brisbane, the proposed change would be the most inequitable move I've seen Samtrans do.	
ecr	not-supportive	This along with the 24 would make it difficult for students who take public transportation to school either late or not to have access at all	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	not-supportive	This proposed change to this route would put a burden on students at Jefferson High School who live in these areas from accessing their school. This route is often the only way these students have of getting to and from school, so changing this route will cause a major disruption.	
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ecr	not-supportive	I take the ECR bus to get home from when I work in SF. I need those two stops, the one on Sickle, so I don't have to walk in SF late at night when the 14R is no longer running.	
ecr	somewhat-supportive	ECR should have Rapid overlay along entire route. Bring back the ECR Rapid. Create a San Mateo County version of Santa Clara VTA's 522 along El Camino Real.	
ecr	somewhat-supportive	I miss the ECR Rapid route! When it existed, it was a great weekend option for going from Colma to the SSF/San Bruno area with fewer stops. The new EPX route doesn't really help me because it starts at San Bruno then goes southbound.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	somewhat-supportive	I would like to see 14R add a stop at John Daly and Mission. I would also like to see something like a free transfer after you rode muni.	
ecr	somewhat-supportive	I support the elimination of loop in Daly City. However there has to be more advertising to be done when implemented. There was historical reasons why ECR still needs to stop at Mission/Goethe opposite side of Evergreen. Also what about the split into two routes? A rapid is not necessary, glad it's not mentioned here. More riders can on and off at intermediate stops in between Bart and Caltrain stations, not necessarily at the stations.	
ecr	somewhat-supportive	Se atora en la 19 y no entra al hospital.	He gets stuck on 19 and does not enter the hospital.
ecr	somewhat-supportive	Would like the ECR to SFO to run all day everyday including weekends and holidays or at least from 10pm to 9am. This will help patrons get to work at SFO. The hours suggested are times the BART was not operating due to COVID and the times the BART hasn't open yet or has already closed.	
ecr	somewhat-supportive	Esta bien para ella	It's ok for her
ecr	somewhat-supportive	Los sabados es problema porque no hay temprano de antes de las 6, 5 am	Saturdays is a problem because there is no early morning before 6, 5 am
ecr	somewhat-supportive	Bring back ECR Rapid.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	somewhat-supportive	Everything has been on time, would ask for Sundays to be more frequent. Wouldn't really need changes but is ok with it.	
ecr	somewhat-supportive	No esta llegando a tiempo cuando llega antes se les va el camion	He is not arriving on time when he arrives before the truck leaves
ecr	somewhat-supportive	Que mejoraran los servicio porque cuando salon de la central su puestamente no esta en servicio y mas adelante le poren el letrero de ECR	That the services will improve because when the central hall is not in service and later they will post the ECR sign.
ecr	somewhat-supportive	Le gusta los nuevos bus aunque las sillas son incomodas	He likes the new bus even though the seats are uncomfortable
ecr	somewhat-supportive	What happened to ECR Rapid. That was a great time saver. I travel from SSF to Belmont for work. Generally takes 2 hours the ECR Rapid saved me so much time. Would like to see something like this back in place	
ecr	somewhat-supportive	Cada 15 minutos	Every 15 minutes
ecr	somewhat-supportive	I like how ECR will pass more frequently because it's necessary especially in the morning. Rush hour people got to go to work	
ecr	somewhat-supportive	Me gustaria que pase mas frecuente cada 15 minutos y que este mas limpios.	I would like it to happen more frequently every 15 minutes and for it to be cleaner.
ecr	somewhat-supportive	Me justaria que pengan mas contantes para mejorar la ruta todos los dias de la semana y en fin se semana. Yes	I would like to have more constants to improve the route every day of the week and at the weekend. And it is
ecr	somewhat-supportive	Much better when it was 24/7	
ecr	somewhat-supportive	The population is growing and we need more 2nd services of transportation.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	somewhat-supportive	I ride the ECR between Tanforan Mall and Top of the Hill Daly City. I strongly support omitting the segment on Sickles Avenue in San Francisco. However, when it comes to boarding and disembarking at Top of the Hill, please utilize the bus stop next to One Dollar Only Store for southbound passengers. I also suggest retaining the northbound stop on Mission & Wellington because it currently has less walks to transfer to the 14 & 14R muni lines.	
ecr	somewhat-supportive	Keep San Francisco stop ... and more late-night service please.	
ecr	somewhat-supportive	I am concerned about the transfer to the Muni Route. This is an extra cost to the rider. Plus, having to coordinate the times and bus being on time. Plus, if it rains or other bad weather. Plus, confusion of when the routes are occurring. While I have not been a regular rider, prior to getting my license, and after many years of bus traveling, I can empathize with the above issues having personal experiences.	
ecr	somewhat-supportive	ECR-X = one stop per city (at major transportation hub.) BRT = one stop per city (at major transportation hub.) SO, WHAT'S THE DIFFERENCE? (1) BRT has a dedicated bus lane (outermost traffic lane), and (2) traffic signals are timed to allow buses to go thru without stopping. So ECR-X = pre-BRT.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	somewhat-supportive	Specifically I do not understand why this route does not leave the Daly city BART Station, turn south on mission and continue the road. It also needs to be stirred up in between stops - also the ECR does not need to go to Tanforan, stay on El Camino.	
ecr	somewhat-supportive	It will negatively impact students at Jefferson high school	
ecr	very-supportive	* Better frequency * Faster time to Daly City BART	
ecr	very-supportive		
ecr	very-supportive	Bring back the ECR rapid from redwood City to colma bart/Daly city bart to have an el camino real bus Express to connect north county and south county to reduce travel time bring it at least during peak hours and weekends	
ecr	very-supportive	Is it possible or still in the plans to reboot The ECR Rapid from Daly City bart to Redwood City caltrain for peak hours and weekends/holidays? I used to take it it saves travel time and you can get from south county to north county in a much shorter time. Thanks	
ecr	very-supportive		
ecr	very-supportive		
ecr	very-supportive		
ecr	very-supportive	Lo usa para trabajar la V para shopping center Los domingo no pasaba era muy tardabo hasta 1 hr.	He uses it to work the V for shopping center
ecr	very-supportive	Esta bien la frecuencia que coner	How often to eat is ok
ecr	very-supportive	Very good, time is fast.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	very-supportive	is very good this time.	
ecr	very-supportive	Porque las fines de semana no hay es pe simo el servicio. Y los dias regulares pasa muy seguido.	Because on weekends there is no such service. And the regular days happen very often.
ecr	very-supportive	A veces tarda mucho en pasar	Sometimes it takes a long time to pass
ecr	very-supportive	Si quiero que pasan mas frecuente para llegar pronto al trabajo.	If I want them to pass more frequently to get to work soon.
ecr	very-supportive	Que todos los camiones sean puntuales en los horarios esablecidos	That all trucks are punctual at the established times
ecr	very-supportive	Me gusta la idea que pasara con mas frecuencia	I like the idea that will happen more often
ecr	very-supportive	Support for not making many changes to the route.	
ecr	very-supportive	Muy buen servicio ahora au este momento	Very good service now at this time
ecr	very-supportive	Very good	
ecr	very-supportive	A horario que pasan los vaces no es el establecido	The time that the vacancies pass is not the established one
ecr	very-supportive	Poco tardado pasan 10 minutos tarde - sin de semana es mas tardado	Little late they spend 10 minutes late - without a week it is longer
ecr	very-supportive	Very good.	
ecr	very-supportive	Bien la frecuencia fin de semana	Well the weekend frequency
ecr	very-supportive	Frecuencia (15 min bien)	Frequency (15 min well)
ecr	very-supportive	Me gusta cada 15 min weekend	I like every 15 min weekend
ecr	very-supportive		
ecr	very-supportive	Esta bien cada 20 minutos	It's okay every 20 minutes

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	very-supportive	The changes are fine but what bothers me is that SamTrans has a policy of not allowing electric bikes on their bus racks. SF Muni and other agencies allow them. This Samtrans policy is what holds me back from riding the bus more...	
ecr	very-supportive	I like that the ECR will be running more frequently.	
ecr	very-supportive		
ecr	very-supportive	Always on time	
ecr	very-supportive	El cambio de hora. Esta vieran mas fines de semana.	The time change. This will see more weekends.
ecr	very-supportive	Siempre viene a tiempo	Always comes on time
ecr	very-supportive		
ecr	very-supportive	Entrenen a ser mas amables al chofer. Necesitan hacer que los choferes sean mas amables y flexibles con los pasajeros son groceros.	Train to be nicer to the driver. They need to make the drivers more friendly and flexible with the passengers they are groceries.
ecr	very-supportive	Que pasen cada 20 minutos	That happen every 20 minutes
ecr	very-supportive	Seria mas conveniente para mi, porque no esperaria tanto en las paradas de buses	It would be more convenient for me, because I would not wait so long at the bus stops
ecr	very-supportive	Es mas conveniente para llegar mas rapido a mi trabajo	It is more convenient to get to my work faster
ecr	very-supportive	Le gusta el servicio por que no maneja	He likes the service because he does not drive
ecr	very-supportive	Trabajando bien	Working fine

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	very-supportive	Siempre esta a tiempo	Is always on time
ecr	very-supportive		
ecr	very-supportive	Ese horario cada 15 minutos me conviene mucho, asi no tengo que esperar mucho cuando se me pasas un bus.	That schedule every 15 minutes is very convenient for me, so I don't have to wait for another when you pass me a bus.
ecr	very-supportive	Horario de 15 minutos me favoroses	15 minute schedule please me
ecr	very-supportive	Es mejor cada 15 min seria meno tiempo esperando el bus	It is better every 15 min would be less time waiting for the bus
ecr	very-supportive	No hay mucha espera en las paradas, esto me conviene para llegar mas rapido a mi trabajo	There is not much waiting at the stops, this is convenient for me to get to my work faster
ecr	very-supportive	I like the bus schedule just needs to bring back the express rout. Way too many stops. Have one that stops at only bart stations rail stations malls and plazas.	
ecr	very-supportive	appreciate if the route would involve connections with the SFO route from the airport as they don't connect at all meaning their timings are off	
ecr	very-supportive	Voy a esperar menos tiempo, me gusta mucho el cambio.	I will wait less time, I really like the change.
ecr	very-supportive	likes the increased frequency on the weekend. SF loop removal doesn't affect the rider.	
ecr	very-supportive	Easy, very convenient.	
ecr	very-supportive	Que pasaran a tiempo	That will happen in time

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	very-supportive	Wants increased service	
ecr	very-supportive	Siempre esta a tiempo	Is always on time
ecr	very-supportive	Increased Frequency.	
ecr	very-supportive	Si me gusta lo recomendado para los fines de semana	If I like what is recommended for weekends
ecr	very-supportive	Por que las parada son mas cortas porque cuando llueve no se tiene que caminar mucho	Because the stops are shorter because when it rains you don't have to walk much
ecr	very-supportive	Debe ser mas frecuente cada 30 minutos El chofer debe ser mas educado	It should be more frequent every 30 minutes The driver must be more polite
ecr	very-supportive	Porque las fines de semana no hay es pesimo el servicio y los dias regulares pasa muy seguido	Because on weekends there is no bad service and regular days go by very often
ecr	very-supportive	This is a general comment on flex route. Your current on demand service should be expanded to most routes make this like a Uber service. This can also work with Uber to create the demand service to take care of the neighborhood riding to the big bus backbone routes. This allows a wider service area to all houses in the county and transport people from point to point without waiting on specific schedule and guarantee the connection between rides. Current technology is capable to do so.	
ecr	very-supportive	Cada 30 minuteos. Que tengan precision con el trafico.	Every 30 minutes. That they have precision with the traffic.

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	very-supportive	support restoring the 15 minute frequency of the ECR, including on weekends. In addition to adding frequency on the ECR, please consider restoring the ECR Rapid route between Redwood City and Daly City. Please do these changes without eliminating the 398 bus route.	
ecr	very-supportive	La asistencia que brinda el chofer es siempre buena. en cualquier pregunta.	The assistance provided by the driver is always good. in any question.
ecr	very-supportive	Likes the time changes (frequency changes)	
ecr	very-supportive	nice and comfortable for me	
ecr	very-supportive	Why not have ECR take a slight detour and stop at the Caltrain side of Millbrae BART? Northbound it'd only add a couple of minutes; southbound perhaps a couple of minutes more due to the two required left turns.	
ecr	very-supportive	Faster service. For years, when the 5L bus departed Daly City BART it went up John Daly Blvd, then, made a right turn on to El Camino Real. Currently, making the loop on to Mission St and Fournery St is ridiculous. Yes, eliminate that loop.	
ecr	very-supportive	Bring back the Rapid!	
ecr	very-supportive	I always see people waiting at the bus stops on the weekend. Also why Samtrans so behind in having an electronic time of arrival at the bus stops....	
ecr	very-supportive	Making it faster and more reliable for the majority of people is great. Necessary for a route like this.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
ecr	very-supportive	Even between PA and RWC, there are stops where no human has ever been collected. Or so it seems.	
ecr	very-supportive	...doesn't affect me a bit. it even shorten my travel time.	
ecr	very-supportive		
ecr	very-supportive		
ecr		Fin de semana 7:30AM primero por trabajo el cambio seria 6:00 AM	Weekend 7:30 AM first for work the change would be 6:00 AM
ecr		Since there are no changes to ECR route suggested, I just want to comment in general - the feed routes (city shuttle and paid routes) don't seem to align with the ECR schedule.after rush hour. I have waited as much as 45 minutes at Orange and ECR for a southbound weekday bus sometimes, between 9:30 AM and 10:15AM. Once I did have a fixed appointment and I had to call a Lyft driver, even though I allowed 2 hours to go by bus.	
ecr		Los cambios se ven excelentes Especialmente por quv© los fines de semana y dV#as festivos el servicio por la maV±ana es demasiado tarde y eso trae como consecuencia llegar tarde a nuestros empleos	The changes look excellent Especially because on weekends and holidays the morning service is too late and that results in being late for our jobs
epa-od	not-supportive	How long once I call for service in EPA will I have to wait?	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
epa-od	not-supportive	This is a waste of time. this is very scary!!! We want really service. Like other routes. I ride the bus 6 days a week sometimes. We need service. I would prefer to have the bus run every hour, no bus at all is not a good thing. People are coming back. The other day the 280 bus was just about full in the morning/ coming home.	
epa-od	very-supportive	Wow! This is great!	
epa-od	very-supportive		
epx	not-supportive	You had a bus route similar to this years ago. It was East Palo Alto to Millbrae BART. It failed. This route looks to be a "milk run" route.	
epx	not-supportive	What will be the demand? It looks the as REX back then.	
epx	not-supportive	What happened to the express bus from San mateo to San Francisco. Isn't it supposed to be the second express line added? Lots of people working in the city. I do understand that most of them are working from home till end of this year. Please consider.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
epx	not-supportive	I'm not sure what is the purpose of this route. Here's why: 1. This is not for commuters, because East Palo Alto is not the community with a lot of commuters. 2. I don't see any need for the route to visit Redwood Shores. With the argument to connect Redwood Shores residents to SFO/Bart - well, please consider Foster City which has 3x higher population compared to Redwood Shores, and Foster City has the same problem with the transportation to SFO/Bart. Who will solve that problem? 3. Consider route starting from Palo Alto Caltrain and go via East Palo Alto.	
epx	not-supportive	It's funny, when I read about you eliminating the 398 bus I thought, "Well that's what I get for keeping it a secret." For years I've been not telling anyone about the bus so that it wouldn't get too full. I mean...a bus that takes me to the airport for travel, and in only 30 minutes and cost \$2.50. Best deal on the peninsula. Wish I had told everyone now. Argh!! yes	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
epx	not-supportive	East Palo Alto is not the right place to start the route. Much better place would be Palo Alto Caltrain, and then visit EPA and go 101. Now, instead of visiting Redwood Shores- make Bus Stops on 101 exits to Redwood Shores and Foster City (similar to the stop at San Mateo 3rd/101). And the express will go from Palo Alto straight to San Bruno without leaving 101. Commuter will walk to 101 to take the bus. That will be real EXPRESS bus. Walkways partially present- saw them at some exits. That will be the best solution ever. Thanks	
epx	not-supportive	Not many people will ride this bus. Many people do not work in San Mateo Cnty. The 280 bus is a better option for people we have to walk but not much. We need service on 280 lots of people had to move because of the housing project on East Bayshore . Think about them. I do not even see them. I have been riding the bus for 30yrs but think of those who can not comment. Be respectful! We need service hands down!! People will be back once the proj is over.	
epx	somewhat-supportive	Suggest to make Redwood Shores stop(s) on demand as well.	
epx	somewhat-supportive	Good route, but I would love to see it being extended to San Francisco, as it can be an alternative option to Caltrain. Also, it should run seven days a week so that it will be a support to the 1-hour Caltrain frequency.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
epx	very-supportive	Likes the idea of getting to the airport for flights on a bus from East Palo Alto that uses 101.	
epx	very-supportive		
epx	very-supportive	It's absolutely fantastic to have a direct bus connection to both SFO and BART from Belle Haven and EPA! I can finally get to the airport on public transit without walking several miles! Please make sure the EPX route has a stop at or near Chilco @ Ivy in Menlo Park!	
epx	very-supportive		
epx	very-supportive	I like the express bus option for getting to/from SFO . This 398 replacement sounds great	
epx	very-supportive	Greatly needed	
fcx	not-supportive	We need fast transportation to SFO throughout Foster City, not just Foster City Blvd. Like it used to be.	
fcx	not-supportive	Should have stop at Foster City Blvd at either Hillsdale Boulevard or Balclutha.	
fcx	not-supportive	<p>Return from SF should be extended beyond 6:15 p.m. as some riders are salaried employees. It would be helpful to offer one more later run.</p> <p>In an ideal world, this route could be coordinated with the SF Giants and Warriors schedules to take transit to AND from games.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
fcx	not-supportive	I live in RWS and work in SF financial district. I would love for the FCX to start picking up people from RWS and provide an option for the people in the shores as well. I know there are many folks here that work in the city as well. Has SamTrans conducted any survey to gauge potential ridership?	
fcx	not-supportive	Please allow riders to board at the final SF stop in the mornings to ride back to Foster City (and vice versa). Helpful for San Franciscans who work in or want to spend a day in Foster City.	
fcx	somewhat-supportive	Bring back reverse commute from SF to Foster City. See if deadhead trips could be utilized. Route should be renamed the FX.	
fcx	somewhat-supportive	Two times FCX in the morning is not enough, Need service from Foster City to San Francisco , around 8:00. Can more discount offer and cheaper charge to Senior and to Senior Clipper monthly pass.	
fcx	somewhat-supportive	I like that the route for FCX is staying the same. I'm worried about the decrease in frequency. I depend on taking this bus to and from work at the times currently in place. I would prefer that the times/frequency don't change, but if they do, I still need to get to Embarcadero SF by 8:45 AM, and leave work after 6 PM. Thanks for considering my commute needs!	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
fcx	very-supportive	I sincerely appreciate having the FCX route available to those of us who live in Foster City and work in San Francisco. I live/work within walking distance of bus stops in each city. I took the bus 4 days/week prior to the pandemic, and have resumed 3-4 days/week since returning to work in August.	
fcx	very-supportive	FCX is good, but we need service to replace AC Transit's M line (since they officially ended the route during covid!)	
fcx	very-supportive	I took FCX since it started. Then I have been driving because the service is not back. It runs 2 in the morning and 2 in late afternoon which does not meet my needs. It is sad that I want to take the bus and I can't. I want to support the services and I can't. I do hope you can consider to give some services back earlier.	
fcx	very-supportive	There are not enough daily rides for route FCX. Please proceed with the recommended changes.	
fcx	very-supportive		
flx-pacifica	not-supportive	I'll miss the access to this smaller bus	
flx-pacifica	very-supportive		
hmb-od	not-supportive	Why does this route not include Moss Beach or Montara. It seems we are being cut off from the rest of the Coastsides. Also why isn't there a bus that goes directly from the Coastsides to a Bart stop. The bus system now and proposed is significantly worse than it was 35 years ago when I first moved to Montara	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
hmb-od	not-supportive	Why doesn't this route serve Moss Beach and Montara. Are we not part of the Coastside. This is needed because of the amount of proposed low income housing proposed in the area	
hmb-od	not-supportive	Why is service to Montara and Moss Beach significantly worse than it was 35 years ago when we had direct access to Daly City Bart even though we pay significantly more in Sales Tax to support Bart service. Not having access to the on demand service that is now proposed to for HMB just adds salt to the wound. In recent years I have used Bart, Muni, VTA, Caltrain, Goldengate transit extensively but not Samtrans . Samtrans does not provide any reasonable service to Moss Beach or Montara.	
hmb-od	very-supportive		
hmb-od	very-supportive	Just need to make sure there is enough capacity to accommodate folks. Weekend traffic makes it impractical to schedule rides from HMB to El Granada and vice versa.	
hmb-od	very-supportive	good idea if it connects to pescadero	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
hmb-od	very-supportive	On-Demand sounds really cool! I'm just writing in to say that you should expand the On-Demand Zone about 60 seconds further to the North to include the Pilar Ridge Manufactured Housing community along Airport St. and La Granada St. Half Moon Bay is an extremely segregated community. While SamTrans is resource constrained and can't do everything, I think that excluding this neighborhood which anecdotally feels 90% Latino would be a huge mistake. Pilar Ridge is a very family centered neighborhood and including it into the on-demand service would be huge esp. for young people.	
hmb-od	very-supportive		
hmb-od	very-supportive	I like this , but how will you handle schedule conflicts? Can you extend it north to Montara?	
NA	not-supportive		
NA	not-supportive	What happened to the route for Roosevelt/Kennedy?	
NA	not-supportive	Please tell us what you like or dislike about the proposed changes. : Please do not change the frequency of the 141 to every 60 minutes. If I miss the bus, I (as well as others) will have to take a cab to get to/from my destination. I am a senior with very bad orthopedic issues and can't stand for 60 minutes. Thank you.	
NA	not-supportive	It help the community and is a necessity. Please keep it.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
NA	somewhat-supportive	I cant imagine why you operate the huge and unwieldy double buses around San Mateo county,Ä¶smaller vehicles would help our congestion in San Mateo county,Ä¶	
NA	somewhat-supportive	It will run more frequently and more on weekends	
NA	very-supportive		
NA	very-supportive		
NA	very-supportive		
NA	very-supportive	More buses, longer hours and extended routes have been needed forever! Thank you	
NA	very-supportive	I recently retired after many years as a transit planner. I have to say that this website is excellent...easy to understand and navigate. I also like the changes that are proposed. Good job, and good luck with making the changes! no	
NA			
NA			
NA			
NA			
NA			
NA		No routes to the State Parks on the Coast.	
NA			
route-110	not-supportive	Please keep Stop ID# 332027, I and several others (including seniors) use it daily, and it is easy access for them in particular.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-110	not-supportive	Not 100% clear on the details as I can seem to find any information online on the proposed new stops and schedule . I just know that the stop near my home will be taken out .	
route-110	not-supportive	The 110 bus does not stop at the sign on Linda Mar Blvd in front of 1403 Linda Mar. It is a large bus and is constantly blocking my driveway. I propose that the stop be moved to the intersection of Linda Mar and Alicante, where it can easily stop and not block access to people's houses. It is also a safer intersection for people to get out and cross as there is a stop sign and cross walks. The current location has neither.	
route-110	not-supportive	Getting rid of the stops southbound so that there is a half mile between stops on skyline dr.	
route-110	not-supportive	Customer is a senior and lives at 144 Longview Dr. in Daly City. Customer uses the bus stop at Belcrest/Longview Dr.	
route-110	not-supportive	I do not see any mention of this rout 110 down John Daly Blvd increasing in times! It connects Westlake with DC Bart. It should be once every 15 minutes. It,Äôs too long for many people to wait to take home and less cabs and ubers hovering around DC bart if 110 times increase. Also could there be a 110 route, even only once an hour, that continues downtown SF? There used to be a route that went from John Daly to Downtown SF decades ago. Thank you!	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-110	somewhat-supportive	<p>I am not sure I fully understand. My concern is getting to and from Terra Nova High School in the morning and after school.</p> <p>My grandchildren live with me and they currently take 110 or 49 in the morning directly to school from Oceana and Clarendon .</p> <p>After school we currently have the problem in the evening when the flex bus stops but football team and other sports don't get done till 7pm.</p> <p>Will this new change to 110 pick up at the High School around 7pm and after to get them home.</p>	
route-110	somewhat-supportive	PLEASE DO NOT ELIMINATE THE ROCKAWAY BEACH STOPS	
route-110	somewhat-supportive	Likes improved frequency	
route-110	somewhat-supportive	Sounds promising. However, longer hours of service should be considered in the future. Frequency seems to be improved, but wait-and-see approach.	
route-110	somewhat-supportive	The one thing SAMTRANS needs to do on all routes particularly in the evening is better coordination to BART arrival times. For example right now the 110 leaves at 9:45PM, a BART train arrives at 9:46. I can't tell you the level of frustration that causes particularly on routes like the 110 with very infrequent service.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-110	very-supportive	Finally! Regular service to Terra Nova high school and the back of the valley. Thanks!	
route-110	very-supportive	I like the increased frequency on weekends for route 110. Under the current schedule, buses every 60 minutes on weekends discourages me from trying route 110 to travel for trips to Pacifica.	
route-110	very-supportive	In full support of the frequency change during the midday service.	
route-110	very-supportive	It's fine with me. I can adapt to it. Maybe not some of the people that live where part of the route is discontinued. But they can take a long walk to the other old spot.	
route-110	very-supportive	This is so valuable to simply the routes in Pacifica. Making it less complicated will increase ridership. No longer need a graduate degree to make sense of the connections.	
route-110	very-supportive	Customer likes that the FLXP service will be merged into the Route 110.	
route-110	very-supportive	Having a direct connection from the back of Linda Mar to BART that runs more frequently, especially during commute hours, would be amazing. Thank you for keeping the school routes.	
route-110	very-supportive		
route-110	very-supportive	Likes the improved frequency, lines up well with work.	
route-110	very-supportive	Likes frequency improvements	
route-110	very-supportive	Likes improved frequency	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-110	very-supportive	<p>This deviation onto Longview is unnecessary. I have never seen an abundance of people waiting for this bus on any of the stops along Longview. Longview is also a smaller residential street that cannot handle huge commercial vehicles such as this bus. I have been eyewitness to several close calls that bus drivers have had in trying to navigate around oncoming traffic. Please proceed with the removal of the stops on Longview and keep this route on Skyline. It would be safer and more efficient. Thank you.</p>	
route-110	very-supportive	<p>Buses should align with Wednesday short days. There would be no bus service until hours later than school let out. Most students were gone by that time having to inconvenience parents, incur Uber/Lyft costs or walk miles home. I realize not every schedule change can align but there are regular short days at the beginning of the school year.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-110	very-supportive	Longview Drive is a narrow residential street that cannot accommodate a SamTrans bus. Having these SamTrans buses operate on this street often poses a risk to residential traffic. I have never understood why this bus deviates from Skyline Drive onto Longview Drive for a few blocks...especially when you take into consideration that not many riders get picked up on Longview. Please re-route this bus back onto Skyline and eliminate the deviation onto Longview Drive.	
route-110	very-supportive	Oftener times and more direct	
route-110	very-supportive	Thank you so much for hearing Pacificans request service into the deep corners of Linda Mar. I don't know a single high-schooler at Terra Nova High School that has figured out the flx system, which makes getting to school late or having to leave school early via pub-trans impissible. I'm very excited that service into the back of Linda Mar will be introduced and I thank you very much!	
route-110	very-supportive	As an avid hiker who is mostly dependent on public transit, I am thrilled at the potential for direct service from Daly City to SP Co. Park. Montara Mountain by bus is literally the best news I,Ãve heard in two years!	
route-110	very-supportive	We have needed a bus that takes us from back of valley to Daly City Bart. This would help so many of us.	
route-110	very-supportive	I like more frequent 110 runs.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-110	very-supportive	More frequent, more direct/faster route between Daly City and Pacifica.	
route-110	very-supportive		
route-110	very-supportive	I will be happy to see a regular bus line return to the San Pedro Valley.	
route-110	very-supportive	This will work much better and not cost so much.	
route-110	very-supportive	I am very supportive of recommended changes to this route, including eliminating poorly used detours and increasing frequencies.	
route-110	very-supportive	We need this in the back of the valley. This would help students get to SF State as there is a shuttle from the Daly City BART to SF State. I wonder though how long would it take to go from the back of valley to Daly City BART... It it can get there under 45 minutes... that would be amazing!!!	
route-110	very-supportive	Elimination of FLX removes disconnect between FLX arrival at Linda Mar Park and Ride and 110 departure (north and south).	
route-110	very-supportive	Please adjust the timing of this route so that kids can take it to Oceana high school. Right now kids from back in the valley can easily get to IBL, but not OHS.	
route-110	very-supportive	This will eliminate the need to transfer buses. This is a positive change for my community and benefits my families needs for public transportation. Great Job!	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-110	very-supportive	I wish 110 would include Everglades corner Park Pacifica on its route so I could visit my family. That location is not part of Flex,Ãs zone. There used to be a SamTrans ,Ãúloop,Ã route that included that location long before Flex started. yes	
route-110		We need the express to return from Pacifica/Linda Mar to SF please! We need an option other than a connection BART to get to SF!!	
route-110		We need later service times, to midnight.	
route-112	not-supportive	I'm not good with the proposed changes because it make harder to my children to transfer into the other bus	
route-112	not-supportive	My children take the bus 112 going to school from gateway drive	
route-112	not-supportive	This change would make it more difficult for me to travel to HMB	
route-112	not-supportive	Unless free transfers are initiated by SamTrans, the proposed changes make it very difficult and more expensive for coastsiders to reach Serramonte, harder for Linda Mar residents to get to Sharp Park neighborhood, Pacifica Pier, etc.	
route-112	not-supportive	Please stay 112 up to linda mar park n ride because so many student taking bus 112 going to school. Thank you	
route-112	not-supportive	Because there's a lot of student riding the 112 going to school	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-112	not-supportive	Does not like shorter route.	
route-112	not-supportive	This is the only route that allows riders from the Fairmont area to reach Linda Mar without transferring routes.	
route-112	not-supportive	Stop trying to shorten this route. It's basically my only route I have access to near my house that I am able to take. Stop please. I am not supportive of these changes at all.	
route-112	not-supportive	Discontinuing the overlaps with connecting routes	
route-112	not-supportive	Under the recommendation, riders traveling between Linda Mar and Serramonte would be required to take two busses. That will not only increase their travel time but it will also require two fares for those who pay cash.	
route-112	not-supportive	It will be hard for the student to transfer to another bus specially when there is a rain	
route-112	not-supportive	Lots of students riding the bus 112 to linda mar	
route-112	not-supportive	I love the 112 bus. because it leaves from linda mar. the bus takes me near my job.	
route-112	not-supportive	This bus picks me up at linda mar and take me to my job.	
route-112	not-supportive	My kids riding a bus 112 from gateway to Linda Mar going to school	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-112	not-supportive	I understand the need to cut this schedule since we have the 110. If you change the freq. for 110 I wont mind this 112 proposal. My children travel from Daly City and take either 110-112 home to Linda Mar. Cutting the 112 will cause delays in travel where children will have to get off transfer and pay another fare.	
route-112	somewhat-supportive	If 112 will be shorted, can you make it so that, when people get off 112 in Sharp park, 110 or 118 will arrive within 5-10min to take them to Linda mar	
route-112	somewhat-supportive	Can't get to Linda Mar on the 112 anymore.	
route-112	somewhat-supportive	Would prefer it run every 30 minutes.	
route-112	somewhat-supportive	Not happy with the shorter route, but is excited for 110 changes and bringing back the 118, so its ok.	
route-112	somewhat-supportive	Doesn't like shorter route but ok with 110, 118 improvements	
route-112	somewhat-supportive	There isn't a good match for this comment, but when Samtrans was taking input, I wrote about the need for more routes to go east-west across the county and how we get kind of isolated on the coastside. I was hoping for a direct route from Pacifica to a Caltrain station. I'd ride public transit more if that were available.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-112	somewhat-supportive	It used to be more convenient for me to catch the 112 from Serramonte to the senior center on Crespi Dr. in Pacifica. I had difficulty pre-Covid time because the schedules of the bus and senior classes did not work out well for me. I,Äôm just imagining that it could be worse with the new 112 route because I,Äôd have to transfer to 110 to get to the senior center, if it ever reopens to seniors post-Covid!	
route-112	somewhat-supportive	Supportive of continuing service to Serramonte and hoping this route continues to includes stops at Serra Center.	
route-112	very-supportive	Likes shortening at sharp park. Still stops at pacific manor. Route used by her students.	
route-112	very-supportive	The increases route of 110 makes this shortened 112 work.	
route-112	very-supportive		
route-112	very-supportive	I need the 112 to go to Serramonte to connect to others bus routes for doctor appointments and mall shopping.	
route-112	very-supportive	I would like a better connection from the 110 to 112 at Manor. Both of these buses run once an hour so if the 112 came within 5 or 10 minutes that would be great.	
route-112	very-supportive	I would just like a direct link to milbrae Bart . It takes over an hour to get to Bart and there are limited buses. Very difficult to get to Caltrain in the morning	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-112	very-supportive	The Northbound 112 is fine running 60 minutes; however I would like to see that bus wait at that bus stop till the next buses arrive, so no missed connections.	
route-112	very-supportive		
route-112		Every 15-30 mins run time	
route-112		We need later service times, to midnight.	
route-112		Why is there no route going up and down sharp park. Kids from iNL and Oceana high who live near skyline college had to take a long roundabout route thru the northern end of town which takes about an hour	
route-118	somewhat-supportive	The original 118 service to Colma Bart was very convenient. That option serves the residents of the Manor District in Pacifica extremely well. There has to be a direct route option from Pacifica (Manor District) to Colma Bart. Please consider keeping the Colma Bart Option for this route. It is very convenient. SamTrans provides great && critical service.	
route-118	somewhat-supportive	I prefer the end to be at colma Bart in order to avoid the traffic around Daly City. However Daly City has more frequent Bart service which is a plus.	
route-118	somewhat-supportive	what times will the 118 run?	
route-118	somewhat-supportive	what will be the hours?	
route-118	very-supportive	I love the 118 direct to Daly City! I wish it would start running earlier in the evening/late afternoon but otherwise I am hugely in favor of this change.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-118	very-supportive	I would like for Route 118 to go through Monterey road	
route-118	very-supportive	Shortening the time it takes to get to Daly City Bart station and increasing frequency will make this route more useful for commuters!	
route-118	very-supportive		
route-118	very-supportive		
route-120	not-supportive	I am commenting on route 120,121,130, and the ECR. These 4 bus routes begin right down the hill from my house which is very convenient for me as well my many neighbors who use those 4 bus routes everyday to and from work. Tons of my neighbors use these routes everyday to and from work. Kids also depend on these buses to get them to and from school every day. I don't think the routes of these buses needs to change. I think that Samtrams should create a mobile application that tells you when the bus are coming.	
route-120	not-supportive	Less frequency is need, the buses are never full. Buses are extremely loud when going uphill, bus drivers need to stop gunning it on hills. The speaker announcements on the bus can be heard 50 feet away. You need to turn down the volume.	
route-120	somewhat-supportive	Changes from 15 mins to 10mins is better on weekdays. However extending the hours would be better for hospital employees doing swing shifts is also helpful.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-120	somewhat-supportive	The same, doesn't affect	
route-120	very-supportive	120 sfo- big help for us working at sfo for commuting coz of bart sched	
route-120	very-supportive		
route-120	very-supportive	Need more frequency so this helps.	
route-120	very-supportive	It seems fine. Not really any changes I'm hearing. Just an extension route I think. Sounds good.	
route-120	very-supportive	Goes to Serramonte serves Southgate	
route-120	very-supportive	I like the increased frequency. it is the best	
route-120	very-supportive	Less waiting.	
route-120	very-supportive		
route-120	very-supportive	That it would run every 10minutes on weekdays instead of every 15minutes. It helps a lot for people that works early in the morning. I just hope it stays reliable. I hope some bus driver will consider to wait a little bit for bus riders instead of leaving a little early on schedule. And/or let the bus rider get in even when the door are close	
route-120	very-supportive	The increased bus frequency p/u times is welcomed. To add, I understand the drivers need a break, but it's not unusual to see 2 buses parked at Colma BART. Do all drivers have their "break" at Colma? If so why not alternate locations, it's disheartening to be waiting watching all the equipment , not moving	
route-120	very-supportive	Thank you for keeping the 120 route, and the extension is just fine.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-120	very-supportive		
route-120		We live at Pointe Pacific, off Crocker Avenue. There used to be a bus route that went on Crocker Avenue. Apparently it,Äôs no longer running through there. Why? Is it possible to have a route in or around that area for all the residents that live on top of the hill? The hills are steep going up the hill by foot.	
route-121	not-supportive	I take the 121 from Colma Bart after transferring from the 130 to get to work at M.P. Brown on Eastmoor. Is this new route still going up Eastmoor? And are you saying I have to back track to Daly City Bart to catch the 121 or will there be somewhere I can catch the 121 near San Pedro Ave? Such an inconvenience for me. Frustrating	
route-121	not-supportive	I work in the East Bay and live on Southgate. The proposed changes means I no longer get to use the Colma Bart station and instead now I have to use the Daly City Bart station, this would add to my commute time.	
route-121	not-supportive	Please continue to go to Colma Bart .	
route-121	not-supportive	No changes need to be made for this route. Instead make an application that people can downtown that tells them when the next bus is coming. Calling 511 sometimes can be challenging and having an app just makes it way faster for people	
route-121	not-supportive	Do not extend 121 and combine with 140.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-121	not-supportive	A lot of people get on this route at Colma Station! Please do not remove this loop, it adds minimal delay to the route and makes the route useful	
route-121	not-supportive	Customer lives at 2 Alta Vista Way in Daly City. Nearest cross street is Oakridge Dr. Customer wants the Route 121 to serve his neighborhood.	
route-121	not-supportive	It removes the stop right at the top of mission street and John Daly blvd and we have people catch the buses right at that corner everyday. It,Äôs very convenient to have it there for those who can,Äôt walk down to DC Bart.	
route-121	somewhat-supportive	I am writing to highly recommend Samtrans to keep the Route 121 Stop at Alta Loma Ave.	
route-121	somewhat-supportive		
route-121	somewhat-supportive	I don't like it how it turns on to St Francis street directly going towards Skyline College because I like the route how it is because it is convenient for people like me that has a choice of walking either at Alta Loma & St Francis street stop or Eastmoor and Alta Loma stop which makes more sense to choice.	
route-121	somewhat-supportive	The same, doesn't affect. likes increased frequency	
route-121	somewhat-supportive	I do not know how long 121 would travel from starting point to the route,Äôs end; just by glancing on the map, it looks like a long route. But I may be mistaken.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-121	very-supportive	I am wondering why route 121 is not included in the changes. It is much better if you make the frequency more often. Currently it comes every hour and is very frustrating to wait longer if you are working or going to school. I will also suggest that you built a shelter along Hickey Blvd and Inverness because it is so hard to wait an hour for the bus especially during rain and cold season without any shelter to stay on. Thanks.	
route-121	very-supportive	I would like 121 every 15 min and pls	
route-121	very-supportive	Interesting. No more Colma BART stop for it, but an extension beyond Skyline College into South San Francisco and San Bruno. I'll look into it. You guys have done your research well.	
route-121	very-supportive	Better frequency and range of coverage	
route-121	very-supportive	No changes impact my area	
route-121	very-supportive	likes the route going into ssf	
route-121	very-supportive	Retur rut Alta vista Way I need for my hija estudia en Westmoor.	Returned Alta Vista Way I need for my daughter is studying at Westmoor.
route-121	very-supportive		
route-121	very-supportive	In addition I would like to see reinstated bus stops on Sharp Park/Pacific Heights and College Road/Outlook Drive because the neighborhoods currently doesn't have any bus stops to support senior citizens to go shopping and high school students to Capuchino, Oceana and Terra Nova High Schools.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-121	very-supportive	I like the change because it's going to run more often. Also, I like the new route ending in San Bruno Bart Station. However, I should mention that I ride this route 121 every day in the morning and evening to go to Skyline College from Daily City Bart Station every day. The College does not have a shuttle running this semester. Also, right now is a little bit of an inconvenience because 121 runs only every hour. I'm glad that at least I have a way to get to Skyline College. I live in San Francisco.	
route-121	very-supportive		
route-121		Why do we still not have a bus line going up Westborough??? It is a main st that leads to shopping centers with restaurants and grocery stores and Skyline College. Create a new bus line for that St and see people spend more.	
route-122	not-supportive	PLEASE PLEASE DO NOT CHANGE THE 122 BUS ROUTE! I AM A SENIOR WHO DOESN'T DRIVE AND I RELY ON THE SAMTRANS BUSES TO PROVIDE TRANSPORTATION FOR ME TO GET TO MY HOSPITALS (for my doctors visits) AND GROCERY STORES for my weekly grocery/ toiletry needs. I would very much APPRECIATE IT- if the 122 Route DOES NOT CHANGE, THANK YOU FOR READING AND LISTENING TO MY REQUEST:) Have a wonderful day! God bless you for all your hard work.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-122	not-supportive	No changes. The southbound stop at El Camino/Arroyo should be reestablished as a timepoint. Frequency and connection to ECR & SSF BART should be considered in the future. This could be an opportunity with connection link to new 124 line. depending if the line is still active. Thank you.	
route-122	not-supportive	Cancel the 122. Nobody rides it anymore. It causes traffic congestion thru the Broadmoor community and is always, always late.	
route-122	not-supportive	Surprised about no changes. I think there should be changes as mentioned regarding frequency especially with connection to ECR. This should be reconsidered since this could be an opportunity with linking either 140 or 124.	
route-122	somewhat-supportive	Hi, this might not be specifically about route 122, just wanted to share a feedback that currently there's no direct connection between the Westborough area in SSF and the SSF Caltrain station. A direct ocnection between the two, especially during morning and evening commute hours would be really helpful for Caltrain commuters who lives near the Westborough area. Thanks.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-122	somewhat-supportive	Request* for earlier bus to south city bart. I have a new job that requires me to be at the south city station for the first north bound train at 0518. At present, I either have to walk, run, or pay for an overpriced UBER/Lyft. A bus at 0430 and 0530 might help early riders like me?	
route-122	somewhat-supportive	The same, doesn't affect	
route-122	somewhat-supportive	My comments aren't related to the proposed route changes, but rather concerns/suggestions to improve Route 122's bus stop areas, specifically Arroyo Dr. & El Camino Real/SSF/North direction. This bus stop is unkept and filthy, with trash constantly spilling out of garbage cans onto the floor, attracting insects and leaving passengers nowhere to sit comfortably. The bus stop's missing back/side panels do little to keep out the coldness/wind and are therefore useless eyesores! As Daylight Savings approaches, it would be nice to have lighting in the area since it is darker much earlier in the day. Thank you!	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-122	very-supportive	Can you please let 122 bus come here at the top of the hill in Daly city...we have a lot of commuters here that we need to go to sea food city at calan if you could extend or change your route here please it is a big help for us (a filipino) as a worker @ the sea food city we have a lot of employees working at seafood that were just ridding a bus...please	
route-122	very-supportive		
route-122	very-supportive	I agree with your recommendations	
route-122	very-supportive	Very supportive of existing route.	
route-122	very-supportive	Contento con la ruta existente y por el buen servicio de la ruta 122. Choferes muy amables.	Happy with the existing route and for the good service on Route 122. Very friendly drivers.
route-122	very-supportive	Please put the bus each 15 mins or 20 no 30 :/ is too much time of waiting and also you should have and a 122 rapid or something	
route-122	very-supportive	If the first bus is cancelled in the morning, can the second bus start five minutes earlier? This will save passengers who need to get to work on time every day from being so late.	
route-122	very-supportive	In addition I would like to see a bus stop at Skyline College reinstated. It would give the area more choices on which bus to take depending on where you are coming from.	
route-122		Late departure. Run every 15 min if possible. Nice bus driver	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-124	somewhat-supportive	I like the new route and the idea of express access to the Skyline College area. I'd like to know more about the stops, including the possibility of a Westborough/Callan stop to improve access to the Westborough area. I think this route would also be great to have on weekends.	
route-124	very-supportive	Runs by daly city bart	
route-124	very-supportive	This route used to be the fastest way to get from Westborough to Serramonte, as well as a direct connection to Skyline College. Glad it is back.	
route-124	very-supportive	Great. I hope the route will stop on Westborough at Gellert Blvd.	
route-124	very-supportive	Cresting this route shortens travel time going to Skyline, thus encouraging students to take public transport.	
route-124	very-supportive	Interesting change. However, I would make sure to include paper schedules in the beginning months. Also, I would add to the name 124 Rapid since it might be confused with 121. Plus, when you do the next update in 6 months, see what stops to keep and other stops to eliminate. Thank you.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-124		Pls. add Callan to this route. There are students going to Skyline and it will help them a lot. As of now, there is no bus to Callan Blvd. We have to walk to the nearest bus stop to get on Route 122. Hope you will consider this. Thank you very much	
route-124		Better if it runs every 15min	
route-130	not-supportive	From Franciscan mobile homes , the senior citizens used this route for the hospital appointment, not included in new sched ,	
route-130	not-supportive	The route towards Franciscan , where will be our stops? Are you guys missing the senior citizens on this route? Thanks pls consider us thanks god bless you	
route-130	not-supportive	Keep linden/airport. Need to transfer to 292 to go to sfo. 292 will just pass you if you want at grand/airport. don't want to walk to grand/airport.	
route-130	not-supportive	likes the airport/linden loop. don't remove. keep to transfer to 292.	
route-130	not-supportive	I live on Airport/Linden and the 130 is a vital part of my work commute.	
route-130	not-supportive	Please keep same route, the app does not match the drivers time.	
route-130	not-supportive	Keep same route, frequency is ok.	
route-130	not-supportive	Supportive with current route, frequency ok.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-130	not-supportive	No apoyo a los cambios. Por favor mantener en Linden Ave.	I do not support changes. Please keep on Linden Ave.
route-130	not-supportive	Por favor mantener ruta original no cambios. Mantengan el servicio en Linden.	Please keep original route no changes. Keep up the service at Linden.
route-130	not-supportive	Por favor mantener ruta existente. Mantener servicio en la Linden Ave, mas frecuencia	Please keep existing route. Maintain service on Linden Ave, more frequently
route-130	not-supportive	Conforme ruta existente. Frecuencia ok.	According to existing route. Frequency ok.
route-130	not-supportive	Caller called to say that she likes the proposed changes for Route 130, which she rides every Friday, especially the increase in frequency. She said the only thing she would like to see incorporated is a GPS feature on the app, providing live accurate information on the bus. She said Muni has "Next Bus" which is useful and 511 is not reliable to provide accurate information.	
route-130	not-supportive	I am a teacher at Jefferson High School and I know that many of our students use this bus to get to school. The changes would disrupt service to students living at Top of the Hill. This is not a good change.	
route-130	not-supportive	It will negatively impact students at Jefferson high school	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-130	not-supportive	This proposed change to this route would put a burden on students at Jefferson High School who live in these areas from accessing their school. This route is often the only way these students have of getting to and from school, so changing this route will cause a major disruption.	
route-130	somewhat-supportive		
route-130	somewhat-supportive		
route-130	somewhat-supportive	Customer wants Route 130 to remain on Hillside Blvd.	
route-130	somewhat-supportive	I mainly use weekdays.	
route-130	somewhat-supportive	Supportive with existing route. More frequency, be on time. The app time does not match the driver time.	
route-130	somewhat-supportive	Keep same route, more frequency.	
route-130	somewhat-supportive	Keep same route.	
route-130	somewhat-supportive	por favor no cambien la ruta en la Linden. mas frecuencia	please don't change the route on the Linden. more frequency
route-130	somewhat-supportive	Mantener la ruta existente, mas frecuencia. Manter ruta en la ruta	Keep the existing route, more frequently. Manter route on route
route-130	somewhat-supportive	Mantener servicio en la Linden Ave. Mas frecuencia.	Maintain service on Linden Ave. More often.
route-130	somewhat-supportive	Takes 130 to Airport/Linden now to transfer to 292. Ok with changes if transfer @ Grand/Airport can be made.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-130	somewhat-supportive	Mantener el servicio en Linden, frequency not ok.	Maintain the service in Linden, frequency not ok.
route-130	somewhat-supportive	Hello. I like the streamline. However, removing the loop to Mission Street is not good. My only suggestion is to keep it during commute hours only Monday to Friday. Otherwise, your changes are an improvement. Thank you.	
route-130	very-supportive	As an SSF resident (and regular public transit user) I am really am really happy to see the suggested changes. I currently take BART to Caltrain but would definitely ride the 130 to get from Buri Buri to SSF Caltrain. Keep up the great work.	
route-130	very-supportive	I like the increased weekend service and the final stop at the Oyster Point area, to improve access to the the open space.	
route-130	very-supportive	Likes the extension into the Oyster Point area	
route-130	very-supportive	likes the changes	
route-130	very-supportive	Keep airport/linden loop, lives in that area	
route-130	very-supportive	Stops provided @ "illegible text" house and is accommodating	
route-130	very-supportive	they like the changes	
route-130	very-supportive		
route-130	very-supportive	What I like about the proposed changes is the frequency times and earlier/later service on weekends	
route-130	very-supportive	It's about time to introduce bus service to Oyster Point!	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-130	very-supportive	Route 130 is extended to the Oyster Point. New long hours of operation.	
route-130	very-supportive	Route 130 extended to Oyster Point. Longer hours of operation.	
route-130	very-supportive	It does not affect my route or needs either way.	
route-130	very-supportive	Good idea, same route, more frequency.	
route-130	very-supportive	A lot of us work on weekends, this is perfect.	
route-130	very-supportive	I would love to be home ASAP. It will be more better for riders like me taking this route.	
route-130	very-supportive		
route-130	very-supportive	Routs fine but it needs to run the same time length as 292 at least till 12:00 at night.	
route-130	very-supportive	extension to Oyster Pt and caltrain is welcome as is increased frequency on weekends	
route-130	very-supportive	Changes don't affect rider. Takes 130 to SF/DC BART from Grand/Linden. Would like to keep SF portion on Mission, but ok without.	
route-130	very-supportive	Cause many people need transportation really late.	
route-130	very-supportive	Supportive of the bus coming more often, only uses 1-2 times per week.	
route-130	very-supportive	More frequent better!	
route-130	very-supportive	Support more times and later PM service, goes to BART.	
route-130	very-supportive	New route extension to business area	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-130	very-supportive	I STRONGLY SUPPORT the increased frequency, increased hours, and extension to Oyster Point. I also STRONGLY SUPPORT the reroute in downtown South City CONTINGENT ON a seamless 292 transfer at Airport/Grand. The timetables for the two routes should be adjusted so there is a scheduled transfer (i.e., NB292 holds for SB130, etc). The walking distance required should also be, at MOST, equal to the current walking distance at Airport/Linden.	
route-130	very-supportive	As I understand it, 130 will now include Old Mission Road, from Colma Bart. If that,Ãs correct, thank you! Now it would be convenient to visit departed loved ones at Holy Cross Cemetery by bus. And including Oyster Point in its route is a good change. I find that area very inaccessible, specially because I don,Ãt drive.	
route-130	very-supportive	yes	
route-130	very-supportive	Improved changes with hours of service and frequency. I think there is a possible connection link with 124 and 122 depending on the frequency to review in the future if the 124 line is still active. Thank you.	
route-130		130 route is not accessible to senior citizens for their medical appointment, Seton hospital route not much use for medical clinic	
route-130		Reckless in driving, fast braking leads to jerking	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-140	not-supportive	I have bad legs and need this route to get around San Bruno. Now I will have to walk farther to get around my area which will tax my legs. I need this bus!	
route-140	not-supportive	I live on Cherry Ave & rely on the 140 to transfer to the ECR for shopping & Dr. Appointments. Senior citizens that does not drive.	
route-140	not-supportive	This is the bus that I take every single day to get to work and back. Its very easy for me to use it as the alternative would force me to transfer from at minimum four buses if I am lucky enough with traffic. Please do no take away this bus stop, as it's essential for me to support my family.	
route-140	not-supportive	I rely solely on public transportation getting to and from work @ SFO. I live in Pacifica and take 140 everyday (Beaumont/Monterey bus stop). My total commute everyday is 2 hours. With the new route and bus it would add another 1.5 hours to my commute. Walking up/down the hills is no easy task. Your reason for changes "in terms of ridership" is unacceptable. I pay my monthly pass and often I see riders not paying their dues and we (paying customers) have to suffer for their action.	
route-140	not-supportive	If you get rid of route 140 it will impact me directly since it gets me to San Bruno Bart in order to catch the ECR so I can get to work	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-140	not-supportive	Do not use Route 121 to cover 140. There will be no direct route in Sharp Park between Skyline College and Pacifica. It ,makes 121 too long also.	
route-140	not-supportive	Unless free transfers are initiated by SamTrans, the proposed changes make it very difficult and more expensive for coastsiders to reach Tanforan.	
route-140	not-supportive	I dislike the proposed elimination of Route 140. Please consider modifying rather than eliminating it completely. Route 140 is the primary route that my family uses. We would have to transfer and ride two additional routes to get home. Also, when do the changes go into effect?	
route-140	not-supportive	I am not sure whether or not the new route would include the school day service to both Parkside Middle School and Mills High School. Also, if this new route takes place will it run later at night on the weekends. I am commenting for my son who used to regularly use SamTrans until the Covid pandemic hit.	
route-140	not-supportive	Route 40 is not shown on the new map and I am interested in Oceana High School to King Street and Hyw 35. Where can I find out the new route and if it covers my student's needs? My student relies on the bus to get home from school. Thank you	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-140	not-supportive	I do not like the proposal to eliminate Route 140. Also, it is unclear when this will occur- what date will Route 140 end? Also, it is unclear where exactly the bus stops are for the alternate future route I have to take instead of the 140.	
route-140	not-supportive	I've been riding the 140 for the last 5 years from Pacifica to San Bruno everyday to work. Without the 140 it would be a very inconvenient for me to get to and from work.	
route-140	not-supportive	Not sure how I'd get from Sneath/Cherry to San Bruno CalTrain. Also, it seems that there won't be buses to SFO and BART (way more expensive) is the alternative.	
route-140	not-supportive	140 route is the only bus that goes up Spruce Ave, from the San Bruno BART station or along Huntington Ave.	
route-140	not-supportive	I disagree! the route still needs to go thru Cherry Ave. So many use that route to go to the shopping center especially seniors or disabled. Walking from Sneath will lose them all together.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-140	not-supportive	I use the 140 very often from Pacifica to get to Tanforan and San Bruno Bart. There is no other bus that will take me straight to Tanforan or San Bruno Bart. Eliminating this bus route will eliminate me from working and going to school such as Oceana High School and Skyline College. It means that it will eliminate me from work from waking up early in the morning to late at night SAFELY. As a woman, the route 140 has successfully been able to drop me off to work, from school, to get groceries, etc SAFELY.	
route-140	not-supportive	I do not have a car and the 140 is convenient on Cherry Avenue. Please do not stop this service. Thank you	
route-140	not-supportive	The existing service is the only direct route from Pacifica to SFO. There are people who rely on it to get to work at the airport. Please keep it.	
route-140	not-supportive	Please keep the existing route. The recommended change covers the areas that already have multiple routes, whereas the existing 140 route is unique.	
route-140	not-supportive	Looks like you have deleted this route. Where is the support for youth to get to Skyline College from the coast?	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-140	not-supportive	Please don't cancel this route. We have very limited public transportation on this steep northern end of Pacifica. Access to Skyline College, BART and SFO is critical to many residents. . I have ridden this route a few times, and planned to more often as I age and am not able to drive. There is no other bus I can physically walk to from my home mid way up Monterey Road.	
route-140	not-supportive	So basically 140 is being eliminated with no buses going by Bayhill Shopping center anymore. That's a very long walk from Sneath to the shopping Ctr. Airport workers also have to pay more for BART to SFO.	
route-140	somewhat-supportive	My local bus stop (sharp park @ pacific heights in San Bruno as eliminated a few years go forcing us to walk all the way Skyline college. Me neighborhood needs that bus stop back ASAP.	
route-140	somewhat-supportive	Please don't remove the route going to Pacifica at Manor Drive because only 140 is the available bus I can take going to work and going home. Thank you	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-140	very-supportive	I have not used SamTrans since they removed the route of the 140 going through College Dr. The loss of the bus stop had me going all the way to Skyline College which was quite a walk. If they bring this stop on College Dr back, I would use SamTrans again. I did notice that an out-of-service bus going through College Dr. not sure if that is a sign in bringing back that part of the route.	
route-140	very-supportive	This would be better if it was just a shuttle from Skyline College to San Bruno Caltrain and Tanforan Bart.	
route-140		That is the only transportation I have in the San Bruno Rillingwood neighborhood . I would have to walk to BART from home. It takes me 45 to walk to BART and an hour to walk home because of the hills Why are you eliminating this route when several people take it to work and take it home from work. Wouldn't it have been better just to run it during commute hours IT IS UTERLY RIDICULOUS TO ILLIMATE THIS ROUTE. I know quite a few rldly people who take this bus to shop at Lucky and Target .	
route-141	not-supportive	I would love to be able to take the bus to BART instead of driving to Daly City BART to park. However, a frequency of once every 60 minutes is not feasible for anyone to use who has the option to drive. If you want to have people take transit more, it has to be frequent enough that people will do it.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-141	not-supportive	The double loop around shelter creek is redundant. On the hour go from BART, Shelter Creek, San Bruno Senior Center and return to BART. On 1/2 hour BART, San Bruno Senior Center, Shelter Creek and return to BART. NEED stop Senior Center! Need route to senior center on the weekends also.	
route-141	not-supportive	Route 141 only serves Shelter Creek Apts? Why stop there? It should also serve Crestmoor 3, Crestmoor 2, and top of Monterey on Southside of Portola Highlands on its journey up to Skyline College. On its way back down to SB BART, it should serve Portola Elementary @ Amador, Crestmoor 1, and Downtown San Bruno / Caltrain.	
route-141	not-supportive	Please don't change the timing to once an hour. That is too long of a wait in between buses. Perhaps a compromise every 40 minutes could be implemented. Many of the 141 riders are seniors and cannot stand at a bus stop for an hour if they miss the bus. Thanks.	
route-141	not-supportive	Route 141 provides the ONLY bus service to the San Bruno Senior Center. I am a senior who relies on public transit - I don't drive. I go to the senior center not only for activities for seniors, but also for activities such as attending city council meetings. San Bruno is very poorly served by SamTrans already and the proposed changes make it even worse!	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-141	not-supportive	Old Town SSF residents rely on public transportation, as many do not have vehicles. The long wait times for Sam Trans service has been a long-time issue. The new plan from 60 min to 30 min would pose greater mobility issues on residents who rely on bus service as their form of transportation. Has there been sufficient outreach for Spanish speaking community? There were more than 113hrs walking && outreach for Hwy101 express lane where bus svc was mentioned. Suggest similar direct outreach to Spanish speaking community where there are barriers for providing input, yet most affected.	
route-141	somewhat-supportive	More often is much better when it comes to planning a trip. Less often is a big disadvantage because of longer waiting times.	
route-141	somewhat-supportive	Commenting on current 141 to SSF - 141 termina muy temprano. Frecuencia esta bien.	Commenting on current 141 to SSF - 141 ends very early. Frequency is fine.
route-141	somewhat-supportive	Commenting on current 141 to Tanforan -- person takes 141 from SSF (Airport/Linden) to Tanforan. Later service would be good.	
route-141	somewhat-supportive	141 no llega a tiempo Mas frecuencia Holiday que no avisan que no hay servicio Need later PM service	141 not on time More frequency Holiday that does not warn that there is no service Need later PM service

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-141	somewhat-supportive	Commenting on current 141 from SSF: Mas frecuencia, servicio mas tarde PM Trabajo downtown SSF, vive en San Bruno.	Commenting on current 141 from SSF:More frequent, service later PM I work downtown SSF, lives in San Bruno.
route-141	somewhat-supportive	141 can be very late, drivers are sometimes no patient boarding in wheelchair and using Clipper	
route-141	very-supportive	Customer is satisfied that Route 121 will serve Grand Ave and take her to SB Bart	
route-141	very-supportive	Customer lives on Grand Ave. She wants increased service between Grand Ave and SB Bart. The extended 121 would provide that service.	
route-141		Why did they eliminate the 2:52 stop at the San Bruno Senior Center. We have functions there that end at 2:45 and have to wait over half an hour or more for the bus	
route-141		Please bring back the 2:52 stop at San Bruno Senior Center. We attend activities there that end at 2:45 and we have to wait 40 minutes for the 3:22 bus that doesn't come on time.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-16-49	not-supportive	This route change has caused many issues with student commutes. There is no way for Terra Nova students to get to the Serramonte mall, but the main issue is overcrowding. Route 16, during the 2019-2020 school year, DID carry a full load of passengers. This load has only grown during the 2021-2022 school year, and there is great overcrowding on the new Route 49. On any given day, there are between 2 and 12 students having to stand during this long ride. This is a major COVID-19 safety concern, as students are in extremely close proximity during this bus ride.	
route-16-49	not-supportive	Consolidating routes 16/49 eliminates service to/from Terra Nova to some neighborhoods in favor of streamlining the route to a more express main thoroughfare. Specifically, the path along Crespi Drive is eliminated and the Linda Mar neighborhood is bypassed with the bus only traveling down Fassler. This will present a hardship for students who live along the route that is being bypassed.	
route-16-49	not-supportive	dont try to over stuff buses during a pandemic. By combining 2 routes you are stuffing all the kids onto one bus. This is gross negligence.	
route-16-49	somewhat-supportive	Eliminating some of the ancillary carve out areas seems reasonable. However ensuring access to the school should remain the priority.	
route-16-49	very-supportive		

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-17	not-supportive	This service is vital to the skyline community. At the beginning of the school year my daughter was not riding as I had concerns around COVID safety. I am now completely comfortable and we use the bus at least 4 if not 5 mornings a week. Please do not discontinue this service. Please!!!	
route-17	not-supportive	I am a senior and need the service up to Seton Medical center in Moss Beach	
route-17	not-supportive	I would like to continue, in Moss Beach, the Coast Side Seton Medical Center stop. Do not remove the stop from 17 Route. I am legally blind and rely greatly on this route for my medical routine checkups.	
route-17	not-supportive	continuing service to seton coast side hospital	
route-17	not-supportive	Under the current plan for Route 17, SamTrans appears to be cutting necessary and frequently-used "deviations" off Highway 1. This includes access to homes in Montara that would otherwise have no transit access (Sunshine Valley Rd./6th), apartments in HMB (Canada Cove), a high school, and a hospital used by many, especially from the HMB and Pescadero area (Seton Coastside). I attended your virtual presentation last night and understand the need to allocate limited resources, but these deviations do not require extra bus drivers or routes; SamTrans can just keep the existing schedule with deviations without adding time. Please leave 17--as-is.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-17	not-supportive	<p>I often use ROUTE 17 to reach Seton Coastside. and am concerned that passengers who rely on bus service - youth, disabled vets, the elderly, low-income, etc. - would lose access to this VALUABLE resource if bus is not preserved. Please do not cut 17 access to Seton Coastside - leave service as - is. You may also wish to consider kepeingn Route 17 as is (other than adding more buses) - 2 trips to Pescadero per day is great & I'd rather have fixed route service than calling SamCoast which often incurs long delays, unfriendly service, etc.</p>	
route-17	not-supportive	<p>I'm disappointed that the Sunshine Valley Road area will now be completely unserved. It will be over a mile walk on roads with no sidewalk to get to Route 17. This will discourage usage. The "increased frequency" of Route 17 is not really an increase -- it simply restores the frequency of pre 2020. Overall the changes to Route 17 do not help in making the Coastside less car-dependent. In fact I think these changes will cause decreased riderside and will created great private car use.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-17	not-supportive	I received very startling correspondence yesterday from PUENTA ((de la COSTA SUR)) which informed me SamTrans will be cutting Route 17. Please consider maintaining service as it is currently (at least prior to pandemic). Riders will hold their "end of the bargain" if SamTrans can keep service to Seton Coastside, Canada Cove, 6th Street, and Pescadero. SamCoast is not only a hassle (irregular routes - many find it difficult, including myself, to call Cust. Service each time) but is VERY often running extremely late. Please keep one bus each morning and evening (weekdays) to Pescadero and maintain regular service*to*other*destinations.	
route-17	not-supportive	Why doesn't the 17 go to Bart. When I first moved to Montara 35 years ago we had a bus that went to Bart and I used it every day. There is no way I am going to change in Linda Mar to take another bus to take me to Bart. I find it annoying that since our sales tax went up to cover Bart service they took direct service from the coast to Bart	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-17	somewhat-supportive	Currently it takes an hour to go from El Granada to HMB or up to Pacifica. Buses shouldn't take 4x as long as a car to get between major, centralized destinations. Recommend having maybe express buses or direct buses from one major location to another.	
route-17	somewhat-supportive	fewer deviations from Highway One is a good idea. The on-demand service seems a good way to address low-ridership. However, how long would one need to allot to get the service? My disabled daughter takes the 17 to the 294, then takes CalTrain to a shuttle to Foothill College. This offers little leeway for changes in transfer opportunities.	
route-17	somewhat-supportive	I appreciate the change to add more routes. I would like to offer feedback towards keeping several of the "deviations" off Highway 1, including access to Downtown Pescadero. Although SamCoast is a service, it is not intuitive to new/unfamiliar riders who are experienced with SamTrans' system (calling 24 hours in advance, etc. is not what most people expect when they hear public transportation). Many low-income residents live in Pescadero and depend on fixed route service to access services, shops, and more in Half Moon Bay. Please consider retaining service - even if only 2x a day - to Pescadero.	
route-17	somewhat-supportive		

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-17	somewhat-supportive	I would like to recommend service to Pescadero once an hour weekdays.	
route-17	somewhat-supportive	Dear SAM-TRANS, do not eliminate ROUTE 17 service to Pescadero. This is an important "LIFE-LINE" for many residents in Pescadero. We are only a few hundred - but many of us do not have private vehicles (& with the switch towards 'green' transit, let's allow Pescadero residents to access HMB, Pacifica, & points north/east via Route 294 & others. Seton Coastside also needs to have access preserved for elderly residents such as myself who cannot use a car. SamCoast is not as reliable * regular (DO not want have to schedule each trip - I'd prefer to have regular service).Thanks.	
route-17	somewhat-supportive	Please extend service from Pescadero/Half Moon Bay through Loma Mar to La Honda	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-17	somewhat-supportive	My family and I use route 17 everyday to get to work and back home. I know many use it as well to be able to go to the grocery store. Of their is any changes would you make an announcement ahead of time to the Latino/ Hispanic community in Moonridge (Half Moon Bay). Samtrans gets alot of riders from that community would you be able to explain to them the changes and what their ideas are. They are not all aware of this how they can provide an opinion via online.	
route-17	somewhat-supportive	Pescadero route will be changed, have you informed Pescadero community about that plan change? What is the on demand service?? I like the idea of 60 min for each bus run 7 days a week. I know weekends it can vary due to traffic in Coastside.	
route-17	somewhat-supportive	I support moving to 1 hour headways on the weekends but i oppose eliminating service to Seaton Coastside Medical Center	
route-17	very-supportive		
route-17	very-supportive		
route-17	very-supportive		
route-17	very-supportive	Anything to speed up the service to Linda Mar.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-17	very-supportive	Increased frequency is positive. However, Samtrans should offer express service from the Coastside south of Pacifica to San Francisco. The number of connections to get to BART or CalTrain from the Coastside means a commute by public transit from the Coastside into San Francisco is not feasible. An express bus leaving from Half Moon Bay with pickups on Highway 1 through Montara which then goes directly to downtown San Francisco would encourage public transit use. At a minimum, SamTrans should offer an express bus to the Daly City Bart station from the Coastside south of Pacifica.	
route-17	very-supportive	More bus service during the week and weekends for Pescadero.	
route-17	very-supportive	Please stop the service to Canada Cove Mobil home park. I spoke with a driver and he said they pick up maybe two passengers a week! I know some people will disagree but they never use the bus anyway. The bus line could better serve other territories.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-17	very-supportive	It is Essential that our school age kids , epecially high school hours when parents stop picking up, that they have access to get home in a timely manner after school and secondary after sports. After school there should be another bus if possible because the bus is so crowded and take so long but we are grateful for the service. The number one priority is safety and number two is access.Thank you so much for collaborating with the schools this is the first time I've ever bought a clipper card and appreciate Sam trans-greatly! PS please continue disinfect The bus is not only during Covid but all the time to keep the spread of illness away from our children and the general public it's an easy way to stay healthy	
route-17	very-supportive	Customer speaks Spanish and lives near Moonridge. Customer supports the proposal to increase service on the weekends. yes	
route-17	very-supportive	I am very supportive of recommended changes to this route, including eliminating poorly used detours and increasing frequencies.	
route-17		more than hourly or supplemented by an ondemand for Rt17 would make it usable. Currently it takes 2+ hours to go from Montara/Moss Beach to Pacifica because of the bus changes required. It has never been a viable option for daily commuting because it runs so infrequently and doesn't connect well.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-249	not-supportive	Please remove bus service on Parrott Drive for the residents who live here and are not a fan of the loud noise that SamTrans buses make on our street. Please consider alternative routes to avoid utilizing this community street and Alameda de las Pulgas where children are present at all times of the day with school and families. Connecting downtown San Mateo to CSM can utilize 92 and other service streets rather than Parrott Drive to complete this new route. Thank you for your attention.	
route-249	not-supportive	The addition of more frequent use of Parrott Drive is something I really hope does not happen. The street is already much busier than optimal, and my kids are reluctant to play in front of our house. Please do not add additional buses on Parrott.	
route-249	not-supportive	As a resident on Parrott Drive, I understand the new route will have 26 busses traveling on a strictly residential street every week day and 11 busses per day on weekends. I consider this an excessive amount of additional vehicular traffic to a residential neighborhood.	
route-249	somewhat-supportive	I like the idea, but this doesn't help people who ended up losing buses to CSM along Alameda De Las Pulgas. Maybe there should be a shuttle that goes from the new Caltrain station to CSM via Alameda de las pulgas	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-249	very-supportive	It fills a needed gap. Better serves students in North Central San Mateo to reach both Aragon HS and CSM. Good alternative for Aragon HS rte 59 riders when they are dismissed early.	
route-249	very-supportive		
route-249	very-supportive	This is greatly needed, especially since another Samtrans bus to College of San Mateo has been discontinued.	
route-249	very-supportive	Great to have a direct route from downtown to CSM.	
route-250	not-supportive	There's not a single route serving the entire neighborhood of North Shoreview, San Mateo. We're a transit wasteland. To pick up any viable bus means walking over a mile. It's like we don't even exist as far as routes are concerned, despite having a major park, a school, access to the Bay Trail, and the Boys & Girls club right here in the neighborhood.	
route-250	not-supportive		
route-250	not-supportive	I hate that the 250 is being removed from Alameda de las Pulgas, and not being rerouted to add Hillsdale Caltrain. If the 294 made a stop at CSM, then I would still support the decision.	
route-250	not-supportive	I live near the Hayward Park area and ride this bus from Alameda and near 92 to get to CSM. I have a disability and losing access to the route 250 bus will cause great difficulty for me to be able to attend classes at CSM.	
route-250	somewhat-supportive	Doesn't run long enough during the night.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-250	somewhat-supportive	Please do not increase bus fares,I am of low -income yet fully depend on Samtrans bus for transportation .I take the bus twice a day and also on weekends to go shopping .Most Samtrand bus riders are of low-income so please be aware of that and do the right thing by not increasing bus fares.	
route-250	very-supportive	More frequent service. Stop at Hillsdale Caltrain Station	
route-250	very-supportive	Really appreciate the increased frequency. I will be more likely to take the bus to CSM.	
route-250	very-supportive	Likes the 250 increased frequency. CSM student. Straighter and hopefully faster ride to CSM.	
route-250	very-supportive		
route-250	very-supportive	Much needed improvement. It should have been done a while ago. Let's see how it works out.	
route-250	very-supportive	nothing	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-250	very-supportive	<p>Have you considered a circular route with a more direct connection from downtown San Mateo to the College of San Mateo, and buses traveling in both clockwise and counterclockwise directions simultaneously? Such an arrangement would offer more direct and more frequent connections between the nodal points of CSM, Hillsdale Mall and downtown San Mateo. The bus banners would display the next nodal target so as to minimize confusion about bus direction at "dual direction" bus stops.</p>	
route-250		<p>Leave 250 service along Alameda de las Pulgas as it is. Since 294 will no longer serve CSM, riders along the Alameda will not have direct access to CSM. Routing along W Hillsdale Blvd unlikely to generate ridership.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-251-256	not-supportive	<p>You say this plan will meet the public transit and mobility needs. This does the opposite for Foster City. The new plan recommends that Foster City:</p> <ul style="list-style-type: none"> • Consolidates (reduce) our town’s only two bus routes into one “simple” route. • Eliminates the bus on Hillsdale Blvd – a major thoroughfare in and out of Foster City - because *there is too much traffic*. <p>We know that high density housing creates traffic. So, SamTrans’ “reimagined” plan scales back service because of the traffic created by the stack and pack policies of the state and local governments. It does not make sense.</p>	
route-251-256	not-supportive	I want the time to be same because I have to in Hillsdale high at 7:30school	
route-251-256	not-supportive	Please do not get rid of the beach park Marlin stop. This is the only samtrans bus line that goes through this area, and removing this stop means that there would be no public transit access. Do not eliminate the early morning stops, this is essential for morning commutes and connections to caltrain	
route-251-256	not-supportive	I dislike that Route 251 no longer runs along Beach Park Blvd.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-251-256	not-supportive	Foster City, due to RHNA housing targets, may scope significant increased density along Beach Park Blvd & that is a prime water access point. Further Shell Blvd is home to Foster City Senior Center, Rec Center, and significant multifamily housing. To remove service from these areas is extremely detrimental to new residents. Past performance doesn't dictate future use especially as new housing comes online.	
route-251-256	not-supportive	It's ridiculous to eliminate the entire Beach Park Blvd route. Students and employees use this route's stops during commute hours. There are no alternative routes, shuttle or bus, and this would leave a large area of Foster City unserved. I don't understand why this route can't be maintained during commute hours?	
route-251-256	not-supportive	Eliminating the route on Beach Park Blvd creates a 20-30 minute walk to get bus access. Essentially unusable for anyone going to the airport or elderly. Could you simply include Beach Park once an hour or every third trip, for example?	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-251-256	not-supportive	I am concerned that the City of Foster City is spending hundreds of thousands of dollars on our no left turn program on Hillsdale to have SPECIAL signals to accommodate Samtrans left turns. Now Samtrans is cutting service. Now we will have left turns to nowhere for no one. Reference www.fostercity.org/traffic_relief_plans_specs and city council meeting 8/16/2021 6:30 PM	
route-251-256	not-supportive	i pick it up on shell blvd, just how far will i have to walk,	
route-251-256	not-supportive	New route doesn't seem to be going to bowditch middle school. A lot of kids rely on the bus to take them to and from school. With levee closed biking route is not available and biking on streets with construction is too dangerous! Please continue supporting students in safe way to get to and from school	
route-251-256	not-supportive	My husband handicapped and I am working from 6am till 9 pm in the San Francisco, nobody can drive my daughter to the school. I don't support this change as it is life saver for means my family now.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-251-256	not-supportive	Does not accurately reflect location of new caltrain station, where access via a parking lot between 25th Ave and 28th and there is no bus stop on the marked route, which would interfere with a busy bike lane if busses pull over not at a bus stop. When rerouting please continue to keep busses off of E. 28th Avenue in front of Bay Meadows Park, which is a VERY DANGEROUS street for buses due to the children running across the street to access the park (which has no on-site parking). Its a zoo!	
route-251-256	not-supportive	The new route does not support northern part of FC and Bowditch school. The route should turn north from Beach Park on to Shell Blvd, turn east on Hillsdale, follow on to Beach Park, then turn North on Foster City Blvd. Not serving Bowditch is a big deal.	
route-251-256	not-supportive	This bus route should include Hillsdale high in the morning and afternoon.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-251-256	not-supportive	<p>There is no stop on Beach Park near Bowditch that means a 20 -25 min walk to Marlin & Foster City Blvd. I rode the bus 4x a week when the Sat. schedules were every day. Since 8/15 changes morning Is 256 to Edgewater and afternoon 251 to Bridge Point with no way to come back but to go to Hillsdale, I now ride the bus 1x a week. Not rider friendly-could be why ridership is down. Pre pandemic ridership was up. Even during the pandemic height last year more people were riding than now. I blame this present schedule.</p>	
route-251-256	not-supportive	<p>To cut off, service to the further most part of Foster City, East of Foster City Blvd, is tantamount to putting residents in purgatory . You have tried this lobotomy before and it is still a monstrous surgery. For goodness sake please stop this. I suggest you bring your Mothers along for a ride to the East part of the City and then ask them to walk with packages o the nearest bus stop</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-251-256	not-supportive	Please continue to serve the areas of Foster City that will be cut as proposed. Replacing it with school trips is inadequate; those trips around Foster City (to grocery stores, parks, etc.) will be replaced with automobile trips. Children with after school activities may not be able to get home. Also, Hillsdale Blvd being congested is not a good reason for cutting service along it. Please reconsider the proposed changes. Thanks.	
route-251-256	not-supportive	It makes no sense to consolidate routes 251 and 256 and thereby discontinue service along Shell Blvd and East Hillsdale Blvd. Recently a large housing development for senior citizens age 55+ was completed near the Intersection of Shell Blvd, Foster Square Lane, and East Hillsdale. Foster Square of Foster City includes 200 condominiums, Atria Senior living and Alma Point affordable housing for seniors. Furthermore the Foster City Recreation Center and Senior Wing are located at 650 Shell Blvd. Please reconsider this decision. Foster City needs a bus that runs along Shell Blvd and/or East Hillsdale. Thanks.	
route-251-256	somewhat-supportive	The proposed 251 is good, but 256 should be kept to serve Hillsdale Blvd in San Mateo from El Camino Real to Highway 101.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-251-256	somewhat-supportive	I really need the the bus at 6:50 a.m from Foster City to Hillsdale mall because I have an early class everyday at 7:30 am in hillsdale high school	
route-251-256	somewhat-supportive	To whom it may concern, Hope all of you are well and having a pleasant day. Several bus riders would like to know if the proposed route #251 will stop at ID#361094 which is Foster City Blvd & Balclutha Drive from Foster City to Hillsdale at 7am on weekdays. Also, we suggest if this route can arrive 3 minutes early at Hillsdale/Edison stop so we can take the ECR southbound at 7:20am on El Camino Real/Hillsdale. We will really appreciate if you can consider our suggestions above. Thanks. Have a great day.	
route-251-256	very-supportive	Now every trip covers Bridgepointe Shopping Center.	
route-251-256	very-supportive	Que estendieran el servicio e los domingos	That they extend the service on Sundays
route-251-256	very-supportive	The Sunday service is very helpful. There is no bus in the foster city on Sunday Hope The 251/256 can add the stop past the ranch 99 or Costco during the weekend.	
route-251-256	very-supportive		
route-251-256	very-supportive		

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-251-256		There are no stops in front of the Safeway or Ranch 99 . Many of us old or young who don't drive would like to see it possible for us soon and very soon. Thank you.	
route-260	not-supportive	You posted a sign that talks about removing the stop at Ralston / Christian. We have one bus route in Belmont and I see people in the morning and evening looking to take the bus. These people wait in the cold at the stop and this is their only means of transportation and you want to take that from them. Many are old, some are young - all are unable to drive. Shame on SAMTRANS! If you want to take away public transportation on a major thoroughfare, tax payers should remove your funding,	
route-260	not-supportive	The bus stop is enroute to many schools (Ralston Middle, Crystal Springs Upland, IHM and Carlmont High). The elimination of the stop on Ralston and Tahoe will cause much disruption to the large population of kids going to Carlmont High in this neighborhood.	
route-260	not-supportive	Removal of stop near major schools. This stop serves as an important means of transportation for many students.	
route-260	not-supportive	Cuts out many kids routes to school, if you have to do something then make the bus run all the way down to Carlmont High School	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	I dislike that the stop on Ralston Avenue near the middle school is being eliminated. There are a lot of Carlmont students who rely on this stop to get to school, because they cannot drive to school for whatever reason or cannot get a ride otherwise. It would be extremely inconvenient and non equitable to remove this stop, in addition to any other stops this line has. Although the bus is always late and sometimes never shows up and occasionally makes me fear for my life because of how fast the driver is going, it is usually reliable.	
route-260	not-supportive	The proposed SamTrans changes for Redwood Shores does not improve frequency or routes. Hourly service is not conducive for people to take the bus and the new routes will only go as far as Bridge Pkwy and not service the outer areas of the Shores. This would only be fine if the Shores could get the same kind of on-demand service that Half Moon Bay and East Palo Alto are getting. On-demand service in the Shores for travel anywhere within the shores, to El Camino/the Belmont & San Carlos train stations would be ideal.	
route-260	not-supportive	How are high school students going to get to Carlmont and Notre Dame if they live off Ralston west of Cipriani? I do not see that replacement.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	Proposed route ignores the residents lives beyond the Bridge parkway. We have seniors live in the areas. We also have baby sitters need the ride to work. Suggest to reduce the services during non business hours or route to Shell parkway instead.	
route-260	not-supportive	Do not like the recommended changes to shorten the route.	
route-260	not-supportive	Your new plan blocks all bus service up Ralston - to Collège of San Mateo. This leave the upper half of Ralston with no service at all past Ralston Middle School - into San Mateo.	
route-260	not-supportive	I live near the of redwood shores loop and limiting this route would cause hardship. It really doesn't save that much time to complete the redwood shores loop.	
route-260	not-supportive	<p>The proposed reduced coverage in Redwood Shores is not acceptable! I live near Redwood Shores Elementary and I depend on close service due to my disability. I would not feel comfortable walking all the way to the Bridge Pkwy / Marine Pkwy intersection due to the distance.</p> <p>Perhaps instead of utilizing a large bus, SAMTRANS can utilize/ invest smaller buses to service this route.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	Shortening Route 260 eliminates school service for students between Cipriani/Continental and the 92/Ralston interchange who attend Carlmont HS. There are substantial high school students in the neighborhoods off of Hallmark, Tahoe/Lassen, Belmont Canyon/Hillcrest, Ralston Ranch/Christian, many of whom use the bus service to get most of the way to and from school. Additionally, there are more students in these neighborhoods attending Ralston Middle School, who would most likely attend Carlmont HS in the near future. Thus, the gaps introduced into Route 260 present a detrimental change for the local community.	
route-260	not-supportive	Our high school student relies on Route 260 to get to and from school, from Ralston Ave. near Hallmark Drive to Carlmont High. Removing this route would provide hardship to our family, especially since there are no other means of public transportation and it's a steep hill to climb. If the route must be reduced, would it be possible to do this route just during school hours?	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	<p>The change is too abrupt that there will be no bus service at all throughout Redwood Shores, where Ralston/Carlmont sometimes change the bell schedule so 60/67 won't work for RWS students. Nor can RWS resident take the bus to Caltrain station.</p> <p>Suggest to use smaller bus and maybe reduce the scheduled run (say 30mins peak, 90mins other time.) to achieve efficiency.</p>	
route-260	not-supportive	<p>Suggest to keep existing redwood shores route east of bridge pkwy as 'on demand' during off-peak hours only, and keep existing schedule. Bus can turn on bridge pkwy if there is no request, but will continue the route during peak hours.</p>	
route-260	not-supportive	<p>Please continue to support the original route for 260 on Ralston. It is one of the few public transportation options we have for neighborhoods between Cipriani and highway 92.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	In the afternoon when Carlmont High School day ends, more than half of the high school students who gets on Bus 260 at 3:50pm at Carlmont Shopping Center bus stop gets off at the intersection of Hallmark and Ralston. Please extend the 260 bus to end at the intersection of Hallmark and Ralston during school days.	
route-260	not-supportive	This is a crucial route for many kids safely going to and from school, would it be possible to at least have an abbreviated service around school start and end times. I but not change the route.	
route-260	not-supportive	It is important to maintain a bus route from Hallmark/Ralston to Carlmont High school.	
route-260	not-supportive	No bus service to get to San carlos	
route-260	not-supportive	What happens to route 260?!?!?!	
route-260	not-supportive	No service to the top of Ralston Ave would be an issue for Carlmont High School kids living in this part of Belmont. Please keep a few runs of the current route before & after school hours!	
route-260	not-supportive		
route-260	not-supportive	I am a freshman in Carlmont, and take the bus 260 every day from the Hallmark bus stop that intersects with Ralston. Please do not shorten the route, or I will not able to take the bus to and from school. Many of my friends take the same bus to and from Carlmont too.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	Shortening the 260 route would adversely affect the student populations at Raslton and Carlmont who rely on the route to carry them to and from school and after school activities. Those who live further up Ralston Ave north of cipriani would be most adversely impacted. The students would lose a sense of freedom and independence and have no alternative means of transportation. The Ralston hill is too steep to bike and walk when traveling long distances. Please do not shorten.	
route-260	not-supportive	So much is being taken from us in the form of what types of cars we'll be able to buy, what types of appliances we'll be able to buy, freedom to shop and socialize without someone "policing" our behavior. Please don't take away a community service that, although may not be heavily utilized, is valuable to those who do! Ridership from the "Shores" to El Camino and beyond should not be discounted. The route may also prove valuable to new transplants who choose NOT to live within yards of mass transit.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	There is a lack of access to bus service in Redwood Shores east of Bridge Pkwy. While ridership is low, there is still a need. Also people do take the bus to College of San Mateo and Crystal Springs Shopping Center, so stopping at Cipriani / Ralston cuts off access to those locations. Rather than cutting the route, you should consider changing the standard bus to a small passenger van. You would still need to hire a driver, but I'm guessing the cost of fuel and maintenance should decrease significantly. Small vans are a common transit alternative in other countries.	
route-260	not-supportive	Redwood shores needs public transportation. Cutting it at bridge would not allow seniors and middle schoolers the use of this effectively as they did before. Our kid are looking forward to this as they hit middle school soon.	
route-260	not-supportive	Ralston students will be impacted by this change since Sam Trans refuses to adjust the schedule to pick them up at Ralston on minimum days. The 260 is their only option back to RWS. As most students live far from Bridge, they'd be stuck walking a long way with heavy backpacks in order to get home.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	well, I live in San Carlos and work at crystal spring shopping center at DE Anza Blvd. and I take the bus route ECR to san Carlos train station to take 260 to my job , we the new propose short route I would be totally out reach to my job, I would propose if 294 route that goes to halfmoon bay, could stop at the De Anza Blvd. Crystal spring shopping center and vice versa.	
route-260	not-supportive	The proposed route would remove access to the redwood shores neighborhoods north of Bridge parkway where many middle and high school students live. Can you please keep the original route during school morning and afternoon commute hours?	
route-260	not-supportive	By cutting service from Cipriani to Hwy 92, you cut off school service for students in the Tahoe Ave, Belmont Canyon, Hallmark, Ralston Ranch and Christian Dr. neighborhoods. Current ridership is likely lower due to adjustments from the pandemic. However, there are any number of Carlmont students who use this service currently and more who would use service better attuned to the school schedule. Additionally, these neighborhoods are filling with younger school age children attending Ralston Middle School or Fox Elementary currently, who will be underserved or completely cut off from bus service in future years.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	I don't like that the line is proposed to stop at Bridge Parkway. There are many people in the back of Redwood Shores that rely on 260 for transportation.	
route-260	not-supportive	You are cutting out transportation for more than half of Redwood Shores leaving several residents without a way to access public transportation. It is unacceptable.	
route-260	not-supportive	The proposed change would cut off large part of Redwood Shores public transportation. As a Redwood Shores resident and SamTrans rider, I strongly oppose this change.	
route-260	not-supportive	<p>342100 E Ralston Ave && Hallmark Dr 342090 E Ralston Ave && Belmont Canyon Rd 342101 W Ralston Ave && Hallmark D 342089 W Ralston Ave && Belmont Canyon Rd</p> <p>My daughter and other students, approximately 15 students, rely on these stops to get to and from school.</p>	
route-260	not-supportive	We live in Plateau Skymont and we have two children at Carlmont HS. Our children use the SamTrans stop at Christian and Ralston. If the changes to Route 260 are made, they will have no way to get to Carlmont, or home from school.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	My kids take the bus down to and from Carlmont from the top of Ralston stop 3 times a week when I go to work. Without the bus stop, we are unable to get them to school safely. There is no bike lane down Ralston, and it is too dangerous for them to ride on the street. Please keep that bus stop open! Thank you	
route-260	not-supportive	Please contact ronagundrum@rsca.org to discuss on-demand/FLEX service for Redwood Shores. Thank you!	
route-260	not-supportive	Route 260 will cut off Redwood Shores! The new route shows that only 1/3 of Redwood Shores will be covered, and the bus will only go to Cipriani in Belmont. This is unacceptable. I have a student who will be going to College of San Mateo classes (and going there for study groups on the weekends) in the near future, and the 260 was going to be the route he would take. Instead, he will not be able to get picked up at his regular stop in the Shores (on Shearwater, and will not have a direct line to school.	
route-260	not-supportive	It is important for Bus 260 to continue the service as College of San Mateo will resume in person services in spring 2021.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	It seems like your changes to Route 260 fail to account for the school related aspects of this route in relation to the area around Ralston Middle School, basically everything from Cipriani to Hwy 92 along Ralston. There are students in the Tahoe, Hallmark, Hillcrest/Belmont Canyon, Ralston Ranch and Christian Drive neighborhoods who use Rte 260 to get to and from Carlmont. There are many more Ralston Middle School students in these same neighborhoods who will need bus service in the future, yet you are cutting back service which is likely to have a growing need. Please fix this.	
route-260	not-supportive	Bus 260 is heavily used during school days. Could you keep the existing route on school days in the hours of getting to and from schools? At least 40 Carlmont High School students take bus 260 at the intersection of Hallmark and Ralston to get to Carlmont, and the same kids take the bus home from Carmel high school bus from Carlmont shopping center bus stop all the way up to the intersection of Rawson Avenue and Hallmark to go home. Otherwise we are putting an extra 40 cars to congest Ralston Ave even more during school peak times.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	My family lives on Christian Drive and the 260 is the only bus that services us. The change to stop at Cipriani is un acceptable. How will the kids get to school if there are no busses. I am 100% against this and will continue to boycott this change	
route-260	not-supportive	Shortened Route 260 would not longer serve his home/community on Ralston (west of the proposed end). Takes the 260 to SM Caltrain/Redwood Shores area	
route-260	not-supportive	I dislike that it no longer goes to the College of San Mateo, which is an important destination, epecially as in-person classes restart in the next semester.	
route-260	not-supportive	I don't like how the proposed route won't go all the way to College of San Mateo. For students, it would be much more difficult to make it class on time because of the walk that they would have to do.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	Route 260 is the only way my elderly parents get around the shores and to the train station when we are not at home. They are over 70 years old, so not driving. You are essentially cutting them off the grid. We live at the very end of RWS. To walk to Bridgepoint Parkway will take 40min. For elderly, it's probably going to be an hour. That's not a reasonable ask especially when when folks will start going back to the office and the need for 260 will be back in no time. Pls reconsider this important route for RWS.	
route-260	not-supportive	I again would like to express my displeasure with the proposed changes to route 260. This is the only bus that services the area above Cipriani. There are many children that take this bus to school. Shortening it to not include them would put a tremendous strain on many families in the area. There used to be 2 busses that services this area. Then you cut it to 1 bus and cut the service hours. Instead of every 30 min to peak time you should leave the route as is.	
route-260	not-supportive	Please do not cut this route from going round redwood shores, it is the only way I can go food shopping. If you are intending on cutting the route, could it do a few trips a day along the current extended route?	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	You, "are cutting off RWS to 1/3 of the access and even less on weekends! On top of that, you, "are making it harder to get to College of San Mateo. Please consider lessening the number of busses instead (every 90 min instead of hour). Please please do not make this change impacting CSM and Redwood Shores.	
route-260	not-supportive	Route 260 shortened at Cipriani Boulevard and at Bridge Parkway in Redwood Shores. School-related service in Redwood Shores would remain. DO NOT CHANGE THE 260, having it cut off at Continentals is a huge mistake as there are bus stop poles above/west of Continentals/Cipriani where people/kids board to go to CSM. Sam Trans wants to do away with looping Marine Parkway - Shearwater Parkway and Redwood Shores Parkway on certain days of the week. Please do not do away from any CSM service from the Shores.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	not-supportive	Shorten the route to make it end at Cipirani is going to be a big mistake. You know most riders of the route are youth attending school. By the way your are going to change, you will lose most of them. Then what is the point having the route at all. They are many riders currently taking the bus at your stops next to Hallmark and Tahoe to attend the Carlmont High. You can see a lot walking across the Hallmark and Ralston cross to attend Fox and the middle school. They are future riders. You will not serve them	
route-260	not-supportive	The students that live in the Christian Drive, Hallmark, and Belmont Canyon area have to walk too far to catch a bus at Cipriani to get to Carlmont. Please extend the route further up the hill. At least to Ralston Middle School.	
route-260	not-supportive	My kids will have to walk 4 miles each way from home to school every day decreasing child safety and dangerous as early and late hours will be in the dark.	
route-260	somewhat-supportive	The route doesn't serve all Redwood Shores stops, which could be inconvenient on school days because many Carlmont students take the 260 before school during times when the 60 does not operate and after school until around 6.	
route-260	very-supportive	It goes directly to my stop. I hate having to go all the way around redwood shores to get to my house. But what about 60/67?	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-260	very-supportive	Please make a new route for a bus from Redwood Shores to Hillsdale Shopping Mall. Add routes from Redwood Shores to ElCamino Real towards both directions.	
route-260	very-supportive		
route-260		260 should go to Crstal Springs	
route-260		Good, keep it up. No changes please !!	
route-274-275	not-supportive	Getting rid of Bus 274 means that students that now take it to get back and forth to North Start Academy and Sequoia HS have a less desirable route, especially for North Star. Yes, they could take 275 to the Train Station, but most parents will not like younger students crossing El Camino. Maybe ridership is down because of Covid, but there were LOTS of students taking 274 that goes right by North Star Academy and Sequoia.	
route-274-275	not-supportive	I will not use the bus system at all unless route 274 starts up again. Walking from home all the way to the RWC Transit Center takes too long. I need to leave my home as late as possible to make sure my dog goes out before I leave, and the time it takes to get to the transit center is just too much of a sacrifice.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-274-275	not-supportive	It doesn't take a rocket scientist to see that how the new route for 275 will fail: If most of primary riders were students traveling to Cañada College (12 mins on 274 from Transit Center to the College), why would students now sit for 34 mins on the new route? I am not one of those students, but used to enjoy riding from Farm Hill to downtown where I worked (6 mins). I now drive as I too do not want to spent 1/2 hour on the bus. The "pandemic" services now has no riders on most trips.... Reason?	
route-274-275	not-supportive	Deletion of the 274 would no longer stop at the veterans memorial senior center on Jefferson - which is the passengers main destination	
route-274-275	not-supportive	Don't delete the 274	
route-274-275	not-supportive	As far as I can tell from the maps, route 274 is not being reinstated. Since that is the most useful and convenient route for me there is not much point in using the bus if it is not in service. The 278 is not a good substitute.	
route-274-275	not-supportive	Some families that attend Orvis Alt. at what used to be the John Gill campus would use the 274 bus to get closer to the school if they live in the downtown area. Since that bus route stopped they have to walk.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-274-275	not-supportive	This ,“consolidation,” is a HUGE diminution of service to CaV±ada College. The direct feeder line from RWC CalTrain to CaV±ada is (was?) vital to many students who don,“t have the option to DRIVE. Is that really what you are trying to achieve? Or, if your argument is that this route is underutilized, what outreach did you try to figure out why, before deciding to curtail it?	
route-274-275	somewhat-supportive	I will miss 274 but can live with this. Before COVID I used 274 daily. 275 will take longer but get me a few blocks closer to home. 295 doesn,“t work.	
route-274-275	somewhat-supportive	I want the 274 that runs from Sequoia Station to Canada College via Jefferson Ave & I am confused by the new proposal. yes	
route-274-275	very-supportive	Que el servicio sea mas frecuente y que haya servicio el domingo	That the service is more frequent and that there is service on Sunday
route-274-275	very-supportive		
route-274-275	very-supportive	Abrir las ventanas y desinfectar mas frecuentemente	Open windows and disinfect more frequently
route-274-275	very-supportive		
route-274-275	very-supportive		
route-274-275	very-supportive	Va a coner domingos y los noches	It will coner Sundays and nights
route-274-275	very-supportive	Mas frecuentes buses	Most frequent buses
route-274-275	very-supportive	278 cerca bueno que fuera 1/2 hora	278 close well that was 1/2 hour

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-274-275	very-supportive	Wait is an hour now as of 10/14 and it's too much but 20 minutes would be perfect. Add actual wifi - says it on bus but usually isn't easy to connect, doesn't work.	
route-274-275	very-supportive	I would like 278 to go until 9 pm.	
route-274-275	very-supportive	278: me gusta que cona en los noches y fines de semana	278: I like that cona at nights and weekends
route-274-275	very-supportive	Le gusta los domingos	He likes sundays
route-274-275	very-supportive	De acuerdo	De acuerdo
route-274-275	very-supportive	Esta bien el numero de cambios	The number of changes is ok
route-274-275	very-supportive	Likes the changes	
route-274-275	very-supportive	Likes the merge	
route-274-275	very-supportive		
route-274-275	very-supportive	It's not listed under school-related service, but this route serves several schools and if it's not sensitive to school schedules you'll lose a large pool of transit riders, not just for now, but probably for the rest of their school, college and working lives	
route-274-275	very-supportive	Later hours and added sunday service!	
route-274-275-278		No apoyo porque pasaria muy lejos de mi casa.	I do not support because it would pass very far from my house.
route-276	not-supportive	More routes on Roosevelt in RWC for the kids going to Red Morton Community Center/Parks.	
route-276	somewhat-supportive	Yo necesito que la ruta siga pasando por escuela Taft ya que allicerca esta mi casa no quiero que esta ruta cambio.	I need the route to continue passing through Taft School, since there is my house, I don't want this route to change.

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-276	somewhat-supportive	Que los cambios estan muy bien. 270: pasa cada hora que pase a cada 1/2 hora	That the changes are very good. 270: passes every hour that passes every 1/2 hour
route-276	somewhat-supportive	New drivers are really rude. Needs more coverage. Wish 270 passed on Sundays.	
route-276	somewhat-supportive	270 very good	
route-276	somewhat-supportive	270: Le gustaria domingos	270: Would you like Sundays
route-276	somewhat-supportive	COMMENT FOR ROUTE 270 - Add Sunday service. Passenger uses it to go to the mobile home park. It'd also be great if it went both directions.	
route-276	somewhat-supportive	Please keep the service to the east side of Hwy 101, no shuttles go there.	
route-276	very-supportive	Need to be picked up at 4:30pm from school (Taft), mornings 7:30-7:47am	
route-276	very-supportive	Me gusta el servicio al ruta 270	I like the service to Route 270
route-276	very-supportive		
route-276	very-supportive	Que el servicio sea mas frecuente	That the service is more frequent
route-276	very-supportive		
route-276	very-supportive	Likes keeping the route	
route-276	very-supportive		
route-276	very-supportive	Likes the increased frequency on 276. However, has to deal with a lot of rude drivers. Half of the buses are late.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-276	very-supportive	Likes the increased frequency. However there are bus drivers that are rude and don't wait for you. yes	
route-276	very-supportive	Support the changes	
route-276	very-supportive	I would take cal train to Redwood City train station from San Bruno and this bus route will take me directly to Orion Elementary were I work. This way, I don,Äôt have drive to work anymore. Please approve this to benefit other riders as well.	
route-276	very-supportive	Ever since COVID, we have not had 276 which is GREATL"Y needed. And we need 270 on Sundays as well (or 276). We have no bus service to my neighborhood (Marsh Manor Shopping Center stop) on Sundays.	
route-280-281	not-supportive	Customer wants the Route 280 to remain as is and the frequency increased to every 30 minutes.	
route-280-281	not-supportive	Person takes 280 from end of route on Fordham to Palo Alto station. Wants the 280 to remain an option, especially for peak times or morning commutes.	
route-280-281	not-supportive	No quiero que quiten el servicio	I don't want them to remove the service

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-280-281	not-supportive	I dislike the changes being proposed. I do not like how I have to walk (in the dark) to University Ave every morning and when I get off of work walk from University to Pulgas Ave. On my feet all day. Please KEEP the 280 bus. To make the route a little shorter once it leaves 711 on W Bayshore it can go down one block turn right on clarke/w bayshore. Walking is not fun when it is cold, raining. Think about people in wheelchairs. People will be back housing project on East Bayshore going on.	
route-280-281	somewhat-supportive	Usa 280 para llegar a su trabajo shopping center.	Use 280 to get to your work shopping center.
route-280-281	somewhat-supportive	La ruta 281 no pasa a tiempo siempre pasa tarde - 4:17AM	Route 281 is not on time always late - 4:17 AM
route-280-281	somewhat-supportive	Toma 281 para tomar el 22. 281 no pasaban tambien puntual tarda mas hasta dos horas tarde los fines de semana.	Take 281 to take 22. 281 did not pass also puntual takes more up to two hours late on weekends.
route-280-281	somewhat-supportive	Solo tomo uno para llegar a mi lugar de trabajo shopping center.	I only take one to get to my workplace shopping center.
route-280-281	somewhat-supportive	Tardar mucho por pasar dura como 30 minutos por pasar y habeces llego tarde	Taking a long time to pass lasts like 30 minutes to pass and you have been late
route-280-281	somewhat-supportive	Llego aveces tarde por tomar las otras rutas de antes, mucha ayuda en dia diaria	Sometimes I arrive late for taking the other routes from before, a lot of help on a daily basis
route-280-281	somewhat-supportive	Habeces les gritan bien feo a los pasajeros	Habeces yell at the passengers very ugly
route-280-281	somewhat-supportive	Mantener ruta 280	Maintain Route 280

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-280-281	somewhat-supportive	Don't know much about the bus changes but think the changes would be good to help others.	
route-280-281	somewhat-supportive	She thinks is a good idea to join both, would be more productive and could be better.	
route-280-281	somewhat-supportive	280 seems to be good now	
route-280-281	somewhat-supportive	281 - horario de cambios es perfecto	281 - shift schedule is perfect
route-280-281	somewhat-supportive	Clinica Ravenswood si conviene que haba fines semana	Ravenswood Clinic if it is convenient that there were weekends
route-280-281	somewhat-supportive	Los fines de semana m es de mas utilidad. Los bus mas temprano.	On weekends m is more useful. The bus earlier.
route-280-281	somewhat-supportive	For 281 and 296 -- Los choferes son muy mal criados groseros y discriminatorios. Arrancan nos mas ven que llega uno corriendo y lo dejan parado.	For 281 and 296 - Drivers are very bad-bred, rude and discriminatory. They start us but they see that one comes running and they leave it standing.
route-280-281	somewhat-supportive	Very good con Latinos son muy racitas. So son morenos hole viacan nada. Sin de semana que pasen puntuales.	Very good with Latinos they are very racitas. So they are hole brunettes traveling nothing. Without a week that pass puntuales.
route-280-281	somewhat-supportive	Se paso de paso no paro, el busno espero a que es pasajeros subiera. (281)	He passed by, I do not stop, the bus did not wait for the passengers to get on. (281)

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-280-281	somewhat-supportive	I never enjoyed 280's circuitous route throughout Woodland, but I know that there are people in those areas who ride the bus, so I hope that the "on-demand" serves their needs. Also, what about the people who ride in the Pulgas/OConnor area? Have you accounted for EPA's new art center on 1950 Bay Rd? Is there some coordination with the city or some other entity to provide a free community shuttle to offset the loss of those sections of the 280 route?	
route-280-281	somewhat-supportive	I'm currently riding the 281 most frequently, so I'm glad that the route is still intact. Can you increase frequency to 15mins and match CalTrain timing more effectively? Just missing the train or waiting twenty minutes for the bus to arrive after exiting the train isn't ideal. Then there is the fifteen to twenty minutes of the ride itself. There was a time when I could take the 280 or 281, and one of them would get to or from the train within 10 minutes of each other. Lately, that hasn't been the case.	
route-280-281	somewhat-supportive	This Route should be extended, or another route added, to connect Belle Haven and the new and upcoming housing / office construction along Jefferson and Constitution to both Sequoia Station and the Menlo Park CalTrain transit center. These connections are needed for work, housing, and schools.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-280-281	very-supportive	Porque seria mas beneficioso para las personas porque pasaria mas frecuente entre semana y fines de semana.	Because it would be more beneficial for people because it would happen more frequently during the week and weekends.
route-280-281	very-supportive	Los fines de semana pasan cada hora y me gustaria que pasaran mas frecuentemente.	The weekends happen every hour and I would like them to happen more frequently.
route-280-281	very-supportive	Siempre llega a tiempo diempre	Always arrive on time forever
route-280-281	very-supportive	Esta bien	It's fine
route-280-281	very-supportive	La frecuencia me gusta c/15 min	I like the frequency every 15 min
route-280-281	very-supportive	Las dos rutas me dejan serca de mi casa Los fines de semana cada 1/2 hora	The two routes let me close to my house On weekends every 1/2 hour
route-280-281	very-supportive	Necesito 281 los fines de semana mas frecuente porque es muy tardo ahora	I need 281 on weekends more often because it's too late now
route-280-281	very-supportive	Increased frequency on 281 will be more convenient. Works at Stanford football field so extension into Stanford campus will work well for this person.	
route-280-281	very-supportive	Usa un solo transporte.	Use only one transport
route-280-281	very-supportive	281 pasa cada hora y no pasa a la hora exacta casi siempre vienen atrasados	281 happens every hour and does not happen at the exact time they almost always come late
route-280-281	very-supportive	Ok	
route-280-281	very-supportive	Siempre si los cambio sean para mejorar el tiempo de espera sera de mucho beneficio para todos. Solo que dibemos estar muy bien informadros acerca de los nuevas paradas.	If the changes are always to improve the waiting time, it will be of great benefit to everyone. We just want to be very well informed about the new stops.
route-280-281	very-supportive	281 very good	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-280-281	very-supportive	281 - Le gusto que pasan mas temprano el transporte fin de semana	281 - He liked that the weekend transport happened earlier
route-280-281	very-supportive	281 - usa mi bicicleta y 281 para llegar a su casa. escuela a casa.	281 - use my bike and 281 to get home. school home.
route-280-281	very-supportive		281
route-280-281	very-supportive	281 siempre esta a tiempo	281 is always on time
route-280-281	very-supportive	Lo usa para ir a Palo Alto y despues San Francisco. Si le gusta los cambios.	He uses it to go to Palo Alto and then San Francisco. If you like the changes.
route-280-281	very-supportive		
route-280-281	very-supportive	More frequent buses will be nice	
route-280-281	very-supportive	Because instead of me walking from university now I can walked from 711.	
route-280-281		Lo usa a Foothill College	Wear it to Foothill College
route-280-281		we need to extend more routes to preserves and trails - going up along skyline or elsewhere to hiking trails and campgrounds to help increase equitable access	
route-286	not-supportive	This is a significant reduction in service for anyone in the area who doesn't bike. As someone who takes the bus to/from Caltrain, I'd probably end up driving since missing the bus means I have no good option to get home. (I acknowledge that I'm privileged enough to have an alternative, it just isn't ideal for the environment) I'd urge SamTrans to consider 1. having 2 trips in the morning and 2 trips in the evening 2. extending service to the weekends This would give Menlo park residents better exposure to a reliable and usable bus network.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-286	not-supportive	If 286 is being modified for students at MA, then modify it to match times the students need to be at school and need to come home. In the proposed schedule, there is no bus scheduled for any students who have a zero (0) period and need to be at school before 8:30am. For working parents, it's essential there be a public transportation way for our kids to safely and timely get to and from school. SamTrans must work better with the administration at Menlo Atherton HS to be sure our students are able to get to school.	
route-286	somewhat-supportive	Hacerca de los horarios esta diferentes de la necesidad de la gente. Me parecia que sera mejor si lo dejan como esta!	About the schedules are different from the need of the people. It seems to me that it will be better if they leave it like this!
route-286	somewhat-supportive	Route 286 take riders from West Menlo Park / Portola Valley to Menlo Atherton High School. However, the times do not align with when first period school starts. There is only an early bus for zero period. Not having a bus to arrive closer to first period is inefficient. It forces parents to drive their kids to school and contributes negatively to congestion and pollution. Better timing can tremendously help and better serve the community.	
route-286	somewhat-supportive	I would just like for there to be a bus for after school activities: A bus to Menlo Atherton High school at 5 and a bus from Menlo Atherton to Menlo Park at 7:30	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-286	somewhat-supportive	Any chance a bus could go to the town of Woodside? To my knowledge there is no bus service to Woodside or Portola Valley. except for school children.	
route-286	very-supportive		
route-292	not-supportive	including a stop located on the other side of Tanaform mall near the apartments over here would help the many flight attendants who rely on the bus to get to and from work with our luggage and feel safer.	
route-292	not-supportive	I am on the CAC. If you no longer stop at 7th & Mission, I will not be able to take the bus, when I start taking it again. And, if you do not pick up a 7th & Mission, same thing goes.	
route-292	not-supportive	We need more routes running to hillsdale from the airport. Alot of airport staff take this bus route and the bus is always late or just doesn't show up	
route-292	not-supportive	The route will just be even longer if you pull it to Millbrae Transit Center. Even if you consolidated stops on Potrero Avenue and Downtown SF, those traffic lights will still slow the bus down which will not benefit so much.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-292	not-supportive	<p>I'm a frequent rider on Route 292 and agree with the objective of increasing its speed and reliability. My ride on 292 usually lasts for 90 minutes and if the trip time was reduced, I would be a more frequent rider. So, if more stops could be eliminated that would speed up the ride and likely increase its reliability. I'm not in favor of routing 292 to serve the Millbrae BART station. Access to SFO from Millbrae BART isn't necessary as 292 already serves SFO (with far too many stops, in my opinion). With the heavy traffic around Millbrae Avenue</p>	
route-292	not-supportive	<p>Please do not change any of the services on the existing 292 route. It is transporting us from the corridor along bayshore which we all desperately rely on, namely the consistent service which I and my family and neighbors religiously use daily. We desperately need the existing 292 services as it is now. Please do not alter, cut, shorten or lengthen the stops. Please please do not alter the existing 292 services as many of us rely on it for livelihood, as hard as it already is. Thanks!</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-292	not-supportive	.. and the long stoplights, this would significantly add to the bus time, not reduce it. Millbrae BART is already a well served transit hub with SamTrans connections, Caltrain and Commuter Shuttles. I don't see a need for 292 to detour out to Millbrae BART. Thank you. yes	
route-292	not-supportive	and the long stoplights, this would significantly add to the bus time, not reduce it. Millbrae BART is already a well served transit hub with SamTrans connections, Caltrain and Commuter Shuttles. I don't see a need for 292 to detour out to Millbrae BART. Thank you. yes	
route-292	somewhat-supportive	It's not clear to me if the proposed changes would help with reliability but if it does, I'm all for it. I've wanted to use 292 for occasional trips locality in San Mateo city and Burlingame multiple times in the past months but it seems to always be completely off schedule due to delays.	
route-292	somewhat-supportive	I take sfo to hillsdale on saturday at 617am hillsdale arrival 653am, to connect to ecr south that arrives 652am hillsdale, that one minute cost me 30 minute waiting time, for the 722 bus.....insane!	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-292	somewhat-supportive	Airport employees rely on this route. A dependable service past midnight in the southbound direction is needed. Many times I have waited for the 12:30am bus and it never arrives. This issue need to be addressed and coordinated with SFO Airport employees.	
route-292	somewhat-supportive	Frequency is ok. But Sunday evening 8:30 PM no bus, wait until 9:30 PM	
route-292	somewhat-supportive	Get bus on time, more frequency	
route-292	somewhat-supportive	Please make sure this runs 24/7 between Hillsdale Mall and SFO Airport. Many people have flights at all hours of the day and night and this would be super helpful.	
route-292	somewhat-supportive	~ Ya es algo muy personal. Los buses de deben mantener totalmente limpios. Envarrados & mal oliente. Encima con todo esa gente que recogen.. por favor estamos en pandemia. Bye	~ It's already very personal. The buses must be kept totally clean. Envarrados & amp; stinky. On top of all those people who collect ... please we are in a pandemic. Bye
route-292	somewhat-supportive	My workplace in south San Francisco. I need to walk around 17 mins after take off the bus. If there is a shuttle run around the south city, that will be great.	
route-292	somewhat-supportive	Getting to BART & SFO are priorities. How long would it take from 9th Ave/ECR in San Mateo to get to Millbrae BART station? How do you get from Millbrae Transit Station to SFO?	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-292	somewhat-supportive	The stop at Millbrae BART would add a lot of time and will duplicate existing BART SFO service. 292 is used mainly by riders who need to get to the airport from the south of Millbrea.	
route-292	somewhat-supportive	Have ECR stop at Millbrae BART as opposed to 292.	
route-292	somewhat-supportive	Have ECR stop at Millbrae BART as opposed to 292.	
route-292	very-supportive	It is good for the 292 to serve Millbrae BART / Caltrain. This should have been done years ago.	
route-292	very-supportive	Thank you for keeping the 292 for the service workers. Should have a bus from SFO to Potrero/24th in the early evenings or buses at least every 30minutes from 6p-8p Monday to Friday like in the morning to bring back workers home in San Francisco. Check the seating as some buses get full and does not allow for good social distancing when all service works get off work.	
route-292	very-supportive	Happy to see 292 travels via the Millbrae Transit Center on its way to SFO, previously had to catch 292 in front of Burligame Caltrain Station, prior to route SFO. See that route SFO has been combined, so this works out in the end.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-292	very-supportive	Customer who lives near Delaware/Peninsula wants to take the new Route 292 to the Millbrae Transit Ctr where she can connect with Bart.	
route-292	very-supportive	Hope the bus can start from SFO passing thru Millbrae, and South San Francisco Airport Road. Recommend 24 hours services. Thank you.	
route-292	very-supportive	Thank you for retaining this route!	
route-292	very-supportive		
route-292	very-supportive	It would be nice to have this route stop at the serramonte mall in the early morning commute hours 5:00 a.m., it would be a huge help for those of us who work in the financial district. Thank you	
route-292	very-supportive	Please keep this route to SFO! Public transportation, especially routes to specific destinations provided so many in our community with alternatives to using individual vehicles. I've been in the community 10+ years, but I am hearing about this stop for the first time and can't wait to use it! So many folks can make use of this route!	
route-292	very-supportive	Great idea linking to the Millbrae Transit Center.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-292	very-supportive	I live in Millbrae and work at San Francisco General Hospital so i take 292 regularly. I like the addition of the new 292 stop at Millbrae BART/Caltrain, especially if the route SFO is discontinued. I like limited stops as this will make the trip faster. I do request stops for pick up and discharge at San Francisco General Hospital itself as many patients and employees of General Hospital ride 292 and prefer not to walk to 22nd st SF or 24th St SF especially on rainy days.	
route-292	very-supportive	Having certain trips available where this bus operates as express between the city and SFO airport (taking US 101 similar to route 398) would be a great- especially as an alternative to BART during hours when it is not in operation.	
route-292	very-supportive	I live in Millbrae and work at San Francisco General Hospital so i take 292 regularly. I like the addition of the new 292 stop at Millbrae BART/Caltrain, especially if the route SFO is discontinued. I like limited stops as this will make the trip faster. I do request stops for pick up and discharge at San Francisco General Hospital itself as many patients and employees of General Hospital ride 292 and prefer not to walk to 22nd st SF or 24th St SF especially on rainy days.	
route-292	very-supportive	I support the proposed connection to the Millbrae Transit Center.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-292		Hi, I sent several times my comment about the lack of a bus-stop between 10th and Delaware and 2nd and Delaware. Please, add the very much needed bus stop in between! Thanks!	
route-292		In general there needs to be more service from downtown San Francisco to SFO, and in the more of a quick service wow the 292 does a good job it is slow	
route-294	not-supportive	I take the 294 to and from Hillsdale Caltrain to get to San Mateo Medical Center to work. Since it already only comes once an hour, if I happened to miss it due to a Caltrain delay, it can be stressful and impact my access to work. With this new route, it would eliminate my stop to San Mateo Medical Center, making it more prohibitive for me to commute to/from home. Please reconsider removing this stop. It would also limit access to the hospital for patients seeking care. Thank you.	
route-294	not-supportive	I go to the medical center often and I don't have any other transportation	
route-294	not-supportive	Many patients coming to SMMC have mobility issues and a five minute walk is not as simple as it may seem to everyone. Please preserve the most direct access possible to the hospital.	
route-294	somewhat-supportive	I wish you'd keep the stop at CSM since this will be the only bus service to Alameda De Las Pulgas. If this was kept, then I would be OK with it running until 10:30 pm	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-294	somewhat-supportive	SamTrans should offer a direct route from the coast side south of Pacifica to a Caltrain station over Highway 92 so people can feasibly commute by public transit to San Francisco or various areas on the peninsula. Right now the commute to San Francisco or Caltrain from the Coastside involves at least two connections and to takes far too much time to allow for people to commute that way.	
route-294	somewhat-supportive	I commute to work at San Mateo Medical Center on the 294 and take the first route out of Half Moon Bay. I think these changes will allow me to still do this. It will be more of a challenge for me to get to the return bus after work unless the return is just after 5:00. Currently I take the PM bus from San Mateo Medical Center at just before 5:00 but a little later from Hillsdale Mall or Caltrain. The on-demand service could help, too, and I am open to that option. Thank you.	
route-294	somewhat-supportive	It would be nice to have buses later at night so people in hmb that work in San Mateo or want to have dinner in San Mateo would have a later bus than 8 pm	
route-294	somewhat-supportive	I need to get from my home near the downtown San Mateo Caltrain Station to Terrace Ave. in Half Moon Bay. Looks like I'll have a LONG walk once I get to Half Moon Bay.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-294	very-supportive	I love that you are adding a stop which is closer to the new CalTrain station. I also love the on-demand feature. I wish there were a stop on the 280 corridor, with a connecting bus traveling south down 280, but that,Äôs for another year! :)	
route-294	very-supportive		
route-294	very-supportive	I like the faster connection to Hillsdale Caltrain station by removing the College of San Mateo stop. Anecdotally, removing this stop seems reasonable; my son has been taking the bus between Poplar/Main and the Hillsdale Station twice each weekday since the beginning of September and he says that only a few times has there been anyone using the CSM stop.	
route-294	very-supportive	294 provides a vital link between the two sides of the county - it's very important to maintain. Please make sure that CSM students can still get to it. Make sure it is timed to the Caltrain too.	
route-294	very-supportive	Of tener, later options, and local overage	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	<p>Dear SamTrans, thank you for the opportunity to give feedback. I am supportive of many of the changes - but want to add two, specifically for Route 295. Please consider retaining service to Cordilleras Center. Yes, it is a low-ridership route compared to ECR and others, but it is a unique route that serves not only students at the Center but also residents in the San Carlos hills who lack access to any other forms of public transportation. The S. M. C. Office of Ed. is also working on constructing the Center and expanding it - potentially more ridership.</p>	
route-295	not-supportive	<p>Thank you for the opportunity to comment on proposed changes. As a San Carlos community member, I highly encourage maintaining Route 295 on Brittan Ave. and Cedar St. and then San Carlos Ave. instead of using El Camino. As part of this, add a stop in both directions at Central Middle School (757 Cedar). This enables students from the White Oaks neighborhood on Alameda/Brittan (which is ~1/2 of Central's student body) to ride the bus to school, instead of forcing parents to drive in a heavily-trafficked corridor. No need for more buses on El Camino - ECR already exists.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	As an advocate for San Carlos Bike and Children’s Safety I would like to encourage you to keep Route 295 in San Carlos. This is an important link in the San Carlos community for schoolchildren such as mine at Central MS (pop. 550 - lots of potential riders). Please keep 295 on Cedar St. instead of transferring to El Camino as planned, and also add a corresponding stop at CENTRAL MS in both directions, CEDAR/ORANGE in both, and LAUREL/SAN CARLOS Ave. in East direction. Thank you for supporting our kids.	
route-295	not-supportive	As a parent and San Carlos community member, I am concerned about SamTrans' changes to Route 295 that would take away valuable service for local students, including my own. Currently, Route 295 passes through many San Carlos neighborhoods home to school-aged children, but the bus schedule is not timed to allow students to ride the bus to/from school (or to other locations in San Carlos). Please work with the Central MS admin team (tdomer@scsdk8.org) to reschedule 295 - AND, most importantly, please keep 295 service as-is rather than diverting to El Camino, where there are no school-aged children. Thank you.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	<p>Dear SamTrans, I am writing on behalf of the community of middle school students at Central Middle School, many of whom have switched to alternative modes of transportation in recent years to get to school and around San Carlos. I understand SamTrans is proposing cutting Route 295, the only bus service providing transit to downtown SC and Central. Please do not get rid of this important service for our students - and for the larger San Carlos community, as well. Thanks for your consideration, Phil (philmtatennis@gmail.com)</p>	
route-295	not-supportive	<p>Please support local students in San Carlos by keeping Route 295 with access to Central Middle School. As a local resident for the past 18 years, I can attest to the fact that traffic in the school vicinity has worsened. Adding a bus stop adjacent to Central MS and timing Route 295 to align with school start/end times would allow students to ride the bus to downtown, to their homes, etc. Let's give our kids safer and greener options to get to school.</p> <p>Please keep Route 295 with access to Central MS in San Carlos. Thank you.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	I am writing in favor of keeping SamTrans Route 295 in its current routing, including access to San Mateo (to ensure that Alameda de las Pulgas south of 92 - including valuable destinations such as City Hall - do not lose bus service) and also access through San Carlos itself, rather than skirting the city on El Camino as your proposed map suggests. Adding a stop at Central MS would be a great way to encourage alternative, sustainable transit methods for local children, too. Thanks for considering our future needs as a community. Please keep 295 as-is thru SanCarlos/San Mateo.	
route-295	not-supportive	I heard of your proposed changes to scrap Route 295 (through San Carlos) via a community newsletter sent out, and I wanted to express my thoughts on the issue. Route 295, despite its low ridership, serves as an important link for mid-county residents who don't live on El Camino. Please keep Route 295 through San Carlos (cut over on Brittan, then on Cedar, then SC ave.) rather than going to El Camino where there is other bus service. Also, please consider adding a stop at Central MS and timing one bus each morning/afternoon with the school's start/end times for students.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	<p>I suspect that the route planners don't travel by SamTrans: "Existing riders on Whipple Avenue could walk about 10 minutes to Alameda de las Pulgas..." Why not just get rid of the service and have everyone walk?</p> <p>Question: Will the new 295 on Jefferson have a schedule coordinated to transfer to 275 so I can get up to Cañada College (like I used to) or will I have to walk?</p>	
route-295	not-supportive	<p>As noted by SamTrans, ridership is robust during school times. Please schedule more runs on school days, and run along James Ave. between Sequoia Station and Alameda, to serve Sequoia HS, McKinley, and other schools in that immediate area.</p>	
route-295	not-supportive	<p>For this bus service to be truly useful to riders, it needs to go MORE often and with a MORE complicated route during peak use times. I would like to see you go back to the pre-2014 route. This bus would need to get every 15-20 minutes to accommodate the bell schedules of the different schools. Also, adult family members in our household could use this route to get to work in RWC, but the infrequent departures during peak times make it impractical, and they end up driving. We need MORE routes, not fewer, so that transit becomes practical alternative.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	<p>Looks to me like you no longer have a bus line going down Cedar...this is a location right by the senior center, as well as a few apartments that house seniors and those with both physical and mental disabilities. While walking the extra few blocks to El Camino may seem like nothing to the young and healthy, not everyone is so lucky to be young and healthy and rely heavily on public transportation to remain independent. Please keep these people in mind when you delete service completely from streets. Kym Brewer; (650) 315-3759: kymbrewer@gmail.com; 564 Chestnut St #9,San Carlos</p>	
route-295	not-supportive	<p>(See previous comment - on route 295). Also,I know many students and families would prefer that 295 cuts off Alameda at either Brewster (north side of Sequoia HS) or James Ave. (south side of Sequoia HS, north side of Northstar MS/McKinley MS). Jefferson, as is shown on the "recommended changes" map, serves practically no students and is too far for students to walk to get to any of those local schools. Please, please think of student riders as SamTrans' future riders! If we can make transit something accessible and easy, today's riders will be tomorrow. Let's teach our kids right.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	<p>Although I am sure it was done with good intentions, removing Route 295 is not a wise, nor sustainable, re-arrangement of public transportation in the county. My child's school let us know that SamTrans was cutting it without community input. Please, please keep it! We encourage you to add bus stops at Central Middle School (CMS) in both directions so that students can access school from the bus. Also, please change the bus schedule so that it is more conducive to school start/end times (can check CMS website online).</p>	
route-295	not-supportive	<p>I have 2 kids (one at Central Middle School in San Carlos, the other at Sequoia) and we would LOVE to have them be able to get to school using SamTrans. However, the current routes/schedules do not work for students - and the proposed Route 295 change only makes this issue worse. First, please preserve Route 295 on Cedar Street through San Carlos so that students can ride the bus to CMS (instead of El Camino). Please consider adding a stop at CMS and also coordinating schedules. (First comment - second will be in another comment)</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	<p>Cordilleras Center is currently served by one (1) SamTrans Route 295 bus each morning and afternoon. I would hope that the County can look towards the greater good and see that, although ridership may not be at full capacity, preserving access for both students (the number of which will be increasing SOON) and teachers/staff is essential and should be the biggest priority. A good marketing dep,Äôt may also wish to capitalize on how Route 295 can take locals and Caltrain riders to two fine parks in the vicinity, Edgewood and Pulgas Ridge. Better marketing will inevitably attract more riders. KEEP295!</p>	
route-295	not-supportive	<p>As a hiker and frequent visitor to parks in San Carlos/RWC, I strongly urge SamTrans to consider keeping the current route of 295 to the Cordilleras Center and intermediate points. In addition to providing what is a necessary mode of transportation to those students and parents, the bus stops allow locals and visitors to access parks without having to park --- which not only is green, but often necessary due to limited parking at the sites! 295 is unique in that it connects to several Caltrain stations, allowing an easy trip to the parks. Don't leave Cordilleras Center without buses!</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	<p>I dislike how SamTrans assumes the "low ridership" of 295 can not be fixed - rather, I suggest SamTrans looks at its potential riders (500+ children in San Carlos to Central Middle School) before doing away with such a valuable service. Sadly I only learned of the changes in a concerned email blast sent from the local PTA. Please keep Route 295 with service to Central Middle School - instead of going to El Camino, go down Cedar Street. Also, please work with our school's administration to work bus times so that it is convenient for our kids. Thank you.</p>	
route-295	not-supportive	<p>I must say, the proposed changes to route 295 are quite unfavorable to our local kids. There are many studies, including those done by local transit agencies (Friends of, organizations) that affirm that young riders of today will be the riders of tomorrow. Please consider allowing Central Middle School students in San Carlos the opportunity to ride SamTrans 295 to school by keeping the route on Cedar Street (instead of El Camino, where there are no schools); adding bus stops at Central; and coordinating the bus times at CMS to align with start/end schedules. (Wednesday is also historically short day).</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	<p>I understand it may be too late to comment on these changes, but I wish to express the desire of myself - as a parent, and PTA member at Central MS in San Carlos and Sequoia HS in RWC. Route 295, under the pre-2014 route, includes access to several major schools in the area. Instead of cutting access as is proposed, to El Camino Real where there are schools, please keep 295 on Cedar Street. Also, have 295 in RWC go on Alameda until Brewster Avenue, where it turns in and heads east. This passes by Sequoia and Northstar Academy.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	<p>Dear SamTrans: It has come to my attention that SamTrans intends to discontinue Route 295 bus service to Cordilleras Center. I am writing to express why this would be a grave disservice for members served at Cordilleras. As you may know, Cordilleras is home to over 100 county residents in recovery from a range of psychological conditions. Half of these are residents of a psychosocial rehabilitation program, the Cordilleras Suites, where residents work to increase their independent living skills and transition to community living. Prior to the COVID-19 pandemic, SamTrans buses were an integral part of helping these residents regain a sense of autonomy and connect to the broader community. For many years, residents used SamTrans to commute to work and to job rehabilitation programs, attend appointments, shop for essentials, and connect with family and friends. This single SamTrans bus, which arrives daily at 8:45am and at 4:32pm, is many resident's primary mode of independent transportation. Out of sheer necessity, residents' SamTrans ridership fell during the COVID-19 pandemic. For over a year, the bus drove through, and nobody got on. Because they live in a congregate setting, residents understood the gravity of the COVID-19 pandemic and willingly abstained from using the bus. This was not because we, the staff, told them they couldn't ride it.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	<p>There are very few county parks and natural spaces accessible by SamTrans at the current time. Half Moon Bay & the coastside is an exception. Please give visitors and residents alike the chance to access parks - case in point, keep Route 295 with access to Cordilleras Center and run both weekday and weekend service. This gives visitors a chance to access the Edgewood Nature Preserve without contributing to climate change by driving. The same may be said for Pulgas Ridge Open Space Preserve across the way. Thank you for your consideration. -- Jean Newton, A Friend of Edgewood Natural Preserve</p>	
route-295	not-supportive	<p>Cordilleras residents depend on this service to remain connected to the community for employment, shopping, appointments, etc. Ridership was low due to shelter in place but is now a necessity with everything opening up. Please don't leave them without a valuable resource.</p> <p>noNA</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	not-supportive	<p>It has come to my attention that SamTrans intends to discontinue Route 295 bus service to Cordilleras Center. I am writing to express why this would be a grave disservice for members served at Cordilleras. Prior to the COVID-19 pandemic, SamTrans buses were an integral part of helping these residents regain a sense of autonomy and connect to the broader community. For many years, residents used SamTrans to commute to work and to job rehabilitation programs, attend appointments, shop for essentials, and connect with family and friends. This single SamTrans bus, which arrives daily at 8:45am and at 4:32pm</p>	
route-295	not-supportive	<p>Low ridership is listed as a reason to discontinue the Cordilleras stop. The ridership went down during the pandemic because they were on lock down to prevent the spread of Covid. The community is now trending toward the old norms. Removing these residents only access to the community is unfair. They do not have money for other forms of transportation. Cordilleras is isolated and w/o the 2 bus stops a day now provided, the residents have no way to attend appointments, go shopping and other activities as many cannot walk to other bus lines. Do not victimize these individuals. B.Gpldstein</p>	
route-295	somewhat-supportive	El servicio no pasa tiempo que sea mas frecuente	The service does not pass time that is more frequent

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	somewhat-supportive	Dear SamTrans, I was informed by our local school (Central Middle School in San Carlos) that your proposed changes include eliminating Route 295 from Redwood City to San Mateo. Please consider keeping this bus - and, in particular, the stretch that serves middle school students in San Carlos from Alameda de las Pulgas/Brittan Ave. to San Carlos Ave./Cedar St. In particular, adding a stop in both directions at Central Middle School gives busy parents the chance to let their kids ride the bus to school, as many students live adjacent to the existing (but, under your proposal, to-be-removed) bus stops.	
route-295	somewhat-supportive	I am happy to hear that the 295 will run more frequently. However I believe it should run a bit earlier and perhaps every 30 minutes in the mornings. I have been riding the 295 for two years. I noticed more riders on the first early morning bus. I believe if the 295 was more reliable and ran more frequently it would have more riders. I dislike that it will not go beyond Hillsdale. I noticed high school students ride the 295. Serra HS students and others. I do like that it will tun on the weekends.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	somewhat-supportive	<p>First, I want to compliment SamTrans on having such a well-detailed website with info on routes, restructuring, etc. My daughter's school sent an email with info about how the plan would affect Central Middle School students, especially those next to Route 295. I have 2 thoughts on this matter - first, please keep Route 295 on Cedar Street/SC Ave instead of El Camino (where there are already plenty of buses, and no schoolchildren). This allows students to access the school. Please add 2 bus stops, one on each side of Cedar, for kids & time schedules with Central's bell schedule.</p>	
route-295	somewhat-supportive	<p>I hope the new routes could help balance the cost of this route with "low ridership." However, this IS A VERY IMPORTANT route that serves multiple schools! Its importance should NOT be compromised by the general low ridership. Current schedule does not take into account school start/end times at all. Frequency should be increased during school start/end times! Remember these schools are not supported by school bus. SanTrans is the only way of transportation for a lot of students and families!</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	somewhat-supportive	Glad the Cordilleras leg is removed. Could buses come 2x/hour and return to Hudson & Hopkins to get closer to Sequoia? no	
route-295	very-supportive	I will definitely use this route if it will get me to the Veterans Memorial Senior Center. Discontinuing route 274 left seniors with no way now of using public transportation to get to the senior center. I hope you haven't forgotten about the needs of the seniors in the Redwood City community. I would like to see a route that runs every 30 minutes on Jefferson past the senior center.	
route-295	very-supportive	Cover local schools, very supportive of SamTrans to come to bellach.	
route-295	very-supportive	Open sat and sun. Work ..	
route-295	very-supportive	I like everyday service. I assume the am not sure if 295 will still allow me to travel between Sequoia Hospital and the transit center in San Carlos or Redwood City??	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	very-supportive	I live near the corner of Alameda and Mezes, 6:52am is a little early for school and work. if the route was 20 minutes later that would be perfect could easily have 3 full time riders, later hours into the evening would also be great for better connectivity with Cal Train. Weekend service would be great as well. For any Caltrain monthly passes it would be great if SanTrans was free (currently need two zones).	
route-295	very-supportive		
route-295	very-supportive	I LOVE that Route 295 would operate every 60 min all day (however between 8:00 am - 10:00 am + 2:00 pm - 5:00 pm Monday-Friday) would be enough. I DISLIKE that Route 295 does not fit the bell schedule at Carlmont High School.	
route-295	very-supportive	I miss the service down Jefferson and on Alameda and would be thrilled to see it return	
route-295	very-supportive	It's great to FINALLY have a connection along Alameda and not just El Camino. This route serves several schools and if it's running only once an hour it MUST be sensitive to school start times!! Particularly Sequoia High and Carlmont High - teens are ideal transit riders - be sure to serve them!	
route-295	very-supportive	Vital route! But why is it going down Jefferson instead of Brewster or Hopkins, closer to the schools?	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-295	very-supportive	I would like to see Route #295 have a pickup stop on Alameda de las Pulgas and a dropoff at Sequoia High School. Are there any bus routes that drop off at the high school? Thanks! Kristy	
route-295	very-supportive	Streamlines service	
route-296	not-supportive	As a veteran with a disability I don't support this idea because how am I supposed to get all the way to willow street when I can barely walk as is. I proudly served our country so I think it's wrong to do what you are planning on doing.	
route-296	somewhat-supportive	A veces los horarios no eran tan frecuente	Sometimes the schedules weren't that frequent
route-296	somewhat-supportive	Esta bien el servicio	The service is ok
route-296	somewhat-supportive	Que pusieran mas camaras el la estacion de RWC en la madrugada y mas luces	What to put more cameras in the RWC station at dawn and more lights
route-296	somewhat-supportive	Porque solo sabe la ruta para escuela de sus hijos esta bien pero para las demas direcciones no esta bien and habeces tarda el bus.	He does not like me to go through the hospital because nobody goes up that station
route-296	somewhat-supportive	El problema son los fines de semana no entran los autobuses a la parada de cardenas y que pasen mas temprano tendo 8 anos trabajar en esta area que el chorofe mas amables	The problem is on weekends the buses do not enter the cardenas stop and that they pass earlier I have 8 years to work in this area than the friendliest driver
route-296	somewhat-supportive	Todo esta bien por el momento, siempre esta a tiempo. Piensa que estuviera bien cambiar las rutas para mejorar.	Everything is fine for the moment, it is always on time. Think that it would be good to change the routes to improve.
route-296	somewhat-supportive	El bus puede ser mas puntual.	The bus may be more punctual.

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-296	somewhat-supportive	M.A. lo usa para ir a su escuela de la V y su mama tambien lo usa	M.A. He uses it to go to his V school and his mother also uses it
route-296	somewhat-supportive	Que pasen mas seguido sabado y domingo.	That they happen more often Saturday and Sunday
route-296	somewhat-supportive	Suggested more frequent service late night, instead of ever hour. People at RWC Transit.	
route-296	somewhat-supportive		
route-296	somewhat-supportive		
route-296	very-supportive		
route-296	very-supportive		
route-296	very-supportive		
route-296	very-supportive	More frequent service.	
route-296	very-supportive	Esta muy bien la frecuencia aplausos porque no esta mucho tiempo esperando el bus :)	The applause frequency is very good because it is not long waiting for the bus :)
route-296	very-supportive	A mi gustaria que pase de Redwood City mas seguido a Palo Alto.	I would like it to go from Redwood City more often to Palo Alto.
route-296	very-supportive	Porque se necesita mas apoyo.	Because more support is needed.
route-296	very-supportive	Se tarda au poco en la parada, pero llega	It takes a little while to stop, but it arrives
route-296	very-supportive		
route-296	very-supportive	Que sean responsablas con el horario	That they are responsible with the schedule
route-296	very-supportive	Very good	
route-296	very-supportive	La limpieza en las paradas! Es bueno/necesitamos mas luz, para protejernos mejor porque a veces esta muy oscuro an las paradas.	Cleaning at the stops! It is good / we need more light, to protect ourselves better because sometimes it is very dark even at stops.

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-296	very-supportive	Le gustano que no ture que pasar por el hospital, ayuda bastante a llegar a lugares has rapidamente	He likes that he does not have to go through the hospital, it helps a lot to get to places you have quickly
route-296	very-supportive	Total de acuendo que no entre al hospital VA	Total agreement that I do not enter the VA hospital
route-296	very-supportive	More frequent 7 day/week	
route-296	very-supportive	Esta bien porque luego no llego tarde a la escuela	It's okay because then I'm not late for school
route-296	very-supportive	El horario esta bien el cambio basos fines de semana	The schedule is fine, the change is based on weekends
route-296	very-supportive	Siempre esta a tiempo	Is always on time
route-296	very-supportive	It's sometimes on time, sometimes late.	
route-296	very-supportive		
route-296	very-supportive	Que el bus sea mas grande el las horas que hay estudiantes	That the bus is bigger the hours that there are students
route-296	very-supportive		
route-296	very-supportive	Pues por el momento todo bien	Well for the moment everything is fine
route-296	very-supportive	Les gustaria el cambio de horario	They would like the time change
route-296	very-supportive	Me gusta el nuevo horario que van a implementar en la ruta	I like the new schedule that they are going to implement on the route
route-296	very-supportive	Asi llego mas rapido a mi casa	So I get home faster
route-296	very-supportive	Porque a veces se nos pasa el bus y tenemos que esperar mucho entonces seria bueno cada 15 minutos	Because sometimes we miss the bus and we have to wait a long time so it would be good every 15 minutes
route-296	very-supportive	Llega tarde	He comes late
route-296	very-supportive	Es estudiante y una vez no le dejaron subir al bus porque le cobraban \$.10 y no handaba los 10 cents no pudo tomar el bus	He is a student and once they did not let him get on the bus because they charged him \$.10 and there was not 10 cents he could not take the bus

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-296	very-supportive		
route-296	very-supportive	Shelter needed at Middlefield Road & Cassia St in front of the church Heritage Church.	
route-296	very-supportive		
route-296	very-supportive		
route-296	very-supportive	Muy bien	Very good
route-296	very-supportive	Very good	
route-296	very-supportive	El servicio es mas tardado que se use la mascarilla	The service takes longer than the mask is used
route-296	very-supportive	On time, good bus drivers	
route-296	very-supportive	Le gusta el servicio	He likes the service
route-296	very-supportive	Me gustar el servicio	I like the service
route-296	very-supportive	No pasa a tiempo y qieren a sean mas frecuente	It does not happen on time and they want to be more frequent
route-296	very-supportive	Apoyo lo recomendado	I support the recommended
route-296	very-supportive	Si me gusta lo recomendado para los fines de semana	If I like what is recommended for weekends
route-296	very-supportive	Totalmente de acuerdo	Totally agree
route-296	very-supportive	Estoy muy de acuerdo en el cambio de horarios tenga 5 meces usando esta ruta	I strongly agree on the change of schedules have 5 months using this route
route-296	very-supportive	Por el cambio en el horario mas frecuente	Due to the change in the most frequent schedule
route-296	very-supportive	Mucho mejor el tiempo que va asircular	Much better the time that is going to circulate
route-296	very-supportive	Me gusta el cambio por que lo usa para ir a la escuela.	I like change because she wears it to go to school.
route-296	very-supportive	Me gusta la idea del nuevo horario	I like the idea of the new schedule

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-296	very-supportive	Pues seria menos tiempo de espera entre los buses por que yo uso todos los dias esta ruta para ir al trabajo la tienda y la iglesia. Quiero que haga transporte los domingos tambien.	Well, it would be less waiting time between the buses because I use this route every day to go to work, the store and the church. I want you to do transportation on Sundays too.
route-296	very-supportive	No le gusta que pase por el hospital porque nadie sube el esa estacion	He does not like me to go through the hospital because nobody goes up that station
route-296	very-supportive	Los domingos debe de ser mas frecuente	Sundays should be more frequent
route-296	very-supportive	Si apoyo el nuevo horario	If I support the new schedule
route-296	very-supportive	Me gusta el cambia cada 15 minutos	I like it changes every 15 minutes
route-296	very-supportive	Le gusta el cambio frecuente de horarios y los fines de semana	Likes the frequent change of schedules and weekends
route-296	very-supportive	La ruta la usa su hijo para ir a la escuela M.A. es muy bueno que pase seguido	The route is used by your child to go to M.A. it's very good that it happens often
route-296	very-supportive	Si le gusta que pase mas frecuente para citas medicas	If you like to stop by more frequently for medical appointments
route-296	very-supportive	Porque normalmente espero mucho en las paradas y con ese cambio es muy conveniente.	Because I usually wait a lot at the stops and with that change it is very convenient.
route-296	very-supportive	Llegaria mas a tiempo a mi destino, sin tener que esperar tanto en las paradas ya que viajo con ninos, quiere que los motoristas sean mas amables.	I would arrive more on time at my destination, without having to wait so long at the stops since I travel with children, I want the motorists to be more friendly.
route-296	very-supportive	Seria mas rapido llegar a nuestro destino y menos espera en las paradas.	It would be faster to reach our destination and less waiting at stops. so early.
route-296	very-supportive	Todo bien	Everything's fine

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-296	very-supportive	Aveces llega a tiempo, pero tambien \$2.50 a se gasta diario.	Sometimes it is on time, but also \$ 2.50 is spent daily.
route-296	very-supportive	Me gusta el nuevo horario de fine de semana.	I like the new weekend schedule.
route-296	very-supportive	Hay personas que fuman y esta prohibido y no existe el distanciamiento social muchos ocaciones el bus esta parado y me ve que boy corriendo y no tienen paciencia y se van, me he subido y no termino de pagar y me dicen que siga y el bus sigue caminando por que no tienen paciencia.	There are people who smoke and it is forbidden and there is no social distancing many times the bus is stopped and I see that I am running and they have no patience and they leave, I got on and I did not finish paying and they tell me to continue and the bus continues walking because they have no patience.
route-296	very-supportive	Siempre a tiempo	Always on time
route-296	very-supportive	Me parece muy bien que pase con mas frecuencia para llegar a tiempo al trabajo a escuelas	It seems to me very well that it happens more frequently to get to work at schools on time
route-296	very-supportive	Les gustaria que ubiera un bus de East Palo Alto a San Mateo y que sea mas puntuales	They would like me to find a bus from East Palo Alto to San Mateo and be more punctual
route-296	very-supportive	Siempre esta a tiempo	Is always on time
route-296	very-supportive	Es muy importante que respeten los horarios acordados. Que respeten a los autos mas pequenos que se mantengan limpios los interiores y en buen estado.	It is very important that they respect the agreed schedules. That they respect the smaller cars that the interiors are kept clean and in good condition.
route-296	very-supportive	Likes the increased frequency. Bus drivers are not wearing masks, which makes riders uncomfortable.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-296	very-supportive	Likes the time change (I'm guessing likes the increased frequency) yes	
route-296	very-supportive	Lo ocupo a diario y los veces a la semana.	I use it daily and times a week.
route-296	very-supportive	soy testigo en la ruta 296 muchas veces solo hay 1-2 pasajeros en el bus toda la ruta. yo creo que uds tienen todos los datos en sus rutas media hora es mucho tiempo. 3 buses cada 20 minutos seria adecuado para esta ruta. asi mucha gente usaria el camion por seguido.	I am a witness on route 296 many times there are only 1-2 passengers on the bus the entire route. I think you have all the data on your routes, half an hour is a long time. 3 buses every 20 minutes would be suitable for this route. so many people would use the truck in a row.
route-296	very-supportive	Un poco de apollo	
route-296	very-supportive		
route-296	very-supportive		
route-296	very-supportive	I moved to the Bay Area 6 months ago, and I would love to use public transportation as much as I can. I like the improved frequency of route 296 and would like the service to be more reliable. I catch the bus on weekdays between 9a - 11a and 5p - 6p, many times I end up waiting for 25-30 mins. Given the nature of my work, I have become a frequent user of Uber because of the less reliable bus service. I want to take the bus as much as I can, but that depends entirely on how	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-296	very-supportive	I like not having to go into the VA, what I dislike is that it should be that way in both direction. Not many people get on the bus going to Menlo Park. Just like people on the 280 have to walk people on the 296 at the Va have to do the same. Be consistent!!! 296 bus needs to be cleaned!!!	
route-296			
route-296		Los fines de semana y días festivos el servicio es muy escaso y el tiempo es cada hora demasiado tiempo	On weekends and holidays the service is very scarce and the time is hourly too long
route-37-39	not-supportive	Current route 37 never picks up/drops off passengers on the Grand Ave, Linden Ave and Hillside Blvd parts of the route. A waste. This part of the route should be eliminated.	
route-37-39	not-supportive	The proposed change negatively impacts access to Baden HS and Buri Buri Elementary schools. It also lengthens the time by 10 minutes to get to school for some riders. Eliminating the Romney -- Serra -- San Felipe loop of route 37 seems reasonable given walkable access to the Alta Loma and Buri Buri from those areas.	
route-37-39	not-supportive	There is NO bus service in the area of Hillside Blvd in South San Francisco, except the route 37 for school days. This route is a waste. It never has any passengers on board. We need a route that serves the SSF BART station with the Hillside Blvd area. Currently, all we have is the SSF Free Shuttle.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-37-39	very-supportive		
route-37-39		Route 37 starts at Hillside & Grove and goes to Alta Loma Middle School. All children in the Hillside & Grove, Linden Ave and Grand Ave area of this route are assigned to Parkway Middle School. This bus route is not necessary in the areas of Hillside, Linden and Grand. The bus is always empty. This route should be eliminated.	
route-38	very-supportive	I like that it is in front of the shelter. I don't like the start time and the fact that it doesn't run every hr like normal buses.	
route-397	very-supportive	397 should serve the same stops proposed for the new 292 in SF (Limited Stops)	
route-397	very-supportive	Que todos los camiones sean puntuales en los horarios esablecidos	That all trucks are punctual at the established times
route-397	very-supportive	Que no esta pasando a la hora indicada se estababa congelando 3:57a y paso 4:20a	What is not happening at the indicated time was freezing 3: 57a and step 4: 20a
route-397	very-supportive		
route-398	not-supportive	Need this route to get to SF especially on weekends. It's a great alternative for me to get home on weekdays and weekends. Please keep this route to Sf!	
route-398	not-supportive	398 is a good fast ride for me to either SFO (direct) or downtown SF / Market street access (direct). It is also good for times when BART is not available.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	Keep the 398 during commute hours and before BART and Caltrain (if applicable) begins/ ends operations to continue express service into / out of San Francisco.	
route-398	not-supportive	I admit I am not a regular SamTrans customer. I live in Bay Meadows area of San Mateo and have SFO direct access from Hillsdale Blvd. on 398. This route is a blessing in terms of getting to the airport. The train doesn't go to the airport, and the add-ons and time are prohibitive for me. I just want to say, PLEASE DO NOT TAKE THIS KIND OF EXPEDITED ACCESS TO SFO AWAY!! That's all. Thanks for listening!	
route-398	not-supportive	I live In San Francisco and ride the 398 to and from sfo airport 5 days a week, not just myself but others as well. I've used samtrans for years and the KX got eliminated years ago and the 398 has been useful! Please keep the 398 to Redwood City and to San Francisco . Thank you!	
route-398	not-supportive	I use Samtrans and work at San Francisco international airport and 398 it is very convenient , the 292 is another option but it takes longer to get to my destination due to it stopping on every corner. Please keep the 398 bus route!!!!!!	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	I ride that bus to and from work in San Francisco. I have been a rider of KX and PX back in time. Until they changed KX to 398. It's more convient or me. Just don't have San Bruno stops anymore. And faster than 292. More convient on freeway and to Airport. I can walk 2 blocks and jump on 398 from my job and Home and get home faster than 292.. This bus helped me commute to work during Pandemic and now on rotation now I take bus 3 days each week.	
route-398	not-supportive		
route-398	not-supportive	Need this bus. You changed the KX. You gave us 398. We want this bus to continue. Riding for 17 year's this route to work and home. 2 blocks from my home. 1 block from my job. 292 to long of ride unless you have express bus during commuter time's less stops at certain time's. I tried it from my hour it took 2 hours to get to work and 2 hours to get home. I said after work I cannot take the 292. 398 faster 1 hr ride. Before added San Bruno stop 45 minutes ride home.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	We have many flight attendants who live in San Bruno and rely on the 398 to get to and from work. One major reason that we do not use the BART which is located across a busy street is because we have luggage and are in uniform. We often do not feel safe walking across an empty parking lot to get to the BART. This would also triple our commuting cost. To go into the airport it is nearly \$8, while the bus is only \$2. The Millbrae station is located way too far for us to bring our luggage	
route-398	not-supportive	Wish there was still a mid day and weekend service that goes express from Sf	
route-398	not-supportive	I often get off and on at stop 341180. Living on the other side of the 101 close to the bay there are VERY limited stops that are convenient for me to use. This stop is the closest to me and I often use it please do NOT get rid of this stop. Thank you!	
route-398	not-supportive	Cutting the 398 would have a devastating impact to those who are low income and those disproportionately impacted by having very few travel options to get to SFO. The 398 is a lifeline for so many people who work and/or travel from SFO, not to mention those who do not want to take Caltrain or BART because of the steep fares.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	Because during the weekend no Caltrain to Redwood City. We have to work there during early morning. Don't cancel 398 bus route. I am regular customers over 5 years. Please don't cancel.	
route-398	not-supportive	Don't cancel 398. I work that's area which I can through the bus there. We live in downtown Sf area. No any transportation to Redwood City especially on weekend. Please keep the 398.	
route-398	not-supportive	I am supervisor at grocery store sushi bar, my worker told me route 398 would be change no more downtown San Francisco to Redwood City then they worried about can't be work at 8am schedule during the weekend. We are store difficult hire people in this schedule because no one willing to work from neighbors. During the week they schedule at 7am but they take Caltrain, but only weekend no early train so they force me change to one hour late schedule to them. If you cancel route 398 I don't know how to find a worker. Please investigate problem.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	We are essential worker during pandemic we take route 398 everyday to work, if you cancel the bus route 398 we will be headaches. We live in San Francisco downtown and difficult to buy car for parking besides that everything getting costly we can't afford any car expenses. We also get used to take bus around 8 years from SF to Peninsula city since we immigrant here. Please keep on weekend bus route 398.	
route-398	not-supportive	Need bus service between Belmont, San Mateo (Hillsdale near Freeway 101) and San Francisco. Now no bus service between Hillsdale near Freeway 101 to Millbrae Bart. Route 292 takes almost two hours to SF which is too long Please keep Route 398	
route-398	not-supportive	Customer works at SFO/UA and boards the bus at 3rd/101. Customer wants the Route 398 to remain as a bus.	
route-398	not-supportive	Customer wants the Route 398 to remain as a bus route. Customer uses this route to get to work.	
route-398	not-supportive	Current route is great way for mid-peninsula residents to get to work at the airport or downtown. Does not require transfers. Do not eliminate this route or Route 397.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	We rely on 398 as a cost effective and efficient route to access SFO airport from Redwood City. Caltrain connection to Samtrans is not timed well and and takes a lot longer. This SFO access is needed for a lot of airport workers.	
route-398	not-supportive	Since 2017, I have routinely taken the 398 (KX pre-2018) to work in downtown SF from northern San Mateo during the Summer. Now that I have graduate college, I will be working full-time out of downtown SF this Fall. (Part 1/6)	
route-398	not-supportive	I do not have a car. I live on the east side of Hwy 101 so the 398 stop on 3rd avenue is my closest and most convenient bus stop. It is less than a 15 min walk from my house and drops me off within a few blocks from my office. (Part 2/6)	
route-398	not-supportive	I need to save as much money as I can to pay off my college debt so Caltrain is not a cost effective option because the pass costs \$98/month more than the local SamTrans pass. The train station is also a 25min walk from my house and another 26min walk to the office. If I want to save some time and energy, I must transfer from Caltrain to SF Muni, which costs even more money. (Part 3/6)	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	Although the FCX also services my neighborhood to SF, the express pass is another \$65/month. The hours of the FCX are also extremely limited. I have no convenient or economical back up options if I need to get to the office earlier than the first bus or leave the office later than the last bus. The incurred financial cost and inconvenience from eliminating the 398 makes it very difficult for me. (Part 4/6)	
route-398	not-supportive	In addition to taking 398 to work on weekdays, I also take it on the weekends to meet friends in SF or go shopping at San Bruno, Hillsdale, and Redwood City. The ECR (for San Bruno, Hillsdale, Redwood City) or 292 (for SF) would be my only other options that cost the same. However, those buses are a lot slower (292) or a farther walk from my house, with ECR being 27 min away. (part 5/6)	
route-398	not-supportive	Lastly, SamTrans is not incorporating any replacement bus routes that has a similar cost to or serves the same major stops as the 398. For these reasons, getting rid of 398 would be unfair and inequitable to me and the few other riders who I see get on and off at my stop. (part 6/6)	
route-398	not-supportive	Customer is a retired senior who lives in San Carlos. Customer wants the Route 398 to remain as is.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	I was upset back when SamTrans suddenly removed the KX but I kinda understood why since 398 and KX shared 99% the same route. I do not understand why you are removing 398 now when there are no other route that shares majority of the same stops. I do not live within reasonable walking distance to ECR or Caltrain. I work in SF Chinatown on Saturdays and sometimes late into the evening on weekdays so the hours of FCX does not serve me. I hope you take my concerns into account.	
route-398	not-supportive	I like the 398. I take it to/from RWC and San Carlos to/from San Bruno Bart, then to SFO and into San Francisco	
route-398	not-supportive	Customer needs this route to get to the SFO airport from SB Bart	
route-398	not-supportive	The existing 398 route is great. It provides service to parts of San Francisco that are not well served by Bart or Caltrain, and is a much less expensive option than rail. Eliminating this route would directly affect many lower income, non-tech workers.	
route-398	not-supportive	I use the 398 from the 101 & 3rd Ave bus stop to get to work. The bus stop is already a mile away from my residence. Furthermore, I am disabled, so losing this route & bus stop would make it impossible for me to get to work everyday.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	<p>I use route 398 very often since it provides point-to-point service to SFO without needing to change trains or buses. Taking the Caltrain requires a change at Millbrae, which adds time and cost.</p> <p>I am very supportive of the new EPX route to replace the service 398 currently provides, but am concerned about the lack of service outside peak hours on weekdays. Adding all-day and weekend service to this route would make it a better replacement for 398.</p>	
route-398	not-supportive	<p>Without 398, the 13 mile trip from RWC to SFO will cost \$8.55 via Caltrain, or travel time jumps from current 48 minutes to 85 minutes via ECR+292. Travel time for 26 miles between Redwood and SF City Halls will cost \$18 per round trip via Caltrain+Muni, or take 5 hours minimum via ECR + 292. It is outrageously expensive or inconvenient.</p>	
route-398	not-supportive	Please keep Route 398	
route-398	not-supportive	<p>Customer lives in SF and works in Redwood City . Customer boards Route 398 at Mission /7th St. at 6:02 am from Mon-Fri. Customer wants the Route 398 to remain as is.</p>	
route-398	not-supportive	<p>I have been constantly utilizing the 398 for 3 months straight. Uses the stops at 101@3rd Ave in San Mateo, SFO, and South SF. Does not want the route to be removed.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	I strongly oppose eliminating the 398 route because it currently provides a faster and more direct service between Downtown San Francisco and Redwood City. Route 398 is still the cheapest option because Caltrain almost costs \$10 one way vs. \$2.05 one way on the 398. Caltrain is still lame due to its current diesel fleet and lousy schedule. ECR takes forever due to the heavy amount of stops along El Camino Real. Please retain route 398 and consider reviving the ECR Rapid route between Daly City and Redwood City. Thank you.	
route-398	not-supportive	We need the 398 route coming to and from the airport. Sfo-redwood and sfo-sfo buses are very useful. Please do not discontinue these routes. Thank you!	
route-398	not-supportive	We use the 398 to the airport all the time (Huntington/Euclid) Please keep the 388 bus pleas	
route-398	not-supportive	Would love for it to com more often. Like that the 398 goes from Redwood City to the Airport. Currently passengers takes the 398 to 292 (transfers at the airport)	
route-398	not-supportive	Keep route 398 operating. I like having this express option into SF when BART is not running early on a Sunday morning.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	No easy alternate for 398 riders between Redwood City and SFO. Everything is longer and multiple transfers	
route-398	not-supportive	Please do not eliminate route 398.	
route-398	not-supportive	Please keep the original routes for 398. My roommates and I are taking them to and from the airport to San Bruno everyday. Thank you	
route-398	not-supportive	Would like to make sure the route 398 bus route is continued running. This bus route serves my needs perfectly. Please keep this route going!	
route-398	not-supportive	I use route 398 to go from work to my place in San Bruno. It is sometimes quicker since I can,Ã always take Caltrain or wait for the ECR bus.	
route-398	not-supportive	I need this bus to get to and from work at the airport.	
route-398	not-supportive	Please keep Route 398! We appreciate the direct SF to Redwood city route via SFO.	
route-398	not-supportive	Customer lives in Menlo Park and regularly rides the Route 398 to SFO Airport. Customer wants the Route 398 to continue to exist and the frequency of the Route 398 increased to every thirty minutes.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	Flight Attendants and other Airport employees of all airlines who live and use Huntington Ave & Herman St stops; as well as further down on San Bruno stops on depend on this route day and night. (This includes the residential areas and the very large Avalon Apartment complex. Please reimagine new advertising that helps the public locate bus stops around town and from the airport (Car Rental hidden bus stop) These are economically ,“ HARD TIMES,” not the time to eliminate ways to get to & from WORK. There are groups of Roomates needing your bus services. Please keep 398route.	
route-398	not-supportive	Route 398 provides a better alternative than Route 292 to San Francisco from SFO airport during hours when BART is not in operation. In particular: for my commute home to the city on Sunday evenings after 9 PM. Please do not eliminate this route. Or, as an alternate, I would appreciate having certain trips on 292 operate as an express route similar to 398.	
route-398	not-supportive	I can,“ find a bus that will go from San Carlos to SFO. It says EPX will go to SFO only during rush hour. SFO operates all hours, and this will seriously inconvenience SFO workers and travelers. The alternates CalTrain/Millbrae transfer is too time consuming and CalTrain is too infrequent. The ECR/292 transfer is also too time consuming.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	I,Ãm a senior who works in SF. We need safe, reliable, efficient transportation from San Bruno to downtown SF. BART is none of the above. Many downtown exits remain closed && frequently filled w/ homeless, drug addicts/dealers, etc. Only one exit w/ escalators in UN Plaza. Long delays on rainy days &&/or when someone is on the tracks. No restrms, water, food inside stations. No police to keep crazies away from riders. CALTRAIN is too far from SF downtown && Muni is unreliable.	
route-398	not-supportive	My co-workers and myself depend on the 398, we find it to be more efficient getting to and from redwood city and the airport. We thought that is one of your better lines being it goes on the freeway and saves us time.	
route-398	not-supportive	I can see why many on NextDoor are so upset about the 398 bus route being eliminated. It is the one bus many people use. Are you paying attention to the needs of your customers? Have you asked those who ride it? I use it often and know one has ever asked me. I do have my music on sort of loud, so if you made announcements on the bus, sorry, I didn't hear those.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	Am I too late to put in my vote not to stop the 398 bus? I take this bus to stops I go to often. Of course, the SFO stop is key. So convenient. So relaxing. Just show up at the stop and before you know it, you are at the airport. Please, please don't get rid of the 398 bus!!	
route-398	not-supportive	As someone who often uses the 398, I was sad to read today the you are thinking of eliminating the route. Really? That's by far my favorite route. The airport destination is particularly handy. I would like to put in my two cents and say instead of getting rid of 398, why not advertise it more, or charge more. But not eliminate it.	
route-398	not-supportive	Figures....I just find a bus I actually want to use, and you guys want to get rid of it. I thought it was too good to be true: a bus that picks me up, gets me to SFO quicker than the others, and only costs \$2.50. Oh well....	
route-398	not-supportive	I am part of the campaign to stop the elimination of Route 398 bus. Best way to get to many locations including the airport. Why not keep it? Please!	
route-398	not-supportive	I can reach SFO from San Carlos in just 35 minutes for only \$2.50. 298 will take an hour and be much more expensive	
route-398	not-supportive	I do not support eliminating bus 398. I use this for work and for travel. I will take me over one hour to get to work and cost much more if you get rid of 398.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	I don't know if my writing this will actually do any good. Seems like you've already made up your minds. But whoever was on the committee to stop the 398 route doesn't ride the 398. If they did they would see people who use it to get to work and to the airport. Please don't get rid of this route.	
route-398	not-supportive	I don't want you to get rid of the bus 398. I like the route. Nice bus. Close to my home. Cost not much. Family uses. Please. No. yes	
route-398	not-supportive	I like the 398 bus because I is easy to pick up, goes to the airport, and cost very little. I don't like that it only runs once an hour, and that it doesn't start earlier in the day and last longer into the night. Please don't eliminate. yes	
route-398	not-supportive	I'm not sure why you want to get rid of the 398. There's always lots of people on it when I ride. Instead, couldn't you just charge more, or advertise it. I know lots of folks who don't know it exists. Please don't get rid of it. Thanks.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	Is it true? Are you eliminating the 398 bus to the airport? I hope the Nextdoor person was reporting it wrong. If so, I am here to ask you to not get rid of it. Love the destinations. Love the clean, warm bus (cool in summer). Love the low fare. If I could, I'd even ask for more buses and earlier and later pick ups. When my last flight was delayed, I missed the last bus!! Please do not get rid of 398	
route-398	not-supportive	Just heard about the possible elimination of route 398 from neighbors on Next Door, our city's e-bulletin board. I ride that often and always see many other riders. It only goes through my city once an hour, so I don't know why it is so important to get rid of it. If you can't afford it, just have less times that it goes every day. Or charge more. I would pay more.	
route-398	not-supportive	Just heard from NextDoor that you want to do away with route 398. Big mistake. My friends and I use it for business and pleasure travel when using SFO. I see others on the bus each time. Why get rid of it?	
route-398	not-supportive	My family and I take the 398 often, sometimes even for flights out of San Francisco Airport. Please don't close this route. We can walk to the pick up in our city.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	NextDoor is starting a campaign I see to try to convince you to keep the 398 bus going. I can say that it is the only bus I use. I mostly use it to get to SFO, but have used it for other things. I'm a senior and it would be impossible for me to navigate the 292 bus route from my city to SFO, physically. And the cost would hurt my budget. Love the 398. Hope this request isn't too late. Don't take away my transportation.	
route-398	not-supportive	NextDoor said this was the last day to let you know our opinion. I use the bus and don't want to see it gone.	
route-398	not-supportive	Nextdoor says you are getting rid of the 398. Please, get rid of some other route, but not 398. How will I get to the airport?	
route-398	not-supportive	Oh, I like so many things about the 398 bus. It is 5 blocks from my house, so I can roll my luggage down to the bus stop. I can get to the airport in 35 minutes. The price is amazing. Please, don't eliminate the bus route. Thank you. yes	
route-398	not-supportive	Route 398 provides the corridor I use up and down the peninsula in a timely manner and for much less than the many connections I would have to take if I used other routes. Please don't eliminate 398!!!	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	Saw on NextDoor this morning that this is the last day to protest your eliminating the 398 Bus route. Please don't. I know lots of people who use this bus, especially to get to the airport. I don't know how to replace it - what other buses to use.	
route-398	not-supportive	Thank you Next Door online for letting us know about the possible elimination of route 398. Is it definitely eliminated? Does it still have a chance? What can we do to make sure it stays?	
route-398	not-supportive	The post of Nextl door said today is the last day, so I hope you will accept my plea not to close the route 398 bus. Thank you. It's nice to the airport.	
route-398	not-supportive	Use the 398 bus to get to SFO	
route-398	not-supportive	What would we use to get to the SFO airport?	
route-398	not-supportive		
route-398	not-supportive	Please keep Route 398 --- we take this route from Redwood City to SFO when we fly out of SFO.	
route-398	not-supportive	I'm new to the area, but this route seems important to keep.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	Removing this route really limits people from local cities to get to SFO. Seniors don't want to use an unfamiliar Uber driver. Having this bus option still gives them some independence. Even younger people benefit. Owning a car, pay I get for gas & insurance, and navigating Bay Area traffic are challenging. Please keep this route available.	
route-398	not-supportive		
route-398	not-supportive	This route is very affordable especially for seniors for a ride to the airport or to the city. It is a comfortable ride heated and air-conditioned for all who take it.	
route-398	not-supportive	Too many routes are eliminated. Less routes=inconvenient=low ridership. This is a great route to keep for the elderly.	
route-398	not-supportive	This is important for me	
route-398	not-supportive	Please Do not eliminate this route..	
route-398	not-supportive		
route-398	not-supportive	We need these options on our transportation system! Uber and Lyft rides\$\$\$\$ are out of reach / reality.	
route-398	not-supportive		
route-398	not-supportive		
route-398	not-supportive	Currents route is so convenient for getting to SFO	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	not-supportive	Please keep this bus route. It provides a much needed alternative to Lyft and Uber as well as keeping traffic off the roads. It also keeps another car out of the already crowded airport. Our area needs all of the public transportation we can get!	
route-398	not-supportive	398 is the best connection to SFO from El Camino Real residents. ECR+BART or whatever bus connection at Millbrae - it's acceptable, but only if passenger won't have to walk (with his bags) anywhere from the bus stop. In the new plan I see 292 visiting Millbrae/El Camino. If you'll eliminate 398 make sure the 292 stops at the same stops as ECR (that both ways !)- to pick up/bring passengers going to/from SFO.	
route-398	somewhat-supportive	El 398 que sale a las 3:20 en ocasiones se sunfan en el Camino con el casa le 3:40 y aveces llega primero el que sale mas tarde y por esa a el que la toca trasborder en ocasiones ya no alcanza el otro autobus y tiene que esperar mas tiempo.	The 398 that leaves at 3:20 on occasions sunfan on the road with the house at 3:40 and sometimes the one who leaves later arrives first and for that one who has to transfer on occasions the other bus no longer reaches and have to wait longer.
route-398	somewhat-supportive		
route-398	somewhat-supportive		
route-398	very-supportive		
route-398	very-supportive	There should be a shuttle from SFO to Downtown SF, but not necessarily the current 398	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398	very-supportive	Please run 398 every 20-30 minutes many people depends on this route for work. Also please stop on the bus stop when there are people wait for it. Thank you for providing safe bus ride.	
route-398	very-supportive	I am against getting rid of the 398 bus. It is so convenient for me. I live only 8 blocks from the pick up in San Carlos. The alternatives take twice the time and about 4 times the money. Please don't get rid of it.	
route-398	very-supportive	Dislike that other plans to improve the ridership instead of canceling a beneficial service. The plan to remove this service is expensive for those who can't afford Uber and lift.	
route-398	very-supportive	Has no idea this route existed to SFO. I've been taking 2-3 different modes of transportation to get to the airport because I didn't know this option was available. Please keep this route for our community to use in order to keep individual rideshare vehicles off the road. Wish this route was more publicized for the community to use. Hope you use very soon!	
route-398	very-supportive	Would like to keep the bus to the airport.	
route-398	very-supportive	I feel safer on a bus with others than I do with an Uber driver.	
route-398	very-supportive	Easy method to get to SFO	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-398		We need service in the Bair Island neighborhood (East of 101, between Whipple and Redwood Creek) There are over 1000 residences here with 500 more planned, and some kind of bus service is needed to get people to the Redwood City Transit Center and Cal Train.	
route-398		I work in San Francisco. I hope you can add San Bruno route on early commute during weekdays.	
route-398		i use for work. very important. need to get to sfo. can't afford 298 connections.	
route-53-55	very-supportive	The proposed route improves access from N. Delaware neighborhood to Park Elementary without negatively impacting access to Borel.	
route-53-55	very-supportive		
route-61-95	not-supportive	Our children ride the 95 bus and use the Brittan/cedar stop. We would no longer use the bus if the ride time extends as it would require us to leave much earlier to catch the bus. Also, the 95 bus home already comes very late (almost 45 min after school lets out) so we would not take that home if it takes even longer. Please keep route 95 - it saves traffic to charter and helps the entire community	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-61-95	not-supportive	<p>What is considered low ridership. My students take the 95 in the morning (7:53am) at Brittan and Cedar and there are at least 10 students getting on at that stop alone (and there are already riders on the bus)</p> <p>Also if the option changes to taking the 61 and the pick up time and location remains the same but 10 min is added to the route we will no longer be able to use the bus due to school start time.</p>	
route-61-95	not-supportive	<p>We have been taking the 95 bus for several years, and it has worked very well even though it cuts the time very close to get kids to San Carlos Charter before class starts. Adding another 10 minutes, which likely is an underestimation, will ensure all Charter students will be quite late for their first class.</p> <p>Furthermore, the 95 is usually full, so adding stops/riders doesn't make sense. We will not ride the 95 bus if you extend the route as proposed.</p>	
route-61-95	somewhat-supportive	<p>I like the merger of the routes, but I don't want the route to stop going to Alameda de las Pulgas from San Carlos Ave, as my stop is on that side, but I will have to find a new stop now.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-61-95	somewhat-supportive	Good: the hill loop is kept and Central is on the route. Youth center and Brittan Acres are close. This should be but isn't the route to take Caltrain in the AM. Maybe you think residents in the hills will connect to Rte 295 instead of self-driving to stations in SC, RWC or Millbrae? Missing: transit to and from Laurel St., the Adult Comm. Ctr, Libraray, or the SAMTRANS building itself! Relied on the bus in the 80's but didn't work for my kids in the 90's and 00's. Glad now for some hope for transit-poor SC.	
route-61-95	very-supportive	Makes sense to consolidate. Hope you'll introduce more buses for this route especially in the morning to better accommodate Carlmont 1st period start time.	
route-61-95	very-supportive	The proposed route seems to preserve access to CalTrain at the San Carlos Stop while eliminating a portion of the existing route with relatively low ridership while maintaining access to the school.	
route-61-95	very-supportive		
route-61-95	very-supportive	Preserves school service	
route-61-95	very-supportive		

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-80	not-supportive	I'm writing to comment about Route 80 being eliminated-it's not on the dropdown list. My 2 children along with many others rely on this route from Oak Knoll School to get home each day. Most of the bus riders live about 1.5 miles away from school and there is no district transportation for them in the afternoon. They are mostly children in grades K-3 who couldn't safely ride their bikes all the way home. We all really hope you will reconsider canceling this route in the spirit of helping the children and families who rely on the bus daily.	
route-80	very-supportive	While access to schools is important, these schools are situated in neighborhoods that generally serve families that do not use public transportation as the mainstay of transit. If eliminating this route diverts resources to areas in which the average family relies on public transportation, then the elimination of this route would be a prudent reallocation of resourcecs	
route-80	very-supportive		
route-83-84	very-supportive	The elimination of the Middlefield/Fair Oaks Ln/Encinal loop appears to be an appropriate step as long as access for East Menlo residents to Encinal Elemenatary School is not impacted.	
route-83-84	very-supportive		

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-85	not-supportive	We rely on the morning route for the 85 to have our child go to school, given our work schedules. Especially in the pandemic when not everyone feels comfortable carpooling, we absolutely need the 85 route to continue. In coming years, there are toddlers who will be of school age and the ridership will increase.	
route-85	not-supportive	My daughter will start Kindergarten this fall at Ormendale and we live on Skyline so I am hoping the morning bus will still be an option for us. Thank you	
route-85	not-supportive	Our street off of Skyline has five young families totaling eight children who will all be school age in the next few years. The oldest child on our street already rides route 85 to school and the rest of us are also looking forward to our children having this possibility. A change to the route would severely limit options for working parents in our area.	
route-85	not-supportive	Please keep route 85 service for morning and afternoon. My kids will be utilizing this route soon.	
route-85	not-supportive	Please keep this route, it serves the children of the skyline/skywood area well. It is necessary for parents.	
route-85	not-supportive	My two kids are taking the bus to Ormondale school every morning from skyline. And half week to go home in the afternoon. We need the bus!	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-85	not-supportive	The morning 85 bus to Ormondale and Corte Madera is critical public transportation to families who live in the Portola Valley School district. Many families depend on this bus route.	
route-85	not-supportive	Canceling the morning School Service for Route 85 seems strange given the number of students I witness taking the bus each morning. My children (grades 3 and 7) both use the morning bus services throughout the year and we rely on this service to get everyone to school and work on time. The afternoon service has much fewer children taking the bus. I work at one of the schools and know the ridership at this time is low as I walk those students to the SamTrans every afternoon.	
route-85	not-supportive	<p>Kids in this area will have no way to get to school we are using the bus a few times a week. Perhaps a small bus is a better cost effective option.</p> <p>Wednesday is most important to keep please</p>	
route-85	not-supportive	<p>Why is there such a concern about ridership on the morning route? There were easily 15 kids that got on this morning at the main Skyline/84 stop. Not every child takes the bus daily, but in total there are easily 20+ children who utilize the bus on a regular basis. Many families, including mine, rely on the 85 bus. Please do not take away the route.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-85	not-supportive	We need this service. Morning service, especially with all the construction around the area and/or tree servicing for power lines, helps all the families in this area. By using the bus we are helping the environment. I would like to know what the current numbers of riders are for this route. I also have another son who will be going to school in the next year, in my neighborhood there are at least 7 more children like my own child. We need to keep this route.	
route-85	not-supportive	Route 85 is VERY important for us in the morning and we use it often for our son to get to Corte Madera School. The route is used by a large number of kids regularly. Your suggested elimination of the morning route 85 would put all of these parents in a difficult position	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-85	not-supportive	<p>Good morning, because of the pandemic it would be natural for there to be lower ridership numbers. Now that a normal routine is being established for attending school, parents are just beginning to use bus route 85 again. Since the beginning of the school year ridership has been increasing every week, as word gets out and families become familiar with the route. Keeping route 85 both morning && afternoon is essential for all families, to get children to school. Please do not eliminate the morning 85 route. It is an essential service and fundamental for getting our kids to school.</p>	
route-85	not-supportive	<p>Please don't eliminate Route 85 between Skylonda and Corte Madera/Ormondale schools in Portola Valley! Although ridership might be low right now due to Covid, soon as the younger kids get vaccinated, it should go back to normal. Back in the old days, that bus used to be jam packed after school, and often as many as as 10-15 regularly rode it from the Skywood Trading Post down to school. There are numerous families up in Skylonda that depend on that route to get their kids to school. Please don't take that away from us.</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-85	not-supportive	<p>15-20 Ormondale and Corte Madera students ride the morning bus to school each day. Is this considered "low ridership"? How is data collected? I depart home for work/childcare at 6AM with our 2 y/o. My wife has already changed her work schedule to get our 6 y/o Ormondale student to the Skywood bus stop for a 732AM departure. Removing the morning route would inflict a change on our work schedule. It would be highly impactful to us and other parents. Not to mention, there are 5 non-school-age children in my neighborhood who may use the bus in the future.</p>	
route-85	not-supportive	<p>Please do not eliminate the 85 route. Many families utilize the 85 bus in the mornings. The ridership that was cited during the Zoom meeting- 16 total per day morning + afternoon does not reflect what I have seen, which is easily about 15 children total on the morning route alone.</p> <p>If cost is an issue, some families like mine would be willing to contribute an extra fee to keep the route going. Also, the Portola Valley school district does a lot of fundraising. Perhaps some of those funds could be used to support the 85 bus route?</p>	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-85	not-supportive	We rely on route 85 morning and afternoon routes. Low ridership is simply not true. The issue is the drivers keep getting lost and not making it to school on time. You need a dedicated driver, one who is good with kids and is consistent, and knows the route.	
route-85	not-supportive	Keep both routes! Our school won't provide a bus and we need the support.	
route-85	not-supportive	Our child begins school at Ormondale in the Fall and we plan on using the 85 bus as our work schedules do not accommodate school drop offs or pickups.	
route-85	not-supportive	We moved to the area and rely of having the bus to transport our daughter to school.	
route-85	not-supportive	Due to our work schedule, we rely on having the bus transport our children to school.	
route-85	not-supportive	This would disrupt my way of transportation for school for my children.	
route-85	not-supportive	My daughter has decided to take the morning bus to school from Skyline Blvd to Corte Madera. Please don't discontinue this service! The whole neighborhood is finally getting behind it. It's gonna save so many working families the hassle of driving back and forth to school 25 minutes away. That will reduce traffic on the road, promote safety on a difficult section of highway and reduce emissions - all goals that public transit is designed to achieve.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-85	not-supportive	The 85 morning route to Ormondale and Corte Madera schools is a very critical route for families living in remote areas of the school district, especially now when carpooling is difficult due to CIVID concerns. The bus provides a much safer environment for children who need transportation to school.	
route-85	not-supportive	Hello. I don't understand why you want to cancel this route, my 2 kids take the bus 85 to go to school, ormondale, EVERY DAY! there is at least 15 kids every morning taking the bus, this is not low usage route. They also take the bus to come home 3 times per week. This is life saver for us, please consider keeping this route running. Thanks	
route-85	not-supportive	15-20 kids ride the 85 to Ormondale and Corte Madera each morning. Removing the morning service will be highly impactful. I've been told that the route was established as a part of a redistricting effort, diverting Woodside kids to Portola Valley schools, instead of the more convenient Woodside elementary. Before adopting this change please consider a parent who wakes up at 520AM to get kids to school and work. Ormondale is the opposite direction of my work commute, and this change would result in a hardship.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
route-85	very-supportive	If the elimination of this AM route with documented low ridership reallocates resources to neighborhoods that rely more heavily on public transportation, then this would be an appropriate action.	
route-85		I just want to keep the school service as we plan to use this for our kids to get to school.	
route-87	not-supportive	Need at least occasional service on this route. It's hard to even know when a school day is.	
sfo	not-supportive	Route SFO needs to be retained as a reasonably-priced connection to Caltrain and ECR. The BART fare is extortionary for just one mile of travel. If route SFO is killed BART must price service to Millbrae at the normal rate.	
sfo	not-supportive	WHY! this is such an easier and less expensive option. You need to put more into advertising this if ridership is your concern. Actually all routes thru or to SFO should remain. SFO employees use these routes!	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
sfo	somewhat-supportive	I have tried to take SFO bus twice once from airport to Millbrae and today from Millbrae to SFO. Both times the bus no showed. Why have a timetable which does not even exist. Even airport information desk stated not to trust the bus service and take the Bart as today Sunday I should have waited Bart 32min from Caltrain to airport I decided to check the bus which Should have left 11.33 10/31. It's now 11.38 and no bus and as I call the 511 with STOP ID the message states that there are no predictions for 90min!!!??? Why??	
sfo	somewhat-supportive	I live in Millbrae and regularly use route SFO when flying out of and returning from flights at SFO. The problem with the current SFO route is its low frequency, of service and no BART from Millbrae to SFO is not as convenient as the bus as it involves a long ride on SFO Airtrain after attiving at SFO via BART plus high BART fares. If SFO route is discontinued, please route Bus 292 through Millbrae BART/Caltrain Station to allow Millbrae riders to connect to SFO airport using rout e 292. Thanks.	

Route	How supportive are you of the proposed changes to this route?	Please tell us what you like or dislike about the proposed changes.	Translations
sfo	somewhat-supportive	Although the route may be duplicate with Bart to airport, but Bart cost too high compare to Samtrans plus additional time taking Samtrans to Bart station not included what you are carrying luggage with you. Bart has very limited trains goes to airport during rush hours. Further, weekend takes longer time to wait for Bart. Taking taxi maybe save time but also cost more. This also giving me very limited option in changing job for taking bus than driving.	
sfo	very-supportive		

Appendix B: Public Comments Submitted via Email

Date Received	Comments
4-Oct	Please do not eliminate the Beach Park and Marlin bus stop from route 251/256. This route and stop have been absolutely critical for my morning and evening commutes. I understand that eliminating it will help streamline the route, but I and others use this bus everyday. Please reconsider keeping the Beach Park and Marlin stop.
7-Oct	Under the proposed changes for Route 292, what stops would it make on Potrero Ave in SF? The website says "Stops along Potrero Avenue and Mission Street would be the same as those used by Route FCX." But the FCX doesn't appear to make any stops along Potrero Ave. It gets on/off 101 in SoMa: https://www.samtrans.com/schedulesandmaps/timetables/FCX.html) Trying to understand the impact on me as someone who lives near the current Potrero Ave & Mariposa St stop.
11-Oct	Hi! I'm a long-time commuter who has used your services for many years. First, I'd like to thank Christie for taking my call just now and express my pleasure and pain for the upcoming route changes, and I'd like to expand on that by focusing on SFO Airport service. Perhaps, if I find more opportunities to further refine your network, I will send out additional emails. (it continue from here and includes an attachment)
11-Oct	Hi, I am the parent of student who currently goes to Ralston and who will go to Carlmont. I would like clarification about how the proposed changes will impact Redwood Shores students who are commuting to these schools via SamTrans. Route 67 not addressed at all for the proposed changes, so it is unclear if the Sam Trans busses will continue to come into the Shores or if the furthest the busses will come is Bridge Parkway. Will this be the same for the Carlmont busses too?

12-Oct	<p>Hello again! As I keep reviewing your upcoming system change, I have noticed a potential gap in service that can provide an opportunity: Extend Route 112 from its proposed southern terminal at Clarendon & Francisco via Sharp Peak Road and College Road to Skyline College in neighboring San Bruno.</p> <p>Since your agency is looking to eliminate Route 140, which currently provides direct service between Pacifica and Skyline College, I believe that extending the 112 eastwards from Downtown Pacifica directly to Skyline College, using Sharp Peak Road, can provide a third way to Skyline College, aside from the 121 (from Daly City BART, Seton Medical Center, Serramonte Shopping Center, and San Bruno BART) and the 124 (express service from Daly City BART and Serramonte Shopping Center). With this alignment, residents and workers will have a third option, via Pacifica, further reinforcing the need for redundancy for folks living in northern San Mateo County to get to popular destinations like Serramonte Shopping Center and Skyline College. (Attached to this email is a map for your reference)</p> <p>With an additional 2.4 miles and a drive time of up to 10 minutes per way, I hope this extension from your proposed terminal in Pacifica will help college students and workers from Pacifica, Montara, and Half Moon Bay to access Skyline College quicker than going through Serramonte Shopping Center or, worse, Daly City BART (via Route 110). My primary concern for this extension, however, is a question that has been bothering me since last night, after talking to a former SamTrans operator: is it true that buses are not allowed to use Sharp Peak Road to travel between Pacifica and San Bruno? If so, why? If not, is there an opportunity to use that corridor again? That same operator told me, he used Sharp Peak Road--when it was originally a one-lane road per direction--as part of his deadhead between Pacifica and the North Yard next to SFO Airport. Another operator told me it was part of a local SamTrans route which was axed many years ago due to low ridership. However, given that your agency is looking to rationalize the network, this might provide a perfect opportunity to revisit a corridor that, while sparsely developed between Pacifica and San Bruno, provides a crucial link between a major institution and the coast.</p> <p>If you're interested in considering this proposal, let me know. Thank you once again.</p>
12-Oct	<p>I am looking at the new proposed bus routes, and I was wondering if there are any proposed bus stops for the new route 250 which would run along Hillsdale Blvd.</p>
13-Oct	<p>We heard that Sam Trans is planning on consolidating Routes 61 and 95 in San Carlos. We rely on Route 61 to get our kids to and from their schools so are concerned about the impact this could have on our family. What does the proposed combined route look like and what would be its timetable?</p>

15-Oct	Please keep the 140 Bus Line, it have serve me wonderfully for like over a decade, helping me get home from various school and even some different jobs. Even with the recent Covid times, I'm able to take the 140 less than a hour before my shift start at my current job at Lowes and still get there with plenty of time to prepare for the day. So please don't shut the 140 line down.
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17-Oct

I would like to urge you reconsider your plan on the changes to the Route 260. The route is critical for students in Belmont to attend their schools (Carlmont High School and Ralston Middle School).

Belmont has one high school and one middle school (another campus hosts some middle schoolers). So, most students in the entire Belmont attend these two schools. They HIGHTLY rely on the bus route to get to their schools. Each morning on school days I can see many students waiting at the stop at the cross streets of Hallmark Dr and Ralston Ave. Based on your plan, the stop will be eliminated due to shortening the route.

In Belmont, there are 4 major communities: Hallmark, Cipriani, Redwood Shore, and the area between the 101 Hwy and El Camino Real. So, all students from these areas need to go to the only one high school. One thing is unique for the Hallmark community. Because the Hallmark Dr is the only way out, the bus stop at the cross of Ralston Ave and Hallmark Dr is the only stop which can serve the entire community. When you eliminate that one, it means you will leave ¼ of the communities out.

For some of those in the Cipriani area, the distance might be close enough to walk to the school. For those from the Hallmark area, it is too far to walk to the school completely. So, they are the ones who truly need to take the bus rides. By the way you currently planned to shorten the route, it really stops serving those who truly need it. If they have to walk to the stop at the Cipriani, it means they have completed more than half of the distance which is currently covered by bus rides. In that case, it is not much different from walking all the way to the school or they will have ask parents to drive them to the school. That will make the traffic MUCH worse and it is not good for all people since many need to drive their kids to the schools and go to work.

If parents can drop their kids at the cross of Hallmark Dr and Ralston Ave, it saves the traffic since they will either heading for Hwy 92, which is the opposite direction, or heading back home. So, if you can keep the stop at the cross, it benefits all the people currently having to travel in the direction and even your bus might have easier time due to lighter traffic. If they have to come to drop kids at your Cipriani stop, they may simply drive them to the school since it is that far from it any more and the traffic there will get much worse.

Suggestion:

1. I will suggest you to keep the stop at the cross of Hallmark Dr and Ralston Ave. For the communities beyond the Hallmark, they do not come to the Carlmont High. So, extending it further will not help any or many. But keeping the stop there will benefit the entire Hallmark community. We see more and more young families moving in which means there will be more and more riders.
2. You can consider having less schedules instead of shortening the route. You know the most riders of the route are schoolers. So, it may be a good idea to have schedules only at the early morning hours and mid afternoon hours (e.g. 7:00 – 9:30 and 3:00 – 5:00). It is better to have one every 15 min. Currently, many (e.g. mine) do not take the bus for certain days because the schedule is once every one hour which may make them miss their class schedules by just a few min or getting to school almost one hour ahead. If you have more frequent schedules, it will be more convenient and more probably will take the bus.
3. If your bus needs an easy way to turn around so to head back, you can even consider having it circle into the Hallmark community (e.g. right turn on Wemberly, right turn on St James, and right turn on Benson Way, and left turn back to Hallmark to go out) or even have stop(s) there to be even more appealing.

Anyway, I suggest strongly to keep the stop and change the schedules to solve your problem of only having student riders.

18-Oct	<p>The proposed schedule system changes seem to eliminate all service to the upper half of Ralston / San Mateo past the middle school. This does not seem to be in the best interest for the communities that are in these areas. This also eliminates all easy bus access to College of San Mateo from the upper area of Belmont. Please address these concerns when considering schedule changes.</p>
19-Oct	<p>I'm listening to the North County meeting tonight and heard someone on staff say that there would not be any public comment, but to send an email instead.</p> <p>I am writing in support of Sam Trans bus service from the South San Francisco BART to Oyster Point. As you may know, we announced our move to South San Francisco and are looking to gradually open our office on Oyster Point Boulevard over the next few weeks, steadily increasing our capacity as floors become available. In Q1 2022, pending any other pandemic related issues, we hope to have more Stripes in our office hopefully getting to our full capacity of nearly 2,000 employees.</p> <p>A strong transportation infrastructure is critical for our new office's success, especially as our employees get reacclimated to in-person work. Removing the South San Francisco BART to Oyster Point route would be detrimental for our employees' commute options and I urge you to reconsider.</p> <p>Please let me know if you have any questions -- I am more than happy to have a larger conversation on this.</p>
19-Oct	<p>Dear SamTrans,</p> <p>I attended the Reimagine SamTrans meeting this evening and want to congratulate your team for being so forward-thinking about mass transit in San Mateo County. I know it's a huge undertaking and I applaud your efforts to seek the input of your constituents and riders. My company, Cytokinetics, is located on the East Side of Highway 101 in South San Francisco and will be relocating to a new building at the end of Oyster Point Blvd. We know that once the global SARS-COV2 pandemic ends, we're going to see even more congestion than before the pandemic began, due largely to all of the new life science development taking place in our city. I simply want to request that SamTrans provide increased service frequency from SSF BART to Oyster Point during morning and afternoon peak commute times to help alleviate congestion.</p> <p>Cytokinetics belongs to a coalition of SSF life science companies dedicated to mass transit and other non-single passenger vehicle alternatives for commuting. Genentech has largely lead this effort, and I'm quite confident that our coalition would be willing to spread the word about SamTrans service in order to increase ridership and help make the route more financially sustainable.</p> <p>Thank you</p>
19-Oct	<p>In the proposed new system, will new stops be added for the rerouted section of route 130 on Grand Ave between Linden Ave and Dubuque Ave in SSF? More specifically, will there be a new transfer point for routes 292 and 130 at Airport and Grand? If so, will the schedule be adjusted to allow for timed transfers? Thank you for your time.</p>

18-Oct	<p>Though Industry Safe: Please do not modify or change your current 260 routes (2 of them) except to GIVE BACK the 260 on Saturdays to CSM. During Covid it was modified to Polhemus - but even now on Saturdays there are Saturday classes at CSM as well as the seniors/people who count on the San Mateo Athletic Club for workouts. Redwood Shores spent 17 yrs trying to get back the full loop of the Shores which includes Marine Parkway East to Shearwater, to Redwood Shores Parkway - to San Carlos Train Center (or going right on Bridge Parkway - left on Marine Parkway to downtown Belmont and on toe CSM. I dare you to refute the logic in the bracketed logic below: (Ridership is low because of Covid and the schools were on Zoom. The schools are back into full education and ridership will be back to normal.) Please do not make the changes you are thinking about on much or all of the 260 routes except returning service to CSM.</p>
22-Oct	<p>As an East Palo Alto resident, I would like to express my delight at reading of the new EPX route to support us and other east-county areas! It will be wonderful to get to bayfront parks, car and garden businesses, east-side neighborhoods, and even the airport - to say nothing of connecting to BART, as shown on the proposal at https://www.reimaginesamtrans.com/wp-content/uploads/2021/09/01-Recommended-Network-v3.png</p> <p>Making the EPX an express route is a further enticement. Along with the potential for on-demand connections...</p> <p>Thank you for fulfilling your/our wishes for enhanced direct routes, service to areas which need it, and shorter headways on through routes. I await more news on frequency for late-evening and weekend changes.</p>
	<p>Since the Express KX route to SF was discontinued, what route is similar to KX? I live in San Mateo (near Hillsdale Shopping Center) and use to take the KX to SF. Sent from my iPhone</p>
	<p>As the Bay Area encourages people to leave their cars at home taking public transportation how is this going to work when your bike racks on busses are not ebike accessible? Ebikes are the future and a huge part of this! Very disappointed your engineers overlooked this simple yet vital part of the plan! 😞 Please send me a response with information of whom and what department oversees this.</p>

29-Oct I would like to again suggest extending the Route 260 up to the cross of Ralston Ave and Hallmark Dr, instead of making the Cipriani as the last stop.

This morning when I drove by I could see 10+ students waiting at the stop next to Hallmark Dr. and another 10, roughly, at the stop close to Tahoe Dr. This is just at one schedule. Also, I could see 30 to 40 younger students passing through the cross at Hallmark Dr. and Ralston Ave. They headed either for Ralston Middle School or Fox Elementary. That was just at that one moment. If you check the period 15 min ahead and after that moment, you will see many more. Almost all of them will go to Carlmont High in a few years. They will be the riders!

If you can have a schedule every 15 min, it will be much more convenient and there will be more students willing to take bus. Now, if they miss one schedule, they cannot get to school in time and if they take one schedule earlier it is far too early getting to the school. That is why my daughter does not take bus on Wednesday and asks me to drive her there since she would be in school one hour ahead of her class otherwise. You don't really need any schedules between 10:00 to 2:00. Why don't you remove those and add more to when they are truly needed: between 7:30 to 9:30?

If you have problem making your bus turn around, you can either have your bus come into Hallmark and circle around one block to turn around, or you can have the bus come into the Lassen Dr and turn around along Tahoe Dr to go back to Ralston. Have your last stop at the cross of Lassen Dr and Ralston Ave which can also serve those students coming from Hallmark area. Also, you can have a stop on Tahoe Dr which will make a lot of those in that community happy.

Anyway, DO NOT make Cipriani your last stop. Please make sure the Lassen/Tahoe community, Belmont Canyon Rd community, and Hallmark Community will all be included into your service consideration. They might count towards 1/3 of the entire Belmont population.

Thanks ahead for considering my suggestions.

29-Oct	<p>Hi Reimagine SamTrans staff,</p> <p>An easy and inexpensive way to improve the SamTrans passengers traveling experience would be to require all drivers to allow passengers in exposed transportation hubs like</p> <p>Daly City and Colma, to board the buses before the departure times.</p> <p>This of course assumes they are not on a legal work break.</p> <p>It is a miserable experience standing in the heat/cold/wet/ on the platform while drivers sitting comfortably, ignore their passengers, and does not encourage passengers to travel by bus.</p>
31-Oct	<p>The 292 Northbound failed to show up twice within a week causing me to be late to work on these two occasions. I've had to use my very hard earned company time to compensate for my tardiness. How about forgetting the reimagination of SanTrans and just offer basic reliable service. This is the last week I'm using your service. Please don't target Veterans and Senior Citizens. Waiting for more than an hour is COMPLETELY unacceptable!!! I'll be calling for my apology letters soon.</p>

2-Nov	<p>Hello again!</p> <p>I've reviewed your plans for Routes 121 and 141 in greater detail, and it looks like:</p> <ul style="list-style-type: none">• To operate Route 141 hourly, even with an extension to San Bruno Senior Center weekday middays, the one bus that will run to west San Bruno will have to sit at San Bruno BART for around 30 minutes, which might not be a best way to keep that route productive. <ul style="list-style-type: none">o One possible solution to this would be to interline the 141 with the new EPX service to provide continuous service between west San Bruno and East Palo Alto via SFO Airport, especially when both lines will run every 60 minutes.o Another possible solution might be to improve frequency on the 141 between San Bruno BART and Shelter Creek to every 40 minutes daily since the estimated run time for the whole loop is around 25 minutes, and a 15-minute layover at San Bruno BART is adequate. A 30-minute frequency would be better, but that cuts down the layover time at BART to 5 minutes. Every 40 minutes is also feasible if we account for the San Bruno Senior Center extension, which I believe should be served in one direction only to make its operation more efficient. <ul style="list-style-type: none">• Route 121 between San Bruno BART and Airport & Linden in South San Francisco should be timed better to coordinate with BART and other transfers. Perhaps San Bruno BART could be a test location for bus departures every 15 minutes, based on current BART schedules (this accounts for the walk between the BART platform and the bus platforms, which takes between 3 and 6 minutes, depending on a walker's speed): <ul style="list-style-type: none">o On weekdays, buses leave at :10, :25, :40, and :55 past from 4:10am until 8:10pm, then at :10 and :40 past at night after 8:10pmo On weekends, buses leave at :00, :15, :30, and :45 past from 4am to 8pm, then at :00 and :30 past at night after 8pm Saturdays, and at :15 and :45 past after 7:15pm Sundays <p>I also wonder if your agency has considered testing out clockface departures at San Bruno BART. Redwood City Caltrain has a similar system, deployed on Routes 270, 296 (except that it operates every 30 minutes weekdays), and 398, so I believe doing it at San Bruno BART and other primary transit hubs can be beneficial to provide consistent scheduling between buses and better integrate with other systems including BART and Caltrain. I'd like to see your ridership numbers improve, especially as we recover from the pandemic, so doing timed transfers at many transfer hubs is needed so that commuters can have more predictable schedules rather than risking being left behind by the buses they need because their previous leg ran late (which can be understandable; I have missed many trips, either because I left late or the preceding trip got stuck in traffic beyond my control).</p> <p>Hope you find those ideas helpful, and looking forward to your thoughts.</p>
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3-Nov	<p>In advance of the Nov 3 board meeting I want to reiterate my support for public transit. I think it's one of the most crucial elements for a sustainable, efficient, socially-connected society, and I am a dedicated fan. Right now SamTrans has to make hard decisions about how to distribute services with limited resources and driver shortages, and I respect the difficulty of this and don't envy the position. But, I also want to make crystal-clear that in addition to improving efficiency and serving underprivileged areas, SamTrans has a moral and economic imperative to invest in drawing new riders. Nearly empty buses, that I see repeatedly as I commute by bike, are a blight for lots of reasons, but the worst part to me is that they demoralize the heroes who drive them. I'm not a bus driver, so I can't know exactly how the drivers feel, but I've cooked enough meals for a family of picky eaters to know that pouring energy into providing an important service that isn't valued, or worse, that the people who should be most appreciative turn their noses up at, is demoralizing at best and a serious health hazard at worst. It's cognitive dissonance of the most pernicious kind to be stuck in the same traffic that refuses to ride your bus when they're going the same way as you anyway. (continued)</p>
4-Nov	No 398. I'm done with SamTrans

<p>4-Nov</p>	<p>Please allow me to comment via email as the comment field in the website is too short even for the relatively brief message below:</p> <p>I attended your webinar and greatly appreciated the efforts of all involved.</p> <p>May I comment on your plans for modifications to bus route 260 which is the most dramatic change I can recall in my over two decades living in Redwood Shores. I am in my mid sixties and depend on the 260 bus for my grocery procurement. Needless to say, grocery items are heavy - I have tried carrying them years ago, but now it's near impossible to carry without a cart.</p> <p>Please let me point your attention to a portion of the pedestrian sidewalk along Redwood Shores Parkway near Shell that remains unpaved and therefore the dirt makes it practically impossible to pull a cart through. Because of this, I have on occasion had to walk in the bike lanes - came very close to being hit by a car a couple of times. On rainy days, large water puddles form, again making it impossible to use the unpaved sidewalk. At risk of either being hit by a car, or starvation, the current shortening of the 260 route as is, is not consistent with your goal of social equity.</p> <p>I also can empathize with your goal of efficient resource deployment to some extent. Therefore, let me suggest a compromise. The current 260 bus schedule has large buses making the big loop TWICE per hour, once towards Ralston and once towards San Carlos. Given your shortened 260 (only to Bridge Parkway), would you please consider running a minivan (capacity 6-7 people) that goes around the loop: Bridge - Marine - Shearwater - Redwood Shores - Bridge, only ONCE per hour on a fare basis (not free) during the hours when the shortened 260 bus operates.</p> <p>I believe that this compromise balances your need for capacity matching therefore cost efficiency and social equity for those of us who cannot obtain our vital needs given the current recommendations.</p> <p>Would very much appreciate your consideration.</p>
<p>4-Nov</p>	<p>Hi Jessica – I just had a chance to review the proposed plan for this route. While it may be too late to respond, eliminating Seton Coastside from this route could have an impact on our residents who depend on bus service and our family members who wish to visit loved ones.</p>

5-Nov	<p>Christy,</p> <p>Thanks for connecting with me about future SamTrans service in East Palo Alto. I have a few thoughts and concerns, which I can elaborate further when we talk next week. It is also possible that I misunderstood some of the route changes, and I look forward to hearing more from you in the future.</p> <p>In general, I believe it is important for SamTrans to prioritize East Palo Alto, since this would meet the stated goals of designing service that supports the principles of social equity. Relative to the entire County, East Palo Alto is a community with disproportionate transportation barriers, and its residents are more likely to be of lower income, not have access to a car, and identify as a race or ethnicity other than white. This is especially the case on the Westside of East Palo Alto, between Highway 101 and the San Francisquito Creek, which has some of the highest housing and population density in the County, with the majority of households being renters in rent-controlled workforce housing.</p> <p>Routes 81 & 281 – The service improvement to these routes are helpful, especially the portions that will change from service every 20-30 minutes to have service every 15 minutes. Service every 15 minutes is particularly important for bus routes in East Palo Alto because it then qualifies as a “high quality transit corridor” which is an important criteria for affordable housing to receive Affordable Housing and Sustainable Communities (AHSC) funding and potential permit streamlining under state law. Considering this, it would be significantly better if the entirety of Route 281 would have service every 15 minutes. The portion that serves University Avenue and the Westside of East Palo Alto remains at 20-30 minutes. Since this is the primary transit route connecting East Palo Alto to the Palo Alto Transit Center, and therefore to other SamTrans service, VTA, CalTrain, Dumbarton Express, and Marguerite, improving these service times would be extremely helpful for regional commuters.</p> <p>Route 280 – The elimination of Route 280 dramatically reduces transit convenience for the highest density neighborhood in East Palo Alto (and perhaps the County). Switching to “school-related service” will not serve many of the local commuters, who will then have to walk a long distance to catch Route 281, which (per above) does not have any increased service times in the neighborhood. Let’s discuss what might be possible to mitigate this inconvenience for residents in places like Newell Road, Clarke Ave, West Bayshore Road, E. O’Keefe, and Euclid Ave, where there is a proposal under consideration for a 605-unit housing development.</p> <p>EPX – This seems like an exciting regional connection, but it stops just short of Westside EPA. Would it be possible to extend and have a stop on the other side of Highway 101, to connect to the entirety of East Palo Alto?</p> <p>EPAOD – This is very interesting, and I would like to learn more.</p> <p>Thanks! I look forward to discussing further next week. Have a great weekend –</p>
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7-Nov	<p>I STRONGLY SUPPORT the increased frequency, increased hours, and extension to Oyster Point. I also STRONGLY SUPPORT the reroute in downtown South City CONTINGENT ON a seamless 292 transfer at Airport/Grand. The timetables for the two routes should be adjusted so there is a scheduled transfer (i.e., NB292 holds for SB130, etc). The walking distance required should also be, at MOST, equal to the current walking distance at Airport/Linden.</p> <p>The best way to implement the above while maintaining a safe and pleasant waiting experience for riders, as well as avoiding costly and time-consuming route deviations, appears to be:</p> <ol style="list-style-type: none"> 1) Stops for the new 130 on Grand Ave should be located immediately west of Airport Blvd (i.e., in front of the Peet's building on the north side of Grand and in front of the 76 gas station on the south side). I understand that the city would have final control over stop design, but ideally at minimum there should be barriers protecting the south side sidewalk from gas station cars (e.g., bollards, not flex posts). 2) The NB292 stop at Airport/Baden should be relocated north, to the southeastern corner of Airport/Grand, as close to the intersection and crosswalk as possible. This would place the stop in front of the new Caltrain station west entrance. (Ideally, the city and Caltrans get rid of the slip lane from Airport to Grand, but the existence of the slip lane should not be used as an excuse to place the stop in a different location.) <p>I STRONGLY OPPOSE *any* deviations from Airport/Bayshore/Old Bayshore on route 292 (e.g. Millbrae, SFO). Deviations exacerbate 292's chronic reliability and frequency issues. I am also disappointed that the proposed new route does NOTHING to address the aforementioned issues.</p> <p>292 NEEDS better on time performance and frequency. In the absence of a regionwide initiative to implement bus lanes and TSP, SamTrans should eliminate the costly, duplicative, and time-wasting portion of 292 in San Francisco; service should terminate at the Sunnydale MUNI station and the resources saved should go towards improving 292 frequency and reliability.</p>
7-Nov	<p>Dear Reimagine SamTrans staff,</p> <p>Please see the attached letter for my comments on the revised proposals to Reimagine SamTrans. They focus on tweaks to the proposal that could increase ridership significantly at minimal additional cost.</p> <p>Please acknowledge receipt of these comments. I would appreciate a response and an opportunity to engage with the project team further about these suggestions.</p> <p>As a transit-dependent bus rider, thank you for your efforts to improve the SamTrans bus network. Good luck with Reimagine SamTrans!</p>

8-Nov	<p>Generally supportive of many recommended changes, but some specific suggestions below:</p> <p>Route 121 - 1) Perhaps it might be long for a single route. 2) Route should operate on Gellert instead of Callan between Serramonte & Hickey. The reason is that there are stops on Gellert that serve medical offices & banks that are useful for bus riders. Callan is adjacent to a cemetery & steep hillside with nothing but parked trucks. There's no significant saving if any in the amount of turns.</p> <p>Route 112 - There should be connection between Skyline College and Pacifica. Consider extending some trips from Pacifica to Skyline via Sharp Park.</p> <p>Route EPX - Should consider expanding service hours to include midday as traditional commute service isn't sufficient for "essential" worker market (this route would cover medical offices and SFO). It would also serve as a better replacement for loss of 398 that provide useful connection between San Bruno BART & SFO, despite hourly headway. Perhaps route 276 frequency can be reduced since this would operate along 276 alignment in Redwood City.</p> <p>Route 260 - Consider operate on Shell Parkway rather than Bridge Parkway to provide better coverage for Redwood Shores apartments.</p>
8-Nov	<p>It has come to my attention that SamTrans intends to discontinue Route 295 bus service to Cordilleras Center. I am writing to express why this would be a grave disservice for members served at Cordilleras. As you may know, Cordilleras is home to over 100 county residents in recovery from a range of psychological conditions. Half of these are residents of a psychosocial rehabilitation program, the Cordilleras Suites, where residents work to increase their independent living skills and transition to community living. Prior to the COVID-19 pandemic, SamTrans buses were an integral part of helping these residents regain a sense of autonomy and connect to the broader community. For many years, residents used SamTrans to commute to work and to job rehabilitation programs, attend appointments, shop for essentials, and connect with family and friends. This single SamTrans bus, which arrives daily at 8:45am and at 4:32pm, is many resident's primary mode of independent transportation. Out of sheer necessity, residents' SamTrans ridership fell during the COVID-19 pandemic. For over a year, the bus drove through, and nobody got on. Because they live in a congregate setting, residents understood the gravity of the COVID-19 pandemic and willingly abstained from using the bus. This was not because we, the staff, told them they couldn't ride it. Residents demonstrated an ingrained sense of social responsibility and abstained from riding for the good of their community -- both at Cordilleras throughout the county. SamTrans has an opportunity to continue to support these residents as they strive toward greater independence and access to healthcare, economic and social opportunities. I am writing to plead that SamTrans honors the sacrifices our residents made during the COVID-19 pandemic by continuing bus service to Cordilleras Center.</p>

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8-Nov	<p>I'm an RN at South County Mental Health in Redwood City, CA. It has just been brought to my attention that Sam Trans Bus Route 295 bus services is quickly being discontinued. As a result, our dear Residents at Cordilleras, 200 Edmonds Road in Redwood City, will no longer be provided Route 295 Sam Trans Services. I want you to understand that our Residents depend on this only bus service to arrive to the Downtown Redwood City area, as they live on the very opposite end, next to the 280 Freeway, main cross road being Edgewood Road. Without this service, many Residents will no longer be able to attend their doctors' appointments, or tend to their errands. Some have Care Advantage Lyft Services with Health Plan of San Mateo (HPSM), but that has also become limited and we're finding many of our Clients and Residents stranded with no ride services, for example, Lyft Rides with HPSM are seeming to be in a state of shortage of drivers, not answering the phone, and leaving our Residents to have to continue to call, only to be told services are very limited and will have to reschedule, other times services are scheduled and don't show up at all. San Trans Route 295 Bus service is the main stay of Cordilleras to our folks who desperately need this service. Many of them are elderly, little to no income, with no family support that can help them. Sam Trans, we depend on you to integrate and Reimagine us, the Residents and Health Providers of Mental Health services to this county within your future planning. You are the Blue Print of this County, and we are desperately in need of your assistance. If you can please reconsider, as We know you are met with unprecedented times and obstacles that render you with limited options, we ask you to please continue Route 295 to Cordilleras, 200 Edmonds Road in Redwood City, or to please provide an alternative, that would allow our Residents of Cordilleras to maintain the only transportation option some of them have.</p>

8-Nov	<p>I am writing you because of the preposed change in discontinuing a bus line to Cordilleras and Canyon Oaks Inpatient Treatment location in RWC. As a medical/mental health provider in the area I wanted to reach out to advocate against this change, as it puts already historically disenfranchised folks in the mental health community further away from recovery due to increased isolation created by COVID. With this pandemic finally starting to shift somewhat for the better after 2 years, perpetuating this isolation by removing the only bus line these folks have access to would be tantamount to condemning them to an even longer isolation. I please ask you to reconsider, not as I personally would be impacted, but those who need society's support the most would.</p>
8-Nov	<p>It has come to my attention that SamTrans intends to discontinue Route 295 bus service to Cordilleras Center. I am writing to express why this would be a grave disservice for members served at Cordilleras. As you may know, Cordilleras is home to over 100 county residents in recovery from a range of psychological conditions. Half of these are residents of a psychosocial rehabilitation program, the Cordilleras Suites, where residents work to increase their independent living skills and transition to community living. Prior to the COVID-19 pandemic, SamTrans buses were an integral part of helping these residents regain a sense of autonomy and connect to the broader community. For many years, residents used SamTrans to commute to work and to job rehabilitation programs, attend appointments, shop for essentials, and connect with family and friends. This single SamTrans bus, which arrives daily at 8:45am and at 4:32pm, is many residents' primary mode of independent transportation. Out of sheer necessity, residents' SamTrans ridership fell during the COVID-19 pandemic. For over a year, the bus drove through, and nobody got on. Because they live in a congregate setting, residents understood the gravity of the COVID-19 pandemic and willingly abstained from using the bus. This was not because we, the staff, told them they couldn't ride it. Residents demonstrated an ingrained sense of social responsibility and abstained from riding for the good of their community -- both at Cordilleras throughout the county. SamTrans has an opportunity to continue to support these residents as they strive toward greater independence and access to healthcare, economic and social opportunities. I am writing to plead that SamTrans honors the sacrifices our residents made during the COVID-19 pandemic by continuing bus service to Cordilleras Center. Taking this service away is puts a huge dent into the recovery process for these residents who are working hard to recover and reintegrate back into the community they respected during the pandemic. They deserve not to be ignored by this disservice.</p>

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8-Nov	<p>Route 398 offers a very practical service which serves South county riders well. Eliminating it means significantly longer or more expensive trips for south county riders. Although the Reimagine web site claims Routes ECR and 292 provide duplicate service, in reality it nearly doubles the trip time between SFO and Redwood City from 48 minutes to 85 minutes, plus having to negotiate the busy intersection at Hillsdale--an impractically long trip of only 13 miles. Alternatively, the same trip by train will take over 70 minutes, and cost a whopping \$17.10 for each round trip. The peak-only Route EPX is an alternative not available for the overwhelming majority of the time. North of SFO, making the detour to San Bruno BART adds more than 20 minutes to Route 398's trip time, taking 1 hour and 44 minutes for a journey that spans only 27 miles, or less than 15 miles per hour. The former Route KX, which did not detour through San Bruno, no doubt had more riders. This is especially frustrating since the San Bruno detour almost completely duplicates the current Route 140, which could have been better publicized or designed to serve riders between SFO and San Bruno. In terms of equity, SamTrans should also consider the fare: since CalTrain requires a connection on MUNI to reach Downtown San Francisco (DTSF), which means each round trip between most of the county and DTSF costs \$18.00 per round trip, again for a journey that spans 27 miles or less. Route 398 can certainly eliminate some duplication (such as on the El Camino corridor) that improves resource utilization. Nevertheless, in terms of convenience, practicality, and affordability, Route 398 provides a vital service not matched by any transit connection.</p>
8-Nov	<p>When Route 292 was re-routed from Downtown San Mateo to nearby Delaware Street a few years ago, a new northbound stop for the 292 bus was created at the corner of 2nd Avenue and Delaware Street, most likely because there was already an existing low-intensity SamTrans bus stop there for Route 53. Unfortunately, the addition of Route 292 to this bus stop has been problematic as the sidewalk area is very narrow at this location. I have witnessed walked dogs snapping at waiting riders in close proximity on the narrow sidewalk as they attempt to pass by, along with other problems related to the tight space.</p> <p>A better solution would be to relocate this bus stop to the next corner at 3rd Avenue and Delaware Street. There is much more space here and it is a commercial location where the southbound stop for Route 292 is already located (at the northwest corner of this intersection). In addition, this is a location with gas stations and older commercial retail that is likely to see redevelopment (already in the planning stage for one block) in the not too distant future, offering SamTrans the potential to build a larger, weather-resistant state-of-the-art bus stop in the course of this redevelopment.</p> <p>In terms of new bus stops, for the southbound bus, you might consider getting in on the current San Mateo City planning for the southwest corner of this intersection, with the idea of relocating to a new upgraded bus stop at the southwest corner from the existing stop currently located at the northwest corner.</p>

8-Nov	<p>Here are my top points on improving SamTrans:</p> <ol style="list-style-type: none"> 1. Make sure riders can transfer smoothly between buses and other transit agencies (CalTrain, BART, VTA) - seeing the bus pull out as the train pulls in makes one drive to the station instead of taking the local bus 2. Time the buses to schools -- particularly high schools. Teens should be a prime target for SamTrans -- and keeping them from driving themselves should be something your PR can promote as a community safety move -- teens have caused the greatest number of driver-caused crashes (compared to other age groups) 3. Make Sequoia station appealing. My husband found the belligerent people hanging around the depot so off-putting he walked home 3 miles uphill instead of taking the bus as he'd planned. I know plenty of parents who will not let their students wait for a bus there -- a real problem if there is no bus going up either James or Brewster! 4. Please solidify the movement along Alameda de las Pulgas -- El Camino cannot be the only artery for transit -- it's on the edge of the county! 5. when money isn't so tight, please have a route along 280 to connect the Community Colleges, parks, etc.
8-Nov	<p>I'm wondering if there is a way to make a 294/250 transfer at Hillsdale Boulevard and Hwy 92 possible. The orientation of the Hwy 92/Hillsdale Blvd junction is designed in a way to allow existing vehicles to get back on the highway quickly, so if we made some upgrades to the offramps, it is possible that we could create high quality transfers or bus stops at this junction. I'd love to talk with people about this.</p> <p>294 in Half Moon Bay - I have an idea about improving the atrocious reliability of this route by bypassing the Main Street bottleneck on another existing bridge over the creek. It would involve working with a few private property owners though. Is there someone specific at SamTrans I should speak to about my idea?</p> <p>I'm hoping to understand the ridership for 292 in San Francisco. It seems to be duplicative with other local Muni service. I'm mostly wondering whether the ridership really does justify all the service hours that are being taken away from other routes, including improving the frequency of 292 in SMC.</p> <p>I'm wondering what the difficulty was with splitting ECR. Was it a resource issue of not having enough buses/operators to do a split route?</p> <p>I'm looking forward to hearing more about the bus stop rebalancing study, and want to encourage SamTrans to make sure that bus stops near high concentrations of seniors are maintained, even if buses are delayed as a consequence.</p> <p>Buses stop on what seems to be practically every main street around the Hillsdale Caltrain Station. It would be great if we could consolidate the stops at 1 or 2 locations around the station, and regardless of if we can or should do that or not, to have high-quality wayfinding. There should be signs pointing to each bus stop, and we should remove some of the barriers that currently exist to give pedestrians easy access. For example, there is a fence right now between the bus stop on El Camino and the station at the small pedestrian plaza, making riders have a much longer trip.</p> <p>I'm also wondering about what extent of service reliability and expected wait time people will have in the on-demand zone.</p>

8-Nov	<p>It has come to my attention that SamTrans intends to discontinue Route 295 bus service to Cordilleras Center. I am writing to express why this would be a grave disservice for members served at Cordilleras. As you may know, Cordilleras is home to over 100 county residents in recovery from a range of psychological conditions. Half of these are residents of a psychosocial rehabilitation program, the Cordilleras Suites, where residents work to increase their independent living skills and transition to community living. Prior to the COVID-19 pandemic, SamTrans buses were an integral part of helping these residents regain a sense of autonomy and connect to the broader community. For many years, residents used SamTrans to commute to work and to job rehabilitation programs, attend appointments, shop for essentials, and connect with family and friends. This single SamTrans bus, which arrives daily at 8:45am and at 4:32pm, is many resident's primary mode of independent transportation. Out of sheer necessity, residents' SamTrans ridership fell during the COVID-19 pandemic. For over a year, the bus drove through, and nobody got on. Because they live in a congregate setting, residents understood the gravity of the COVID-19 pandemic and willingly abstained from using the bus. This was not because we, the staff, told them they couldn't ride it. Residents demonstrated an ingrained sense of social responsibility and abstained from riding for the good of their community -- both at Cordilleras throughout the county. SamTrans has an opportunity to continue to support these residents as they strive toward greater independence and access to healthcare, economic and social opportunities. I am writing to plead that SamTrans honors the sacrifices our residents made during the COVID-19 pandemic by continuing bus service to Cordilleras Center.</p>
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Appendix C: Letters Received



CITY COUNCIL 2021

MARK ADDIEGO, MAYOR
MARK NAGALES, VICE MAYOR (DIST. 2)
JAMES COLEMAN, MEMBER (DIST. 4)
EDDIE FLORES, MEMBER
FLOR NICOLAS, MEMBER

MIKE FUTRELL, CITY MANAGER

OFFICE OF THE CITY MANAGER

October 29, 2021

Chairperson Charles Stone
Vice Chairperson Peter Ratto
Board Member Marina Fraser
Board Member Jeff Gee
Board Member Carole Groom
Board Member Rose Guilbault
Board Member Rico E. Medina
Board Member David Pine
Board Member Josh Powell

San Mateo County Transit District
1250 San Carlos Avenue
San Carlos, CA 94070-1306

Re: Reimagine SamTrans Proposed Plan Input from South San Francisco

Dear Chairperson Stone, Vice Chairperson Ratto, and Members of the Board:

I write to provide input on behalf of the City of South San Francisco City Council concerning the recommended network presented in *Reimagine SamTrans*. The South San Francisco City Council considered the recommended *Reimagine SamTrans* plan at its October 27, 2021, meeting, and voiced serious concerns regarding the plan, particularly in the following two areas:

1. Route 126, presented as an alternative in earlier iterations of the plan, must be added to the plan. Route 126 provides rapid bus transit from the South San Francisco BART station to the large employment centers located East of Highway 101 (E101) in South San Francisco. This was noted as City's highest priority in the City's earlier letter to the SamTrans Board dated June 11, 2021. The E101 employment area contains the world's largest single cluster of biotechnology companies, with currently 12 million square feet of Research and Development (R&D) facilities in operation and another eight million square feet under construction or in planning. This week the large fintech company *Stripe* began moving its worldwide headquarters from San Francisco to E101 in South San Francisco, bringing with it up to 2,000 employees. E101 is home to over 3,000 hotel rooms, two Costco stores, an Amazon distribution center, hundreds of non-biotech businesses and tens-of-thousands of jobs. South San Francisco is predicted by San Mateo County Transit District planners to have the highest job growth in San Mateo County over the next five years, with up to 77,000 new jobs possible.

Currently SamTrans provides no service to the E101 area in South San Francisco. Providing dependable, direct bus service from BART to this high employment area is essential, especially Monday through Friday to service the morning and afternoon commute times. Connecting transit nodes is part of SamTrans' core mission, and this is needed no where else as acutely as in South San Francisco.

The San Francisco City Council is aware that SamTrans plan includes Route 130, which does include service from the South San Francisco BART station to the South San Francisco WETA ferry terminal located East of Highway 101. This route, however, is not direct and meanders through residential areas before eventually making its way to the E101 area. A direct route is needed to serve the high volume of riders. Nor will a slow "local" bus route incentivize car drivers to switch to transit as desired, as the length of the commute is a large determining factor. Additionally, Route 130 does not serve the largest employer East of Highway 101, Genentech, which pre-pandemic had up to 15,000 employees and contractors on site daily. Route 130 bypasses the Genentech campus completely.

Bring back Route 126, even if only Monday through Friday during the morning and afternoon commute times.

2. The proposed *Reimagine SamTrans* plan reduces service to the lowest income areas of South San Francisco, and in particular the Old Town neighborhood where the majority of the City's LatinX community resides. While the intent of this service reduction may have been cost savings, the practical impact to low-income people of color is unacceptable. Residents in this affected area are the least able to afford alternative means of transportation and most likely to rely on SamTrans as their lifeline to employment, school and essential services. Restore full service to this area of South San Francisco.

We will participate fully in the *Reimagine SamTrans* effort as it moves towards conclusion. Please feel free to reach out to me or any member of the South San Francisco City Council should you wish to discuss these concerns further or need more information.

Thank you.



Mark Addiego
Mayor

CC:
South San Francisco City Council
San Mateo County Board of Supervisors
Friends of Old Town
California Life Sciences Association
Biocom California

November 8, 2021

Director Charles Stone
Chair
SamTrans Board of Directors
1250 San Carlos Ave.
San Carlos, CA 94070-1306

RE: Support Letter for Reimagine SamTrans Plan

Dear Chair Stone:

The Oyster Point Commuter Coalition is a collective of small, mid, and large size employers and property owners in South San Francisco, that have come together in strong support of better transportation mobility to, from and within South San Francisco's East of 101 business district. Today, South San Francisco's East of 101 biotechnology cluster is home to approximately 28,000 workers and daily commuters, and is growing. Over the next two decades, the City of South San Francisco anticipates that this job center will need to accommodate over 54,000 daily commuters. To that end, the City of South San Francisco and the Oyster Point Commuter Coalition, are working in partnership to responsibly and sustainably accommodate South San Francisco's projected growth.

Historically, SamTrans has not provided transit service to commuters located in the Oyster Point business district. The service proposed in the recommended plan would expand Route 130 east of the freeway along Grand Avenue, Gateway Boulevard, and Oyster Point Boulevard. The frequency of the proposed service would allow for high quality transit service to operate within the East of 101 Business District along the aforementioned streets every 15-minutes during peak hours on both weekdays and weekends. The proposed service would provide a new commute option for local San Mateo County commuters seven days a week. This is a population that currently is not served by either the Genentech or Commute.Org transit connectors. It should also be noted that the preferred routing and service frequency of service in *Reimagine Samtrans* closely aligns with several goals set forth in the City of South San Francisco's *Mobility 2020* planning document including, maintaining efficient street operations, reducing vehicle miles traveled, and the reducing single occupant vehicles.

For these reasons, we respectfully ask the Samtrans Board of Directors to adopt the draft staff recommended network and service plan within *Reimagine Samtrans* and its objective to bring high quality transit service to the East of 101 Business District.

Respectfully,

Oyster Point Commuter Coalition



Redwood Shores Community Association
274 Redwood Shores Parkway, PMB #603
Redwood Shores, CA 94065

October 26, 2021

SamTrans Community Advisory Committee
1250 San Carlos Avenue
San Carlos, CA 94070
cacsecretary@samtrans.com
reimagine@samtrans.com

Sent Via E-Mail

RE: Changes to the Redwood Shores SamTrans bus route

Dear Committee Members,

The Redwood Shores Community Association (“RSCA”) is a volunteer Association representing all of Redwood Shores. We are writing to express our opposition to the changes to the 260 SamTrans bus route that is currently without a feasible alternative.

With the exception of the addition of Sunday service to the 260 route, which is very much welcomed by residents, the proposed SamTrans changes for Redwood Shores do not improve overall frequency or routes and negatively affects many residents, as the shortened 260 and new EPX routes will only go as far as Bridge Parkway and not service the outer residential areas of the Shores. The addition of the EPX service to the airport and BART is also of little benefit to residents as it is far from residential areas and there is no public parking nearby.

The shortened 260 route would significantly negatively impact all residents, especially seniors and those who do rely on the current service and do not qualify for Redi-Wheels service. Redi-Wheels is an option if you have an appointment where you can schedule the ride at least 3 days in advance; for daily/more spontaneous outings it is not an option, thus negatively affecting the quality of life for many residents, specifically those who most depend on bus service.

One of the reasons SamTrans officials cited for the shortened 260 route is historically low ridership numbers. Hourly midday and evening service is not conducive for residents to take the bus, as there are long delays with connections, so that may be a primary reason for the low ridership numbers. Distances to the bus stops from within the neighborhoods and from the farther reaches of the Shores may be another reason for low ridership. Yet another reason for low ridership may be that there is no 260 return route in the opposite direction.

SamTrans officials cited another reason for the shortened 260 route - that the Shores is long, it takes a lot of time for the bus to travel the current route and is costly. With the shortened route it is likely that even fewer residents will use the bus as the Shores IS long and the walk to Bridge Parkway from the furthest areas of the shores could take 45 minutes. It is also for this reason that residents would not utilize the EPX service, especially if they have luggage in tow.

The proposed route change and continued infrequent midday and evening service would be acceptable if Redwood Shores had an on-demand/FLEX service like that being instituted in Half Moon Bay and East Palo Alto.

On-demand/FLEX service in Redwood Shores for travel anywhere within the Shores and to the Belmont and San Carlos train station transit hubs, along with the new proposed routes for the 260 and Express buses, would be an ideal transit service for the Shores:

- It would get residents, not just workers from outside the Shores, out of their cars for commuting, as well as provide access to shopping and services in nearby towns and CalTrain to downtown Redwood City.
- It would provide much needed first and last mile transportation to other Sam Trans routes and CalTrain. Given the need to reduce our carbon footprints and traffic impacts from the commercial office developments along the 101 corridor between Redwood City through Foster City, access to mass transportation is going to be increasingly important!
- It would allow for car free trips throughout the Shores to the Marketplace, Library, and Community Center – especially helpful for those younger and older, for essential workers, for those with more limited finances, or for anyone who is without regular access to a car.
- On-demand/FLEX service would be used with more frequency by residents than shuttle buses which would travel the same route as the current 260 bus and fall victim to many of the same issues as the current bus service, namely long walks to the shuttle stops, slow rides from point A to point B, long waits between shuttles and cumbersome utilization of the EPX service with luggage in town.

Without a suitable alternative such as on-demand/FLEX service, the route change of the 260 bus will significantly negatively impact Redwood Shores residents. On-demand service would be more heavily utilized, more cost effective than the current bus route or shuttles, and be a tremendous benefit to Shores residents of all ages.

We are urging you to incorporate on-demand/FLEX service along with the shortened 260 and EPX bus service changes for the Redwood Shores community.

Sincerely,
Redwood Shores Community Association's Board of Directors

cc: SamTrans Board of Directors board@samtrans.com
San Mateo County Transportation Authority board@smcta.com
SMCTA Citizens Advisory Committee cacsecretary@smcta.com

Redwood Shores Community Association
274 Redwood Shores Parkway, PMB #603
Redwood Shores, CA 94065

November 4, 2021

SamTrans Community Advisory Committee
1250 San Carlos Avenue
San Carlos, CA 94070
reimagine@samtrans.com
board@samtrans.com
cacsecretary@samtrans.com

Sent Via E-Mail

RE: Changes to the Redwood Shores SamTrans bus route

The board should have received a letter from the Redwood Shores Community Association on Oct. 26 opposing the change to the 260 bus route without a viable alternative for the overwhelming majority of residential communities in the shores; hopefully you have seen that letter.

We did receive some subsequent data that the decision to shorten the 260 bus route was based upon passengers per vehicle service hour (pax/vsh).

The system average productivity is @ 22 pax/vsh; the route 260 productivity is 16 pax/vsh. At the Board of Directors meeting, 15 pax/vsh was offered as a threshold number. However, considering the limited service and the size of Redwood Shores, it does not seem appropriate to compare Redwood Shores to the entire SamTrans system average.

We understand and appreciate the SamTrans' goals, especially the need for connections and efficiency, but it is hard to understand how it is equitable to remove the barest minimum, only-accessible mass transit service from virtually the entire Shores residential area, an area which includes several apartment complexes containing below-market units. Based upon the data, there would be approximately a dozen riders/day who depend on the bus that would be stranded, as the walk to the shortened route can take up to 45 minutes.

The proposed route change and continued infrequent midday and evening service would be acceptable if Redwood Shores had an on-demand/FLX service. It would likely be a well-utilized service by residents of all ages in the Shores and more cost effective than the big bus.

We are requesting that the SamTrans team to work with the Redwood Shores Community Association (RSCA) to come up with a fair and equitable solution to provide mass transit to a large residential community and encourage youth to become the mass transit users of the future.

Incorporating an on-demand/FLX service along with the shortened 260 and EPX bus service changes for the entire Redwood Shores, 94065 community seems an appropriate option and we look forward to discussing the details and logistics.

Sincerely,
Redwood Shores Community Association's Board of Directors



October 19, 2021

SamTrans Board of Directors
1250 San Carlos Ave
San Carlos, CA 94070-1306

SamTrans Board of Directors:

On behalf of the staff of Valley Transportation Authority (VTA), I am pleased to offer our enthusiastic support for the Reimagine SamTrans new bus network. As your public transit partner to the south and member of the project's Technical Advisory Group, we are confident that the new bus network will achieve the project's goals of improving the rider experience, growing ridership, and becoming a more effective mobility provider.

VTA implemented our own network redesign project in late 2019, following a community-led network design process similar to Reimagine SamTrans. Like the new bus network before you, our new network increased our service investments in transit-supportive areas to create a network of fast, frequent, and reliable service. Although the service reinvestment decisions were not easy, our new network was an immediate success and turned a four-year trend of declining ridership into impressive ridership growth in the first few months. We see all the hallmarks of our successful approach in the Reimagine SamTrans customer-focused decision-making process and we have no doubt that the new network will be a success.

Bus network redesign projects are never easy, as they necessarily involve reallocating service from one place to another with difficult tradeoff decisions at each step along the way. The Reimagine SamTrans team used an impressive process of objective analysis and community discussion on tradeoff questions to produce a thoughtful and visionary new bus network grounded in the community's values. As we transition out of the pandemic's impact on travel behaviors, public transit operators will need to innovate and win the support of every rider, and your new bus network is primed to do just that. We are excited to see SamTrans riders benefit from the improved bus network, and we look forward to a continued partnership in service.

Respectfully,

A handwritten signature in blue ink that reads 'Deborah Dagang'.

Deborah Dagang
Chief Planning & Programming Officer

November 3, 2021

Charles Stone, Chair
San Mateo County Transit District
1250 San Carlos Ave.
San Carlos, CA 94070

To Board Chair Stone,

RE: REIMAGINE SAMTRANS

On behalf of Stanford University and Stanford Health Care, we would like to thank SamTrans for embarking on this Reimagine SamTrans effort and identifying ways to improve SamTrans service throughout the region. Stanford's transportation teams have been following the Reimagine process since 2019 and hoping for service changes that could increase ridership and provide more commute options for our commuters. Many of our commuters who live in San Mateo County drive to work rather than take public transit. However, we believe our commuters could switch and use SamTrans more often if more frequent, convenient and reliable bus service is available.

To that end, we support SamTrans' proposal for the following:

Streamlining and Consolidating Routes 280/281 and Extending to Stanford University

Stanford University's annual commute survey has identified a sizable population of university and hospital employees who live in East Palo Alto and commute to Stanford for work. Approximately 25 percent of these employees, many of whom are hospital and essential workers, live in places served by Route 280 and Route 281 which currently only goes to the Stanford Shopping Center and falls short of providing direct access to the hospitals and main Stanford campus. We believe the new consolidated Route 281 will see more ridership now that service will be extend beyond the Shopping Center, to the hospitals, and then to Stanford's Oval on the main campus. We strongly support this proposed change in service.

Increasing the Frequency of Route ECR

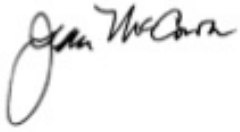
Having more frequent service for Route ECR will give our commuters more options to get to our Stanford Redwood City, Stanford Hospitals, and main campus in a time efficient manner. We also support an increase in weekend service as proposed.

Enhancing Service Near Stanford Redwood City Campus

The Reimagine effort will provide increased service and frequency for several routes that operate in Redwood City. We support the implementation of the new Route 276 as it will travel from the Redwood City Caltrain Station to public transit dependent communities near our Stanford Redwood City campus. This is an important service for the community and provides a much-needed option for those who need to access our facilities.

Thank you for the opportunity to provide comments on the Reimagine SamTrans effort. SamTrans is a vital resource to the region, and we want to ensure it continues to thrive. We are happy to continue to work with your staff as you move towards developing new service plans. Please feel free to contact us if you have any questions or require any additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "Jean McCown". The signature is fluid and cursive, with the first name "Jean" being more prominent than the last name "McCown".

Jean McCown
Associate Vice President, Office of Government Affairs
Stanford University

A handwritten signature in black ink, appearing to read "Jason J. Hill". The signature is fluid and cursive, with the first name "Jason" and the last name "Hill" being clearly legible.

Jason Hill
Associate Vice President, Office of Government Affairs
Stanford Health Care

cc: Millie Tolleson, Principal Planner, SamTrans
Christy Wegener, Director of Planning, SamTrans



SEQUOIA UNION HIGH SCHOOL DISTRICT

480 James Avenue, Redwood City, California 94062-1098 | (650) 369-1411

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SUPERINTENDENT
Darnise R. Williams, Ed.D.

November 3, 2021

VIA EMAIL and Certified Mail: board@samtrans.com

SamTrans
Board of Directors
1250 San Carlos Ave
San Carlos, CA 94070

Dear Members of the SamTrans Board of Directors:

First, we would like to sincerely thank you for your continuous support of school-day-only transit routes in Redwood City, including Routes 72, 73, and 79. We are grateful for the service on all of your transit lines which connect our students to local schools.

As a school district that includes several schools of choice, for many families, walking or biking to school is simply not realistic due to distance. Moreover, the amount of traffic and distracted drivers on local streets discourage many parents from permitting their children to walk or bike. Past surveys at some schools indicate that the vast majority -- over 70% -- of children are arriving at school in private vehicles. We believe there is enormous potential for mode shift to transit.

Because of this, our partner in Safe Routes to School, Redwood City Together, is working on an initiative to promote youth on transit. They've created a website, <https://www.getonthebusrwc.org>, to help families navigate options for children to get to/from school and activities, including SamTrans' bus routes. With SamTrans' Reimagine Campaign, we hope you will strongly consider reconnecting the full 295 route that served our area prior to 2014 to maximize the benefit for families in search of safe transportation options. In our conversations with parents, most will avoid transit if it requires a transfer. More than a dozen schools are connected through this single route, a truly special opportunity for the thousands of students attending Redwood City schools.

As Superintendent, I am in a unique position to communicate with our School Principals, parents, and students about Route 295, along with other SamTrans bus routes. We welcome the opportunity to partner with you to support students getting to school safely and efficiently. Making transit more available for youth removes traffic on city streets, obviously making buses move faster, reduces emissions, increases and diversifies transit ridership, and so much more.

Please let me know if I can answer any questions or provide additional information.

Sincerely,

Dr. Darnise R. Williams
Superintendent



PTSA[®]
everychild.onevoice.[®]

November 2, 2021

Dear SamTrans Board,

We are writing to you on behalf of the Sequoia High School Parent Teacher Association (PTSA). The mission of the PTSA is to advocate for our Parents, Students, and Staff and this includes the health and safety of students. Sequoia High School has over 2,000 students who attend daily. As with most schools, traffic congestion (whether that be bike, car, pedestrian, wheels, etc.) is heavy around the school for most of the day with classes, sports activities, and clubs. Last month, one of our students was hit by a car in a crosswalk on Brewster at Elwood. Thankfully his injuries were not life threatening, and it was an unfortunate reminder not all of the routes to school are safe.

We have heard from the community, parents and students that bus lines they used to use have been eliminated, or rerouted. Historically there were a few bus routes that served James Ave at the south end of our campus, including Routes 274 and 295. However, Route 274 is proposed for elimination and Route 295 has undergone various changes over the last decade, specifically not aligning with Sequoia's starting bell schedule, eliminating the route as an option for many of our students. We are asking you to consider the Reimagine proposal for Route 295 that will extend the route south to Jefferson Ave via Alameda, which not only adds several minutes to the journey as well as potential traffic backups, but more importantly is our concern for students crossing dangerous main roads crowded with distracted drivers like the one who hit one of our students last month.

In discussing with Redwood City Safe Routes to School, we are asking you to reconsider restoring Route 295 as it was designed pre-2014 and having buses arrive regularly to serve the dozens of schools in San Mateo County that align on this route. The route previously used Hopkins, Hudson and James, which made it much safer for bus riders to cross less impacted streets and bypass traffic on Alameda, Jefferson and El Camino. We are also mindful of the dangers associated with crossing El Camino as there have been two pedestrian deaths at the James intersection in the past few years. This single route could provide another option for so many students to get to school safely, and it also could serve several other schools located adjacent to our campus which bring in traffic and related dangers during the critical drop off and release times.

We believe SamTrans is an important option for students to get to and from school, work and other activities and we are committed to helping families identify safe transportation options. With the current Reimagine process underway, we hope you will consider our feedback in your final plan. Thank you for your time and consideration.

Sincerely,

Karen Eller Ha
Sequoia High School PTSA President
on behalf of the Sequoia High School PTSA Board and Executive Board
sequoiapta@gmail.com

Reimagine SamTrans letter

Dear SamTrans staff,

Following is a summary of comments from several members of the Transportation Equity Allied Movement Coalition. We are a coalition of transit and environmental groups supporting an equitable and sustainable public transportation system for San Mateo County.

First, we want to thank SamTrans for pursuing a route system redesign incorporating rider goals for increased frequency, improved connections, and continued geographic coverage, while heightening the priority of serving equity communities, and seeking feedback with community outreach.

In addition, here is a summary of comments from our review and discussion:

- We are glad to see the preservation and improvement of routes serving community colleges, with many students and faculty who depend on transit. Please take into account refinements from this community.
- We are glad to see increased frequencies on route ECR and bus stop rebalancing to improve run times. We support efforts to speed up the highest ridership SamTrans line, and encourage further improvements to frequency and reliability.
- We support the improvements to frequency, as well as expanded service hours nights and weekends. The amount of service is constrained by revenue; we urge SamTrans to be proactive in seeking and supporting additional revenue to continue to improve service frequency and span, and focusing implementation of additional resources to equity priority communities
- We are glad to see the focus on improved connections to other local and regional transit, to address the needs consistently identified in rider surveys and focus groups. In order for these connections to be useful for riders, we urge SamTrans to support the recommendations of the Regional Fare Coordination and Integration Study and Blue Ribbon Transit Recovery Task Force for steps to improve fare and schedule coordination so the connections are affordable and reliable for riders.
- We encourage SamTrans to prioritize seamless, timed transfers with Caltrain Stations, especially high-ridership Caltrain stations with many bus lines around them. We believe it is imperative that connections between train and bus at Hillsdale Caltrain and other high-ridership stations be as seamless as possible, with clear wayfinding and as many timed transfers as possible, especially on bus lines that tend to route east/west.
- We encourage close observation of the ridership outcomes of the on-demand service in East Palo Alto since many residents depend on transit.
- We encourage you to keep seniors in mind when developing the network. Seniors are often a transit-dependent population with less mobility capacity. To that end, maintaining transit service for seniors is imperative.

Thank you for your consideration,

TEAMC



TOWN of PORTOLA VALLEY

Town Hall: 765 Portola Road, Portola Valley, CA 94028 - Tel: (650) 851-1700 Fax: (650) 851-4677

November 10, 2021

SamTrans
1250 San Carlos Avenue
P.O Box 3006
San Carlos, CA 94070-1306

“Reimagining SamTrans” Team,

We write on behalf of the Portola Valley Town Council on the most recent proposed changes to Routes 85 and 87 as part of the “Reimagining SamTrans” process. We serve as liaisons to the Portola Valley School District, and are in close contact with them on this issue.

We appreciated that SamTrans representatives attended the Town Council’s May 12 meeting to provide an update on the then-draft plans, as well as to hear from the Council and community members. We appreciate that many of those comments (as well as those directly from the School District) were considered, as reflected in the changes to the plans to continue afternoon-only bus service on both routes.


As both routes have had lower ridership for years, we recognize that they represent a challenge for continued operations. However, as expressed in previous meetings and by Town Manager Dennis in his May 19 letter (attached), while traditional metrics may show low ridership, many more students use the services over the course of a year and both routes remain broadly popular with those riders.

While it would be our strong preference to preserve the Town’s only bus service as-is, should it be the decision of the SamTrans Board of Directors to make the changes as proposed, we request that formal opportunities to review future ridership needs be made on a regular basis. The Town anticipates that it will grow as a result of the upcoming Housing Element planning effort as required by the State, and that growth will certainly result in additional students in both the Portola Valley and Sequoia Unified school districts. We stand by to assist in determining the best way to ensure continued formal opportunities to monitor future need.

Thank you,



Craig Hughes, Vice Mayor



Jeff Aalfs, Councilmember

cc: Portola Valley School District Board and Superintendent Roberta Zarea

November 3, 2021

To the SamTrans Board of Directors:

As a Pediatrician who cares for MediCal and uninsured children and teens in San Mateo County, I am grateful that the San Mateo County Transit District is investing the time and resources to better serve our communities. Equitable and reliable access to fresh food, safe green spaces, healthcare services and schools is paramount to creating healthy communities in which all members thrive.

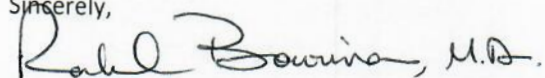
While SamTrans may not have "health care team member" as part of its mission statement, reliable and frequent services that enable "Diana" to arrive at her high school directly impacts her academic success and improve her symptoms of depression. For "Senora Hernandez" who champions daily walks and healthy, homecooked meals for her family, being able to take the bus with her children to safe green spaces exemplifies how SamTrans can promote equitable access to resources for all San Mateo County residents.

When reviewing the existing and proposed route changes, I appreciate the focus on supporting neighborhoods who more often rely on public transit in their daily lives. Moreover, the on-demand services in East Palo Alto and Coastside demonstrate a commitment to communities in which the need for flexible and innovative ways to meet the transit challenges are prioritized. As the process moves forward, please keep in mind:

1. Reliable and frequent peak demand services for school access for residents who typically rely on public transportation including maintaining access to two of the alternative high schools in San Mateo County:
 - When adjusting Route 39 Alta Loma School, note that some of the proposed changes would DECREASE access to Baden High School and LENGTHEN the walk to Buri Buri Elementary School in favor a parallel residential block.
 - The proposed shortening of the 141 Airport/Linden-Shelter Creek at the west end of the route, STOPS service to Peninsula High School.
2. Equitable access to green spaces: Currently there are only three routes that bring residents within a one-mile walking distance to three of the twenty-two County Parks (i.e., San Pedro Valley, Junipero Serra and Edgewood.) Even with those current stops, it can be up to a mile walk to the main attractions within the parks. Pushing a stroller or using a cane for even a half mile would still present a barrier to access. Consider reimagining public transportation access to parks and open spaces by expanding on-demand weekend services to green spaces.
3. Maintain existing critical services and expand equitable access to local resources:
 - Maintaining lines or refining services only accessible by limited lines such as the 295 San Mateo Caltrain Redwood City Transit Center would ensure access to Canyon Oaks Youth Center which provides care to some of our most vulnerable youth in San Mateo County.
 - The smart rerouting of services such as the 281 Onetta Harris Ctr – Stanford Oval improves access for residents to local resources and brings communities closer together.

As the Board finalizes the services moving forward, please continue to prioritize the needs of the communities that rely mostly on public transit and in which resource allocation will go furthest in creating a just, equitable, and healthy San Mateo County.

Sincerely,



Dr. Rachel Borovina
Pediatrician, San Mateo County

November 5, 2021

Dear SamTrans representatives,

Thank you for you're the opportunity to comment on the revised Reimagining SamTrans proposal. As a transit-dependent bus rider, I am pleased that the proposal preserves coverage to most neighborhoods, provides basic seven day per week service to more areas of San Mateo County, and retains key connections to San Francisco and the regional rail system. I appreciate the team's willingness to listen to and incorporate public input and offer constructive feedback below for your consideration.

Areas of Support

The proposal offers many service improvements that will make getting around San Mateo County easier and will hopefully generate ridership. I support the following recommendations:

- ECR – Support a single, consistent route along El Camino with improved 15-minute weekend frequencies and optimized stop spacing. Support avoiding an unnecessary transfer at Millbrae and not diluting frequency with an ECR Rapid.
- 17 – Support higher 60-minute weekend frequency
- 110 – Support combining Route 110 with existing FLX Pacifica service, improving frequency to 30 minutes, and introducing weekend service in Linda Mar
- 118 – Support BART connection at Daly City, where there are double the number of BART trains and Muni connections to SF State and 19th Ave.
- 120 – Support consolidating routes to Top of the Hill and Crocker Amazon, and related elimination of loops and more direct routing on the ECR and Route 130
- 141 – Support preserving service to Shelter Creek
- 250 – Support new and more direct service on West Hillsdale Bl. between CSM and Hillsdale Shopping Center
- 251, 260, 275, 295 – Support weekend service improvements
- 270 – Support preserving service, including to disadvantaged communities like Harbor Village
- 281 – Support extending service to Stanford
- 292 – Support continuing service into San Francisco. Support serving the Millbrae Caltrain/BART station to enhance connectivity to the regional rail system, especially for San Mateo neighborhoods
- 294 – Support higher 60-minute weekday daytime frequency
- FCX – Support restoration of this route

Suggestions for Improvements

The suggestions below would build upon the current staff proposal *while respecting SamTrans budget constraints*.

- 17 – Please serve Seton Medical Center Coastside in both directions. While the hospital may not generate a lot of ridership, it is on a steep hill and the current diversion only takes a few minutes. People who need medical services may not be in a condition to walk up the access road and would be endangered by the lack of a sidewalk.
- 17/118 – Please combine routes 17 and 118. The unnecessary transfer at Linda Mar is a big deterrent to ridership because it makes getting between BART and the Coastside slower and less reliable. A late bus could result in a missed connection at Linda Mar and impose a 1-

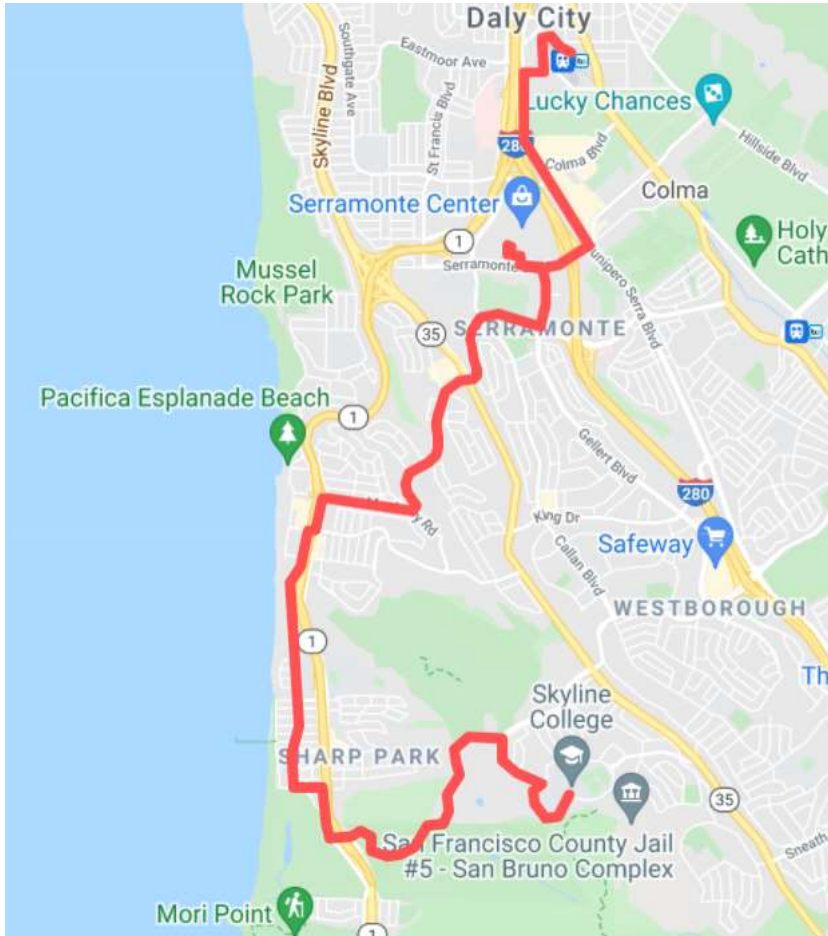
hour delay penalty. If riders experience that a few times, they will stop riding.

Based on my understanding of the schedule, it appears that a one-way trip on the combined route from Half Moon Bay to Daly City BART would take about 70 to 75 minutes during the middle of the day. That means a bus could complete a round trip in 3 hours with 15 to 20-minute breaks at either end. Maintaining an hourly frequency would take 3 buses – exactly the number of buses serving Route 17 today. (Currently, there are excessive 35 to 50-minute breaks on Route 17 at both ends.) *In other words, Route 17 could be extended to Daly City BART with the same resources as today – providing direct service and boosting ridership with minimal incremental costs.*

- Pescadero – During the Coastside public meeting on October 28, Reimagine SamTrans project staff stated that SamCoast would offer better service than the two current Route 17 round trips, yet a participant from Puente said waits could be an hour after the quoted arrival time. SamCoast might indeed be better than existing Route 17 service, but that is not readily apparent in the proposal as presented to the public. There seems to be some confusion about where and when the service operates and expected waiting times. From the website, it is unclear how SamCoast works and how a resident or visitor would use it to reach Pescadero, San Gregorio or La Honda. Please explain how someone would schedule a ride and how they would connect to Route 17 or 294.
- 110 – The area around Longview and Belcrest is extremely steep. Though distances are not too far, eliminating service on those streets would require seniors, people with disabilities and others to navigate up steep hills. Please consider the following reroute that would both streamline service *and* reduce the amount of walking on steep hills:
 - Towards Pacifica: Skyline, right on Belcrest, left on Longview, left on Skyline, right on Crenshaw, right on Palmetto.
 - Towards Daly City: Palmetto, left on Crenshaw, left on Skyline, right on Longview, right on Belcrest, left on Skyline
- 112 – The Reimagine SamTrans report stated that the current route “serves a small, unique market that mostly overlaps with other routes.” Please consider the following modifications that would greatly improve the route’s utility by serving more markets, thus improving ridership:
 - Rather than continuing to serve Gateway Blvd, please reroute the 112 along Hickey, Monterey and Oceana to Pacific Manor to cover the area served by Route 140 that is proposed for cancellation. Gateway Blvd. is relatively flat and is walkable either to Hickey (Routes 112 or 121) or Skyline (Route 110). In contrast, Monterey Rd. and Hickey Bl. are very steep, making walking to the nearest bus stop infeasible for many people. This change would offer multiple benefits: (a) It would directly link the Pacific Manor neighborhood east of Highway 1 to Serramonte and BART (current low ridership may be due to the fact that Route 140 does not serve those destinations), (b) It reduces duplication with Route 110 between Gateway/Skyline and Pacific Manor, and (c) It provides faster and more direct service from central Pacifica to Serramonte and BART.
 - During the Coastside public meeting on October 28, Pacifica Mayor Sue Beckmeyer asked for a connection from Pacifica to Skyline College. Extending the 112 a short distance from its proposed terminal at Clarendon Rd. to Skyline College along Francisco Blvd., Sharp Park Rd., and College Rd. would provide such a connection

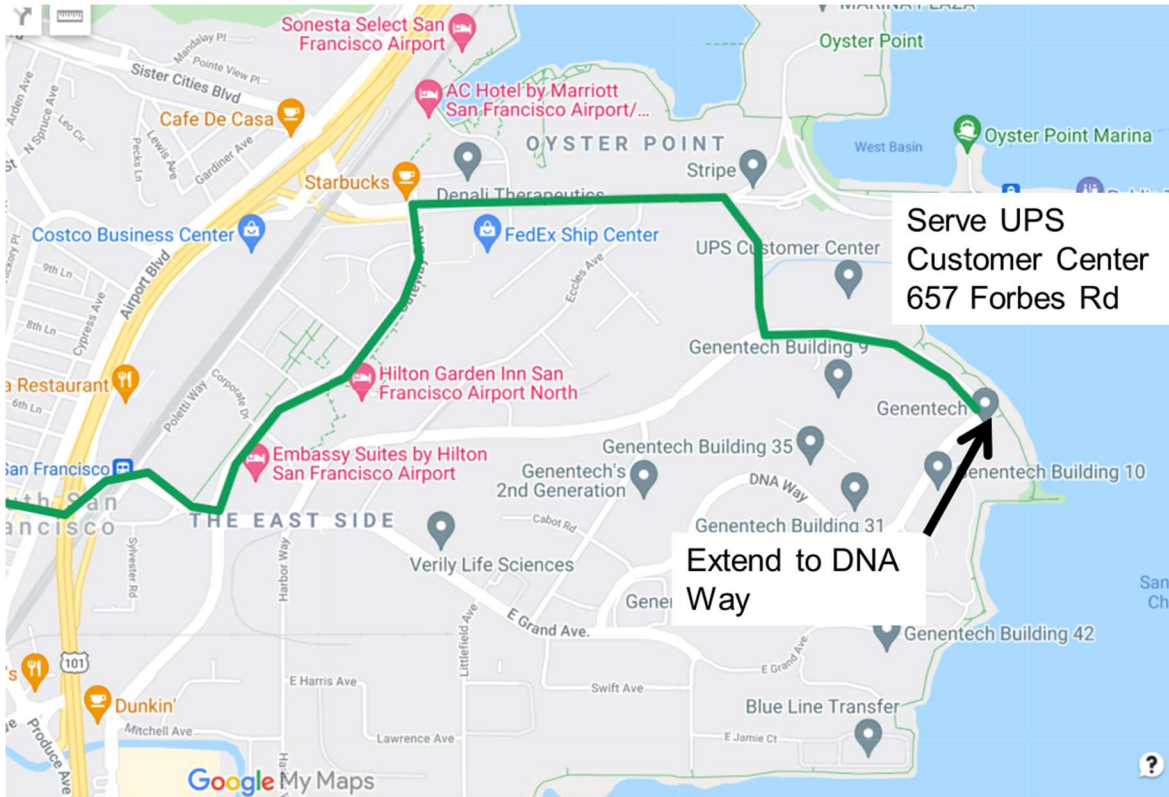
and would be significantly faster than taking two buses all the way to Daly City BART and back. It would also improve access to Milagra Ridge.

Based on my understanding of the schedule, this suggestion for Route 112 does *not* require any additional resources compared to today. The route's travel time would remain well under an hour, so two buses could serve the route at the proposed 60-minute frequency.



Map of Suggested Route 112 Changes: Serve Pacific Manor, Milagra Ridge and Skyline College

- 121 – While the route along Sneath Lane is fast, it is bordered by a cemetery on the north side which produces no ridership, removes a key connection to Caltrain at San Bruno, and is no longer within walking distance of Downtown San Bruno. Please consider the current Route 140 routing Cherry, San Bruno Ave. and Huntington Dr. to serve more markets and restore the connections to Caltrain and Downtown San Bruno.
- 130 – Thank you for proposing to extend service to Oyster Point. I support the proposed route alignment within Oyster Point that serves job centers with all-day demand like hotels and the Fed Ex Shipping Center. A small route improvement could generate significant ridership would be to extend the route along Gulf Drive and Forbes Blvd. to end at the turnaround at DNA Way. This cost-effective extension would provide bus service to the UPS Customer Center at 657 Forbes Rd., an employer that provides many job opportunities for equity populations.



Map of Suggested Route 130 Changes: Serve UPS Customer Center

- Hillsdale Caltrain Station Connections – Major San Mateo County rail stations (such as Daly City, Colma, San Bruno, Millbrae and Redwood City) all feature bus loops riders can transfer between buses and to rail safely and conveniently. Unfortunately, there are many routes that travel in the vicinity of Hillsdale Caltrain but do not serve it. This is of particular concern because (a) the new station is far from the shopping center and Hillsdale Blvd. itself, and (b) crossing El Camino Real is very dangerous as the highway is wide with a lot of fast-moving traffic. For rider safety and convenience, please orient routes 250, 251, 292, 294 and 295 to serve the station to facilitate connections between SamTrans buses and with Caltrain.
- Fare Reform – Please continue to work towards fare reform. While Reimagine SamTrans does not specifically address fare integration, it is an important component to making transit work better. For example, fare integration with BART and Caltrain would:
 - Enable riders to travel along the El Camino corridor quickly and reliably, which would in effect save operating resources by making an ECR Rapid unnecessary
 - Partially mitigate higher fares caused by the proposed elimination of the 398
 - Improve ridership on buses connecting with BART and Caltrain

Thank you for opening the dialogue on how to improve bus service through Reimagine SamTrans. While many changes would enhance the ridership experience, if there was one theme clear from staff, it was that limited resources precluded further improvements.

Even with Reimagine SamTrans changes, there would still be significant service gaps – such as in the hills of Belmont, Millbrae, San Carlos and Burlingame. While these are not “equity” areas, there are still travel needs in these communities. I urge SamTrans to investigate and support alternative

service models like the South City Shuttle for areas where traditional bus service is less feasible. That service has proven to be economical to operate and popular with riders.

Additionally, there are needs to upgrade more routes to 15 or 20-minute frequency to improve customer convenience and attract ridership. I also encourage SamTrans to price out the resources needed for a comprehensive service expansion beyond Reimagine SamTrans to provide better service to more places. When presented with the opportunity to improve transit, voters have been generous as evidenced by the recent passage of Measures RR and W. A growth vision will help the community advocate for more resources for SamTrans to achieve the high-quality system we all want.

Good luck with Reimagine SamTrans!

[REDACTED]

[REDACTED]

[REDACTED]

San Mateo
Wed Oct 13, 2021

Dear Sam Trans:

I am legally blind and I have to go to all the Senior Centers between Menlo Park and San Francisco. I can't drive or use a computer so I am writing you a letter. I go to San Bruno Senior Center because this is the best one on the peninsula. They serve 130 people for

Your 141 bus schedule is terrible. Take away all of the double cuts. They are ridiculous. Enclosed is a very busy class schedule for the Senior Center. The bingo and dance classes contain on average at least one hundred people per class on average. Don't you dare tell us or think we are second class citizens. Don't you dare decide we don't belong on buses with school children. We are on buses everywhere with high school children, and all other people vaccinated or not vaccinated. The CDC just requires everyone getting on buses to wear masks. They don't require us to be separated from other people. That is ridiculous. Right now San Bruno Senior Center is having a Halloween party for 120

including live band, and other entertainment.

We need the 141 bus to come to the Senior Center at least every half hour all day long with no long lunch breaks. As you can see the classes extend during lunch every 141 bus should include the Senior Center.

Most important we need a 1:30 pm bus and a 3:00 pm bus.

The September schedule is wrong. It says that it takes 4 minutes to get from Genevein to the Senior Center when it really takes 15 minutes.

We refuse to wait 45 minutes anymore.

We will fight you all the way.

Thanks

[Redacted]

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Appendix D: Transcript of Comments from Public Hearing

Appendix D

November 3, 2021 Reimagine SamTrans Public Hearing – Transcript of Verbal Public Comments

Kristi C.

Thank you for taking my comment. As we know, each city is assigned RENA allocation numbers to build in their cities, and that would be mainly for affordable housing and we are in the process of looking at an application that supportive housing for down syndrome and, obviously, we will need buses in Portola Valley. We've gone from 4 routes to .05, I believe. It may have gone to 0. I'm still looking at your report, but PV is the smallest city and San Mateo county or town. So, we will not have the ridership that other cities would have, but we still pay our taxes, and we still want to get the services, not only for our children our single mothers are elderly and the affordable housing that's coming our way. So, if we go from one, four routes that used to go to our middle school and our elementary school and we are bussed over to Woodside for the high school and, single parents need to get their kids from these schools to town Center to wait at the library that no longer will occur. Armandale and Corte Madera will no longer be served and only will we have a route at three o'clock. Going from woodside to Portola Valley, the morning one to woodside would be cancelled. And I'm not sure how affordable housing and low income would get to Caltrans to go to San Francisco to go to San Jose if there's only a bus for teenagers in high school coming back from Woodside High at three o'clock to PV, so I would like you to consider keeping our routes that serve these supportive populations that need the routes. And that is my main concern. If we care about affordable housing, how do we take the routes away and how do you really help the smallest cities in your county. I would think that you must be equitable in this way, as well, so I know that our superintendent has written letters, our town has written a letter, I continue to talk about this at every meeting possible ABAG, MTC and now you and I really hope that you listen and if the ridership is. What you might say, below seven or nine I have the bus stop right outside my house, I can see the bus stop from my kitchen, and I support this. So, I'm just wondering if you could comment on how, you've accommodated the smallest cities in San Mateo county Thank you.

Julio G.

Good afternoon, for the record my name is Julio Garcia, and my residence is in Redwood City California, and I am the director of rise South San Francisco in South San Francisco. First of all, directors, Chair Stone, Supervisor Groome and Supervisor Pine good afternoon. I just want to talk about the Reimagine SamTrans and the recommended changes. A couple of years ago, SamTrans approach the Community that I was working in an East Palo Alto to partner, to conduct surveys, conduct conversations interviews with people who live in East Palo Alto and use it, the bus every day. To go to Stanford to go to the clinic to go to the supermarket. People who are carrying bags are just coming late working from Stanford because they didn't have any other means. So, you know, we live in communities that cars are a luxury to also paying for gas prices are a luxury to us and just having more bosses more. More times I'm more routes for low-income communities and I'm talking in general about low-income communities, not you're now at like in South San Francisco, Redwood City, North Fair Oaks, parts of San Mateo county that we know that people take the bus to work, to go grocery shopping, to the doctor so I just want to commend you for considering this and just definitely the work in the last two years in doing this.

The changes and the proposals are going to benefit communities that take the bus every day as a daily living and cannot afford to buy a car cannot afford to even buy gas at this price right now. And you know just to end, I just want to thanks the team that worked really close with nonprofits in the community to make this happen, thank you very much for your commitment for social equity and just Reimagine SamTrans.

Meredith P.

Hello, first I want to thank you for your leadership during these extraordinary times and I really want to applaud the Reimagine team. I know they carefully work to develop these alternatives and perform outreach and I sincerely appreciate their thoughtfulness and responsiveness. As I mentioned, as a member of the SamTrans advisory committee, how can we build a generation of riders, who will use transit as a primary source for transportation into adulthood. How can we diversify ridership by age income and background and demonstrate the parts of Silicon Valley can prove just as dynamic and equitable as places like London. I do believe this is possible by engaging youth from an appropriate age. My own kids have used SamTrans since middle school to get not only to school, but other activities and they have no qualms about riding the buses. Many parents will do the same if the routes go the right places the right times and they don't require transfers. I am eternally grateful to the SamTrans staff are working to serve so many schools by the school day routes. But I don't view that as a long-term ridership solution instead I do hope that standard three-digit routes could be leveraged to also serve schools where possible. You know, for this to happen, bus routes must be designed to near enough to schools so as we walkable not requiring transfers and bus stops must be located on less voluminous and safer roads. And there must be frequent enough headways to fulfill multiple purposes from various school bell schedules to train departure times. Applying these tenets might start a movement in places where children are predominantly driven to school. I think, SamTrans could be a model of diverse transit ridership one we're riding the bus is expected of everyone and not just those who cannot afford a car, and I do hope this is, you know, another consideration, alongside the other notable ones in your final evaluation so thanks again for all you're doing and for taking my comment.

Rona G.

Hi, thank you, my comments today are in regard to the changes to the Redwood Shores 260 bus route. The Board should have received a letter from the Redwood Shores Community Association on October 26 opposing the change to the to 260 bus route without a viable alternative for the overwhelming majority of residential communities and the shores. Hopefully you've seen that letter, so I will not reiterate the points made in the letter we did receive some subsequent data that the decision to shorten the 260 bus route was based upon passengers per vehicle service the system average productivity is 22 passenger per vehicle service the route 260 productivity is 16. I heard a short time ago that the threshold was 15 so we're just a tick above that. Considering the limited service and the size of Redwood Shores, it does not seem appropriate to compare Redwood Shores, to the entire SamTrans system average. We understand and appreciate SamTrans goals, especially the need for connections and efficiency. But it's hard to understand how it's equitable to remove the barest minimum only accessible mass transit service from virtually the entire Shores residential area, an area, which includes several apartment complexes containing below market units, there would be about a dozen riders a day, who depend on the bus, that would be stranded as the walk to the shortened route can take up to

45 minutes, the proposed route change. An infrequent service would be acceptable if Redwood Shores had an on-demand FLEX service, it would likely be well utilized by all residents of all ages. We urge you to incorporate an on-demand FLEX service, along with the shortened 260 and EPX bus service for the entire Redwood Shores community, this will help the large residential community and encourage us to become mass transit users of the future, thank you.

Adriana F.

Good afternoon, San Mateo county transportation board of directors, my name is Adrianna and I'm the environmental justice specialist for Nuestra Casa in East Palo Alto. I have been working closely with the Reimagine SamTrans Team and Maritza, our promotoros coordinator, who has been working closely with our mighty team of promotoros to help the East Palo Alto SamTrans riders know about the proposed changes to the SamTrans lines and collect their feedback. The Promotoros have collected over 300 comments from outreach events they've conducted. Outreach at almost all the bus stops in East Palo Alto the Palo Alto Station and Redwood City Caltrain station and they have done an amazing job at informing and interacting with the SamTrans Riders of East Palo Alto and some Redwood City Riders. In addition, Nuestra Casas has also informed the community through our social media platforms and our environmental justice parent Academy. This afternoon, some of our promotoros will share, about their experience during these outreach efforts and provide comments, based on their own experiences as SamTrans riders thank you.

Don C.

Hi good afternoon, everyone, thank you for your time. I have represented the San Mateo County Economic Development Association or SMCEDA and on many SAGs starting with Get Us Moving and if I had \$1 for every SAG, I think I've been to, I could make a donation somewhere. SamTrans' Community engagement and the way in which your staff does thoughtful engaging the Community is some of the best I've ever seen pre pandemic during the pandemic. You're not going to make everyone happy you're not going to address every concern, from our perspective, Reimagine Sam trans has the potential to make the most impact with equity. People who don't have access to a car, people who have relied on SamTrans as frontline workers or without an ability to afford a car. Especially throughout the pandemic must be one of the focuses of this network efficiency, you have limited resources, I know this firsthand in our work in helping to pass measure w. So, you've got to do the best you can with what you have. And connections from a business standpoint, where our major employers are. Reducing single occupancy car trips among commuters that are employees in your major hubs and employment centers is absolutely essential. Again, SMCEDA worked hard on measure RR, which is Caltrain but it's because if it's whether it's Caltrain whether it's WETA service in South San Francisco now or in the future in Redwood city, the Millbrae Transit Center that brings together Caltrain and BART. These connections are essential to move people from their homes in or outside the county to where they work without the use of a single occupancy car trip and all the issues that comes with from either climate change or quality or congestion. This is hard and I encourage you to continue to work with all the stakeholders, and I know you will find a smart solution at the end, with our support, always Thank you.

Aleta D.

Thank you chair Charles stone and Members Aleta Dupree for the record, she and her. Good presentation. Caltrain, I mean SamTrans, doesn't exist in a vacuum for me.

Because I spend my nights in Oakland. My SamTrans trips always go to or from another mode usually Caltrain. And the times I have used SamTrans was mostly the ECR route as far as I remember. And, so, frequent service on the ECR, is very important to me because Caltrain only runs once per hour in the middle of the day, which is when I'm San Mateo county, usually, and the ECR makes a lot more stops and there are many more places that I can go because of all the stops that are in between the Caltrain stations. So someday I ought to try out the Pacifica Half Moon Bay route. I haven't checked to see how often those run, but I think there should be some frequency with those. Not sure what that would look like because I don't want to have to worry about riding a bus on a very infrequent basis because I never know where I'm going to need to be so, I think there should be a sense of frequency around the county. Certainly, acknowledging that the car is really the backbone, and that we must remember that much of the Sam trans constituency is people who transfer in and out from other systems, thank you.

Amada M. (Summary interpreted from Spanish)

Afternoon, my name is a good afternoon, my name is Amada Martinez, and one of the promotoros of Nuestra Casa, and I would like to let you know that I take the transportation in San Mateo, and I've participated together with colleagues and in the poll that took place, and we gave our feedback. And we participated, also with the feedback that we also wanted to comment about the changes that are taking place where the transportation, I would like to tell you that I would like to also commend you know these changes are you guys are making. These are changes that allow us to have better routes that have better times with the connections. have more connections that are available, and these are changes that will benefit us as people that to take place in the transportation system, I want to thank you for the people of SamTrans that have taken into consideration, our opinion and made our changes according to that. And this is an excellent opportunity to provide the things that the Community needs, thank you very much.

Michael L.

I'm sorry he wasn't done. Okay, now this is Michael Levinson and I wanted to make a couple of quick comments. First, I appreciate all the feedback that was taken by SamTrans at all the public forums and review, but he got a lot of information and was very well handled. I have one comment relating to people with visual impairment. That is, and I may have this problem coming up before November 8. There are people on the phone who are trained to review individual route as opposed to just taking comments about the Reimagine Plan. That would be helpful, but I don't know if that's going to be the case if I call the 800 number. The problem is I can't see route maps. So, if a bus goes down a certain street or around a certain shopping Center etc. there's no way for me to tell without literally reviewing the proposed routes. A couple that I have been told that were going to be added were 124 and 125 and then Serramonte and then Daly City Bart and Colma BART areas. So, I'm hoping somebody will have the ability to explain where those buses go and don't go. The next few days I won't be able to comment here because I don't know the route at this point.

CT

hi can you hear me? Hello. Thank you everyone for listening to her, you know the public and getting our input, I am a mom and. Ahh let's see when I see the San Carlos kids get out of school along 61. I see everybody rush out, rush out, rush out. They push each other into the street, they push each other into you know traffic. And I don't know if you know, having more buses come in, so that they don't have this worry about trying to rush for the buses will help.

And I just know that with route 61 that I just see kids just rushing and putting themselves in danger of traffic, and I think if, you know, reiterating what some of the speakers were saying about having more classes available and they don't have to worry about waiting. Between the buses that come I don't know if that will take out some of that rush and anxiety for young kids. In trying to you know get home or get to the different activities after school and that would be the same, you know about going to school, having more buses available, I guess, I grew up at a different time where, with my school, you know whole bunch of buses were lined up for us to pick us up after school. And we never had to worry about missing our buses, because they were right there in the school campus available for us and waiting for us to go, and these were public buses that you know were lined up for us. And so anyways, I just wanted to you know, bring up what I'm seeing presently and what I experienced in the past, you know when I was growing up, thank you very much for everybody's hard work.

Martha O. (Summary interpreted from Spanish)

Hello, my name is Martha Ortega, and I'm one of the promoters that participates with the organization, Nuestra Casa and I would like to give you feedback about SamTrans project. I take SamTrans and one of the things that I would like to let you know is that we are having issues with the buses that do not come on time. That many times they come behind schedule, specifically, for example, the 397 bus from San Francisco that that goes from San Francisco to East Palo Alto. This bus leaves super early in the morning and, if it comes late, it makes us wait for this bus for a really long time in the morning, when it is very cold. So those are one of the issues that that we are having with these buses. Another issue is that I believe that you should build more covered spots for the buses for the width for the stops for the buses covered. Places for us to wait for the buses because many times it rains, and we get all wet when there is no cover for these stops. I believe, though, there are many changes that are going to be very favorable for many riders. But I also believe there, there are other people that are not going to agree with these changes. Some people will not like the changes that are going on with the transportation, because sometimes it will get in the middle of them being able to go visit their family members, for example, thank you very much.

Adina L.

Good Afternoon Board Members, Adina Levin from Friends of Caltrain.

...which had work to help support measure w and I'm really glad to see SamTrans working on its Reimagine process to find the routes and particularly equity and making sure people who depend on transit...service....Believe you'll get a letter from up, although....letter yeah, I wanted to share some additional information as a resident of Menlo park. I'm glad to see the improvement that increased frequency of the 296 route and what I encourage further consideration of improving the hours of service in the evenings and one of the great things that it does in Menlo park to Redwood city that has movies that other activities, and so it is really great

for Community members, including youth to get back to Redwood City and another important comment in terms of. Menlo park and housing development is there are new development group I see in the Bayfront Area by Jefferson and Constitution Levin by the 276 that serves the area that comes nearby...doesn't actually serve be area that will have that has a new school and will have more office workers and residents...service to actually serve that area, and lastly. Lastly appreciate the improvements to the connectivity between the buses and trains and encourage the SamTrans Board to continue to advance complimentary policies for better fare integration as they are moving forward on a regional level and scheduling coordination to provide you with access. Not only local trips but local ... connecting in other places in our county.

Cynthia C. (Summary interpreted from Spanish)

Hi, my name is Cynthia Castro I'm a promoter of Nuestra Casa, and I would like to thank you to all the team at SamTrans for putting your trust in us to do these polls, and it was a pleasure to conduct these polls and these questionnaires with the people, and I would like to tell you that. I also especially thank you for the opportunity of getting inside the buses and for allowing the drivers of the buses to get inside to ask questions to the people inside to the writers, to ask information from them. Many of these riders told me, inside these buses, that they are very satisfied with the new changes they especially like the frequency of the new changes have taken place with around the also specifically like the new ECR are which allows them to have new changes that they really like. Because of the implementation of thethey don't have to walk as much as they had to. Before they had to walk very large distances to reach into specific routes that they needed to get to especially people that needed to go to work, I also talked to students and the students also said that they're very satisfied with the frequency of the routes. This allows them to get on time and to go to their classes at school and they don't have to wait and spend too much time getting there. I would like to thank you to everybody in charge, and for taking the opportunity of considering our opinion And I think this this will allow us to have a lot of benefits, and I thank you for the opportunity for taking us into consideration of providing this feedback to you and putting your trust in us and allowing us to give us for allowing us to give you, our responses.

Rick N.

I am Rick Nahass from the Pacifica Climate Committee and an advocate for Seamless Bay Area. I want to thank the Reimagine team I think they did an amazing job with reaching out stand was juggling the schedules and the routes on the coast in San Mateo. One of the goals which is increasing ridership. You know, I am not quite clear how these changes do that but I'm sure I trust them that it would. To the board, I know, in the Recent Studies by the MTC to increase ridership via integrated integrated fares and also free transfers, I know they were you guys were height seemed highly critical forgive me if I'm being too pessimistic here, but I'd like to see more involvement and actually doing studies for increasing fares and how Sam trends can work with the MTC and one another anecdotal. piece of information was in the last two-day MTC meeting actually the Caltrans district 4 director spoke and wants to be heavily involved and I think this is potentially a way to do things like have SamTrans go to the MTC meet with the Caltrans district manager to talk about you know it, what, if anything can be done to make to make buses not late so again that's just an example Anyway, thank you.

Sonia E.

Yes, thank you, thank you me, can you hear me. Can you hear me. Okay, thanks to my call I really appreciate the outreach SamTrans chances that goes to many of the comments that done outstanding job and. My comment is a lot of the same that I've already heard and agree to are so many people are Community for speaking up for transit it's one of the most important things.

To me, I think it from so many perspectives from the social cohesion Community perspective and the climate perspectives clean air, etc., etc., and also independence in our youth is also really important part. Independence for older population. And one of the things that I struggle with is seeing so many nearly empty buses, when I ride them. This feels like there's a lot more space that could be filled. One of my big concerns is that I am not a bus driver, but I feel that it's demoralizing to be one of the hero bus drivers to drive buses that are often underutilized. And you know I put enough family meals for my family picky eaters to know that when you pour energy into providing an important service it isn't valued or you know gets people to turn their noses at that it's demoralizing and a serious health hazard to worse and I'm aware that there's a big driver bus driver shortage, right now, and we really need these heroes in places where they can help us keep our public transit we don't have buses if we don't have drivers. it's got to be the worst kind of cognitive dissonance. To be stuck in the same traffic with people that won't ride your bus when they're going the same way as any way, and so you know my focus, one of the things I really want to, you know, recommend for getting new ridership is promoting the youth rider, ushering in a new generation of public bus confident taking riders. Youth have always been trendsetters in our society. I think public buses are more valuable to students, then school buses regular school buses, because they raise kids to value this particularly special kind of freedom that the buses offer, which is a sustainable and socially responsible kind in my Community. I live in San Carlos, and you know, the people who have worked so hard on this getting the school routes here to work better. I'm really grateful for their efforts and would love to see the old route 295 reinstated from before 2014 you know that's. Because it connects dozens of schools between San Mateo and Belmont San Carlos Redwood city. Thank you for taking all of my comments.

Karen M.

Yes, great Thank you Thank you Karen Molinari for the record, thank you for the robust outreach this Reimagine planning process has taken. I greatly appreciate it, as someone who grew up taking SamTrans to school and to work as a teenager. I really appreciate your efforts. I am also someone who worked very diligently with other community members for over three years to bring school-oriented bus routes back into San Carlos over six years ago. And I really appreciate the support that staff has provided us over those years and addressing the needs. We were all thrilled to see ridership so large that extra buses had to be added, specifically to route 61. And, as a previous person commented student riders were so abundant that it was often unsafe waiting for the bus and kids had been left behind, due to the bus being overcapacity. That said, I really want to support the efforts, as Sonia just mentioned, to increase youth ridership. I really believe this is the future of transit, and we are needed to create lifelong transit patrons. And I really encourage you to continue supporting the school oriented bus routes, thank you.