



# REIMAGINE SAMTRANS

## EXECUTIVE SUMMARY OF **PHASE 2 OUTREACH**

**AUGUST 2021**



This document summarizes the public feedback received during Phase 2 of *Reimagine SamTrans* outreach. The focus of the Phase 2 outreach was to present the public with three different bus network alternatives and asked them to provide feedback on each alternative.

SamTrans conducted a combination of virtual and in-person outreach from April 5 to June 7, 2021. During the two-month outreach effort, the project team facilitated more than 80 opportunities for outreach and public input.

## 80 separate events, which included:

15

### different presentations/briefings

with elected officials and staff at various cities and government agencies within San Mateo County



4

### multi-lingual virtual public meetings

one each in North County, Mid County, South County, and Coastside

25

### separate meetings to community groups

such as chambers of commerce, school districts, major employers, and advocacy groups



21

### different pop-up events at various sites

that included bus stops/transit centers, shopping malls, farmers markets, food distribution sites, and health clinics

5

### meetings with SamTrans advisory groups

Citizens Advisory Committee, Paratransit Coordinating Council, Accessibility Committee, SSF Youth Ambassadors, Stakeholder Advisory Group, and Technical Advisory Group



10

### meetings and outreach events

with SamTrans operators and staff

### Partnerships with 4 Community Based Organizations (CBOs)

for targeted multi-lingual outreach in historically underserved communities. The CBOs helped in reviewing outreach materials, organizing pop-up events, and staffing events with SamTrans staff

In total, over 1,300 members of the community participated (see Appendix A for full list) in outreach events.

Outreach also included a large county-wide marketing and communications campaign to drive engagement through the project website and surveys. The *Reimagine SamTrans* website ([www.reimaginesamtrans.com](http://www.reimaginesamtrans.com)) had information on the proposed alternatives and individuals could leave comments for the project team. The website also included recordings and presentations from the four virtual public meetings. A public survey was designed so the public could provide their feedback.

The survey was available in English, Spanish, and Simplified Chinese online and in a printed format that was distributed at the in-person pop-up events. There was also a separate online survey for SamTrans bus operators.

Along with multi lingual print and digital ads across San Mateo County, the marketing and communications campaign included sending 125,000 multi-lingual mailers to equity priority communities, as well as 45,000 English language and 16,600 Spanish language text blasts. Multi-lingual digital and print ads were installed at bus shelters, on board SamTrans buses and with temporary signs at 200 high ridership bus stops.



## WHO WE HEARD FROM

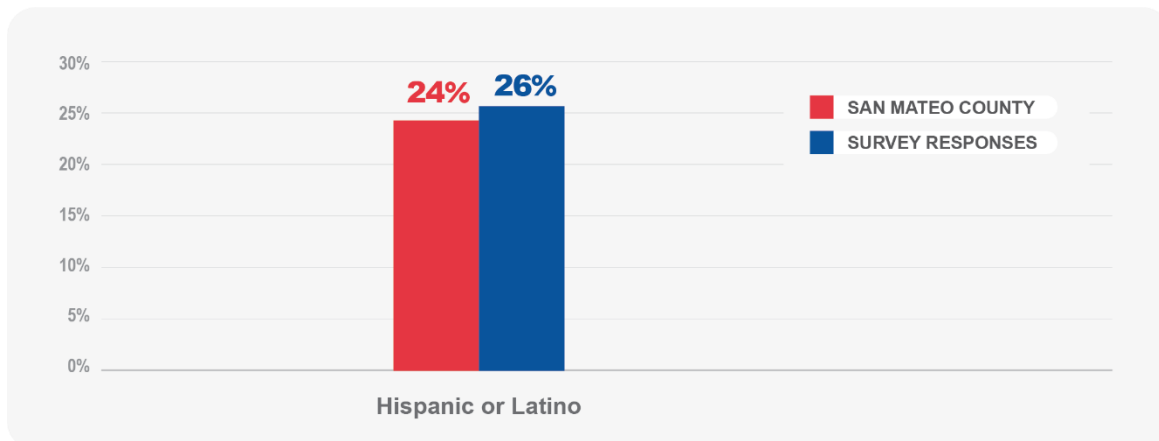
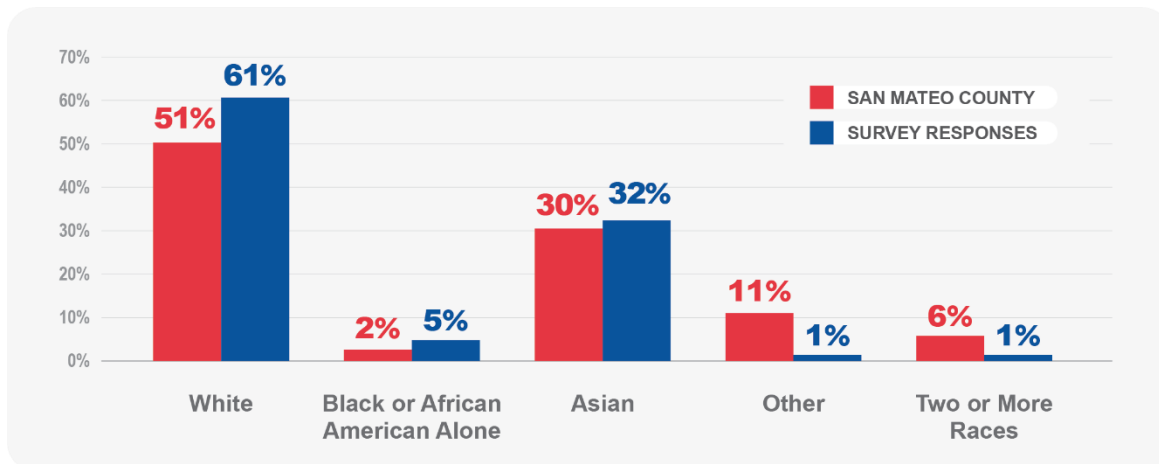
The website recorded over 9,000 unique users accessing the site during the two-month outreach period. Many users also returned numerous times to view the website. The public survey garnered 2,008 respondents.

**9,000 unique users accessed the website and there were 2,008 survey respondents**

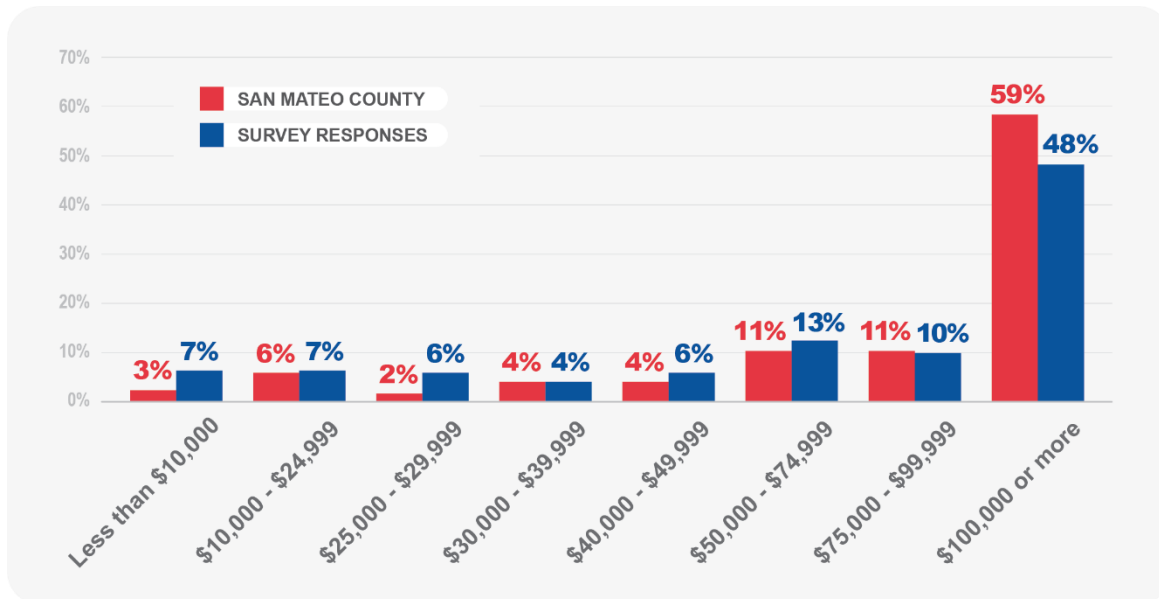


Nearly two-thirds of survey respondents (61%) reported being a regular SamTrans rider in the last two years, while 38% said they have not recently been a SamTrans rider.

Demographics of survey respondents nearly matched San Mateo County averages in multiple categories, including race/ethnicity and household income. The share of survey responses from people who identify as Black/African American, Asian, and Hispanic exceeded County averages.



The income distribution of respondents nearly matched County averages, with the share of low-income survey respondents exceeding the County average.



A survey was also administered to receive input on the potential route changes from our SamTrans bus operators. This survey for SamTrans bus operators received 42 responses.

**42 responses from SamTrans bus operators**



Phase 2 Outreach helped the project team understand what the public liked or did not like about the network alternatives, as well as what elements they had questions or concerns about. The complete list of outreach events and documentation of all raw comments received are documented in the appendices:

- **Appendix A:** List of all outreach events
- **Appendix B:** Public comments on alternatives

## COMMUNITY-BASED ORGANIZATION (CBO) PARTNERSHIPS

SamTrans partnered with four community-based organizations (CBOs) to conduct outreach for this project in underserved communities. These four organizations were: Daly City Partnership (Daly City), 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 reviewing the outreach materials and providing feedback, organizing and staffing multi-lingual pop-up events, and helping to collect responses to the project survey.



The CBOs and CBO promotoras were compensated for their time and any incentives for public participation (e.g., gift cards) were reimbursed. Altogether, the four CBOs led or supported 20 outreach events and helped to collect 343 survey responses, a large portion of which were in Spanish, included in the project's 2,008 survey response count. The CBOs provided invaluable connections and language support to reach diverse subsets of the San Mateo County population.



## OVERVIEW OF THE ALTERNATIVES

Three alternatives were presented to the public for review and comment. The theme for each alternative was as follows:



### **ALTERNATIVE 1: FREQUENCY** Direct and frequent bus service in San Mateo County

**ALTERNATIVE 1:** emphasized direct and frequent bus service in San Mateo County. In this alternative, buses on high-demand routes would come more often all day, seven days a week. Routes would become more direct. However, less service would be provided in some parts of the county and in San Francisco.



### **ALTERNATIVE 2: CONNECTIONS** Expands connections to rail stations and the region

**ALTERNATIVE 2:** expanded connections to rail stations and the region. In this alternative, new routes would connect to key BART and Caltrain stations, employment areas, and college campuses. Faster regional service, including express bus, was included.



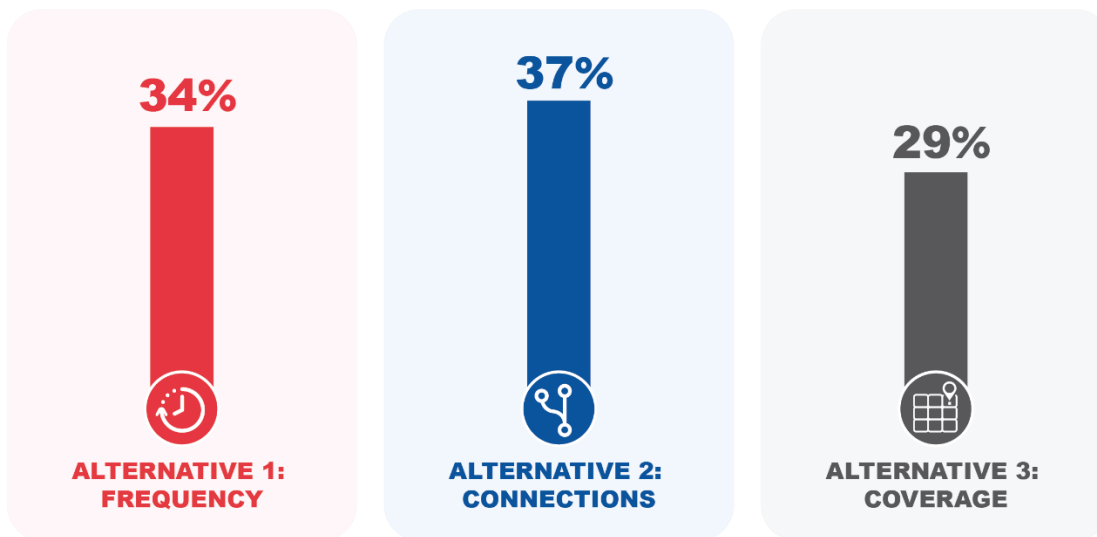
### **ALTERNATIVE 3: COVERAGE** Maintains coverage and explores innovative transit

**ALTERNATIVE 3:** maintained geographic coverage and included innovative transit. Coverage of service throughout the county would be maintained and on-demand bus service (microtransit) was proposed for hard-to-reach communities. With on-demand service, riders call or use an app to request a ride and a shared vehicle picks them up and drops them off anywhere within the designated zone. Frequency of service stays about the same as today on most routes. In addition to retaining geographic coverage, Alternative 3 focused on improving frequency during weekday midday, evenings, and on weekends.

## PREFERENCES BY ALTERNATIVE THEME

Respondents to the public survey were asked to rank the three alternatives based on preference. Results shown below indicate a slight preference for Alternative 2, which focused on improving connections to rail and to other key destinations like community colleges and employment areas. However, the ranking between the three alternatives was nearly evenly split, indicating varied preferences among survey-takers and no clear preference for one alternative as it was presented during Phase 2 outreach.

### Respondent's First Choice Network



Overall comments indicated respondents want the following from a new SamTrans bus network:



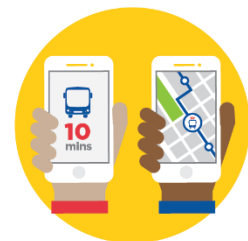
**More  
frequency/less  
waiting**



**Improved  
connections to other  
routes/services**



**More evening and  
weekend service**



**Better  
reliability**



## RESPONDENT PREFERENCES BY ROUTE

For each individual route, survey respondents were asked which alternative proposal they supported most, and had the opportunity to leave comments supporting or explaining their choice.

Respondents were also asked to evaluate several proposed new routes. Overall, respondents supported these new routes and noted that they provide needed service to new markets and improved travel patterns in the region.

The following table provides a summary of the level of public support for the alternatives proposed for each route. The legend summarizing support levels follows:



**Supported by a majority** (50% or more of respondents)





















**Some level of support** (more than 10% but less than 50% of respondents)



**Little support** (10% or less of respondents)

	ALTERNATIVE 1 FREQUENCY	ALTERNATIVE 2 CONNECTIONS	ALTERNATIVE 3 COVERAGE
<b>CROSS-TOWN ROUTES</b>			
<b>Route ECR</b>			
<b>Route EPX (New)</b>			N/A
<b>Route FCX</b>			
<b>Route SMX (New)</b>	N/A		N/A
<b>Route 292</b>			
<b>Route 398</b>			

	<b>ALTERNATIVE 1 FREQUENCY</b> 	<b>ALTERNATIVE 2 CONNECTIONS</b> 	<b>ALTERNATIVE 3 COVERAGE</b> 
<b>COASTSIDE ROUTES</b>			
<b>Route 110</b>			
<b>Route 112</b>			
<b>Route 118</b>			
<b>Route 294</b>			
<b>Route 17</b>			

**ALTERNATIVE 1  
FREQUENCY**



**ALTERNATIVE 2  
CONNECTIONS**
































**ALTERNATIVE 3  
COVERAGE**











**NORTH COUNTY ROUTES**

	ALTERNATIVE 1 FREQUENCY	ALTERNATIVE 2 CONNECTIONS	ALTERNATIVE 3 COVERAGE
<b>Route 120</b>			
<b>Route 121</b>			
<b>Route 122</b>			
<b>Route 124 (New)</b>	N/A		N/A
<b>Route 126 (New)</b>	N/A		N/A
<b>Route 130</b>			
<b>Route 140</b>			
<b>Route 141</b>			
<b>Route SFO</b>			

	ALTERNATIVE 1 FREQUENCY 	ALTERNATIVE 2 CONNECTIONS 	ALTERNATIVE 3 COVERAGE 
<b>MID-COUNTY ROUTES</b>			
<b>Route 249 (New)</b>	N/A		N/A
<b>Route 250</b>			
<b>Routes 251 and 256</b>			
<b>Routes 260 and 261</b>			
<b>Routes 291 (New)</b>	N/A	N/A	
<b>Route 295</b>			
<b>SOUTH COUNTY ROUTES</b>			
<b>Routes 270 and 276</b>			
<b>Routes 274, 275, and 278</b>			
<b>Routes 280 and 281</b>			
<b>Route 296</b>			

## SCHOOL ROUTES

<b>Route 16/49</b>	
<b>Route 37/39</b>	
<b>Route 53/55</b>	
<b>Route 61/95</b>	
<b>Route 80</b>	
<b>Route 82/83/84</b>	
<b>Route 85</b>	
<b>Route 87</b>	

## SUMMARY OF COMMENTS BY ROUTE

This section summarizes the key themes of the comments received multiple times for each route. Routes are grouped into six categories: Crosstown routes, Coastside routes, North County routes, Mid-County routes, South County routes, and School-Oriented routes.

### CROSSTOWN ROUTES

Crosstown routes serve two or more of the sub-regions in the SamTrans service area (Coastside, North County, Mid-County, and South County).

#### Route ECR

- Respondents indicated that they liked the improved frequency of the route, particularly during evenings and weekends, proposed in Alternative 1.
- Regarding the potential split of Route ECR, many respondents commented that they liked that the route was being split to improve reliability; however, there was a concern among some respondents about making the transfer at Millbrae BART. Bus operators also raised concerns about fare penalties for cash-paying customers.
- Multiple respondents supported the reintroduction of the ECR Rapid.
- Reducing the number of stops and reducing travel time was supported by multiple respondents. However, respondents also expressed concern that removing stops would create accessibility challenges for individuals may be unable or find it challenging to walk the extra distance to the next closest stop.

#### Route EPX

- Respondents were generally supportive of introducing this new route, particularly those that do not ride SamTrans regularly.
- Some respondents expressed concern about this route duplicating service the Route 398 provides to SFO Airport.
- Respondents liked the later service provided in one alternative, but both employees and regular travelers also wanted service on weekends to SFO Airport.

#### Route FCX

- Respondents wanted to see service levels return to pre-COVID levels. Respondents are happy with the route as it is currently designed.

## Route SMX

- Respondents were excited about the possibility of this new service but also suggested the route be extended further south to Hillsdale or downtown San Mateo to increase the utility of the route.
- Many respondents also said they appreciated that this route could be an alternative to Caltrain, with better frequency and span of service.
- Multiple respondents also noted that this route would be duplicative of other services and suggested that service instead be introduced to an area not served by Caltrain.

## Route 292

- The overwhelming majority of respondents stated that they wanted Route 292 to continue going to downtown San Francisco. Residents of the Brisbane neighborhood in particular said that eliminating service to San Francisco would severely restrict their mobility.
- Respondents were supportive of limiting the number of stops in San Francisco to improve speed if the major stops continued to be served.
- Many respondents also liked the route connecting to the Millbrae BART Station.

## Route 398

- Most respondents wanted to keep this route, noting the connection to SFO Airport is critical for them.
- While there is duplicative BART and Caltrain service, many individuals stated they were on a fixed income and that they preferred to take SamTrans because of the lower fares.
- Other respondents who favored eliminating this route noted the duplication with BART and Caltrain and that this route was the slowest option of the three.

## COASTSIDE ROUTES

Coastside routes serve the cities or communities of Pacifica, Montara, Moss Beach, Half Moon Bay, and Pescadero.

### Route 17

- Most respondents liked the option of improved frequency on weekends. However, many were not happy it came at the expense of removing service in Montara and at the Seton Medical Center.
- Many respondents liked the idea of on-demand service but some were skeptical it could work in the area or had questions about how it would work. Some also suggested extending the proposed on-demand service to Montara.



## Route 110

- Many respondents liked the proposal for more frequent service during the midday and on weekends.
- Many also liked the faster service gained from removing the Longview Drive deviation. A smaller number of respondents thought keeping the Longview Drive deviation was important from an accessibility perspective.

## Route 112

- Many respondents did not like eliminating service between Colma BART Station and Serramonte.
- Very few comments came from the Linda Mar area.
- Most comments were from the Pacifica/Sharp Park area and focused on retaining service from Palmetto/West Sharp Park to BART.

## Route 118

- Respondents supported more frequent service.
- Many also said that they preferred to connect to BART trains at Daly City rather than Colma because of the more frequent train service at Daly City.

## Route 294

- Respondents liked the idea of more frequent service during the midday and evenings.
- Respondents were split about whether to continue or eliminate service to the College of San Mateo. Some stated the stop was critical to coastal community residents while some stated that the stop was unnecessary or unused and removing it would speed up their commute.

## NORTH COUNTY ROUTES

North County routes serve the cities or communities of Daly City, Colma, Brisbane, South San Francisco, San Bruno, and Millbrae.

## Route 120

- Respondents supported more frequent service. Several respondents noted that before the pandemic, buses were crowded during commute times and that the extra service would help alleviate crowding.
- Several respondents disliked removing service from Mission Hills.

## Route 121

- Respondents supported more frequent service.
- Many also commented that they liked the improved directness of the route, but a smaller number mentioned the loss of Colma BART access.
- Respondents on the southern route portion indicated that they want to retain weekend service.

## Route 122

- Respondents supported more frequent service on the northern part of the route.
- Some respondents had concerns about splitting the route at the Colma BART Station.

## Route 124

- Respondents liked this new limited stop service to Skyline College.
- Several respondents noted the need to coordinate with Skyline College and not duplicate the college's shuttle service.

## Route 126

- Respondents liked this new route to Oyster Point.
- Several respondents noted about the need to coordinate service to Oyster Point among the different proposed SamTrans routes and shuttle services.

## Route 130

- Respondents supported more frequent weekend and evening service.
- Respondents had a slight preference for Alternative 1 which proposed to serve the Oyster Point/East of 101 area via Oyster Point Blvd.
- Some respondents were concerned about the potential loss of service to Hillside and to Linden Avenue.

## Route 140

- Respondents supported more frequent weekend service.
- Some respondents were concerned about the potential loss of service to Rollingwood Drive.

## Route 141

- Respondents supported more frequent service between San Bruno BART and South San Francisco.

- Many respondents stated they did not like any of the alternatives because all would eliminate service to Shelter Creek Lane and the San Bruno Senior Center.

## Route SFO

- Respondents supported eliminating this route, provided an alternative was available.

## MID-COUNTY ROUTES

Mid-county routes include those serving the cities or communities of Burlingame, San Mateo, Foster City, Belmont, San Carlos, and Redwood Shores.

### Route 249

- Respondents liked this new route to College of San Mateo, particularly the direct routing from downtown San Mateo.

### Route 250

- Respondents supported more frequent service, particularly to College of San Mateo.
- Respondents liked the new connection to the Hillsdale Caltrain Station, but requested that the schedule be coordinated with train arrival times to ensure minimal waiting.

### Routes 251 and 256

- Respondents were not supportive of the loss of coverage to any residential part of Foster City.
- Respondents were enthusiastic about the idea of on-demand service, but some had questions about what it was and how it would work.

### Routes 260 and 261

- Respondents did not support any alternative.
- Many respondents stated that they did not like the idea of the route being split as it would force a transfer for their children going to/from school.
- Many also did not like the idea of removing service to College of San Mateo.
- A few respondents were glad the redundant loop in Redwood Shores was eliminated in all alternatives and replaced with either a single loop or bi-directional service.

## Route 291

- Respondents liked this new route between Redwood City and San Carlos but said it may not be a priority with constrained resources.
- Some suggested that this be an extension of another route (Route 260, 270, or 295).

## Route 295

- Respondents liked the proposed additional weekend service and desired even more frequent weekday service.
- Several respondents noted that there is congestion on Whipple Avenue and suggested routing the bus on Hopkins Avenue instead.
- Some also noted that the bus schedule needed to be better coordinated with Sequoia High School.
- There were few comments on the proposal to remove service from San Mateo on this route.

## SOUTH COUNTY ROUTES

South county routes include those serving the cities or communities of Redwood City, Menlo Park, East Palo Alto, Atherton, North Fair Oaks, Portola Valley, and Woodside.

### Routes 270 and 276

- Respondents liked more weekend service and better frequency.
- Many commented that extending the Route 270 along Bay Road to the Menlo Park VA Medical Center would be a welcome addition.
- Respondents living at or near the Harbor Village area were not supportive of any of the alternatives.

### Routes 274, 275, and 278

- Respondents said they missed the Route 274, which was eliminated during COVID and would like to see the route come back.
- Several respondents noted that the replacement service for Route 274 (Route 278) does not offer all day service and they feel trapped in their homes.
- Respondents requested later evening service from Redwood City Transit Center up Woodside Road that would allow them to eat dinner and return home by bus.
- Many respondents liked the introduction of new Sunday service.

- Other respondents did not like the long loops proposed for the different alternatives and wanted to see a more direct connection between Cañada College and Redwood City.

### **Routes 280 and 281**

- Respondents appreciated more frequent service and a potential extension to Redwood City and the Stanford University and Hospital area.
- A few respondents mentioned potential loss of service from proposed changes to Route 280.
- Several respondents had questions about how on-demand service would work.

### **Route 286**

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

### **Route 296**

- Respondents liked better frequency, particularly on weekends.
- Respondents did not like truncating the route at the VA Medical Center and said the route should continue to East Palo Alto.
- Many also commented that they support not going into the VA Medical Center to speed up service.

## **SCHOOL-ORIENTED ROUTES**

The following school-oriented routes were identified for potential consolidation or service reduction in all three network alternatives. School-oriented routes not listed here did not have any changes proposed and would remain unchanged.

### **Routes 16 and 49 Consolidation**

- The majority of respondents (56%) said the consolidated service would still work for their families. About a third of respondents were unsure.

### **Routes 37 and 39 Consolidation**

- A small number of respondents commented on this route consolidation proposal. The limited number of responses received were evenly split on whether the new route would or would not work for their families.

### **Routes 53 and 55 Consolidation**

- The majority of respondents (55%) said the consolidated service would still work for their families. About a third of respondents were unsure.

## **Routes 61 and 95 Consolidation**

- The majority of respondents (59%) said the consolidated service would still work for their families. About a quarter of respondents were unsure.

## **Routes 82, 83, and 84 Consolidation**

- The majority of respondents (55%) said the consolidated service would still work for their families. The rest of the respondents were unsure.

## **Route 80 Elimination**

- About one-third of survey respondents said the elimination of the route would be ok for their families and two-thirds said the route should not be eliminated.

## **Routes 85 Elimination**

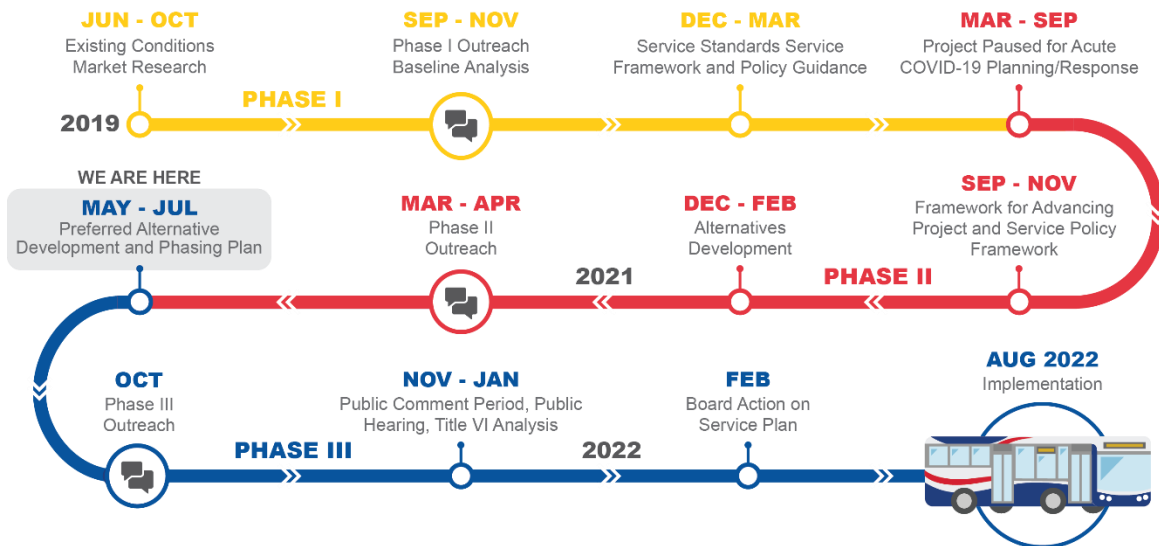
- More than 80% of respondents did not support the complete elimination of this route.
- Respondents indicated that if service must be reduced, the afternoon/after-school service was more essential to working parents and should be retained.

## **Routes 87 Reduction in Service**

- Three-quarters of respondents did not support the reduction in service on this route.

## NEXT STEPS

Using the feedback from Phase 2 outreach, the Reimagine SamTrans team project will develop a preferred network that incorporates the feedback received.



In October 2021, SamTrans will conduct the third and final round of outreach on this project. The objective is to hear final comments and support from the public and bus operators to inform any adjustments that need to be made prior to SamTrans Board of Director adoption of the new bus network in Winter 2021-22.

## Appendix A: List of Outreach Events

Event Date	Event Location or Audience	Approximate Number of Participants
4/9/2021	Meeting with Town of Portola Valley Staff	1
4/15/2021	Brisbane City Council	20
4/16/2021	Nuestra Casa Alternatives Workshop	3
4/20/2021	Nuestra Casa Outreach at University & Bay	15
4/22/2021	Nuestra Casa Outreach at Cardenas Market	100
4/22/2021	Meeting with Pacifica City Staff	4
4/22/2021	Serramonte Center Outreach	75
4/22/2021	Redwood City-Brewster Bus Operator Outreach	3
4/26/2021	Grand Boulevard Initiative (GBI) Presentation	20
4/26/2021	Commission on Disability Rights	8
4/26/2021	Daly City Partnership outreach	60
4/27/2021	TEAMC Presentation	10
4/27/2021	Nuestra Casa Board of Directors' Governance Committee	6
4/27/2021	Daly City BART Outreach	25
4/27/2021	Palo Alto Transit Center Outreach	40
4/27/2021	Daly City Partnership Outreach	50
4/28/2021	Redwood City Interagency Human Services Meeting	8
4/28/2021	South Base Bus Operator Outreach	10
4/28/2021	SamTrans Citizens Advisory Committee (CAC) Workshop	8
4/29/2021	Mid-County Community Meeting	30
4/29/2021	East Palo Alto Library Meal Service	15
4/30/2021	North Base Bus Operator Outreach	30
4/30/2021	Cow Palace Food Distribution Event	50
5/3/2021	Pacifica Climate Coalition Presentation	7
5/3/2021	Meeting with San Francisco Airport (SFO) Staff	5
5/3/2021	City of Foster City Council	8
5/4/2021	North Base Bus Operator Outreach	2
5/4/2021	Nuestra Casa – East Palo Alto on University Outreach	20
5/4/2021	Half Moon Bay City Council	40
5/5/2021	Silicon Valley Leadership Group (SVLG) Transportation Committee	25
5/5/2021	Pacifica/Linda Mar Park and Ride Outreach	10
5/5/2021	Half Moon Bay Strawflower Shopping Center / Canada Cove Outreach	5
5/5/2021	Half Moon Bay MV Bus Operator Outreach	2
5/6/2021	Meeting with Mid-Peninsula Open Space District staff	3



**Appendix A: List of Outreach Events**

<b>Event Date</b>	<b>Event Location or Audience</b>	<b>Approximate Number of Participants</b>
5/6/2021	Fair Oaks Community Center Volunteer Alternatives Session	5
5/6/2021	Brisbane Farmers' Market	15
5/5/2021	Coastside virtual public meeting	20
5/7/2021	Coastside Transportation Committee	8
5/10/2021	Meeting with City of East Palo Alto staff	1
5/10/2021	Pacifica City Council	10
5/11/2021	Downtown San Mateo Business Association	10
5/11/2021	SamTrans PCC (Paratransit Coordinating Council)	17
5/11/2012	Belmont City Council	31
5/12/2021	SamTrans Accessibility Committee	7
5/12/2021	Meeting with ATU representatives	2
5/12/2021	Meeting with Ravenswood Health Center staff	1
5/12/2021	South County virtual public meeting	14
5/12/2021	Hillsdale Mall Outreach Pop-Up	25
5/12/2021	Colma City Council presentation	25
5/12/2021	Portola Valley Town Council presentation	10
5/12/2021	Menlo Park Complete Streets Commission	5
5/13/2021	Menlo Park Chamber of Commerce	8
5/13/2021	Redwood City Transit Center Pop-Up Outreach	50
5/13/2021	North Base Bus Operator Outreach	20
5/14/2021	South Base Bus Operator outreach	20
5/14/2021	Fair Oaks Community Center Pop-Up Outreach at Family Harvest	30
5/14/2021	Safe Routes to School Presentation	30
5/14/2021	Chamber San Mateo (Former RWC Chamber)	28
5/15/2021	SSF Youth Ambassadors	14
5/15/2021	Tanforan/San Bruno BART Outreach	15
5/17/2021	Daly City Transportation Town Hall	9
5/17/2021	Burlingame City Council	50
5/18/2021	Daly City Partnership Event/Serramonte Center Outreach	30
5/18/2021	Fair Oaks Community Center Pop-Up Outreach Events	30
5/18/2021	North County virtual public meeting	24
5/18/2021	SMC Health New Beginning Coalition	41
5/18/2021	South Base Bus Operator Outreach	10
5/19/2021	2 Fair Oaks Community Center Pop-Up Outreach Events	20
5/20/2021	San Francisco Base Bus Operator Outreach	5
5/20/2021	San Mateo United Homeowners Association (SMUHA) Presentation	18

## Appendix A: List of Outreach Events

Event Date	Event Location or Audience	Approximate Number of Participants
5/20/2021	Fair Oaks Community Center Outreach Events	15
5/22/2021	Pacifica Pier pop-up outreach	8
5/24/2021	C/CAG Board (City/County Association of Governments) Presentation	36
5/25/2021	Ravenswood Health Center Pop-Up Outreach	40
5/26/2021	Mid-Coast Community Council Presentation	25
5/26/2021	South San Francisco City Council Meeting	75
5/26/2021	North Base Staff Meeting	10
5/27/2021	SamTrans Stakeholder and Technical Advisory Group presentation	40
6/5/2021	Friends of Old Town Outreach Event	73

# Appendix C: Public Comments on Alternatives

This appendix is divided into four sections:

1. Comments on the system network
2. Area-specific comments
3. General comments
4. Route Specific comments

Within each section, where the comment originated is listed: the online survey, the website, or at an event. Further breakdowns are documented, when possible.

In instances where multiple routes are mentioned, a comment may appear in two sections.

## SYSTEM NETWORK

### Comments from those who ranked Alternative 1 their first choice

#### Survey

- The first one because it's more frequent
- Why are you serving San Mateo Park when most of those families have chosen to send their kids to private schools because they don't want to mix with people of color in the poor neighborhoods. Why are we running a bus to that neighborhood and not others who have chosen to put their kids in public schools since the beginning of their career.
- No alternative is 'best', but #1 has high-frequency. Geographic coverage is important to me. Connection to rail (Caltrain/BART) is least important.
- I take the bus 296 from "Middlefield Rd & 8th Ave" to "Middlefield Rd & Elm St". That's the work travel I do every day and it's important for me to have a higher frequency bus line here. I'll reach work sooner.
- Alternative 1 seems to be one that would meet the needs of most if not all riders regardless of the reason a rider is using SamTrans. Alternative 2 appeals more to the employed and students. Alternative 3 has less of a scope of appeal than the previous 2.
- It would benefit me the most to have higher frequency speed on main routes like the ECR which I take every day for work...Also I don't exactly see how Alternative

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2 really helps as much because if you can get to Daly city BART you can take BART to the other stations and you can already get to Cal train from several different buses. But 2 would still be better than 3.

- 1 would be faster route to reach for the destination
- This benefits me more
- Alt 1 is focused on direct and high frequency bus rides which I would most likely take/have to take.
- Important to be able to come to San Mateo College as easy as possible (less changing busses)
- I live up on southern hills so having the 121 be limited would hinder my ability to get to work on time.
- You guys suck. Since technology is changing everything your making it harder for people to get to a destination. All you guys care is about the money.
- High frequency has a lack of San Francisco Routes. The connections are improved because there is more connection to college routes. If I retain geographic coverage, it will be the same. However, sometimes may cause a traffic jam
- ECR Sundays more often
- I just feel like a connection to college campuses would be the most beneficial for me as of right now and the near future and having another transportation option that's will almost always be near my area seems pretty beneficial for my needs.
- I think 1 is good because we need more frequent buses that runs throughout the county. We don't have enough buses right now.
- I rank the routes based on frequency. I'm not sure how the rides on-demand will work with folks who are not familiar with the technology.
- Alternative 3 is the only way I can be served as I live on Shell Blvd in Foster City. Alternatives 1 and 2 would require a 30 min. walk to the nearest bus stop. Alternative 3 has the shuttle service on demand.
- High frequency fits my schedule and destination points. I do not use rail services and prefer not to rely upon on-demand service.
- More direct services means my school ages children wouldn't have to walk home alone, or at least just for a couple of blocks by themselves after school.
- Frequency is the single most important factor in my choice to ride transit or not, so I would love to see more frequent service in the areas that can support it. Some communities aren't built for transit and that's okay, so let's put our focus on areas that are.
- Number one seems to help more people.

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- I live in Montara and rely on the bus to get my kids to and from Cunha and HMBHS. I would like to see that service improved. Last year some days my kids were on the bus for close to an hour and arrived to Cunha late. On demand service would be nice too for other times.
- I think this alternative is a better way to bring people to where they need to go faster.
- I'm interested in getting around my direct area of San Mateo and would like to use the bus for my kids to get back and forth from school.
- I live on the coast, so primarily use it to get to HMB from Montara and back for school aged kids. More frequent routes serves this need.
- Want more frequency but also need connections to VTA and BART.
- Most routes to rail
- As I understand, the majority of people who took SamTrans' survey said they wanted more frequency. So Alternative 1 addresses that. I chose Alt. 3 as my second priority as I believe on demand transport and minibuses are critical to solving the last mile problem and convince more people to take public transit. While I support more connections to BART and Caltrain, it was my 3rd priority.
- Access
- Rather ride the bus with decreased wait times
- I didn't
- We need it like that.
- Frequent and fast, reliable service along relatively heavily traveled corridors helps to entice people to not use automobiles as often.
- #1 and 2 are both good, but my priority is quick access to BART.
- We need more service in zones of service workers who commute to other jurisdictions for work. Alternative 3 seems to be the only one that will serve East Palo Alto better.
- need for more service in area since removal of route 276
- We are looking for consistent Coastside coverage, particularly for school transportation.
- Because kids need to get to school on time
- I'm most interested in convenient and dependable routes to take my kids to and from school
- I found each fulfilled the needs of most passengers in the most in the order I listed.

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- Heavy user of a single bus route to get kids to school (95). Want to make sure kids have routes before and after school.
- I rank them because this will be more convenient for the communities.
- The frequency of current service does not meet the needs of the community
- Preference is for direct high frequency service. Do NOT want to use an app to request a ride especially for children. We live along the coast and would greatly benefit from increased bus service.
- Because with schedule The way it is now it's not frequent enough for us people that have to work
- I don't ride SamTrans because the stops are so poorly marked
- I would like to use public transportation to visit friends & family in the East Bay.
- 1 Because waiting for the next bus is too long to wait 2 Because some passengers takes BART and Railways so they don't need to drive 3 Share rides are not really necessary. Don't want to trust or ride close to other passengers.
- I need to connect to BART as early and as quickly as possible in the morning, I'm flexible in the evening
- I do not use it
- Routes based on need help eliminate unnecessary stops and increase usage.
- A better solution to connect to important places
- More buses are better
- I seldom take the bus but with the present situation passengers need more bus and extended schedules during peak hours and night hours. They're an alternative if the BART is out of service.
- Maintains grid.
- Should stay the same
- I do regular commute to same destination
- It makes sense to have buses running more frequently than having to wait more than 15-20 minutes between buses.
- I ranked them according to their relevance. I live near downtown Redwood City, so I take ECR fairly often both north and south. I do sometimes need to reach Millbrae BART. But I can take Caltrain there. I'm not affected by outlying areas, but I am glad there's bus service to those parts.
- It makes more sense to expand bus routes to more areas and then extend those routes to more rail stations.
- More rides more service

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- I don't take the bus regularly for commute, but it is useful for weekends. So 7 day per week coverage is useful for abnormal scenarios where I want to save money and take the bus home
- We need high frequency service
- Buses are not direct and takes too long to get from point A to B. I remembered I went skyline college to Daly City BART and took 1 hr! If you miss the bus, then it takes another 45 mins for the bus to come at night. Riding SamTrans been always a pain and time consuming.
- Bus routes should come more often. However I am located on Saint Francis Blvd. in Daly City and hope that buses do not stop coming near me since I use this service every day
- Just thinking , this may be the most efficient and cost effective way.
- Sometimes bus is late or no bus will arrive in the specific time, students and passengers wait for 30 mins to an hour for the next bus. If there are new bus schedules with 10 mins apart, that would be great for the commuters.
- It will be more useful because will be connection to BART
- I use bus 270 from home to school with no problems
- Direct high frequency is the best usage of public transportation. Geographic coverage is not important if less riders are on the fringe of the county. Coverage is important so everyone have access but with few routes and times.
- 1. Buses come every 15 minutes, if you miss or buses are fast, you wait longer.  
2. If there were a more cohesive transit system, it would benefit all commuters. Clipper was the first step. 3. Direct competition with ride share. How to mitigate busy times and avoid arriving to work late.
- East Palo Alto has always been neglected with proper services of SamTrans. That is something that needs to be better addressed. From there direct high frequency is preferred because many need to get someplace and the bus stops a lot. So it makes it sometimes inconvenient.
- Because it is what best suits my needs
- 321 I think it needs more stops and to stop more frequently and I don't think any of the solutions provided are really going to help
- I avoid riding SamTrans specifically because the bus service doesn't run frequently enough. If you're able to fix that along with an inexpensive monthly pass then no problem.
- High frequency
- For my own needs
- Based on my needs

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- Frequency of service, areas served
- We rely on the bus for transportation to the San Carlos schools
- Alternative 1: I don't like decreased service in some parts of the county  
Alternative 2: I think this alternative provides for the needs and feeds into existing infrastructure  
Alternative 3: I don't know if this is accessible to those without a smart phone or have trouble with new technology. Also I imagine this would not be feasible if there was a high volume demand.
- This would work the best for people that I know use SamTrans
- I use the ECR for work, high frequency will impact when someone misses the bus. Or the bus is late, soon another one will arrive. Also, 274 needs to come back. Many kids ride this route to get to school and is highly needed to come back. 278 rides through woodside and 271 already rides through woodside. We need one that rides through Jefferson and Farm Hill. Thank you
- Because I use the bus to the South City station and sometimes the bus take too long and doesn't connect to the BART. The buss doesn't follow the schedule sometimes and then have to wait longer
- 1. Buses are almost empty or empty more often than not on Delaware. 2. I think higher frequency is more important to people than having more routes. If you miss your bus and you have to pick up your kid at day care, 1 extra hour is a lot of money for a single mom and frustrating as all heck. 3. If you take the bus from 9th and ECR it takes almost 2 hours to get to downtown SF. 4. Smaller buses can maneuver easier, start and stop faster, and navigate through neighborhoods on Delaware easier. 5. We need better connections between community hotspots like downtown San Carlos, Hillsdale Mall/Bay Meadows, d/t San Mateo, d/t Burlingame, etc.
- both alternative 1 and 2 help the area become more integrated. alternative 1 ranks first in my opinion because with a higher frequency people will more often choose public transit for the purposes such as commuting, shopping, dining, etc. Being connected to BART and Caltrain, more people will choose SamTrans to get places outside of San Mateo county. Ranks second, because I prioritized getting around our county first. Geographic coverage was hard to judge. Although accessibility is important to me, it looks like the eliminated routes are within the San Francisco area where there could be found other alternative public transit routes
- I'm not sure what the data is on how many people connect from bus to train...seems people need to be able to get around their town the easiest way they can
- It's hard to say, hard to predict how any of these would work out based on this information.



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- It takes far too long taking the ECR to get anywhere that is sustainable for anyone's commute. It links with too many BART stations and adds too much time to the route. ECR rapid was a great addition to the system. Geographic coverage on demand is a lot smarter in maintaining route coverage, while still conserving resources and building transit equity
- Because is a good option.
- I would prefer direct service to a few places rather than improved connections, because connecting to rail / BART is such a process, it feels like it doubles that leg of the trip.
- Most important feature for Midcoast is the more direct route for #17 and 1-hr weekend headway. What happened to school route #18? On-demand zone is intriguing -- could it be extending to Pillar Ridge mobile home park on Airport St?
- Shorten travel time
- Best bus coverage in East Palo Alto. I'm skeptical of on demand ride share.
- My teen's friends are opting getting cars over bus travel because Pacifica is underserved in remote valleys, there's not access to the remote high school throughout the \*whole day\*, and infrequency is a problem. Just increasing major routes to 3times/hour would get teens and commuters to TRUST reliability and show how easy access is. 110 makes a ridiculous and unnecessary loop in a neighborhood in Daly City- wasting at least 5 minutes of efficient travel! Fix the efficiency between our community and other hubs please!
- Past usage.
- I think people can take the train and BART to SF, so I feel need more options inside the San Mateo County and more frequent service.
- Frequent buses is the best solution for public transportation
- My kids need to get to school.
- We use and need Route 85 to Ormondale and Corte Madera School, please keep it.
- Lack of frequency inhibits current usage for me. Would gladly trade range (SF) for better transit connections (BART).
- It's tiring have to wait for an hour to get the bus
- #1 High-frequency would speed up trips. Looks like faster service from Pacifica to Redwood City. #3 I probably would not make use of the On-Demand service.
- Coastside needs regular, frequent, reliable transport that includes Pescadero.
- Prefer high frequency to address arrive late/left early/cancelled situations. Also, more convenient if the trip gets done faster. Rail should be integrated to remove redundancy, as well as allow for better travel to and from SF and Santa Clara

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County. On-demand services should be operated para-transit like or fully-owned, rather than contracted to Uber/Lyft

- Honestly, it doesn't matter. None of the options provide adequate service between Pacifica and BART. When I can no longer drive, I'll be moving back to San Francisco. Given all of the bad alternatives, I guess I'd prefer some coverage in all areas, but item 3 still ignores Pacifica.
- We need to get cars off the road, so we need frequent and easy access to the trains. Caltrain is the backbone of mass transit.
- I like all three alternatives, but I think providing service throughout the county could increase transit use for non-work trips.
- better coverage to connect the bay area and other transit providers.
- 1 is the best
- For work gym they are the google map we need for safety. The car education overtime may be too weak.
- Foster city service at present is horrible.
- BART/Caltrain connections are my primary use for SamTrans.
- Priority on people getting to and from work across the County
- We need more frequent and weekend service to and from Pacifica. The Flex bus offered on weekdays for Linda Mar area is not enough for this area forcing people to drive and/or youth and the elderly to stay home.
- Alt 1 may be the most cost effective and will give service where it is most needed with Alt 2 being the next best bet. I do like the Alt 3 option of on demand service.
- I hate the sitting up of the ECR without the possibility of free transfers. Some people go the whole route on daily basis. I'm unsure about 3 if the execution would be as good as the sales pitch.
- Most likely udagr
- The current bus routes I could take advantage of are too slow and too infrequent for me to use at all.
- 1. Ability to walk to usable routes from my home 2. Usability of bus with more frequent service
- I want to get to my destination FASTER if I take SamTrans. Alternative 1 facilitates this by essentially creating EXPRESS SERVICE for all routes using the main routes for the system. Alternative 3 takes into account access to remote areas of San Mateo County, which is largely suburban and residential. Most folks walk or drive to El Camino Real, for example to connect with SamTrans to get to major commercial and business areas because rail system (BART and Caltrain) is generally not easily accessed from their residence and is something San

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Mateo County residents are accustomed to. Having a rideshare or shuttle option that deviates from the main express routes is an AWESOME idea that I would like to see combined with Alternative 1. So, the Alternative 1 and Alternative 3 combo would facilitate fast travel AND access to remote areas. Alternative 2 is not important for me because as an OLDER PERSON nearing retirement age, I am less likely to take SamTrans to other transportation platforms, colleges or main centers of business. As I mentioned earlier, I want SamTrans to be FAST so I can get to where I need to go as quickly as possible. Having EXPRESS SERVICE on the main routes with shuttle access would give me that. I also realize that something like this would provide coverage into the areas accessed by Alternative 2 anyway.

- For Alternative 1, I like how the new bus route allows people from San Mateo to get to the Millbrae BART station without having to take the ECR to get there. I like alternative 2 because there are more lines going into SF as well as the SMX line where we wouldn't have to go all the way to Foster City to get a direct route to SF. Lastly, alternative 3 has a lot of access between transit centers, but the zones don't really apply to me because I don't live in those regions although I know it would benefit those who live there greatly.
- Like to travel within county instead of spending more on cab
- Alternative 1 can benefit a lot of people who do not drive or do not have access to a motor vehicle. Alternative 3 adding on-demand service may help solve issues that come who do not use motor vehicles (but I am not sure why those areas were selected to be on-demand zone.) Alternative 2 is the last of my priority because those who work or go to classes can continue to use routes provided by Alternatives 1 and 3.
- High frequency is important. People need access to route daily, especially those who need extra assistance. Adding new route destinations increase users and destination routes. It's important to expand as more people take on new jobs toward other cities and East Bay. SamTrans already does well with routing to colleges (I go to college and take the bus). Adding more colleges within the Bay Area will be a kind resource to provide such as a bus to Chibot from San Mateo. I know college students who commute a lot to SF, Hayward, and Redwood. It also allows safe transportation after night classes.
- Need more bus services from train into the city up To Edgewood area
- One reason is because I'm thinking of my son and students who will be attending San Mateo community college in the fall of 2021. Right now my son has to move to San Mateo to be close to the College. Travel from San Francisco is a 2hr ride. With the new proposal he may be able to still live in Sf and travel
- The outer regions may not be the most popular routes but they are a lifeline to many especially students. I did not see any coverage to the Portola Valley/Woodside region which is so isolated and the students, in particular, are in

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need. They are too young to rideshare and the service from Ormondale and Corte Madera to the library has been so important for the kids. Please do not disrupt this service.

- High frequency provides more opportunity to make it to a job or school that has untraditional hours.
- I rely on the bus to get longer distances
- Not having to wait 45 minutes for a bus would be a big improvement. And this was before Covid.
- People hate low frequency service because it requires too much planning and the consequence of missing a bus is too high.
- I need transportation for my sons from San Carlos hills to local high schools and Bellarmine
- More frequency is most important to me with existing routes
- I do all my travel within the county & within the existing routes and rarely go out of it or to the proposed 'on-demand' zones, so more frequent bus service fits my needs
- The major problem I have with SamTrans is the frequency of buses. The long times between buses causes dramatic increases in my commute.
- I take the 141 to and from work
- We need coverage in our area
- It is working the way it is at this time. We don't feel a change is necessarily a good idea except maybe on the school routes.
- Used to be a patron of FCX pre-pandemic
- Better for my work
- I mostly just travel on the ECR route, so increased frequency of service would have the biggest positive impact on my travel experience.
- I used to take FCX into SF. It was so crowded and tons of people were standing, which was very dangerous when the driver breaks suddenly. Also, I now feel unsafe being in a crowded space. I also think it could attract more people to consider Foster City or other cities in San Mateo County by having more direct way to get to the city.
- Alternative 1 offers a more efficient experience.
- Need transport to SF State in quickest time as possible
- Demand need, convenience
- Although I understand why it's being discontinued, I've relied on Route SFO since its first day to get to work; it was far less expensive and FAR more reliable

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than BART. The Route 292 changes proposed in Alternative 1 are the best substitute for my needs; while I don't know its details (charges, availability) the on-demand Millbrae shuttle to Route 292 in Alternative 3 would come next. Alternative 2 would leave me stuck with BART (or a thirty minute walk from downtown Millbrae to the nearest Route 292 stop, which frankly might be preferable most days).

- I use SamTrans to access SF. Alternative 1 would eliminate that ability
- ALTERNATIVE 1 AND 2 both get 2 ranking. Frequency, go to skyline, beneficial (refer to paper survey- can't read. Ask Ryan M)
- ALTERNATIVE 3 also a rank 2. All 3 important
- People want to be more on time. Coverage more please Bus attendee clearer
- Cold to wait at bus stops. Want more frequency.
- Frequency
- I don't like waiting for the bus. Also when I have children with me, I don't want to wait.
- I ranked that based on my needs
- Need of on demand service , improved connections
- The coastal buses need to run more frequently in my opinion. If you miss those busses they take forever and if you miss the last one It's extremely hard to get to where you gotta go on foot as most of the routes goes along the highway.
- I ranked it based on the routes I usually take, which is from SSF to SF
- We need SamTrans coverage to get kids to and from schools and athletics at multiple times in the morning and afternoon. Improving connections to rail will not do this. I'm not sure what the tradeoffs are with geographic coverage, so that was hard to factor into the mix.
- I ride mostly local, but would definitely like connections to rail service.
- I really dislike the on demand plan. Although the idea seems reasonable, it seems very inequitable and the on demand locations do not make sense. As for the other two plans, I prefer the first, as it has the most routes that I can access from where I live. I do hope that regardless of the plan, you continue to run special routes to the high schools from the neighborhoods they serve (specifically Parrott Drive to Aragon High)
- Reliable fast service throughout the day enables better planning of personal trips.
- 1: Bus routes are very close in time and offer service all day. 2: There are many locations where Caltrain goes and even Caltrain can be available. 3: All this already applies to us. It's easy and can be convenient to commute in our area.
- I think it's more helpful and benefits our neighborhood.

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- Alternative 1 is important Alternative 2 is somewhat important Alternative 3 is the least
- I picked to rank them this way because of the high frequency bus service in the San Mateo community and would be needing rides for work, and I ranked Alternative 3 last because I don't own a mobile device.
- No good service don't pass too often.
- This was hard but in my opinion frequency drives ridership. And efficiency plays a big role as well. I ranked three second as the county needs to do more micro transit- we're spread geographically. We don't have the density luxury that SF and San Jose have. Finally alternative 2 was a close third. With Caltrain electrification and connecting to BART with a rail ring around the bay- leveraging this spine is important as well. Kudos to staff for putting three compelling alternatives together to consider.
- Not interested in shared ride o
- As someone who frequently commutes with SamTrans, I would prefer if buses come a lot more frequently. For example, I'd like for the 122 route to come more frequently because so think 30 minutes is too long a time. As for the second alternative, it'd be more convenient for people who needs to take Caltrain or BART. I'm not sure about the third alternative, and I don't think it's purpose is as important as the others.
- Foster City needs FCX. If you take it away, you cripple our ability to get to the City via public transportation. If the County is forcing all of this high density housing on our cities and traffic will keep getting worse, you can't eliminate this very valuable route to our city.
- I like the idea of connecting EPA to BART and making the whole system more commuter-friendly for all.
- More frequent and reliable service on El Camino is critical. I do not agree with splitting North and South at Millbrae, which is very inconvenient for travelers crossing that boundary.
- I am ranking High priority = 1 and least priority = 3. I choose Alternative 1 as my highest priority because I take the ECR bus along El Camino from downtown San Mateo to Millbrae BART. And I take the 120 bus from Colma BART up to Jefferson Union School District along Serramonte Blvd. It is important that these buses are more frequent for me due to my long commuting trips. My second preferred Alternative is Alternative 2, more connections to rail and the region. I use SamTrans to connect to BART in multiple ways so I like that you are making more connections to rail.
- I think that a greater coverage between people and jobs and colleges are the most important. The first alternative does that best

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- Residents will be affected if there is no route in the area.
- Need a direct route from Linda Mar to Daly City BART. The current route takes 30mins too long
- I liked 1 because frequency should be our top priority besides coverage. I liked 2 because it has more connections, if you can do the coverage of 2 with the frequency of 1 that would be a great start. I also like that in alt 2 the 130 goes to Oyster Point, that MUST be a part of the final preferred alternative. I'm very hesitant of the "on demand service" in alternative 3. I think we need to stick to transit ideas that work and expand what we have rather than implement some new gadgetbahn to impress the elected officials who don't ride transit.
- Kids commuting to school using bus and I take BART to work
- I have kids who will use bus too commute to school and I have to use BART/Caltrain to commute to work
- 3The more often the better.
- It would be preferable if the ECR routes resumed arriving more frequently. I'm afraid that if I miss one of the ECR buses that the next bus could possibly arrive too late for me to complete my eventual route transfer.
- We need bus routes to schools that cover Redwood Shores & Belmont to Ralston Middle School and Carlmont High School, San Carlos to Tierra Linda Middle School and Carlmont and Sequoia High Schools
- While I think geographic coverage is necessary, a transit network that isn't frequent isn't serving the people of the county to the best of their ability. Alternative one is a good mix between high-frequency service as well as geographic coverage, as poorer regions of the West Bay, such as East Palo Alto and North Fair Oaks, receive more frequent service. Alternative two is certainly good as connections to transit is important, but it doesn't reach the level of frequency I feel is necessary. It is a close second.
- We need routes of one bus that take you the must closer to our destination. I take often the ECR and I need to wait 20 to 30 minutes at noon, isn't improve frequency enough? What about be more punctual
- My kid needs a direct path to summit Shasta high school. I do want the buses to come more frequently. There should be rush hour frequency in mornings, after school and after work
- ECR is my #1 used route because it's large county coverage. I use it San Mateo to San Bruno or RWC, or within City of San Mateo with grocery shopping.
- ECR is my #1 route used both long and short route. San Mateo to San Bruno or RWC, or within City of San Mateo with groceries.
- Fits our needs to connect with local school

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- I want to be able to get from Sharp Park to San Francisco and SFO smoothly.
- Frequent bus service and fewer transfers are extremely important to me.
- We are only traveling within our geographic area, not long distance. We need frequent, reliable local coverage.
- I think this gives the highest chance for service for San Carlos public schools, like Mariposa upper elementary.
- Directly affected by changes proposed in alternative 1. Mildly affected by changes proposed in alternative 2. Not affected by alternative 3 changes.
- I catch SamTrans every day. Multiple times a day to get to work and come home. I have had to wait quite some time for the bus and have not had success finding a direct route. The way things are right now with the schedule and route options are ok and manageable. There is already an adequate amount of transit options at current train, BART, and bus stops for people to get to their destination.
- Improves possibilities for using SamTrans for purposes besides commuting.
- High frequency service close to my house. #2 is pretty good too. However, I work in Santa Clara, so it doesn't help me midweek.
- Alternative 1 is the most beneficial to the most people and businesses. It supports a car free lifestyle and supports businesses. Alternative 2 is a compromise that I'm not very fond of but it does at least support some areas with on-demand transit. I do not like Alternative 3 at all
- Would be nice to focus on the routes that receive the most riders. Make those routes more direct, frequent, and less travel time. Then, alt 2 would be helpful. Providing more transportation options for commuters would be good. But also, providing greater access to other transportation options in general Maybe people are within a bus stop, but Caltrain and BART aren't so accessible.
- Getting into SF via bus is not important to me at all. Caltrain and BART are far more efficient at doing that. Instead, I want to see more frequent connections to transit centers like Caltrain and BART. I also want to make sure lower income areas like Bell Haven & East Palo Alto have consistent access to transportation.
- I match alternatives based on my current needs. I do not use Caltrain etc. so that is a lower priority for me
- Shows the busy ridership.
- More frequent ECR would get me to work faster
- Need access to #141 & #140
- More frequent, direct service has the best chance of attracting choice riders. Coverage in low-ridership areas can be handled by SamTrans partnerships with Uber and Lyft.



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- I would prefer more buses coming to my home area in a shorter span of time as well as keeping the route I use to get from home to the San Bruno BART station. As of now, I do not travel outside of San Bruno very much which is why coverage is not as important to me.
- More buses frequently less time wait time per bus.
- My travel to San Mateo county destinations is often during non commute hours so having frequent service is a major factor
- Frequency is what makes a bus trip feasible. It's so important to know a bus is always coming, even if you have to go farther to get it.
- Alt #1 meets my needs by increasing service on a route that is convenient for me. Prefer alt #3 over alt #2 because would prefer to increase services in underserved communities rather than white-collar communities...
- Frequency is the most important reason I don't take SamTrans, e.g. it's also as fast for me to walk downtown SSF as take the 130 sometimes.
- Route 112 is extremely important for bus service users in Pacifica.
- If you don't have high frequency, people won't ride. I wish the on demand zone were bigger.
- Buses will come more often and need not to wait too long for the next one
- I need my 2 sons to get to their schools by SamTrans. We are very north end of Pacifica next to Fairmont Shopping Center at Hickey Blvd & Skyline Blvd. 1 son needs 112 Bus to go to Ingrid B. Lacy Middle School. 1 son needs 16 bus again to take him to Terra Nova High School directly again.
- Duplicating service provided by other means is redundant, contributes to congestion and takes longer.
- Practicality
- avoid long wait at bus stops.
- With lockdown indicating more people will work from home, the emphasis should be on providing the best service within the county. High frequency means more likely to be used. Hence, option 1 is best. Option 3 is worst because if volumes have declined so much, there is a need for significant change. Also, on demand zones sounds like SamTrans wants to be a public Uber/Lyft option - makes no sense.
- Because frequency is important to me
- I live in Daly City. Pre-pandemic, I used 120 the most, then occasionally 121, 130 and ECR. I appreciate the increased frequency of 120 that's offered in alternative 1. I prefer alternative 2 next because I appreciate how 120 would combine with part of 130. That's an occasional ride for me. I am concerned that the new 120 in

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alternative 3, though, may turn into a new ECR, which could be packed at times. The proposed changes in alternative 2 do not appeal to me.

- Some important destinations should be direct and more often.
- I chose Alt 1 as first because it stands to reach the largest number of residents and jobs. It would be great to see an amalgamation of all 3, as they each have merit, implemented.
- Meets my current needs
- My main route used is ECR so I am familiar with the times buses come to my spot. I think alternative 2 is good but I believe all the rail connections are spoken for. Plus not many people are riding BART/Caltrain at this time. So It might be a waste of our money. You need to retain geographic coverage with tweaks for low ridership at this time. I have heard making ECR a limited stop schedule. You cannot do this because you did this last March and my closest stop would be 20 minutes away instead of 5 minutes. I do not drive so this is a big deal.
- Increased frequency on all lines would be helpful. However, frequency should also be increased on 292 and it should continue to run into San Francisco! (not eliminated, as this proposal suggests).
- Selfishly, I like frequency of service on route 296.
- I live mid-county and close to El Camino. It would be difficult for me to walk to a stop that is further away from my current stops of 41st/42nd and El Camino. Not everyone can walk extra blocks to get the bus; some of us are disabled or elderly.
- I like the new 293 route
- High-frequency services are key to driving ridership - routes with headways less than 15 minutes might as well not exist
- I just need to get my kids to school in San Carlos / Belmont
- I sometimes need to get from BART Daly City home and the increased frequency would be a great help.
- Option 3 completely severs the ties between EPA and Menlo Park. What about Menlo Atherton high school students that spend time in Menlo Park? Rail is often more expensive. People take the bus for a reason.
- Better meets the weekly needs for our school age children
- that's just what my family does or does not need
- I prioritized them based on what might support my family with getting to elementary school and to the airport.
- My child depends on the system to get from our house to school. The direct route would be preferable for us.

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- Use local routes and also routes connecting to rail.
- Having buses going the most places will bring the most riders and greatest benefit. Another vital element is connectivity
- Frequency is a huge factor for me, as that can ease my commute and travel planning knowing that busses are arriving and departing more frequently and on time. That definitely is a top priority for me, especially as someone who uses the ECR line, which tends to be off a bit in timing sometimes and has longer in-between wait times (this is the only line I have this minor issue with, so I'll give praise to the timeliness on the other lines I use). Most of what I need to commute to is within my area anyway, so frequency would be more ideal to put first. I put improved connection (Alt2) 2nd in preference because I will admit, if there's a greater distance involved when it comes to my commute (primarily for recreational or leisure purposes; not for my daily commute to work or to appointments or to stores), I will turn to the rail systems. I chose to prioritize more access to these stations more than geographic coverage. With Alt3, I don't have any connection to the four proposed zones, and as much as I don't want to dismiss those that can benefit from this, it isn't a huge significance in my own day to day (as someone living in Daly City/Colma), and as I said, I would turn to rail transit to reach these places faster, in addition to the bus lines in the area.
- live in San Carlos work in Palo Alto - takes longer to ride SamTrans than to drive...make it more convenient and fast and I'd take public transportation
- 270 extension to RWC Caltrain
- Alternative 1 & 2 would work equally well to get me to work from Belmont to San Mateo. What I really like about alternative 1 is that I could use the 295 on the weekends to go with my kids up to the movie theater at Hillsdale, or down to San Carlos downtown, and that good weekend service is something we're really missing right now.
- I would use the 295 between Belmont and San Carlos all the time on the weekends with my kids, if it were more frequent. Alternative 1 and 2 would both work equally well to get me to work from Belmont to San Mateo (Hayward Park Caltrain area).
- my grandson needs bus restored to Pacifica neighborhood to get to school. I need to get to public transit easier from my home.
- Currently take the 292. Splitting the route 292/293 would reduce wait time for bus. My selection is based on the limited information you provided. Would like to see actual stops in San Mateo. Currently, there is quite a distance between some stops. In Alt 2 the new SMX is a great addition. Would like to see Alt 1 with SMX route.
- There shouldn't have to be a choice between High frequency service and improved connections to rail and region. The best alternative is a hybrid of both.

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BART will eventually return to its high frequency and Caltrain will do so once electrified. The bus network should feed these systems frequently, while also accommodating local trips that don't need to use BART/Caltrain.

- I like the ECR Rapid Route in Alternative 1 best. My main route today is the #130. The downside of Alternative 1 is going to Daly City BART / Top of the Hill, directly. Alternative 2 & 3 are pretty much equal to me. With Alternative 2, I can use the #121 Route to replace my current #130 Route. With Alternative 3, I would still use the #130 Route. But I like retaining the extension to Pope St. with Alternative 3, this is dropped in Alternative 2.
- Alt 1 seems to include the largest # of new potential riders and jobs, so that seems to be the best option based on the info provided. Alt 2 is another nice option as I've personally found it difficult to figure out connections with multiple transit options (i.e. bus to Caltrain or BART) so making it easier to connect to existing public transit options seems like a no-brainer Alt 3 seems like a good idea but I am skeptical the ride-share options would be widely used (or fulfilled by drivers if you used something like Lyft or Uber) in the low-usage areas
- Local use including schools
- I dislike waiting for a bus so Alternative 1 is attractive. The expansion of express buses in Alternative 2 is great.
- I live in San Bruno near ECR. Therefore Alt. 1 is ranked #1. Alt. 3 is ranked #2. I am not concerned about improved connections to rail.
- improving frequency is key to making SamTrans a better alternative to driving. Improved connections to rail is important, but less so than improved frequency.
- I ride often
- I use SamTrans for routine transportation. My priority will always be frequency of service on particular routes.
- More information is definitely needed in order to make an intelligent decision
- The most important goal for SamTrans should be to increase ridership. This not only benefits the riders themselves but also other road users in the form of reduced congestion. High-frequency service is the best way to attract riders, since it means people can use the bus without having to plan ahead or wait. Maximizing geographic coverage results in slow, underused bus lines.
- Option 1 makes the most sense because of the sheer volume of people better served. If ridership and revenue improve, then further options could be explored. Option 3 helps underserved communities with on demand options. Option 2 I don't like just personally because of the Whipple Ave and Alameda de las Pulgas reductions.
- To many overlap route, I think there's better way to route the buses making connection point. So you don't have to have so many buses running . I see buses

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with only few passengers. Making connection points and more frequent runs . And more important is to have lines only for buses .so they don't get stuck in traffic

- As a school, this makes the most amount of sense. Ride sharing isn't a thing for 6-8 grades.
- I most need to go between Half Moon Bay and San Francisco. From the wording in this survey so far it's hard to tell which of the Alternatives would provide the best service to San Francisco.
- The single most important proposed change is bringing the ECR Rapid back.
- I want to keep the ECR as it is now, only run more frequently. The ECR Rapid is a waste of time and money. When the ECR Rapid was running it ran with very few riders. The non-rapid ECRs became extremely crowded, sometimes standing room only, and they came infrequently. It was miserable. Don't bring back the ECR Rapid. I like the improved connections to rail and the region, provided the times between Caltrain and SamTrans can be coordinated. However, I am concerned that all of these alternatives will eliminate the bus stop closest to me, at 42nd and El Camino. Walking to Hillsdale or Belmont is not an option for me.
- I ranked them based on how convenient the options would be for my everyday commute and for leisure activity. Alternative 2 would also provide better routes for my kids who attend different colleges.
- Alt. 1: SamTrans service changes in the past 25 years have completely eliminated bus service in the southern part of Foster City, where there used to be 4 daily bus routes and now are none. Prior to Foster City's levee project six months ago, I used to be able to walk (15 min. walk) to your 256 bus to reach Caltrain and Hillsdale Mall and FCX (when it existed), but my walk route to either has been cut off by the levee project. I now have no way to reach any bus service by walking. Alt. 2: Your 256 schedule does not meet Caltrain (Hillsdale Station) train times very well at all. If 256 were still available to (see above), improved coordination to northbound and southbound Caltrain at Hillsdale Station would be desirable. Alt. 3: This looks terrible. Your on demand zone for Foster City does not go as far as Hillsdale or even cross 101. 25 years ago Foster City used to have decent bus service that my wife and I both used to commute to mid-Peninsula and The City. Ridership on both routes was decent (50-67% or better), but you have decimated bus service to Foster City (especially southern Foster City) and made it almost impossible for us to use your bus service.
- Transit should not be simply to funnel people to jobs or other hubs. It should serve a wide array of neighborhoods.
- I want a way to get into San Francisco from the Peninsula.
- SamTrans already does a good job of connecting to critical transfer points for Caltrain and BART, and I think all the potential options continue to provide

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sufficient coverage. Option 1 is the most appealing to me because of the increased frequency of service. I think coverage into SF proper is not critical for the bus system because of BART and Caltrain provide good coverage for that already. I'm a little sad about lack of connections to SFO in option 1, which is why option 2 is my next pick.

- High frequency is extremely important. I want to show up at a bus stop and be able to get on one ASAP.
- I rely on 120 to get to Daly City BART for commuting to work and to San Francisco.
- I want what's going to reduce travel times for the region as a whole and cut gridlock. If the first Alternative gives the most people direct access to lines, that seems most impactful. However, I do question whether some ECR stops should maybe be removed to increase transit times, as proposed in alternative 2. Also leaving out the commuter lines e.g. from Foster City seems a poor choice. That line was hailed as good for commuters. So I really feel that both Alt 1 and Alt 2 have strengths and weaknesses. They are very close in my mind. I narrowly picked Alt 2 because it is important to me that connectivity be preserved. However if local outlying communities provided their own connecting shuttles to SamTrans then that might make Alt 1 more feasible.
- Oppose proposed routing of bus 256 on E. 28th Ave - should NOT EVER be a bus route due to safety issues associated with the park crowds (current bus running down street is insanely dangerous and we're not even at full use of the park due to the pandemic). Need high frequency service into the evenings, particularly on busy routes like ECR. We have an equity issue in transportation that needs to be addressed.
- Ensures frequency of buses connecting to BART
- Short of an overall complete overhaul, alternative 1 would offer incremental opportunities to improve service
- More Frequency of the bus. Didn't like the other two changes
- Frequency of service to BART is very important for my needs.
- I live in Half Moon Bay and I need a good connection to Belmont, Redwood Shores, and College of San Mateo.
- Easy to ride for working from San Mateo to SF.
- The most common problem that I've had with SamTrans in the past is with bus scheduling. Route 140, for example, provided a direct line between where I work and where I live, but leaves the area near my workplace every hour on the hour (i.e. as I'm clocking out).
- It keeps most service intact and increases frequency. I worry about the logistics of on demand zones- particularly for individuals that do not have cell phones or if

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the area lacks adequate cell service. Riders rely on SamTrans to get to work, running errands/ groceries and for leisure. SamTrans needs to be equitable and reach lower income communities. Alternate route 1 will be equitable and accommodate residents of new housing projects.

- Hope to get better connection to my work in downtown SF
- That's what I need and the places that I might go.
- First, I use the 250 to get to downtown San Mateo on weekends. The first two plans improve the frequency of that route. Second, I would love to take the 250 to the Hillsdale Caltrain Station, which these plans would do.
- put more buses in the routes that are busy, make the buses on time, install GPS-timed devices on bus stops so we know if the buses are coming, or they are late, or if they are not coming at all
- Frequency of main route is important and do not want less stops in mid-Peninsula where I reside, which Alternative 2 would result in.
- Alt 1: More residences and jobs near high frequency routes is main plus. Alt 2: Better connections. Alt 3: Don't like idea of on demand zone.
- Our county is dominated by cars, and the barrier between me deciding to take transit over driving is that transit not only offer the right routes, but that those routes exceeds the threshold in travel time and frequency to be equivalent or close to driving time.
- Living in East Palo Alto I have used 296 to even get around the City where 281 does not pass and with option 3 ending the service to EPA just would not work out since EPA is a working city and ridership is low due to high impact the pandemic has had on most of the jobs of the people in our community
- Because I mainly want to get to the train station to commute to work
- Because Alternative 1 covers EPA (on demand are) better and needs it!
- on demand service
- My kids take the 122 bus to go to SF State University and they need to ride from Colma area directly to school with no transfer and currently, the SamTrans only comes every 30 minutes which is not good enough and sometimes, if one bus it taken out of service, the wait is one hour which is ridiculous!
- I'd re-consider putting retaining geographic coverage as Option #1, if there was a clear understanding on how long the ride-share vehicle would take, and coverage to/from common destinations (Caltrain, Stanford Shopping Center, etc.). As currently scoped, the County could de-fund and delay schedule of car with 1+ hour wait times. Leading to no usage. Direct, High Frequency Service, encourages people to avoid driving and use busses. People will use the mode of transport most economical and most convenient. This makes SamTrans very convenient with connections to key areas. Alternative 2, Improved connections to

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rail & the region, doesn't assist in improving connections to rail for the South County areas. And is worse overall.

- 1. I always take ECR bus. This bus will stop and wait at the BART station for 7-10 minutes. However, there is seldom people getting on the bus. It is better to add frequency (i.e., the bus comes every 9-14 minutes), and passengers wait for the buses instead of the buses waiting at the BART station. With a higher frequency, people only need to wait for a short time. 2. I always transfer to the 130 bus at the station in front of the Costco on El Camino Real. And the ECR and the 130 always arrive at the station at almost the same time. If it is not because there happens to be someone else waiting for the 130, I definitely have no time to take the bus and have to wait for another 15 minutes until the next bus comes.
- After 130 bus going to Airport Linden I'm going to take 292 to go to work as I can see this Alternative 1 hopefully if I'm not wrong I can still take the 292 going to Oyster Point.
- Service works for him
- I would like to have better connection for Redwood Shores
- Because I am retired and would use the most frequent coverage; have no need of downtown SF; and lastly do not live in far outreach locations.
- Alternative 1 will reduce lot of travel time between Skyline College and San Bruno BART. This will be the fastest way.
- Alt 1 would do me the most good. I live in Redwood City near Woodside Road and El Camino Real. My travel has been primarily to Caltrain in Redwood City or Palo Alto; or to downtown Menlo Park.
- ECR should be more frequent and reliable.
- I take the 122 bus line regularly and having it come every 15 minutes instead of 30 would improve my life so much!
- The main route I'm interested in is ECR between 27th Ave and downtown, so Alternative 1 will improve that frequency. I'm also interested in route 294, and Alternatives 1 and 3 increase that frequency.
- More service to where I may need to travel in the future
- Buses do not take people within the county which is why I don't ride. I have to walk down to ECR to catch a must. No thinks. You ridership has not return since the neighborhood routes were eliminated. People in San Mateo will not walk to catch a slow bus. Rapid buses needs to come back. Who's the idiot who did away with that? Probably someone who doesn't take transportation to work. Just look at the San Carlos HQ parking lot.



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- Higher frequency service on 110 is important to me. Stopping the 120 at Daly City BART though only makes sense if we can transfer to the 14R without additional cost
- It would be more likely that me and my children would use the bus daily if the frequency was better and that the arrival /departure times fit the Carlmont High School schedule. The bus could have higher frequency in the morning hours and again when school ends. And even lower frequency on weekends.
- The first alternative is great and #2 is also fine because it connects to BART
- Customer likes the ECR Rapid and would like to see it reinstated.
- Alternative 1 provides the most improvement for the most people and jobs. Alternative 3 seems to provide more or less the same as the status quo, but with the addition of on-demand zones in suburban/low-ridership areas. Alternative 2 is intriguing and in line with my broad goal (make buses feeder routes to train stations) but doesn't help as much as I thought it could.
- I would like to be able to travel to oyster point more easily, as I stay more local than usual. I also live in south San Francisco borderline Colma and I would like to travel to my school, skyline college, easier than having to transfer
- It is somewhat of a toss-up between 1 and 2 because we really need both. If there was better in-county service there would be less cars on the road, but we also need the rail and regional connections.
- Frequency is super important to make SamTrans a usable alternative. Especially if SamTrans is going to continue to resist doing the hard work of schedule and fare integration. Just putting a bus next to BART doesn't do anything if there's no train for another 10 minutes. Splitting the ECR route is a very good idea for maintaining on time performance. I think service to Oyster Point especially is needed, because right now, despite large employment centers, the east side of SSF is basically inaccessible by transit and relies on either driving or employer shuttles. Having SamTrans serve this area might convince the city not to waste money on a monorail or whatever gadgetbahn they're looking at now. I put Option 3 last because I think that the Pacifica pilot showed that on-demand transit is a huge money sink. Giving Foster City and Half Moon Bay dedicated on-demand bus rides is throwing good money after bad. Those areas are resistant to transit service that isn't focused around commuting to the city. I'd rather see money spent on underserved areas like EPA.
- None of these alternatives are acceptable for the 141. I am a senior with severe arthritis and rely on the 141:to Shelter Creek. I cannot walk to El Camino Real.
- Need buses more often
- When I take SamTrans, it's usually just to get from my home to one of the BART Stations. Likewise, when I get off work and depart from BART, I just want to get home. There are some bus stops that are a few blocks closer to my home, but I'd

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rather get off a bus stop and walk the extra 5-10 minutes rather than be on a bus and go on a tour of the city for 20 minutes (especially if this bus comes at a lesser frequency). Covering more area could help reach other communities for some riders. I don't quite understand the third option. Even with on-demand, I'm not sure of the potential wait times I need to get to my destination.

- I am lucky to live near rail stations, and also near current bus stops, so don't personally need improvement in those area. More frequent service would benefit me most.
- More frequent options are best. I would love to see the oyster point shuttles also stop at Brisbane city center to connect that city to the regional BART system.
- I believe that the ECR and 130 should have more buses and also at specific times. I think also that the rapid should come back but start at Colma and end at Millbrae.
- Even though I think the route nearest me would be cut, I would much rather walk further to get to a more frequent stop. I also think this would be best for ridership and hopefully would lead to improvements in bus stop quality.
- I ranked them this way because I work in Redwood Shores and live in East Palo Alto and I need to get home much faster
- Core network is key, and connecting to the rest of the region is critical. Without these connections, people will reach for a car.
- I depend on this route for work.
- I think frequency of service is a major factor in helping passengers have a reliable efficient system. Improved connections will help the big picture too.
- Would like to keep Ormondale school service in Portola Valley
- I don't take the bus around here, but when I travel to other cities domestically and internationally, I often use public transit because I don't have a car. I find that frequent service will motivate me to wait for a bus as opposed to taking a cab. Alt 2 would be nice but probably not as useful as Alt 1. Alt 3 seems like it is competing with uber/lyft and is probably not worth trying. It would be better to subsidize people using ride-sharing apps rather than to provide a duplicative county service
- Prior to pandemic mostly rode route 122 from South SF BART and alternatives 1 and 2 best serve my needs.
- Challenging to make plans based on bus schedule and so don't use it. Need either more frequent service or more real time understanding of where bus is.
- Waiting for and making rail connections is cumbersome and least helpful. The others are really equivalent to me because I live west of 280 and you're effectively canceling all service to where I live. This is really awful.

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- SamTrans should focus on providing high frequency service with quick connections in the county because it should provide a high level of service to its current riders and also be an attractive option for those considering transit. I think it should be blended somewhat with #2 (not either/or) in order to capture the market of people who want to make regional trips on rail. Coverage should be the lowest priority and provided only as a lifeline -- SMC is not exactly an urban paradise; SamTrans should not expend resources on providing coverage service unless it is a lifeline as the marginal costs for such services are much higher.
- These alternatives suck
- I don't mind transferring to high-frequency service (as long as it's timed) and checking timetables (as long as they're reliable).
- ECR Rapid would be a welcome addition back to previous service!
- I believe the split of ECR and the Rapid returning will make on time performance improve. Which should boost ridership and can help make additional service changes for other routes later on. I do have one concern with Alternative 1 is that it has absolutely no San Francisco service. I believe at least the 292 should continue its route into San Francisco and end at Salesforce Transit Center. Or the new ECX could make an additional stop at Redwood City Transit Center and also after San Bruno BART continue on the streets to San Francisco.. Either way, there at least needs to be a local route into/out of San Francisco for tourists and Airport workers. If either of those options still isn't feasible, perhaps talking to Muni about a route to the Airport via the same route at the 292 from San Francisco to Bayshore then deadhead on the freeway to SFO. That portion needs to be covered regardless.
- Having more frequent service would allow for less reliance on cars
- Direct high frequency bus service seems to have the highest ridership possibilities. Folks do not want to come on routes that are indirect.
- More frequency, South City Resident
- More frequent is better
- Comfortable for people who needs transportations
- Going to work I think is the most important point for me. Also I will like to see special event buses to football and baseball games or other events. Half Moon Bay, Cherry Blossom Festival, The San Mateo Fair etc. Thanks.
- Save time
- Options for school routes are provided
- I ranked them this way because I do not think that there should be many changes. The alternatives can be very helpful than others but some seem more convenient.

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- I ranked them this way because the first one sounds very convenient and the second one is for subways and the third is for around the county.
- Its more convenient to regular bus riders.
- Fits best my schedule and more convenient
- I work Tuesday through Sunday, Daytime schedule. Saturday and Sunday SamTrans time tables does not match as the weekdays. I have to wait average 15- 25 minutes every Saturday and Sunday. It hurts! Please have the Saturday and Sunday the same timetable as it is posted on the weekday timetable. Thank you. I know by fact that my comment represent 0.0001% of ridership. It is useless to me comment and write this lines. Thank you. Rider since 2012.
- Route 296 should definitely be more consistently arriving, so every 15 minutes means a lot better reliability than every 20 minutes on weekdays and every half hour on weekends. Also I don't see the point of the route entering the VA hospital. Nobody gets on from that stop 90% of the time, and the people that do can go the extra 3 minute walk. I also do not like alternative 3, because people need the stops in East Palo Alto, and the 281 doesn't serve the purpose of route 296.
- I like being able to have buses come often and be direct getting to BART faster to get to work.
- #3 Doesn't affect me that much #2 - while I can walk to Caltrain now, in general I feel like we should be doing more to connect to transit #1 I worry about having fewer routes, for both me and others. My kids pre-Covid (and hopefully again) take the bus to school, but I don't think their route would be prioritized under #1.
- In my opinion, I think faster service would be really convenient. Some people have to go to school or get to work early, so quicker service would be more helpful. I think improved connections to rail and the region would be useful to add too because it would make it easier for individuals to use other transportation uses like Caltrain. Lastly, geographic coverage would be a good option to consider, but faster service would be more convenient.
- I'm most excited about having high frequency services on important routes. Bus service is less useful the less frequent it is. I understand the desire to have geographic coverage for transit dependent riders. Transit dependent riders are not well-served by geographic coverage when that service isn't frequent enough for them to depend on it, or when the service doesn't continue all day and night. That is why I support a network that prioritizes frequent service, and finding more resources to establish more frequent service.
- Increasing high-quality transit service is the best way to increase ridership.
- Son taking bus from HMB (Poplar & Main) to school near Hillsdale Caltrain (Rte294). Like the more frequent and direct service on Rte 294 with Alt 1. Also really like On demand option with Alt 3.

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- Frequency is very important when you need to take buses
- More-frequent service is more convenient, more likely to be used, and if I want to leave the county there are already other high-speed alternatives available that are more enjoyable than riding a bus on the freeway
- I do not care about the #3
- Frequent service means more reliable and predictable service that will increase ridership. Further the bulk of jobs and high needs communities are along ECR. To make a big investment there makes sense both practically and from an equity point of view.
- More riders/jobs with access.
- ECR Sundays more often
- Tailored to my specific needs, especially routes 110 and 112.

Spanish Comments	English Translations
Poder ir a otros lugares	Be able to go to other places
Uso diario el bus	Daily use of the bus
Porque va a donde ocupo	Because it goes where I occupy
Es mejor para el	It's better for him
Que sea frecuente y pase los Domingos	Make it frequent and happen on Sundays
Me interesa que haya buena frecuencia porque el ECR me lleva a mi trabajo.	I am interested in having a good frequency because the ECR takes me to my work.
Quiere frecuente y fines de semana ya que tambien se trabaja.	He wants frequent and weekends since he also works.
278 que corra los domingos	278 run on Sundays
278 los domingos (Woodside Road)	278 on Sundays (Woodside Road)
270 mas los domingos	270 plus on Sundays
ECR mas frecuente las fines de semana	ECR more frequent on weekends
Porque el servicio que yo uso es el 280 y solo pasa cada hora y siempre llego tarde al trabajo	Because the service I use is 280 and it only happens every hour and I'm always late for work
Necesitamos mas frecuencia en rutas de la van Woodside Rd	We need more frequency on van Woodside Rd routes
Mas frecuente fin de semana	More frequent weekend
Es mas conremiente para mi	It is more relevant for me
296 que no entre al hospital Veterans	296 don't go into Veterans Hospital
296 no entre al hospital Veteran	296 don't go into Veterans Hospital

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Spanish Comments	English Translations
Me interesa #1 poor mas frecuencia	I'm interested in # 1 poor more often
Mas frecuencia porque trabajo fines de semana	More often because I work weekends
Mas frecuente la linea que mas uso	The most frequent line I use the most
Sea utiliza para llegar a su trabajo a tiempo	Be used to get to work on time
ECR Rapid	ECR Rapid
Mas frecuente camina de university camina 8 cuadras	Most frequent walk from university walk 8 blocks
ECR mas frecuencia los fines de semana	ECR more frequently on weekends
Esta alternativa me permitiria llegar a mi trabajo mas temprano	This alternative would allow me to get to my work earlier.
Que sea frecuente y pase a tiempo el fin de semana	Make it frequent and happen on time on the weekend
Mas frecuencia 296 fines de semana	Most often 296 weekends
Me gusta el servicio	I like the service
Se nesecita un horario mas temprano y socia el el ECR 5 a.m. en odelante	An earlier schedule is needed and join the ECR at 5 a.m. in ahead
porque el fin de semana no hay servicio en esta ruta como la comunidad lo necesita.	because on the weekend there is no service on this route as the community needs it.
Mi autobus usa el Camino Real	My bus uses the Camino Real
Por que hoy en dia es muy importante rutas mas directas y el arro de tiempo para ser una mejor opcion de transporte.	Because nowadays it is very important more direct routes and the amount of time to be a better transport option.
Yo pienzo que seria siempre mejor el autobus porque recojeria muchas mas personas y menos contaminacion y en carro particular como un Uber serian mucho pocos personas las caben entonses seria mucho mas trafico	I think that the bus would always be better because it would pick up many more people and less pollution and in a private car like an Uber there would be many few people fit them, then it would be much more traffic
Porque serian mas personas kededarian menas caros por lave ejemplo numero uno fueran mas personas en el autobus	Because there would be more people Kededarian less expensive for example number one would be more people on the bus
No miro la necesidad de ampliar las rutas tomeria mas tiempo inesarario	I do not see the need to expand the routes, it would take more time than necessary.
Las recorridos san perfectos pero mas paradas frecuentes en sabado y domingo	The tours are perfect but more frequent stops on Saturday and Sunday
Es mejor mas frecuente y las mismas rutas	It is better more frequent and the same routes
Seria mejor para los pasajeros.	It would be better for the passengers.

**Appendix C: Public Comments on Alternatives**

Spanish Comments	English Translations
Para llegar mas rapido a mi trabajo.	To get to my work faster.
Para que mi viaje sea mas rapido.	So that my trip is faster.
Me lleva donde yo necessito la 281.	It takes me where I need the 281.
Por las emergencias sera mas rapido tener acceso al transporte.	For emergencies it will be faster to have access to transportation.
Por que lo utilizo para mi trabajo y me gustaria que pasaran con mas frecuencia y que fueran puntual por que abeses pasan antes de el hororio que marca el el GPS.	Because I use it for my work and I would like them to pass more frequently and to be punctual because they pass before the time indicated by the GPS.
Para que sea mas puntual Arreglar el reloj Ver el tiempo limpiar los banos	To make it more punctual Fix the clock See the time clean the bathrooms
Usa el transporte todos los dias y los fines de semana tardan en pasar. Queren mas frecuentes.	Use transportation every day and weekends take a long time to pass. They want more frequent.
Por que megustaria que pasen mas seguidos y que no contanta parada. Pasan muy rapido dos al mismo tiempo.	Because I would like them to pass more often and that they do not have a stop. Two pass very quickly at the same time.
Por que le quedan serca de su casa y le encantaria que fueran mas frecuentes.	Because they are close to home and you would love to see them more frequent.
Porque llegaria mas rapido a mi trabajo.	Because I would get to work faster.
Que sean mas frecuentes y directos.	Make them more frequent and direct.
Porque le gustaria que ubiera mas seguido y todos los dias de la semana	Because you would like it to be more often and every day of the week
Para que vengas mas segido	So that you come more safely
Por que es donde trabajo y me encantara que fueramos frecuente y si puerder poner rutas nocturnas	Because it is where I work and I would love that we were frequent and if you can put night routes
Mas facil para su trabajo	Easier for your work
Que sea mas frecuentes y que trabajan los fines de semana.	Make it more frequent and they work on weekends.
296 sen mas frecuente los fines de semana	296 are more frequent on weekends
Me gusta autobuses mas rapidos y rutas mas directas para reducir tiempos.	I like faster buses and more direct routes to reduce times.
Porque la ruta 121 no es frecuente, una hora de espera es mucho.	Because Route 121 is not frequent, an hour of waiting is a lot.
Por que pienso que mas efciente por yo albordo todos los dias el bus y por eso escogi a 3	Because I think it's more efficient for me to board the bus every day and that's why I chose 3

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Spanish Comments	English Translations
Muchas personas estamos muy acostumbradas a usar esas rutas y	Many of us are very used to using these routes and
Por que considero que es la mejor opcion	Because I consider it to be the best option
Que la linea pase po la Linden Ave que me lleve a la estacion del BART y pase por el aeropuerto.	Let the line go through Linden Ave to take me to the BART station and go through the airport.
Contor	
Esto me funciona muy bien.	This works great for me.
Mi familia se des plaza en bus a su trabajo y necesitamos y sean mas frecuentes en especial 292, 130, y 141	My family travels by bus to their work and we need and are more frequent especially 292, 130, and 141
En la una, esta muy bien para no esperar mucho tiempo y en la 2 tambien es muy bueno	In the first, it is very good not to wait too long and at 2, it is very good.
Serian lo mas conveniente para mi en los personas.	They would be the most convenient for me in people.
La primera es la mejor opcion	The first is the best option
270 los domingos	270 on Sundays
ECR mas frecuente los fines de semana	More frequent weekend service on ECR

Chinese Comments
<p>我觉得这样的排序比较适合我。同时我希望有一条线路可以从E Market街直接穿过San Pedro Rd 经过Eastmoor Apartment购物。否则我们住在94014这个邮区去那里要用很长时间到达那里，至少还要换乘一次。如果有了这条线路可以从Market Villa Fontana Apartment那里有很多亚裔的老人家，他们经常会去Ranch99购物。这样可以减少时间和车费</p>



## Website

- I prefer alternative 1.
- alter alternative 1 would be preferred for a senior citizen no longer driving
- I support Alternative 1. I believe high frequency dependable service on key corridors is key. This would allow the built environment to hopefully densify and reflect a reduced need for cars in high traffic areas.
- Alternative 1, would have the most impact in improving people's lives and public transit.
- Thanks for soliciting this feedback. I strongly support alternative #1. I think it is much more important to have a few good lines that really provide high-quality service that people want to use than to have a broad network of sparsely-used lines. And I hope that will create a virtuous circle of expanded ridership, increased fare income, and improved service that can eventually benefit other areas. Other priorities for me are electrification of bus lines, dedicated bus lanes, and real-time tracking of bus locations. The first two may take some time, but the real-time tracking is extremely important for bus usability, and should be implemented as soon as possible!
- Alternative 1.

## Comments from those who ranked Alternative 2 their first choice

### Survey

- I would like the more current routes coming to me
- I want to see more connections to train stations
- Prefer improved connectivity to public transit options in addition to high frequency
- Better connections to Caltrain Palo Alto rider, sometimes go to Daly City, bus takes too long
- The reasons for picking alternative 2 is because I would be able to catch BART. They should add a new route to Gateway Blvd for people that work on the Genentech building.
- Whatever makes life easier
- Best suits our needs
- I really like Alternative 2 because I would like to work in Oyster. I don't have a car and bus route now is no convenient.
- Convenience and ease

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- #1) access to SFO is most important #2) Oster point route would be good
- Most riders use more than one mode of transit (bus & Caltrain or bus & BART) when commuting. There would be improved transfers to different key stations and drop off/pick up sites if routes are expanded. It will also encourage more people to use public transportation instead of driving that can lead to less traffic.
- I am especially concerned that Route 280 be preserved or be more frequent, because it serves the interior neighborhoods in East Palo Alto. There are massive increases in the number of housing units planned by a major developer Sand Hill Property Company for the West Side of East Palo Alto that will require increased bus service not less, because automobile traffic is already excessive.
- Connect to Caltrain so no waiting time. Also use Belmont buses 260 and 295. Make more frequent and connect to Caltrain.
- I feel public transit around the Bay Area should primarily focus as a connection from San Francisco's downtown to service workers
- Access to college campuses is needed. Having consistent schedules is also a priority.
- As someone who works outside the county, I find it really helpful to have connections to rail and the rest of the region. Getting around within the county is still a priority to me, but my main priority with reopening is getting to work and other cities.
- We need bus service from San Mateo Highlands to and from Borel Middle School I do not see these options. How am I able to get my kids home from school?? I am a tax payer and cannot find this as an option. I would like a call back on which option this is, as I cannot see it. (650) 638-0669. Stephanie Patterson
- Emphasizing connections to regional transit and optimizing existing lines (removing duplication and truncating underused routes) are a good way to improve reliability.
- Most commuters need an easy way to get to and from work.. having more options for connecting would serve more commuters, young adults and those that cannot drive â€ safety would need to be addressed
- Keep as is
- I ranked by routes most convenient to me.
- Working in SF the train is faster than the bus. Living in in San Mateo county getting around within my neighborhood is also important.
- I work on Oyster Point and having a bus service in that area would be a great improvement.
- If I ever see myself not driving at this very moment then I guess I need an app or rideshare to go to school. I don't mind heading home with a bus as long as it's

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- night classes. Secondly, frequent bus schedule will not only benefit the students but also the community especially those who uses public transportation as their means to go to work.
- I might be going to a campus in San Francisco and I live in Redwood City so it will be helpful to have a bus that are located to other transportation center if the bus can't take me back home.
  - None of these reflect much help to the Coastside. We are the orphans of the transit system. None of these will help increase ridership. Wait time for round trips are unattractive especially those to Hillsdale. I gave up trying to use that.
  - I gave up trying to use 294 as the waiting time back to HMB was horrendous. On the Coastside I often feel that we get fewer positive changes. Unless there is more frequent service and better connections ridership will not increase. Especially as the routes within the 17 do not take in some frequently visited places and often no place to sit and wait.
  - I like that Alternative 3 retains geographic coverage and the idea that there will be on-demand service in some areas.
  - We already have a useful rail service. Enhancing accessibility to the rail service would be the most efficiency way to improve public transportation.
  - I oftentimes use SamTrans in order to travel outside the Peninsula to work, so expanding access to rail and the region is very important to me. The second most-important option to me is direct, high-frequency service since I want bus service to be fast and reliable. Retaining geographic coverage matters the least to me.
  - Alternative #2 would reduce my daily work commute by almost one hour and keep busses from overcrowding
  - Because alternative 3 provides more riding options and routes than others.
  - It just seems that it's sensible that way
  - Improving connections to rail and key parts of the region would save a lot of walking time. Direct high frequency would also be nice since it would not be as big of a deal if I were to miss a bus. And for the third, what type of shared vehicle would this be?
  - I personally need to have the public transit system be versatile and fairly effective at delivering me to any point that I need to be at. I'm also not entirely comfortable with rideshare type public transit
  - Having bus service connected to other services like BART and Caltrain means easier access for people traveling and easy planning. High-frequency seconds better connections. On-demand is not that great of improvement for people of all places and only benefit those who live in the 4 areas.

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- I think prioritizing high traffic areas such as malls, colleges, and train stations would be best as it allows people to go to where they most likely need to go. My least favorite is the ride share idea. I personally dislike ridesharing, I have had bad experiences with it not to mention it is extremely expensive. It is not very good for the environment, and not the most friendly for bikers or wheelchair users as the bus services are.
- I haven't rode SamTrans in many years, but I recall service to Montara (and the Coastside in general) being infrequent, narrow in time, and generally disconnected from other regions unless you were travelling specifically to Hillsdale. Alternative 2 seems to connect the average Coastsider to a broader network, and Alternative 1 promises more expedient travel (I remember the 294 coming every three hours on Sundays, only 3 times a day...). While the On-Demand zones of Alternative 3 are attractive, they are also redundant and relatively narrow in their service areas; while I'd appreciate them as a Coastsider, people in Pacifica, Hillsborough, Atherton and so on would see little benefit.
- 2
- I go to CSM, so improved buses to the school is what I like.
- Alternative 2 appears to offer the best option for the greatest number of riders. Alternative 1 offers faster service for those Respondents who can access service. Alternative 3 offers less than the other options and introduces "on-demand zones" that will be confusing, unworkable, and disappointing. None of the options are good. They all leave significant portions of the county with little access to reliable, frequent public transportation. These aren't meaningful choices. My neighborhood will continue to have no service with any of these alternatives.
- I usually take the bus to get to my college class.
- 1)I want more rail in my region so it's more convenient for me to travel around the Bay Area in long distance without using a Car. 2) I would like more frequent service so there's less wait time. 3) I don't really care about the new bud routes, my opinions my change later on.
- Location and ease
- Preserve connection between Redwood City and SFO via route 389 and getting rapid ECR are my top priorities.
- I ranked them like this, because I believe that having the buses go to populated areas, and areas where people usually go to, would be the most ideal
- because small towns like HMB and El Granada have limited transport options
- Access to service to & from rail, and improved lines to community colleges

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- Route 120 should travel Serramonte and Colma BART, more community residents go to Serramonte for Route 120. Trust me! Serramonte is an important transportation hub!
- Alternative seems more effective for our community and seniors. Many senior enjoy the ride and don't take BART or go to the stations. Also, geographic coverage is beneficial for our young population that takes this routes.
- It's best if they are connected to railways
- More weekend frequency, people have to wait too long on weekends
- Transportation to Cunha and HMBHS.
- I only use SamTrans to get to BART stations.
- Access to rail systems seems extremely limited now - definitely needs improvement.
- people that take the bus don't always take rail.
- To take advantage of other established travel options and increase frequency
- Improved connections to region transportation and interconnection, should improve ridership and usability.
- HS Coverage
- My child will be going to Woodside high school & I want continual coverage
- In demand route
- I want to make sure our kids have routes to school without other non-school people joining
- Route 122 which goes to San Francisco State and Stonestown Mall is a very important route for my neighbors. I see them catching this bus route to go to work and attend school without having to worry about parking costs. They depend on route 122
- Improves commute.
- Easier for my kids to get to college on time. These routes would be more accessible.
- I live in Sunnybrae neighborhood in San Mateo. I used to take Caltrain to work in Redwood City and expect to continue after pandemic. I would like to be able to get places easily around our home by bus. Alt 2 seems the only one that increases shorter distance options by bus. None of the options significantly increase my options where I live, however.
- I live on the coast and public Uber is the best solution SamTrans has offered us in YEARS

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- I personally work in SSF and the major change I can make in my life is using the busses instead of driving. Improved rail connections would reduce my commute time. Although the high-frequency routes are nice, realistically most people are not spontaneously using the busses. If I'm using the bus for work, I'm planning that, and if I'm using the bus because I don't want to park in the city, I am also planning that. It would be silly to improve bus frequency only to have no one riding those busses- it's wasteful of resources and communities that have less bus stops (who are the low income and need the increased access) are the ones who suffer from the increased convenience. I can see more people being willing to use public transit to the city for leisure as well if the waits aren't every hour. Having three different routes going to SF gives us a high chance that even if each route is 30 minutes between busses that more than one bus will be on the route reducing the overall wait time. I think that retaining geographic coverage and providing some sort of uber/lift service sounds cool, but I personally don't feel safe with rideshare and I think it's not as accessible because that requires people have an app for the best service (and an app requires a phone that can download the app and internet service).
- Have already good connections to trains and BART, thus high frequency AND improved, free transfers within the routes lead to Alternative One. The Alternative 3 is VERY unreliable and risky. Also, internet systems and apps are difficult, demand good Wi-Fi Connections, are out of reach for most seniors and poor minorities. For example, Door Dash, Uber, and Lift, etc. just don't serve the majority of the public. We're talking about PUBLIC Transportation here. Which should not be COSTLY and out of reach rather for the general population, and not the 'add-addicts'.
- Based on my use of ECR to BART.
- I have no clue what you guys are suggesting. This is super confusing. I have no idea what routes you are proposing changes to and what those changes would be by your displays above
- I live on the coast and drive to Caltrain. I would prefer to ride mass transit the whole way. Better efficiency would make this work for me.
- Geographically accessible to destination, hospital (Kaiser),
- Make sure to keep FCX route running.
- SamTrans running an on demand service would be a disaster. Check their track record with projects in Pacifica and San Carlos.
- Prefer to have transportation relatively close to home.
- Alternative 2 improves connectivity and transit options for those in the county who are most likely to need it and use it--they are trying to use the county hubs and either don't have access to or don't want to use a car. Alternative 1 has the drawback of 'business as usual' in that it is a car substitute for those who happen

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to or decide to live near El Camino and can organize their life around El Camino. Alternative 1 would be a worthy improvement after implementing alternative 2. Alternative 3 seems the least impactful: low-density bus routes that take a long, winding, scenic routes on difficult roads. I expect people that have a specific cross-county destination would use a car.

- My most frequent reason for not riding the bus is time. Alternative 2 balances time and convenience by creating more direct routes to areas I would need to take the bus. Alt 1 would result in faster service. Alt 3 would not affect me as the on-demand areas are not places I would need to take the bus.
- Because direct connection to SFO airport
- The most important factor for me is improving the robustness of transit across the Bay Area and that requires a prioritization of connections to other systems (e.g. rail). The pandemic has changed our ideas about the future of work and with that the future of commuting, mobility, etc. Helping connect the dots between our highly disjointed Bay Area systems is my #1 wish.
- Buses should be used for people going to and from school and work.
- 1. Retain geo coverage. 2. The improved rail connections
- expanded rail connections and express buses to help connect more ppl faster would be my preference
- This route includes SSF area.
- More freq
- The transportation I utilize results in a faster travel time.
- need service to shelter creek and senior center
- It's important to have access to BART and Caltrain as they are the most direct routes to get to other parts of the Bay Area. My children go to school in San Mateo and we live in North San Mateo county so it would be great to have a fast route that could get them to school.
- Midpeninsula Regional Open Space District regarding the Microtransit zones:
  - Mid-Pen agrees with the need for a proposed microtransit zone in Half Moon Bay and requests that SamTrans consider these factors:
    - The hours of service for the microtransit zone in Half Moon Bay should be extended to 8pm, to match the service hours of the Millbrae and Foster City on-demand zones.
    - The boundary of the zone should be expanded to serve the local farming communities, open space and beach destinations along the Coastside (See Attachment 1).

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- Extend eastward: To the intersection of Highway 92 and Highway 35, which is the location of the Caltrans vista point lot and future Bay Area Ridge Trail alignment that the San Francisco Public Utilities Commission will be constructing on watershed lands adjacent to Highway 35, that would connect to Midpen's Purisima Creek Open Space Preserve in the future.
  - Extend southward to incorporate the following key destinations: - Moon Ridge Apartments, which houses a significant population of the local farming community, Cowell Ranch Beach Access, at Highway 1, Cowell-Purisima Coastal Trailhead, at Highway 1m Martin's Beach, at Highway 1, Tunitas Creek Beach, San Gregorio State Beach, Pescadero State Beach, Downtown Pescadero, to accommodate farming community that may need to access Half Moon Bay for services. In East Palo Alto, the proposed microtransit zone provides an opportunity for residents to access Midpen's Ravenswood Open Space Preserve (Ravenswood). Currently SamTrans routes 280 and 296 are located about a half-mile away from the public parking lot at Ravenswood. Given this opportunity to provide a last-mile connection, we request that these routes be modified to extend down Bay Road and to allow residents and visitors to access Ravenswood and the City of East Palo Alto's Cooley Landing Park. "
- Compromising between a better network to other transit and geographic coverage.
  - Traffic is a big problem; we need rails to alleviate that.
  - I don't want to lose any local coverage. If anything I want more coverage and more frequency.
  - What works best I think
  - If there is transportation to the rail ways its much faster to get to where you have to go, then riding the bus.
  - Will make better connections.
  - For the kids school schedule
  - Think it's the overall best strategy to provide good bus service
  - Push toward existing mass transit, then specific geography based service makes more sense. Higher frequency with lower ridership makes no sense
  - I personally only take SamTrans to get myself to another for transportation (BART or SFO).
  - I think it is important that SamTrans be able to go into San Francisco for people who might have work there or need an alternative to BART/Caltrain for some



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reason (e.g. they do not live by a BART station). I prefer 1 over 3 because high frequency bus rides sounds more appealing and I think they would serve more people. I like the idea of #3 but it does not cover that many regions... if it covered more I would be in favor of that in place of expanding bus routes. The priority should be making sure that the most dependent on bus can get to the largest number of places.

- The route are
- All three will get rid of the bus that takes me to work when I need it, but alternative 2 has the easiest route so I can take connections. Alternative 1 is the next ones though It will take longer due to the connections I have to make there. The third alternative gives me the least access to the quickest route to work.
- Older individuals need the service closer to their community
- Would like to be able to connect to more transit points like BART, etc. but also keep routes that travel to shopping areas
- My house is on a bus line. I am able to see how full the buses are. Also high frequency service, if reliable, would encourage more ridership and fewer cars on the road.
- This route goes on 2 busiest mall the Stonestown and Serramonte Mall which people depends on them most of the time
- I'm used to old routes
- HMB is a high need, rural area and ridership is compelling when viewed through a low density lens.
- I believe prioritizing connections to rail stations will better help reduce traffic and serve more people.
- I use buses mostly to catch train or BART, so Alt 2 as #1. Also like that it goes to campuses, places of work, etc. I may be more inclined to use more than I do presently. Alt 1 as #2, because a lot of people depend on buses locally for transportation; lastly Alt 3 as #3 - not sure if everyone has phone to have an app on if they are older.
- Most people who ride public transportation need connections with other train stations like BART or Caltrain but not everyone has a device to download an app to call for services.
- I currently rely on Uber which is faster than SamTrans
- I use BART
- Connections to BART is most important to me
- Improving connection to rails sounds like the best option in case I need to take a ride further into the city. I would not recommend the 3rd Alternative as that takes

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- out a couple routes and emphasizes on calling for a ride to a specific drop off zone which can be done through multiple apps.
- Workforce use public transportation to commute and need better connections and frequent service.
  - For the sake of commuters let's build on existing rail infrastructure!
  - It's more important to my family to have service to/from transport hubs like BART/Caltrain
  - It is important to encourage the use of public transportation. Most importantly being the frequency, reliability and geographic demand.
  - Would be nice to connect to airport
  - I am retired and this alternative suits me best. Alternative 1 is probably best for everyone.
  - My son is a student and current wait time to transfer from BART to the 110 in afternoon is too long. Also 110 schedule in morning too infrequent to rely on
  - The more frequently used routes means there are more people needing transportation
  - Better and more frequent access to key areas such as college campuses, employment areas, and especially BART stations and Caltrain stations are important to me. Given that many folks who use SamTrans in suburban areas, accessing BART to then get even more access to other parts of the Bay Area would be fantastic and increase mobilization
  - My needs have changed. I'm working from home more often.
  - I chose to rank them this way because it best serves the county of San Mateo to have the bus lines connecting to school campuses and with the next alternative there is more frequent bus access as it takes long for the buses to arrive
  - need more frequent buses and later buses marsh road route redwood city
  - I'm rely on most El Camino transit to and from SFO. Public transit are essential commute and low cost for essential workers like myself. Routes running on freeway seems like I drive my own car or renting taxi. There is importantly needed connection from populated peninsula area especially along El Camino to major transit/ transportation hub locations
  - Alternative 2 reallocates resources toward the higher-demand corridors, while maintaining service into San Francisco.
  - We really need service to all areas - especially to the schools for our students.
  - If the goal is to get more people on transit, then the Bay Area transit system needs to be better interconnected.
  - Need to commute to San Francisco every day

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- More rail connections I think is very important
- I prefer to have better and direct connection to Caltrain station's
- Personally I see 2 as the most valuable. I'm able to bike and walk around my own area without too much trouble. Improved connections to rail and the region at large would hopefully help me extend my ability to connect with other areas of the Bay. Connecting from the Peninsula to East Bay via public transit is currently very difficult and time-consuming, and although I don't expect SamTrans to be the solution to that problem, anything helps.
- School routes are for us the most important service
- I love using public transportation but when I have used SamTrans to get to BART I've had very bad experiences (limited schedule that doesn't always fit my schedule, SamTrans doesn't consider when BART is running late and I've missed the last bus on multiple occasions, etc.) I was so happy when the FCX bus service returned too! Also, sometimes I work in the south bay and haven't found a good way to take public transportation. I rarely use public transportation within the county.
- Quicker service, especially for older people is positive. Pacifica doesn't have many bus shelters or seats for people while waiting for a bus. #2 is because I think most of us use the buses most often to get out of Pacifica.
- we rely on route 85 and need it to continue to be offered
- Living in Pacifica, I want to be sure that a viable connection to BART, specifically Colma, remains intact.
- Greatest potential to get people out of cars and so benefits more people.
- I ranked them liked that because I use Caltrain when I go to the San Francisco Marin Food Bank and the 22nd street station is very close to there.
- The ability to connect to a bus line from the train station would down on me driving to the train
- want to have better connections for getting to transit, do not like something where you connect with a car
- We need to service all of the county.
- Special needs family member could use app to request ride.
- Coverage of the transit areas
- Alternative 2 seems most likely to encourage more people to ride transit. Alternative 3 has limit benefits to the county as a whole.
- Works best
- Maximizes ridership.

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- My preference is to maximize fare box revenue and overall cost effectiveness by serving rail stations and major activity centers. I think Alt 2 provides this. I think Alt 1 would address "off-peak" best. I think Alt 3 may not be truly cost effective; I really like the on-demand element in this light.
- Connecting to rail provides a more comprehensive system; direct, high frequency buses offers an alternative to cars
- Bus connections to-from intermodal facilities fits my schedule best.
- I think improved connections to rail and the region will be most effective at reducing carbon emissions by allowing people to commute by car rather than public transit. They will also help working class individuals (many of whom commute from outside San Mateo County) get to work in less time, and help working-class students access community colleges.
- I think it's important to leverage existing transportation infrastructure
- Connections to the transportation centers makes the most sense. Leaving the routes the same and adding ad hoc service doesn't sound very efficient in the long run.
- I think that connecting SamTrans to other transit systems and highly populated areas (schools and businesses) makes sense and is a good plan for public transit systems.
- Education first. Students need to be able to get to school for families that cannot drive students to school.
- It's very important to expand mass transit use! Making service more convenient for commuters & longer distance travelers is essential to that end. I believe Alternatives 1 & 2 are most likely to achieve that.
- This alternative looks to expand cross town bus services, expanding service to areas away from main corridors that seem to have been lost in the past years
- Prefer connections to train and BART over other options.
- I like the integration of transport systems in the region
- I do not take the bus currently but would be interested in taking the bus to connect with BART or Caltrain.
- I like the idea of on-demand -- that seems like a good idea in areas where there isn't a lot of demand. I had to rank improved connections to rail last because rail service is so infrequent -- we need more frequent rail service!!!
- Preference for rail over bus and car No clue what new on-demand zones actually means
- I would take Caltrain/BART way more often if it wasn't such a hassle to get to/from the stations!

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- Why can't we have all three? I'd like to see more coordination with the other transit agencies. Buses should wait for delayed trains. We also need to look at BRT!!
- To decongest local roads in the county and freeways, we should encourage Caltrain/BART ridership. It does not make sense for SAMTRANS buses to cross over to San Francisco. San Mateo/San Francisco bus service should only be available from areas where Caltrain/BART service is not available or impractical.
- Maintain access where I live to SFO, BART and SF
- Service to BART and Cal Train is important
- I'm tired of seeing very expensive, empty, or nearly empty buses.
- More connections to the train and BART would help with additional commuters
- It is hard to prioritize because we want it all, but specifically we don't want to lose coverage (although a few stops could be eliminated), and we do want more frequent service to make public transportation more of a viable option.
- As a bus rider with work in San Francisco, it is much quicker & more convenient to transfer to BART or Caltrain than to ride the bus to SF. That said, please bring back the 292 express bus! That would be great. Thanks!
- I think an on demand model is wasteful. I think connecting to rail is important.
- Have buses to go to BART station & Caltrain stations sounds good.
- Connection to Caltrain and BART is most important.
- I think number 2 provides more coverage around the peninsula. Number 1 provides more flexibility since it offers higher frequency. Number 3 has possibility, but poses concern on expectations when on-demand comes into play.
- I would only use the bus for travel to a train.
- Connects to major areas as an emphasis but would be good to have some high-frequency service
- the 140 and 112 directly serve our school.
- The most important thing to me is to connect to key transit points in the core of San Mateo county and to get to SF: Palo Alto Caltrain, Redwood City Caltrain, SFO, and Daly City BART. I'd prefer the connection to go all the way up to Balboa Park BART. SF Muni has many bus lines that connect at Balboa Park or at the nearby SF City College transit area so easier to get around SF once in SF. BART is also cheaper within SF. BART trains between BP and downtown SF are more frequent than between DC and downtown. Fare between DC and downtown is notably more expensive than between BP and downtown.
- I feel this is the easiest way to shorten travel time which would increase ridership.
- because I live in palo alto and east palo alto.

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- Buses are critical to our communities access, sustainability and quality of life. They serve our school age and commuter population and they need to get to school and work.
- I want to drop my kid at San Carlos train station and have the bus take him to Design Tech High School
- I appreciate if my kid can reach Canada College with a public transport
- Keep 295 in San Carlos on Alameda
- More people will benefit from connections to rail and within the county. Some roads in San Carlos are very narrow and twisty. Too many buses plying on those streets are not beneficial to those neighborhoods
- Direct service to rail, colleges and employment would result in the biggest decreases to traffic
- The current geographic coverage is the bus service I currently use.
- The bus route connecting Ormondale and Corte Madera schools is vital to our community and allows kids and parents to get to where they need with independence.
- To better serve those who work and needed to transfer from bus to train, and for students to have a faster commute to their schools if there is connection with the bus and trains.
- Before the pandemic, I used the bus to go to school. Alternative 2 would help.
- The map really doesn't take into consideration service to La Honda. There's bus service going from HMB to Pescadero and from RWC to Skyline. But there are no bus connections to La Honda. So I answered as best I could.
- SamTrans should act as a great connecting line to give residents access to the most important business, education, and cultural centers of the peninsula. Alternative 2 provides that by expanding routes, without spending too many resources on areas that don't provide the most important cultural touchpoints.
- I believe that it's important to retain geographic coverage and maintain the routes that we normally take on routine and this one fits the best. The next best thing would be direct, high-frequency service within the county because it would come more frequent to our destination, just less time throughout the day. I placed improved connections to rail and the region in last position because connecting to rail, the routine would take longer because of the added stops. It just all depends on the needs of the commuter because they are all going to be different. I tried to place these in position as my needs fit. Mine our daily routines.
- To be honest it's a tough one to answer without spending hours analyzing the specific changes, but connecting up to rail seems like a missing link in moving around the bay quickly

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- I think many people want to use both bus and train.
- In the past, high frequency of buses still will get low ridership resulting in cuts of routes. Coverages to BART will try to encourage people to commute versus driving.
- I'm senior depends on public transport 130 route , pls don't change drs appointment so convenient
- Look the whole point of transit from my point of view is ease of use. If you can get me to BART up until 12 midnight then I can stay out later having dinner or drinks or visiting. I can go to the theater in San Francisco and my friends could come see me and not be trapped. Imagine getting out of Hamilton at 10:45pm only to have to walk downstairs to BART and knowing that there will be a BUS at the South San Francisco BART station to take me the rest of the way home. That is what PUBLIC transportation is supposed to be about. Let's face it as much as you improve the 292 it will still be a rolling homeless shelter at night full of noisy, smelly and crazy folks. God bless them. It is not their fault. It is a governmental and societal negligence issue BUT we should not have to pay for it by doing the right thing, not driving and enduring a rolling insane asylum. Late night travel should be just as civilized as day time travel. Late BART connections HELP facilitate that. Look late BART is no picnic but at least you can change cars which is HUGE. Having Access to BART and Caltrain's alleviates a lot of that sadness. Look since the techies have RUINED San Francisco housing and thousands of us are FORCE to live in San Mateo AGAINST our will because the rent is slightly cheaper, the least the Bay Area could do is make it easier for us to SOCIALIZE. That is WHY some of us drove 2000 miles to live in the Bay Area. It USED TTO BE BETTER than the rest of America. I am seriously considering moving to NYC because the rent is cheaper and the subway is 24 hours. Think about that.. New York City is Cheaper than San Francisco with BETTER public transit options. WHY SHOULD I LIVE HERE. It's only going to get worse as more and more of us are forced down here. If the Governor reads this think about not only your tax base leaving because its untenable but all of the soft invisible things college educated middle class working class Democrat's bring to a civilization that you will just plain simply loose. We vote and volunteer and give a damn about the less well off. Loose us and you have two workforces only. One that is Rich White and Young. One that is Poor Brown and live in Antioch. Your neighborhoods will wither because there won't be any Damned people. Ok the point of this is if you IMPROVE access to some kind of a life beyond just getting to work. Then the interseti9ng people MAY stay. If you do not we leave and you become a generally SAD boring uninteresting place like most of the cities in the Central Valley. Give us access to life or loose us.
- Alternative #2 is my number 1 choice because I work in SF, and being able to go directly to SF without frequent stops will save me time and energy. I cannot imagine taking SamTrans to the BART station, then to get into the City. This is like passing the responsibilities to BART. We need SamTrans to be able to take

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riders in and out of SF and to the San Mateo County as quickly as possible. This will reduce carbon footprints. Alternative #3 doesn't make a lot of sense to me. The service sounds more like Uber/Lyft to me with the on-demand zone. In order to use this service, you will need to wait and have a certain number of riders needing services in those zones. If they want personal services like this, then go to Uber.

- The bus should take people to the train station, not drop them off several blocks away forcing them to RUN to catch their connecting train (i.e. Hillsdale). I am a senior and can't run several blocks to catch the train. Why on earth doesn't the bus go to the train station?
- We need more frequency of buses. Route 140: buses every hour does not encourage people to use this regularly .
- Most important to have reliable and convenient connection to destinations, including time bound connections.
- as a resident of Foster City, it would be nice to get back the direct line Foster City- San Francisco
- Last mile transit to Caltrain is the only time that I plan to use the bus.
- rail connections are more important to me as I travel a lot to see friends, for work, etc. But I'd also like to see more frequent services.
- modularity - flexibility
- Get more people in Pacifica on public transit.
- I am retired, and alternative 3 seems like it would be the most useful as I age.
- My preference is direct frequent service. I would like a service to City College of San Francisco.
- Important to have express service to San Francisco. If too much time to commute, then no one will use SamTrans. Cost is too much in fares and time. Can't pay high fare and use a lot of time. Even if free bus ticket, time does not allow use of SamTrans. Express service is needed.
- The bus is unreliable and takes too long. BART and Caltrain are more efficient and reliable. I want to be able to connect to BART and Caltrain to get where I'm going.
- I do not live in San Mateo County, but commute into San Mateo County for work via Caltrain. So in my case being able to have a good connection from rail is important.
- #2 is a balanced plan, retaining the preference of the highest percentage of users.
- Prefer rail travel to others, especially when it's separated from traffic.



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- I believe that alternative 1 is most convenient because it is giving more access to take public transportation to work, school, and everyday shopping. Alternative 3 isn't really resilient and needs more planning because what if these zones aren't big enough?
- A lot of people take train/BART
- We need more connections with the light rail, trains to connect from each side of the bay.
- I ranked alternative 2 as highly represents because #2 will be available in more areas meanwhile Alternative 1 will have less locations, so I put that as somewhat represents. Alternative 3 is least because I think it will use more gas.
- I chose number 2 because most of the time they are using the bus to get to the employment areas, college campuses and Caltrain.
- Riders need to be able to catch a bus without a long walk. Most of these alternates do not help provide connections from lower income or higher # of teens areas to places they need to go.
- We need to keep Route 295 (specifically the connections between residential areas in San Carlos and the Tierra Linda and Carlmont school campuses).
- I hate switching between Caltrain and BART and the bus. Better to have one mode to get where I'm going.
- Coastside resident, new on-demand routing allows flexibility to our residents and adds additional convenience to utilize public transportation.
- More bus routes to get to jobs bit easier. Suggestion: Hillsdale mall could use more direct routes from there to downtown San Mateo and Foster City. Also more active routes past 8:30pm back and forth if possible.
- Caltrain serves as the spine for transportation up and down the peninsula and SamTrans should feed routes to strengthen it
- Ensure access by more of public.
- Am a student and the route I usually take is 250 but this means I have to. Take a longer ride which sometimes leads me to being late
- Access to work places and education centers will benefit most users.
- Connections to other transit systems are the key to allowing more people to use public transit for their travels.
- Rail does not concern me but my kids being able to get to school from Pacifica to Daly City or to the north end of Pacifica is important as well as them being able to get to the mall
- I think linking busses to other hubs (travel hubs, colleges, shopping centers) makes a lot of sense.

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- I use the bus, train, subway and light rail system to get all over the Bay Area. I also find it unbelievable that the SFO bus does not leave the Millbrae station for the airport within a few minutes of the trains arrival.
- My kids go to San Carlos schools and we really need the SamTrans bus for them to get there and back.
- More connections needed to rail for longer distance journeys. More frequent busses needed with more direct routes
- To help the transition from one transportation system to another, CAL train to BART or SamTrans to Cal Train or Muni and SamTrans. The rider user friendly is a good idea but it'll be crashing or no one would use it... We are very car based but I myself in San Francisco take transit frequently as driving in the city is absolutely impossible.
- For convenience
- None of these are optimal, but I think the only way to compete is to have some kind of on demand service. I think you need to think about where people actually live and work, then put high frequency routes in from 7-9:30 and 4-7, so that people can move quickly from work to home and home to work. You also need to keep having busses at less used times so people aren't frustrated by lack of service.
- There is only one bus line in this area and it doesn't come often enough. On demand service would be a benefit.
- I need service for my children to get to and from school.
- More direct service to other transpiration and equitable service to the Coastside
- I live in Pacifica and people who come to help me have to take SamTrans and the service is scant and not equitable to our area.
- Most important is routes be too much trafficked areas like downtown Sf from suburban areas. ONE route without having to switch to BART or another route. Just going on one route only without having to transfer I assure you will tip the scales in favor of people taking SamTrans. People don't want to do a lot of transfers.
- Connections to major transit (Caltrain, BART) is critical. Direct, high frequency service is useful. Coverage of every neighborhood in the County is of limited value to most people.
- I ranked them for the reason being I don't want to transfer to Muni or ride BART. 1. I ride the 292 to work daily and I've come to appreciate the operators. 2. I appreciate the cleanliness of the buses and 3 my fellow passengers who usually aren't homeless or indulging in criminal behavior like you'd find every day on the Muni and BART systems. a Fourth consideration, that I'd being paying more and waiting longer to transfer or ride another system, is also important but if

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SamTrans was to increase the fare to keep 292 unchanged, I wouldn't complain. Please keep 292 going into San Francisco!!!

- A major concern was being able to better connect among the different public transportation systems in the Bay Area. All are highly important though. Hopefully upcoming reiterations of SamTrans would reflect more about increasing service and growing geographic coverage.
- It is important to have more available transportation to work places, and schools. In addition, in order to get to work, sometimes people must take more than one type of transportation service to get there. For example; from their home, to Caltrain, to BART.
- We need to unite our transportation in the Bay Area
- I lived in Switzerland for 4 years and used their transit system every day. Why, because the bus came every 6 minutes during rush hour, 15 mins during the day and 30 minutes at night. It also synced to the trains, which was great. I'm in San Mateo. What will get me to use mass transit to go to downtown SM, RWC and Burlingame for dinner or fun? Knowing that I won't have to wait an hour for a bus to get home would be key. Before COVID, I took Caltrain every day from Hillsdale to San Bruno. I only took SamTrans when the trains broke down. Another thing that made me get on the bus in Switzerland were real time signs (this could be by App nowadays) that showed when the next bus was coming to a specific stop. I would love to start using the bus more to get out of my car.
- We need to unite the transportation in the Bay Area the most
- I want a direct route to SF so I put option 2 as first. I also like having 2 separate ECR routes so option 1 is second. I do not like option 3 so it is last.
- Currently bus service takes too long from the Coast to be practical. I'd like to drive less, but not at the expense of 2-3x time to get anywhere.
- I went from useful/impactful in a helpful way to least useful/impacts me negatively.
- I think the on demand service could be upgraded but so far, it works so adding it to more places would be great for the residents. I don't like the idea of route 112 being deleted so that goes last.
- I take the bus to and from work from Clarendon in Pacifica to Colma BART and the 118 would get me home an hour earlier than now , I've really missed that route since Covid changes
- It's more accessible from where I live.
- connections to rail already pretty good; stairs are challenging
- The system works for me as it is right now.

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- Would like to continue bus service to San Francisco as an alternate transportation to BART and Caltrain
- We don't need any changes only to improve high frequency at the bus in Daly City.
- Need 274 route access to Jefferson/Farmhill Blvd 278 is limited scheduling; cannot get too appointments; had to reduce work hours
- The 275 bus route, as planned in Alternatives 3 and 1, is the main bus route I would take as it stops near my high school and it also stops very close to where I live. However, since it takes the freeway for some reason instead of going down Farm Hill and Jefferson to Alameda de las Pulgas, I find it much more difficult since I have to walk uphill with a heavy backpack to catch the bus.
- I live in Pacifica and do not drive, and depend on routes 110, 112, 118 for my transportation. Alternative 3 by discontinuing route 112 makes life more difficult for people to reach Serramonte for shopping .
- Because it makes sense to emphasize geographical service.
- I find that the most frustration has come from having to take multiple routes to get to a specific place, so I think I would appreciate improved connection. But I can also appreciate more direct/frequent routes on main highways- like the ECR.
- I take the current 121 bus that stops at Pope/Bellevue, and only option 2 offers that stop, other alternatives are not very useful for our daily destination
- I use the route 130 to go to work.
- Because of the safety of the kids using the 260 bus to come home after school, if they are not using bus 60 or 67 due to after school curriculums. If we split the service into 261 and 260, they will not be able to come to Redwood Shores without taking a train and then another bus OR walk for more than 20 minutes to get the other bus. Walking adds additional danger, since the majority of the kids will not use to walk-way above Hwy 101 and will therefore have to cross highway entries and exits, which causes a lot of danger. Many parents are unable to pick up their kids in the middle of the day and having the possibility for them to come home safely is a big concern.
- I vote Alt 2. I'm 68. Every day I go to work and board 120 at Southgate & Lincoln (332314) and exit at Mission & Evergreen (332221). My job is right at the bus stop. It is very convenient for me. When I'm going home around 10:30PM, I see thefts, robbery, police activities and more. If 120 change other than alt 2, I have to make a transfer at DC BART and it will not help old people like me. Who knows what will happen between my transfer. Please go with Alternative 2. Thank you.
- improved and expanded service is the need of the hour - not direct routes

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- Connecting and making more convenient service to preexisting transportation eases long range commutes and links to other non-SamTrans localities.
- Live in friendly acres and want to be able to get to Caltrain without a car easier.
- Frequent connection to Caltrain and BART preferred.
- I foresee my kids needing access to BART, so would appreciate Alternative 2 for that reason.
- My primary thinking is around how youth can use public transportation more easily. I like the idea of on-demand service, but for large groups of youth, it's just not practical.
- Optimized to leverage the use of other forms of public transportation, i.e. rail.
- I like taking Caltrain or BART to SF where I go often. However, I do not feel safe leaving my bike at the station. I end up driving my car or taking Lyft. I have major road near me, Bay Rd and I do not understand why there is no connection to RWC or MP Caltrain.
- I take ECR from south San Francisco to San Mateo for work on a daily, weekly and weekend basis
- I like the idea of having more routes to the college of San Mateo. The bus going down my street, Notre Dame Ave in Belmont, is used primarily by children during school which is great. For other times that bus seemed to be empty and I don't think it is needed.
- Alternative 3 expands route 140 to run further towards Skyline, reducing my distance to a bus stop potentially by as much as 75%
- 1. Personal use is for access from SM to both SFO & Millbrae BART, SFO most often. I currently take 292 direct and do not want to have to do a transfer. 2. I would rather retain more stop choices above losing them strictly for high-frequency. I put Alt.1 as #2 because there is some relevance to also accommodate longer commutes that better fit work related schedules to encourage greater ridership.
- We need to encourage use of increased rail service to make travel more efficient between hubs.
- I like the idea of bus service enhancing BART and Caltrain service. I don't like "on-demand" service. I like using bus schedules because then I know exactly when the bus will arrive.
- Express bus service to SF and SFO is very important so Alt 2 becomes #1 for me. Also connections to rail. #2 for me is direct, high frequency so Alt 1 comes in next.
- Regional connections are key, but also some intra-county service. For example, having some SamTrans routes replace some shuttles (e.g. at Oyster Pt) may

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improve the demand for Caltrain since there are more consistent connections. However, while there is a need for better connections to say BART and Caltrain, how do you balance that need with intra-county connections. Some riders may want to get to trains faster, but have to deal with a long, circuitous route that takes 20-30 min for the equivalent of a 10 min drive. So maybe breaking the route up is a compromise to get people onto buses, but offering a transfer helps those that still have 'local' trips. Also, please have more express buses that go to/from other counties, it offers an alternative to Caltrain for some areas (e.g. western San Francisco), it'd be horrible to have some trips end at the County line which creates unnecessary transfers.

- Connection to other public transit isn't timed correctly and if bus is late you lose train
- We use the 281 bus to connect with Caltrain in Palo Alto. It would be nice to get to BART without having to use Caltrain.
- I ranked Alternate 2 as my first choice, because I think that reaching communities is a priority, even if the services isn't as fast in those areas. In the future, once we have expanded geographic regions of service, we can explore making service for hard-to-reach areas for frequent. I also support having 24/7 bus services on core routes (alternative 1), and wish that could also be incorporated more into alternative 2. The more frequent buses come, the more likely I would be to use them, because then they are convenient rather than something you need to carefully plan your time around to make sure you don't miss a bus. I like the focus in alternative 2 on making sure people get connected to rail transit, colleges, and jobs, since that's a huge reason of why non-low-income people take the bus system. I ranked Alternative 3 lowest because I have doubts on the efficacy and use potential of an on-demand service. I think people may be afraid that using it might be costly.
- Rail transport is the most efficient.
- Express service is a winner. You're connecting point to point and having maximum impact on drivers who otherwise have the luxury to drive. Example FCX from FC to SF. Or in a future date, FC to Palo Alto.
- Less stops mean less times that the busses are blocking traffic.
- 1. BART is eliminating most car parking at the Millbrae station. We rely on Millbrae BART and need a practical, dependable alternative to getting there (for example: one that doesn't add 2 hours to our commute!). 2. Improved frequency daily would increase our use of public transportation for local trips as well.
- I chose Alt 2 with the highest priority as this is likely to promote higher ridership, particularly if people don't have to park and drive to reach BART/Caltrain or SFO, which can also help relieve overall traffic congestion.
- My personal priority for bus routes is for connecting my home in Westborough to the various rail stations. I do not understand the on-demand service in alternative

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3 fully, but it seems like it would be costly for the transit agency and service areas of higher income communities. Let them continue to pay for Lyfts and Ubers. We don't need to subsidize their rides.

- Quick 'feeders' to B.A.R.T. and to a lesser extent 'Caltrain' are very important to people trying to get to work. 'Door to door' time is what counts. This requires good schedule coordination and minimizing transfers between different vehicles.
- It is really expensive to use BART to get to SFO. Please don't get rid of the bus lines serving SFO. Also, remember when BART went on strike? Don't get rid of direct lines to the city.
- mainly interested for commuters to travel by using public transportation instead of using personal vehicle to get to destinations (to save wear/tear on personal vehicle & produce less pollution, if possible).
- it would hopefully make it easier for people to get around
- I need to commute by bus and BART so it is important that I am able to connect in a timely manner.
- Priority for commuters is to have easy access to and fast transportation with little transit time. I believe that option two covers a greater area and offers better access to long range transportation, such as BART or Caltrans. Still I think all options are wholly inadequate to make the usage of individual cars undesirable and to contribute to the reduction of carbon emissions.
- Adding Palo Alto transit center as a regular stop for 296 would be really helpful for Stanford Mall employees living in RWC since we don't have to ride two buses anymore. Much more convenient
- I would like to minimize travel time. One factor that causes delay is bus transfer.
- I don't trust on-demand ridesharing to work properly, so alternative 3 is last. I would love to have more connections to BART from around the County, alternative 2 is my preference.
- Peoples commuting needs don't stop at the county borders. Makes sense to make it easy for the most people to go where they need.
- We need fcx route. This will make us have change transport method less and cost less. Making more indirect route will cost a lot more and inhumane.
- Many trips cross the county line, and also I think the way alternative 1 treats ECR is objectively terrible. Don't split the service among multiple lines.
- I like the on-demand ride app idea for East Palo Alto/Palo Alto akin to Lyft/Uber.
- I like the idea of connections to rail and high frequency
- From Brisbane, we really have no other direct access to SF than the current 292.
- I hope to take classes at either Canada College and or CSM.

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- You are often making it harder to get around. It isn't easy to get between Valota Rd. and El Camino. The nearest was to get from the street I live on, off of Redwood Ave. would be Woodside Rd. That isn't necessarily easy for older people.
- I personally commute from Redwood City to SF financial district and I would love not to have to drive my car to the train station...if there were better connection times with Caltrain I would be all for it. The other issue that I see is that before the pandemic, Caltrain from redwood city to the city is PACKED! Would love to see a direct from redwood city to the financial district that would skip the airport. People need an alternative to the Caltrain....there have been too many instances of delays caused by trespassing or mechanical failures.
- Route 3 gets me to every place I go on the bus and increases service to underserved areas. Route 2 seems to me to serve underserved areas and route 3 seems to do this to a lesser extent.
- I would like to see more frequent busses but I don't want to see so much reduced stops meeting somewhere in the middle would be great however the last option coverage seems like a huge step in the WRONG direction
- I believe Alternative 2 reflects an important transition to more regional coverage, with improvements to key high-frequency service areas, which I believe reflects the direction that the needs of our community are moving in as we have more people looking at longer transit connections for their commute rather than relying on higher-frequency service in the county. Perhaps more of that will happen as there is a greater jobs-housing balance within our county.
- I use SamTrans to commute to the airport, and Alternative 3 is the only route that preserves 398. EPX does not come remotely near my house. This would lengthen the amount of time to get to/from the airport considerably and would probably result in my increased use of shuttles for early/late flights. I ranked all 3 routes by how I thought it would be most to least coverage for hard-to-access areas. I live 4 blocks from a SamTrans stop on El Camino Real, which was deliberate, as I was commuting by bus and, in non-COVID times, still used the bus a fair amount. I hope you're going to analyze the results by location or do outreach to areas and local businesses in commute hubs that will gain or lose service in 1 alternative to gauge interest. Some people will be much more affected by the decision than me, and they should have the greatest voice.
- I live in South San Francisco near intersection of Hickey Blvd and El Camino Real. I also work at SFO. Alt 3 gives me less walking distance to travel to work via bus than BART. My parents do not drive, Alt 3 also brings them north via route 120 to Daly City to access a few shopping centers. Personally I value consistency and frequency when it comes to public transportation. Alt 1 is my second choice because of that.



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- Connection to BART and Caltrain allow to reach the destination faster and is more versatile
- Better integration with BART & Caltrain.
- I think having express bus services can encourage more people to take the bus to work, reducing highway congestion. However, I also like the Alternative 1 design of the ECR rapid. If alternative 1 can include some express bus service it would be better.
- My home is on Route 140 Rollingwood. Deleting Rollingwood Drive to SB BART/SFO. There are several SFO Airport workers that use this route but are currently on Furlough but will return once. I am one of them on Furlough. Sneath Lane isn't well lighted (no homes on street) and isn't SAFE to be there waiting for the bus especially in evening hours. Rethink this reroute via Sneath Lane. SAFETY!!
- We live on Cipriani in Belmont. The bus stop is right across the street from our house. If you eliminate this route, then parents will have to drive kids. Our street is already extremely busy without the added traffic not having bus stops on our street would bring. Also, had hoped when I could no longer drive, would be able to use these bus stops to get around.
- 1 - Because it improves connection to rail system and also the region in general.  
2 - It's the best alternative to # 1
- based on looking at routes that I might make use of
- a guess
- Adding connections will add ridership and increase demographics
- My priority is a one-seat ride from Redwood City (preferably from Caltrain or El Camino Real) to SFO airport, 7 days a week, 24 hours a day (for early/late flights). So for me the existing 398 is the best option. None of the alternatives seems \*great\* but EPX is a possibility (no weekends though :- ) otherwise more frequent 292 connections to Caltrain. Overall it looks like SFO access still sucks though, which is too bad.
- I like the idea of expanding connections to Caltrain because they (hopefully) want to expand their service.
- Alternative 3 is by far the worst option in my opinion--the idea of on-demand service is not at all appealing. I ranked alternative 2 highest because it seems to provide the most useful service in terms of getting me to the places where I would want to go in a more efficient and convenient way. I do value high frequency service, but alternative 1 doesn't seem to provide much better frequency than alternative 2 for the types of trips I could see myself taking (even if I moved or worked elsewhere).
- Hope to get better connection to my work in downtown SF

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- I use the rail more
- The direct routes to main job center in SF get people off their car. Rail is faster and has higher capacity in moving more people to popular destinations. The smaller and sporadic local transit demands can be filled by using on-demand van/mini bus/Uber rider share service. I have seen too many big bus driving around empty.
- There needs to be improves coordination between bus service and BART/Caltrain
- As an East Palo Alto resident 25-min walk from University Avenue at the end of Runnymede Street, I love the idea of an on-demand zone to be picked up closer from home! I like Alternative 1 because I could go from East Palo Alto directly to SFO, which would be very useful. At the moment, it takes forever to go to the airport with public transport. Also, I would like to have a faster service from East Palo Alto to Palo Alto Caltrain.
- Want to go between Westborough and oyster point for work
- Firstly, I had to watch the video to differentiate between options. Good job on making it simple. For many of us, going to the city is priority and parking is a mess. Getting access to more places where we can take the bus, esp. SF is a priority. Alt 2 does that. Second is improved connectivity to rail and other options. This is great, as many of us live up on the hill and even walking from Daly City BART is a workout. This can help improve connectivity with commutes to Santa Clara. Alternate 3, what I love about it is the on-demand and weekend options. I wish there was an option 4, with connectivity to city and on-demand service. I am willing to forego faster connectivity, if I can get an app with geo-location that tells me where the bus is, so I don't have to wait at the bus stop in the cold. Finally, most important is an all you can eat option under \$90/mo that also gives access to BART, and Caltrain if I were dreaming.
- Preference is route coverage to be able to reach areas beyond main corridor, and connections to rail & other public transit north, south & mid-Peninsula. Second to this would be frequency.
- I need connections to rail and BART, as well as high-frequency service. Desperately need ECR Rapid ASAP
- I ranked them this way based on the least "sucky." SamTrans used to be a good transit system but now that it has been taken over by the Left, it is all stupid wasting of taxpayers' money.
- BART and Caltrain are the main transportation to go to bay area
- Best connection to train, BART and Caltrain stations
- Caltrain connection is most important

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- The coverage for students attending my campus currently works and do not want them to be impacted before or after school.
- #1 Alternative 3 - Being able to service hard to reach areas will improve accessibility and increase equity. Innovation is welcomed long as it directly benefits the local community. #2 Alternative 1: direct, high frequency service means more jobs, more people serviced, and people will get to have more time to spend with their families or other priorities instead of allocating that time to wait for the bus. #3 Alternative 2: sounds like it will benefit the least people in the community
- I need improved connections to rail services.
- I think that with service to connections and places with more people at one time would be more useful for buses. There would be more of a need to these destinations.
- For people commuting to other area in the peninsula, they will most likely use car. However, for people commuting to SF and other urban area along Caltrain, public trans is a must.
- Because connections to BART or Caltrain plays important role in terms of going to other cities
- Rail service generally faster and more reliable
- Our family lives in the San Mateo village but work in the SF downtown. We kind of need the route 256 to quickly connect us to the newly built Hillsdale train station since train is usually much faster than long-distance bus to the SF downtown area.
- I need to commute from San Mateo to the city. The 398 does what I need, and the KX before it did too. The FCX was fine but was always a bad experience. Once my off opens back up, I will be back using the buses
- covers my homes locations
- looks better
- I have taken Caltrain and SamTrans for over half my life and I believe Alt. 2 would be the best option.
- I use FCX from Foster City. Alt 2 works best as the bus is always busy, even at 6am in the morning. It is a great help for people like me living in Foster City. The Alt 3 does not take into account people who have to go into work early. A service that starts at 7am is no good to me when I have to be in work at 7am.
- Connections to other transit (Caltrain, BART, etc.) are most important in my opinion, as long as schedules are coordinated to ensure short layovers when transferring
- I ride Caltrain often

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- There are a lot of logistics companies by oyster point to mains UPS and FedEx this can help boom college teens to work and go to school but a bus line that can extend farthest to oyster point rather than the end of linden ave could very much help
- I use public transportation to go to college and work. This alternative works better for me.
- I live in Brisbane and the 292 is the best way to get to SF with NO driving
- For me, the most difficult part of taking public transit in the Bay Area is switching between services. So the various systems connecting better is my highest priority. I live in San Mateo County, so that's my next priority. Geographic coverage of surrounding areas would be great to maintain/expand. But I have a car and it's already inconvenient for me to take public transit out there, so I always default to driving when I have to go to Half Moon Bay or other areas here. Retaining the existing coverage isn't that helpful for me.
- I live in the center of the 122 route, and I don't like that I'll have to transfer if I have to go to either end. I would rather keep the 122 route intact and have improved connections instead.
- You are wasting our tax dollars on a boondoggle that about 3 people use.
- by eliminating route 398 you (as suggested by Alternatives 1 & 2), you would cut whole area between Palo Alto and Hillsdale from accessing the SFO. You don't need to mention Caltrain & BART to those passengers with 50lb bags- just try lifting 50lb to Caltrain. In addition, the 398 costs \$2 while BART alone from Millbrae to SFO costs \$4.80 for a 4 min long ride (!!!) and on the weekends I'd need to make a connection at San Bruno BART in order to get from Millbrae to SFO. It's totally bad idea to eliminate 398. And how about commuters going to and from SF every day? Do you suggest to use Caltrain and then walk 30 min from 4th & King to the downtown SF (the 398, as opposite, goes all the way to Downtown SF). There is no alternative to busses for San Mateo County residents to go to SFO and to the city. Caltrain is more expensive, and BART is even more expensive. In addition, the arrival/departure schedules of BART/Caltrain aren't coordinated. I can spend very long time on connections, and then I'll end up at a single SFO BART stop (compare to 4 stops a Bus makes at SFO). Leave 398 operating the usual route.
- I'm thinking in terms of getting people out of their cars. Connections to other transportation organizations is critical for that.
- Alt 2 encourages use of public transit hubs and will reduce the need of cars/traffic if route times aligned more with other services (BART, Caltran, shuttles). Alt 1 can achieve the same with increasing frequency. Alt 3 should be a last resort as it does reduce more services than the first.

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- The direct connection for 120 to the SF Airport and other places are big bonus for us.
- Alternative 3 gives option to go the airport directly is a great bonus for us.
- Improved interconnections, and connections to Rail seem very helpful. I am not supportive of the "flex zones" as this service seems like it may more efficiently be covered by Rideshare companies.
- Alternative #2 is the best. Who's the bonehead who came up with Alternative #3???
- Alternative #3 is brainless. Ride share app means we won't get on public transit and instead we'll use ride share to go directly to our destinations. Alternative #2 is the best.
- alternative 2 keeps ECR pretty much the way it is while alternative 1 splits it up into several different routes, alternative 2 also keeps rt 130 the same except it extends it to Oyster Pt
- Use 292 to get to SF. Kids use bus to get to high school. Keep Terra Nova and Oceana routes.
- Best of the changes
- Alternative #2 still has direct access to San Francisco. Alternative #3 is bad because people who use an app for ride share won't use SamTrans.
- Having SamTrans Connecting to trains like BART and Caltrain is super important that's why alternative #2 is the best. Alternative #3 is clueless because if you use ride share, you don't need SamTrans.
- #2 is the best!!! All SamTrans needs to connect to places of importance like BART, Caltrain, Schools, and business center. That's the obvious best choice. However increasing the frequency of buses on the weekends is important too like in #1. The worst one is #3!!! That's idea is horrible!!! Ride share??? Whoever thought of that never rode public transportation before. C'mon ride share??? People don't use ride share to get on a bus!!! They go directly to their destination with ride share and don't use the bus. Definitely a Dodo Brain thought of #3. Obviously #3 is a garbage idea!!! Burn that map!!!
- Public transportation does not just serve commuting professionals. It is often the most important lifeline for those without their own vehicle access. Retaining access for those parties over commuters who often have other options is the most important way public transport can serve the entire community. Stop trying to optimize for the workers and leaving those without other options on the hook.
- I would love more bus routes that lead into the city.
- As a Brisbane resident working in San Francisco, I would like to see more frequent service, and definitely don't want to see the 292 service into the city eliminated.

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- I often take the bus in order to commute to destinations outside of San Mateo County by rail (ex. BART and Caltrain), which is why improving connections to rail and having express routes to SF matters a lot to me.
- Transit connectivity is poor in SSF. I am a SSF Caltrain rider who has to drive to San Bruno as there is no service connecting to Caltrain in SSF.
- I live on San Mateo and I work on Bayshore in San Francisco by toland. The easiest way for me to get to work is the fcx across the st from my house and after I take the 19. If that is not available I take the 292 or the 308 and they both leave me really close. The Caltrain does not stop in San Mateo to take me to 22nd St. It has changed the schedule. If you get rid of the 398 and fcx I won't have a way to get to and from work!
- I believe that connections to other transit and express service are very important, but don't believe that on-demand service is extremely efficient.
- I would like to retain the services offered.
- Route 85 to PV schools is vital for our community as there is no other public transportation available in the area for school age kids.
- More frequent service for bus route 140
- Access to College of San Mateo
- Bus transit should be an effective complement to the broader transit network in the Bay Area. Treating it as a last-resort option, focused on geographic coverage, ultimately limits ridership and system growth.
- We need more buses to go up more inconvenient, hard to reach places.
- want to keep more isolated areas serviced
- Retaining geographic coverage means more school-related service: please keep the school routes!!
- I believe improved connections between bus and rail would facilitate increased ridership for both.
- It's cool
- Keeping connections to/from San Francisco is important but also, increased levels of frequency on bus routes is critical to having good ridership.
- I am a rider of the 292 and need to get to my job at SFO. Parking is too high at SFO. BART is not a viable option as the cost is too high and I have to transfer from Muni to get to a BART Station. A lot of other SFO workers use the 292 to get to work. If I am not working at SFO, I even use the 292 to get to the airport if I cannot find someone to drive me there for family trips.

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- we need more coverage for high school students around the schools, kids should not have to walk far away to get a bus and the same route that takes them to school should be the same route in the afternoon
- N/A
- Improving connections to rail will be great since Caltrain is being expanded to run as a frequent electric train. Otherwise faster, more frequent service is ideal. However, I don't see the need for an increase in rapid buses along El Camino Real since BART and Caltrain are the better choices for long trips.
- must increase connections to rail connections
- Multimodality
- 1-Need more connection to the railroads. 3-Not many people can use app and their cell phone might not work in all areas.
- Here on the Coastside, we have no viable service to Colma BART
- There needs to be more connections to Rail stations. I would like to see more bus connections to rail stations.
- Please retain 292 to Downtown SF. Would still like to see split of 292 and 293 at Millbrae. Please retain 141 to Shelter Creek. Love seeing a new route in Oyster Point.

Spanish Comments	English Translations
Porque se conectaria a mas lugares	Because it would connect to more places
Se utilizaria mas seguido	Would be used more often
Ellas decean que pase con mas frecuencia	They want it to happen more often
Por el tiempo	For the time
Porque ocupo una ruta mas frecuentemente y que pase rapido	Because I occupy a route more frequently and let it pass quickly
Porque se me dificulta llegar a la clinica	Because it is difficult for me to get to the clinic
Llegaria a lugares que no llega.	He would go to places that he does not reach.
Yo quisiera un bus que me lleve a otras escuelas. Como Kennedy o Taft vivo en Middlefield y camino much	I would like a bus to take me to other schools. Like Kennedy or Taft I live in Middlefield and walk a lot
Me parese mas conveniente	I seem more convenient
La alternativa 3 mas parece bien porque conserva la misma cobertura y para mi esta bien.	Alternative 3 looks good because it retains the same coverage and is fine for me.
Que pase mas frecuente y los fines de semana ya que tarden en pasar	That happens more frequently and on weekends since they take time to pass

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Spanish Comments	English Translations
En la alternativa 1 porque no se proporcionaria servicio en todos la areas. En la alternativa 2 es porque todo estuviera conectado a los demas servicios de transporte. Alternative 3 no tengo idea se funcionaria.	In alternative 1, because service would not be provided in all areas. In alternative 2 it is because everything was connected to the other transport services. Alternative 3 I have no idea it would work.
Ese fue mi punto de vista. Segun lo que analizo.	That was my point of view. According to what I analyze.
Para mi la alternativa 3 es lo que mas me representa por que esta mas completa y me facilita mi traslado ya que tiene mas opciones	For me, alternative 3 is what represents me the most because it is more complete and facilitates my transfer since it has more options
Sena mas facil llegar a su destino.	It will be easier to reach your destination.
Elige la alternativa 3 porque pasaria por lugares que antes no, y las otras des no aparte se trasladaria en un solo autobus no tocara tomar otra ruta.	Choose alternative 3 because it would pass through places that it had not before, and the other days, it would not be apart, it would travel in a single bus, it would not have to take another route.
Para llegar a mas lugares que antes no negava y sin cambios de muchos autobuses	To get to more places than before I did not deny and without changes of many buses

### Website

- From South San Francisco: Additional Staff comments on proposed alternatives (to be sent to SamTrans staff):
  - Staff wants clarification that if the City’s preference is Alternative 2, would Alternative 2 be recommended/implemented throughout the county or adjacent cities?
  - Alternative 2, can route changes be considered to the proposed East of 101 area routes (Route 126 and Route 130) so that there is resulting east/west bus loop that can cover Gateway/Oyster Point/Grand Ave/DNA Way?
  - Route 130. The map and the narrative description are a bit different for Alternative 2. The narrative states “...Route 130 would extend to Oyster Point via Grand Ave and DNA Way, providing more direct access to the South San Francisco Caltrain Station in addition to jobs at Oyster Point.” The map shows the line stopping at Genentech, not OP, so we will need to understand this better.
  - The narrative also goes on to say that on weekends, Route 130 would stop at the SSF Caltrain station. Once the OP Marina improvements are completed in early 2022, it might be nice to have this route continue to extend out to the OP area, (maybe at a less frequent interval) to allow residents to access the public park.
  - In looking at the maps, Route 141 is proposed to go to San Bruno BART station (the maps show it as Route 141 in Alt 1, and Route 140 in Alt 3). This needs to



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be considered in light of an application for a 2.8 million sf office/R&D development adjacent to the San Bruno BART station, and that we just want to let them know to keep in mind for future route changes.

-Feedback from community members note a strong preference to maintain the SSF to SF Route 292.

-Other feedback from 5/26/2021 City Council Meeting to be provided by City Manager's Office.

- I like Alternative 2. Love the connections to rail and BART and the colleges. That makes sense! Now if all the transit systems could work on a master schedule so that you don't just miss Caltrain when you arrive at the station.

I have taken the downtown S.F. to SFO bus because it was very fast. There is a need for it because BART service to the airport on the weekends starts very late in the morning. However, you don't need to run that route when BART is running to the airport. Why duplicate the route? Just run it early a.m. and later in the evenings, especially for airport workers. Now that BART only runs until 9 pm, we need some other form of transit to get to downtown S.F. and I'm glad to see that SamTrans is still providing that service.

Thanks for listening to your riders! Whenever I've used SamTrans I've been impressed by the service and professionalism of the drivers. Keep up the good work!

- I use SamTrans and Caltrain extensively to travel between communities and regions. I prefer option 2 for my own needs but strongly support reaching the regions that have no mass transit services.
- As mentioned, each of these alternatives has its share of benefits and trade-offs. That said, Alternative 2, Improved Connections To Rail and the Region, seems to be the best foundation to build off of. Improving SamTrans' connections to BART, Caltrain, employment centers, and college campuses should be a high priority. After that, improvements to geographic coverage should be the next area explored.
- I prefer Alternative 2. I am most likely to use the bus system in conjunction with the train system to enable me to travel within Belmont or within the greater Bay Area.
- I generally support Alternative 2 and 1, in that order. I don't think we should be spending a lot of our precious funding on coverage, when we have very high-demand corridors that could use more service. However, I would like to bus service from San Mateo County along 19th Avenue to Golden Gate Park/Presidio area. This is a very difficult trip to make with the existing transit network. Also, I think there should be a less frequent route that runs along Skyline Boulevard from the Daly City or Colma BART Station to Millbrae Avenue, Trousdale Drive, or Hillside Drive. People who live at the top of the hills (like me) have no access to transit, as El Camino Real is over 1.5 miles away. The area around Skyline

Boulevard and Trousdale Drive is fairly densely settled, with many multi-family apartment and condo buildings. This route would also provide access to the Crystal Springs Trail and Sawyer Camp Trail.

## Comments from those who ranked Alternative 3 their first choice

### Survey

- Alternative 3 is the most user friendly that has been offered
- If you were to expand into the employment areas and college campuses, that would be (I believe) carpooling". That would mean that people would be able to go places, such as college, lots easier.
- #2) I use the train and BART sometimes and they seem very efficient for direct one direction travel. The college access would be good/#1 I feel enough time access to routes currently and less service to some areas may be inconvenient. 3) (OnDemand service)May be good for some people, but I probably wouldn't use it.
- More expansion, which means its more convenient for some, such as work.
- I believe 3 is the best alternative for seniors, kids and also like the idea of having the express bus service expanded.
- Alternative 3 is the best option because its similar to an Uber service, It's important to keep in mind that its priorities should focus on everyone within our community including seniors, students and parents.
- I ranked them this way because for alternative 3 it could save people more money. I chose alternative 2 to be second because its better if it expands more. I chose alternative 1 to be third because I don't see much importance on the time that the bus passes.
- Importance of access to employment/school verses high-frequency is key
- Cause of the new on demand zones in 4 communities
- I think adding more stations would be more beneficial than having more stops.
- I don't personally use the bus but the people that do might find a schedule change on a bus to not match their schedule.
- Coverage 1st, commutes to rails + 7 days + (1) more direct to destination
- Alternative 1 would not be convenient for me as the stops would be less restrictive same as alternative 2. Alternative 3 would be best since it would keep the stops I frequently use while being more frequent.

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- #3 just makes more sense. It does makes sense to connect to BART/Train stations but I see a lot of empty buses. It's hard because some neighborhoods REALLY need public transportation. I need a bus to beach for my sanity! (if possible) Thanks
- I think people would ride more if there are new routes and places to go to since it's an affordable transportation. Keeping the same is good also because it is already run properly. Alternative 1 would take longer for people to get to their final destination.
- 292- More frequent with SF service
- I am not a frequent public transportation user but the on-demand service as well as the connections to certain rail hubs would be the way I mostly use the services offered
- This still does not support where I live in Woodside
- Living in Pacifica there is already limited routes. I would hate for those to change. I also have a student at Terra Nova High that has very limited service to. My child leaves an hour early for a school that is 20 minutes away, and the bus he takes is usually late.
- I think that it is important that the routes continue to reach the areas that they already do and expand their reach even. So that everyone has access to public transportation. I placed rail second because I think that it is important to ensure that SamTrans works with other public transportation services in the area.
- Alternative 3 seems like it would be helpful to seniors and others who can't easily walk to and from various bus stations Alternative 2 seems like it would address commuting traffic most effectively (reduce load on 101)
- To reduce connections and keep coverage. Frequency isn't needed, we can just follow bus schedules. And we don't expect crowds
- Need bus to San Francisco. Given the rents in SF and commute may be limited now due to Covid, getting to abs back from SF is a must.
- FCX service to SF Mission St. is the most convenient and the fastest route available to folks like me who need to commute to the city for work.
- Alt 3. provides as much service to as many people as possible, with long service hours and more weekend service than the other alternatives. It is critical that people have access to the system. Frequency is important, but people can always wait longer if they have no other choice. But if the nearest bus stop is miles away, people cannot walk that far and they will be stuck at home. Alt. 2 focuses a lot on commuters. That's nice, but I think the most pressing need is daily, basic transportation just to get to the nearest shopping center, school or train station.
- Finest choice for work commute and shopping, appointments

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- Because I think we need to encourage greater ridership in our neighborhoods, especially youth, commuters and seniors. But I could be wrong--maybe direct high frequency service is the way to go. I think the number one problem with public bus service is it is SO slow. Buses need priority just below emergency vehicles. If a bus is approaching, people need to pull over to the right, and always stop and let it merge. Bus-only lanes need to be the norm ALL OVER the county. The fastest way to get from point a to b can NOT be a single occupancy, private vehicle. That is not sustainable or healthy for anyone.
- 2 offers best coverage for where I go
- Public transit needs to be the way of the future, for sustainability, independence and social connectedness reasons, and I think youth in particular need to be encouraged to ride regularly and often. Seniors (for safety and independence promoting reasons) and commuters (who need good connections to rail) also. That means not just retaining geographic coverage but making buses THE most efficient way to get around, with signal priority and WAY MORE bus-only lanes.
- Getting to SF is paramount. Getting to BART and CAL TRANS is crucial. Running connections later will allow for some night life here and in SF. Nobody like being stranded at BART then walking home, especially when its dark.
- SF commuter
- Commuter to SF based on the limited choices. You claim to provide connections to other transit/buses but now I would have to drive part way. If you leave me stranded on the return trip, how will I get to my car if I take Caltrain? I don't understand ending at San Bruno BART when hardly anyone uses that stop. KX then 398 was still popular until COVID going to SF but SamTrans failed to help commuters heading southbound by wasting 30 min looping around San Bruno.
- 1. Since I'm retired and don't use SamTrans during peak hours the on demand alternative appeals to me as probably a more comfortable ride. 2. More likely I will probably be using BART and MUNI more frequently when the Pandemic allows "back to normal". 3. As to the 3rd alternative, if it means fewer bus stops for speedy service, as a senior citizen I don't want to walk further distances to bus stops.
- I chose alternative 3. I make my travels on a regular. I catch it on Airport Blvd. I would highly appreciate to keep this service.
- Maintain routes that go into San Francisco are important to me.
- Individual pickup would be good for me and other disabled people Being able to get to alternatives to SamTrans would be good also
- Need to access to San Francisco.

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- I want public transit to be as extensive and accessible as possible, without removing access for people who already rely on the bus service, no matter how often they ride or where they ride to/from
- To maintain service to the youth center at Burton park and reduce travel time by using Hopkins.
- Route 295 connecting San Carlos to Redwood City is a critical corridor and the only bus route serving Alameda. ALSO, should be routed BACK to HOPKINS Ave away from Whipple to also address Whipple's high traffic. Important to provide access to all rail stations
- The routes in Portola Valley should not be eliminated, they provide important ways for high school students to get to/from school when parents are working and they do not drive.
- Alt. 2 gives quick access to rails which is more efficient time wise. If we need to go far away, getting to a station the quickest would be very helpful. Alt. 3 as second because of the on demand pick up. Being able to catch a ride quickly in those specific zones would be very helpful and efficient for now waiting so long. Alt. 1 as 3 because the on demand pickup somewhat solves that problem. I already see buses without anyone on them (probably because of covid still), so having them come more frequently would be a waste of time and money unless this incentivizes people to catch a train because of accessibility.
- 3 seems to have the most overall benefits for travel for everyone, followed by 2, followed by 1
- Connections to high commuter and business/education traffic are important.
- Currently a student to access to college campuses is important for me.
- I think SamTrans should be available for people in as many areas/stops as possible, that's why I put the 3rd alternative first. The 2nd alternative is also helpful because it will go to college campuses, but it will only connect to mainly rail stations. I ranked the 1st alternative last because some people might not benefit from having less service in their area.
- Keep the 292 and have some service in SSF East of 101
- Rail system is generally faster.
- Express bus service and links to rail would allow riders to connect better. I like the links to college campuses too, if there can be more direct and express service. The second choice of the on-demand zones is a new way and may be good to pilot.
- Working in Redwood Shores and going to the city often, I hope you'll consider retaining the 398 and bringing back FCX more frequently. I am eager to use EPX and am happy you routed it through Redwood Shores
- Best connections to rail and Canada College

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- For alt 2 (my #1), Bus transit is great, but without access to a train or BART station, they can only get you so far. In order to truly expand our transit system, train and BART stops need to be a regular stop on the bus schedule. As for Alternative 3, this is also extremely important. Transit was built for people who live outside of the rural community and or low income housing, with no or only one vehicle per household. Many others use it for convenience, but it is not a necessity. We need to extend the system and branch out. Alternative number 1, (my#3), really makes no sense. There is no need to increase the frequency in which the buses go to the same spots. They're already running every half an hour. If people can't manage their time to accommodate that, then they have no business riding transit. Lastly, why must we pick one option? Why not 2 and 3 and in some cases, all 1,2 &3?. No matter what, the fact that extending the stops to include BART and train is exciting and I hope it happens.
- I am more likely to use service that connects to regional rail as I live in Alameda County.
- Alternative 2 expands connections to rail stations and the region. In this alternative, new routes would connect to key BART and Caltrain stations, employment areas, and college campuses. Express bus service would also be expanded. I used to work in SF, I observed there are a lot of passengers that takes that route.
- I don't use SamTrans
- It is important that there is a good amount of services for easier travelling
- I want to get to places faster. Time very is important for me
- I think it's important there is a good amount of busses available at every bus stop for easier travelling. The 3rd alternative is good for those who need to travel fast and get to their destination. The Alternative 1 isn't a good idea because there is less services
- I work at SFO and alternative 2 offers most service from home to job. Also my wife uses the bus and Caltrain too much money
- I travel between Santa Clara County (Palo Alto) and SF about once week. Alt 3 preserves the ECR as one (bus) route and includes the 398. Alt 2 preserves the ECR and 292 into SF. (The connection at El Camino Real and Hillsdale. ((northbound ECR to northbound 292 is unacceptable for me and I do not currently attempt)). Alt 1 appears to force a transfer from the southern ECR to the northern ECR at Millbrae. I realize the focus is to improve the SamTrans / rail connection. But for me the rail connection does not work. From SF Caltrain to my final SF destination I allocate at least 45 minutes because of the relatively unreliable MUNI service with at least two connections and now three connections (with new subway service) Currently, northbound, I board ECR in Palo Alto, transfer to a 398 at Redwood City into SF. Sometimes I will transfer (timed) at SFO to a northbound 292. The key is the RWC transfer. Periodically, the 398

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operator insight waits for the arriving ECR so I can transfer. Sometimes I transfer along the El Camino before Hillsdale. I realize I am the outlier and will accept whatever will be the new plan. I do miss the 7F and 5M (along Mission Street) Ideally I would support a RAPID ECR between Palo Alto and Daly City. But I realize the patronage is not there. When I occasionally drive the 101, I wonder how people can be convinced to consider the environmental impact of their transportation decision and utilize public transit.

- Currently works for me
- Express buses to SF and on-demand options
- Many people need to travel outside the county and need improved connections to other transit systems. Connecting to college campuses is also deeply important especially for young people who may not be able to afford to drive.
- don't usually use SamTrans but use BART more often
- Because that's how it is
- I live in Brisbane and rely on bus service to my job in downtown SF. It's wonderful to have just one bus that gets me from home right to the office
- Retaining the services offered as it is would not affect or increase traffic in our county. Almost everyone has access to phone service, so requesting a ride is quickly done. Highway 1 is already congested as it is since there is only one way in/one way out.
- Retaining the services offered as it is would not affect or increase traffic in our county. Almost everyone has access to phone service, so requesting a ride is quickly done. Highway 1 is already congested as it is since there is only one way in/one way out.
- Our household only has one car and one person takes BART.
- Do not cut service on Rollingwood Drive. (Alternative 1). This street intersects with 4 major streets & serves as the bus stop for the residents of these streets.
- Geographic order to keep existing service and not take anything away Railway access so more opportunity to commute Direct routes equally important but I have to rank.
- The on-demand feature of Alternative 3 seems like a better approach to good service in the affected areas.
- Buses to employment centers and the routes my family rides are covered best in #2
- Connecting to work in SF is very important and the options offered in alternative 2 are best, including express service and frequent 292 which I ride often
- I am torn between alternatives 2 and 3. I really like expanding access to BART and Caltrain, as we need to expand access to public transportation. However,

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our area is thinly served, and is one of the proposed on-demand zones, which I expect would be really helpful to people in my area.

- I do not want service cut to some parts of county as this is our lifeline.
- Caltrain already provides rapid long distance. Increased coverage of the last mile is therefore of greater importance to me.
- Need on demand service in Foster City
- I think bus ridership is less frequent in the on-demand zones so shared rides would be more environmentally and cost efficient than running buses.
- Want to retain FCX service to San Francisco
- Quick Commute to San Francisco is my 1st priority
- We live in half moon bay outside city limits. Right now we have no access to bus service from our house. Not sure if option 3 would change that. But, kids and many other people use the bus in town. On demand might work well.
- If it's not broken don't fix it
- It's best to have connections to other forms of public transportation
- Please ELIMINATE Alternative 1 from SamTrans's list of proposed network changes. This option was clearly suggested by someone who does not live in Brisbane, and has no idea what public transit is like there. Like a huge percentage of Brisbane residents, I work in San Francisco, 8 miles away. As SamTrans undoubtedly realizes by now, the 292 route is an absolute lifeline for Brisbane residents, who have NO other transit alternatives. Our town does not have a BART or Caltrain stop; we have only a single bus stop at Bayshore & Old County Road with a single SamTrans route (292) connecting us to the City. Proposing that riders connect to another MUNI bus, or the T-line, is frankly insulting. I assume this idea came from someone who has never taken MUNI, which notoriously has long delays, dirty buses, a high crime rate, and indifferent drivers. It would also require SamTrans riders to pay additional fares in both directions. Please listen to your longtime customers.
- Takes SamTrans to work
- I used the FCX express into the city on a daily basis. For me it's costs less than BART or Caltrain and takes less time.
- Please do not remove route FCX. It is faster than making a transfer to BART or Caltrain. Thank you.
- Direct service to Daly City BART on my route, the 130
- Need ride to SF
- Looking at the plan none of these meet my upcoming needs as it doesn't look like any of the 260 routes go all the way from redwood shores to Ralston. Route



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1 would require multiple transfers which is NOT ideal for middle or HS students. Route 2 & 3 look like they fall short of getting students all the way up to Ralston.

- I heavily rely on the FCX service.
- Alternative 2 seems to get me to my destination faster by improving connections to rail and avoiding roadway traffic. I rated Alternative 3 in second because of the use of shared rides through an app and ride sharing via app has been easy and convenient.
- A successful regional transit system works best when connected to other services. Connections to other stations should be prioritized. The use of microtransit service is not necessarily efficient, but serves a greater purpose in providing equity to riders in underserved areas. I would encourage both strategies.
- The 292 is too valuable to stop from going into San Francisco.
- I need more on demand or local bus service to transport my kids to school on weekdaily basis
- Most important is providing service to most areas, not more frequency to current areas.
- I think geographic coverage is the most important because it will impact the most people. I'm also very interested in seeing public transit agencies explore on-demand models.
- Please ensure that Route 85 service to Ormondale School in Woodside/Portola Valley is not discontinued.
- I would most likely connect to SamTrans from another transit agency like Caltrain or BART, so 1 fits me best. Second choice seems like it would be best for the most people in my admittedly ignorant opinion.
- Alternative 2 provides better transit coverage of the region while maintaining the only direct service (292) into SF business district. It also provide better connections to BART and Caltrain. Alternative 3 reduces local transit coverage and resident mobility.
- My wife works, goes to school, and volunteers in SF, and depends heavily on the 292 going into SF to do so. She doesn't drive. Enacting limitations on her commute will effectively turn her into a shut-in.
- I voted for alternative 2 because I ride SamTrans 122 Stonestown-South San Francisco every day twice a day. Losing the existing 122 route would hurt my daily commute. I would be interested in alternative 1 if I knew that service would continue from South San Francisco BART/EI Camino McLellan and up Arroyo.
- Maximizes coverage.
- B

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- Need to have local Half Moon Bay service.
- Rank #1- I live in an on-demand zone. Sometimes I don't have a 2nd car and this would help with chores and appointments. Rank #2-More ways to get to rapid transit helps to get to the airport and ball games.
- San Francisco has their own bus system. Hookup to Cal train and BART is Important to getting from location to location.
- Directly goes to transportation hubs.
- Because I don't want to see service to SF via the 292 cancelled.
- Buses are not useful unless they go where you need to go. I don't commute to SF, so option #1 and #2 are worse than current service for my use-cases/
- People go out to go work, shopping or school, buses are needed if not close to those places , should be close to Caltrain, or BART which would connect to their destinations. Number 2 because not too baby people ride the bus, they can just use ride sharing
- Most people travel through BART.
- Expanded service to rail stations, places of employment, and college campuses, would make it easier for some people to use public transportation. It's many students and workers who often lack reliable means of transportation.
- They are all decent plans but number one would work best for me, living in SF. I applaud the improved connections to transit (rail and BART and hopefully the airport?)\_
- To easier access Southern California
- Usage to employment or school with connection to other transport means
- I like geo service specifically. It makes the most sense Second is train routes
- I would like the 122 bus to come more frequently than ever 30 minutes.
- Best design for my user
- I live in East Palo Alto and would like to use BART or Caltrain to commute to work. The improved bus service to these transit centers would help reduce my commute time. Otherwise, I would need to bike or drive to these locations. More service across the Dumbarton bridge to Union station would also be great.
- Makes sense to me
- Please continue and improve our community needs you and our environment thanks you.
- Alternative 2 & 3 do not stop in the City I live in.
- I need direct bus from Millbrae to San Francisco. Burt and Caltrain schedules don't work for me.

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- Because we need transportation to and from Southern Hills in Daly City to Terra Nova HS and especially back. Because the current bus routes take two hours to get started and connect to another bus, my child will only take the bus home from Terra Nova and buses must connect at Daly City BART in order for my child to take the bus to southern Hills. Taking away more Southern Hills stops will be particularly harsh during winter season. We request an on demand shuttle from southern hills to Terra Nova HS and back. Since the HS district offers these HS as an option, there should be public transit. We do not want to be left out again because we are in a hidden area in SMC southern hills Daly City.
- I live in Brisbane, don't have a car, and work, volunteer, and go to school in Brisbane. My commute is already long; lengthening it any further would effectively turn me into a shut in.
- I take bus 260 to school every day. As long as there is a 260 bus at Alameda Ralston stop at 7:45 am, I honestly don't care
- Our younger generation is increasingly sustainability-conscious and pro-public transportation. They brought us car-sharing (uber and lyft), and home-sharing (Air bnb and FRBO)--to space-sharing conveniences many of us of older generations never have imagined people would embrace en masse. Our youth are our society's ticket to a public transportation-based, sustainable future, which is why we have to make sure we have great, all-day coverage to schools, parks and activity centers for youth, downtown and senior centers for seniors, and convenient connections to rail and transit stations for work commuters. By teaching children young the power of independence and responsibility that public transportation allows (and micromobility devices like bicycles) we can finally raise a generation of Americans who are truly excited about taking public buses. Public buses/transit have great potential from a climate-conscious, economy boosting and social connectedness perspective. BUT, only if we also solve their efficiency issues. Buses should have right-of-way priority just below emergency vehicles and pedestrians. Everyone who drives/bikes on streets should know that buses always go first. Signal priority should be a given on all of our routes, and buses should have their own lanes whenever possible. The fastest way to get anywhere should be by bus, or at least equally fast as driving a private vehicle.. (Eventually, to truly get our public riding public transit en masse, SamTrans needs to be prepared to 'go aerial', with a network of solar-powered gondolas that cover our peninsula region and give people an amazing ride as well as transportation. When the travel mode is so compelling people take it as much for the joy of riding as for getting where they are going, we will have finally accomplished what public transportation was meant to be--both journey AND destination--an isolation-busting social connection tool that is as compelling as the place we are going.)
- #3 offers the only route I could use.

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- I live in Brisbane on Bayshore Blvd. In alternative 1 it eliminates 292 going into San Francisco. That is my only option to get into San Francisco. Alternatives 2 and 3 are much better for everyone that lives along Bayshore Blvd.
- Last and first mile service is essential. If lines have to be cut, I can use Caltrain for long distance along the East corridor. On Demand service is ideal in the neighborhoods and should be expanded.
- I like using bike locally (and have busses/services as alternative or fallback when I'm ill), while still being able to reach destinations across the county. I'm fine with transfer from one kind of transport to the other, no need for direct connections.
- more options to get to more places via other public transit
- I need Caltrain to commute to Menlo Park from Foster City. More connections to Caltrain will make it easy for me and others in my situation to commute mid to long distances while avoiding delays due to frequent road traffic. A short road commute + Caltrain is probably the alternative that delivers the most stable commute time. While I like the idea of the on-demand shared rides in Foster City the most, the map above does not show a connection to the Hillsdale Caltrain station. Without that, public transport within Foster city becomes almost useless. Most trips within Foster city can be accomplished on bike. Please consider expanding the ride sharing service to reach Caltrain
- I will likely use SamTrans to get to and from BART and Caltrain station. Alternative 2 would be the best option for me.
- Ending 292 service into SF directly impacts those along the east side of the Peninsula who depends on this vital means of getting to work and other services and opportunities in SF. Getting to BART and dealing with using BART, for many of our less agile residents, such as seniors, simply cannot be their only option. PLEASE DON'T DO THIS!
- Flexibility is important
- The direct, high frequency routes don't do any good if you live in an area that has low enough ridership that they don't go there.
- As a long-time rider, the routes I take work for the most part need no changes. The only real problem I have is when a bus does shop up if broken down. No up-to-date info even with 511 especially if the system goes down. Thank you.
- Commuter. Live in Redwood Shores - you removed NX! Costs too much to park at Caltrain. Need alternative
- Express bus to SF is nice alternative to overcrowded standing room only trains. Parking needs to be reasonable at park and rides. Primarily a commuter.
- I think #3 makes the most sense.
- more people rely on this kind of service

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- The idea of encouraging rail use seems environmentally friendly.
- Alternative 3 would preserve local routes with geographic coverage for people who most need bus service whereas alternative 1 would primarily serve higher income commuters who likely have many more options to get where they need. Alternative 2 is good too since it seems to be a more flexible version of alternative 1.
- On demand means efficiency and service are matched. Electric vehicles could be used.
- This is a difficult question since there are unique proposals in all three that work best for me and others I know. I would like to see a hybrid of all three.
- I really like Alt #2 for the integration with Caltrain & BART, but it would be good to get the schedules and ticketing integrated as well. The app-based on-demand zones of Alt #3 makes a lot of sense; it would be good to have that with Alt #2.
- Access for seniors . to connect
- your explanations didn't give enough details so I don't really understand differences. However I don't think you should take away any routes so I made retain geographic coverage #1 and made improved connections to rail #2 so people can more easily travel within county. One great frustration I have with the county is how difficult and slow it is to go from north Pacifica to Redwood City.
- Retain route 295
- Access in my area
- Want broad coverage geographically
- As a commuter from the north side of San Francisco, Alternative 3 works best for me. I'm unclear on how Alternative 2 would help me get to Utah Avenue in SSF any more easily than the existing 292 route. And Alternative 1 would require me to take a second MUNI bus to the south side of San Francisco just to connect to SamTrans.
- Don't want to lose coverage
- I'd like to be able to take an express bus to SF when my office reopens. That said, I can afford to drive so I'll yield if it leads to a more equitable outcome.
- To utilize rail transit more efficiently and directly.
- Frequent use of public transportation to different parts of the Bay and important to keep routes due to little or no routes in our neighborhood.
- Would like to Cal Train
- As a Redwood City resident, option 1 removes my existing public transportation access to downtown and rail corridors. Option 3 appears to provide the best access. along Alameda to downtown and rail service.

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- Routes need to be expanded to address the needs of ALL the citizens in our community.
- For my needs, Alternative 3 is the best mix of local and longer direct routes. Alternative 1 seems to duplicate BAR and Caltrain routes.
- Not everyone has mobile phones, and sometimes phones don't work (broken, no charge, carrier outage) so #2 is my primary choice. Then geographic coverage for the lower incomes is important so choice 3 is next. That leaves alternative 1 as no alternative and in last place.
- Maintain the link between Redwood Shores and San Carlos.
- Alt 2 = Express (& some "local") service to dwtn SF seems like a no brainer (vs bus to Caltrain, Caltrain to SF). For example FCX is a great route. Alt 3 & 1 were a toss up somewhat because "on-demand zones" are a bit "crazy to me" especially in Millbrae (why not other small cities). I kind of understand in FC, HMB, and EPA.
- I want to maintain service on Route 85 so my child can take the bus after school. He attends Corte Madera school.
- I want Route 85 service tickets continue so my child can take the bus after school (at Corte Madera School).
- 3) There aren't that many bus routes w/in Foster City where I reside and stops are not close to my home. On-demand provides another access. (Is there a cost?) 2) Most of the time I need access to Caltrain or BART. 1) Causes more traffic and air pollution.
- I want to retain school-related bus service in my community.
- It's important to provide access to public transportation throughout the county.
- Portola Valley family
- SamTrans primary role is to provide local mobility within San Mateo County. Point to point connection to San Francisco is secondary because there are better options such as BART and Caltrain. SamTrans should also provide convenient connection to all rail stations in San Mateo County.
- Appears to be the lowest cost option. It reduces # of buses on the road, but only in areas where demand is sporadic and low. If we need improved rail connections, that will become clear as the new reality of post-pandemic commute patterns normalize.
- I would use route 274.
- Fcx is so important for when we will start commuting from Foster City to San Francisco financial district. The traffic without this bus service to commute is terrible and takes much less time to get to and from work. It clears the major bottlenecks on the 101/92 interchange. This is a key bus route !!

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- Many riders would use rail, ferry and busses if there were more routes to and from those services. Can SamTrans partner with other services to and from those destinations?
- I use BART and hate to park there
- Better connection to the city and to communications hubs for Caltrain and BART is most important.
- Geological preference
- I want more opportunities to get to parks
- I occasionally use the bus (pre-pandemic) to get to BART or San Francisco. There has to be a bus using El Camino or El Camino/101 to San Francisco.
- Top priority is transporting people who can't drive, like kids and older people. These people need local rides to school and the supermarket.
- Access to rail very useful
- Keeping access and coverage as ability to transfer to BART or rail is more important than speed.
- Connecting to other systems feels critical to support existing ridership, then to increase ridership having the flexibility of alternative 3 seems like a more modern approach.
- Many jobs require a long distance commute so ease of rail connections is critical for increased use of SamTrans. More frequent service will make it more flexible for people to take the bus
- More service on the coast
- Want to see how the On-Demand service could work out. Interesting concept. Worth trying and testing.
- I can't walk (even debatable if I can climb the stairs to get on the bus).
- integrate transit, maintain service to economically disadvantaged
- Flexible service from smaller vehicles to address last-mile issues is the future of non-rail transit. Connection to rail service is the most important aspect of that. Direct competition with Caltrain / BART (e.g. Express to SF) should be eliminated.
- The current route and schedule of the line I use suit my needs.
- I understand that bus service is used more by lower-income people than by higher-income people. I think we must ensure those people have easy access to buses, so they can get to jobs, get healthcare, get to recreation outdoors. I like the on-demand option but cost may be a limiting factor there.

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- don't drive & retired, so for selfish reasons, Alt. 3 is my 1st choice keeping geographic coverage is very important to me. (well, as long as someone uses it! :-) Alt 2 is my 2nd choice altruistically because of stations & region, employment areas, & college access, with some expanded express.
- local people are dependent on the service. Not everyone can afford more cars in their households
- Until the Bayshore Caltrain station is relocated and/or begins experiencing more regular service, retaining convenient transit connections between North County and San Francisco is critical.
- Need to have different service and transfers all around every county. People do not shop in the county they live in.
- I think within county service would be too narrow. Many of my coworkers and myself for example live in the county but work outside county. More efficient mobility to the larger area would be beneficial for riders and SamTrans.
- As a college student, I would like a wide range or areas to visit via SamTrans as well as connection to school.
- I rely on San Francisco and San Mateo transit
- Because fewer people will need transit options in the future due to huge long term change to work as employers support and encourage work from home. Read a newspaper to verify this.
- I like the new changes, they look pretty good. The discontinuation of the 398 would definitely clear things up and bring new service, but for a student about to travel to CSM from West SF, I would like a faster route to College of San Mateo, which would also benefit students from the North San Mateo County (Daly City, Colma, South SF, and San Bruno) to be able to get to places such as San Mateo, Berkeley, and other places along the way. I would like to see the 120 extended to SFO for a proper and cheaper way to the Airport, and a new connection would be vital to people heading to the Southwest corner of San Francisco, but that would mean the SFO airport shuttle will have to be deleted, making ridership on BART on the Purple. Also, if we Discontinue service on the 112, then that might overcrowd the 110 in Pacifica, in that case, I think shortening the 112 is better than just deleting it. I think removing SFO from service would be smarter because it would provide more available vehicles for the proposed changes. The new 120 would be great for a direct bus connection to SFO (Airport/ Linden), but my question is- how crowded are the other lines going to get if 120 doesn't serve Serramonte TC, and what route would be proposed if the 120 no longer serves those areas?
- It makes sense to me to retain the coverage. Also leverage Hopkins instead of Whipple on 295 route to ensure smooth traffic flow in that area and consider high volume on El Camino Real.



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- Alternative 1 is less favored because myself and other San Francisco county residents depend on direct transportation to and from work. Relocating to a transfer point makes it difficult to commute due to the need of an extra commute to the connection node.
- Allows for car reduction and ease of transport on busy or high demand routes
- SamTrans needs to start doing their part in the 15 min. city. Especially since the county doesn't favor safe 'Active Transportation Options' and 'Safe Routes to School' it's SamTrans job to fill that void. Let BART, Caltrain and company shuttles focus on regional transportation, but SamTrans needs to focus on kids and the elderly needing to get around town. That said, start syncing times with BART and Caltrain so the regional transit options are also better served.
- I rely on the 292 to get from Brisbane to San Francisco 24th Street and Mission for work. I also use the 292 to get from Brisbane to SFO. I don't use Uber or Lyft or taxis. I still fly frequently and through the pandemic I had to go to work Monday through Friday in San Francisco.
- Foster City is isolated and needs better accommodations for alternatives to Caltrain. The direct FX bus was a great alternative and met many needs. The on demand app would be wonderful for those who can't or don't drive: the elderly and immigrants and underserved in the community.
- Work in San Francisco, live in South San Francisco
- Alt 3 is the only one that has a bus route within walking distance to my home. I think Caltrain/BART connections are very important.
- I ride FCX
- I commute via 292 from South SF to San Francisco General Hospital.
- FCX bus service should continue.
- Retaining coverage is important. None of the plans include service to Portola Valley, could that be an oversight? I'm very disappointed that it is not preserved in any of the options.
- Because I want to
- Route 295 provides door to door service from three public schools along the Belmont/San Carlos corridor (CLC, Tierra Linda, Mariposa) to the San Carlos Youth Center at Burton Park. Many kids have sports or other gear with them that makes it difficult to walk for long stretches, making a route that goes directly to Burton Park a necessity for the San Carlos community. Burton Park is an important bus stop for many families and it would be eliminated in two of the scenarios proposed. More importantly, Route 295 connecting San Carlos to Redwood City is the only bus route serving the Alameda -- a critical corridor. This route would be a huge success IF the time schedule aligned with Sequoia High School! Hundreds of San Carlos students from Central Middle school attend

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Sequoia High School and this change could remove hundreds of cars from Alameda. Another impediment is that the am route detours to Cordilleras Center which could be served in other ways, such as by shuttle. Furthermore, access to both Redwood City and San Carlos Caltrain will be important with additional trains coming every 15 minutes resulting from Caltrain's electrification. That said, 295 should be changed back to Hopkins Ave instead of Whipple, as it was pre 2014, in order to avoid traffic backups at Whipple and El Camino, which will be further exacerbated with Caltrain's electrification coupled with the lack of a grade separation between tracks and street. Backups impact reliability -- kids can't be late for school because of traffic, otherwise they will revert back to being driven in private cars by parents. A route via Jefferson Ave, as proposed in Alternative 3, is just too far and will add unnecessary travel time, not meeting the objective for timely service. As such, Hopkins Ave is an elegant solution: bus stops already exist in SamTrans' database, direct access to Sequoia HS and Station, and rectifying traffic issues along the Alameda corridor by removing cars. As we know from the successful experience of Route 61 in San Carlos -- reinstating an old bus route (46b) was precisely the right solution. Please get the 295 back on Hopkins.

- I want access to downtown SF from Foster City, and an on-demand zone in Foster City might work well
- The fcx line is important to me and helps to keep my commute to the city reasonable. I have been working from home during covid, but expect travel to the city to pick up in the coming year
- I think it's important to connect to other modes of transportation, employment areas, and campuses to get the greatest use from the system
- local area and sub-county areas need bus service more than long distance routes to and from city which are served better by train.
- We need direct public transportation from Foster City to San Francisco.
- Existing service works for me.
- Sounds like a reasonable idea
- Alternative 3 removes the route for the bus line we take down Jefferson to the Caltrain.
- alternative 3 has the on demand service within Foster City, other than that alternative 2 is the best
- You have been trying to make more connections to BART or train. And it did not work. It drive people to drive cars. People want express instead if transfers.
- College of San Mateo to downtown (San Mateo and/or San Francisco) preferred.
- Foster city needs better connections and on demand - 31,000 people need more than just 2 bus lines through it.

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- Alternative 1 does not provide for coverage in communities where there is already not a lot of public transit access, those that don't drive will not be impacted. Alternative 3 zones are small. If they were larger that would be good. Alternative 2 seems to be the best in terms of expanding simple access to transportation. I like Alternative 2, but would be nice if it was county-wide as just moving a few blocks to jump on a bus seems like a lot
- I need bus service that will get me from Foster City to San Francisco and back for work.
- On-demand service can serve the lower ridership area on a as needed base similar to AC Transit's NEXT bus.
- I think the FCX is critical and should be maintained.
- Most beneficial to the community I live in.
- we need to maintain service into San Francisco without having to transfer - this will assure commuters use public transportation esp on the Bay side (101) where BART does not run - thank you
- Direct connection for me from home to Caltrain
- I like the idea of the shared rides because I think it would be more appealing to people who would otherwise balk at public transport. I don't have a car and find it SamTrans service incredibly frustrating, especially having had lived in cities like Berlin, London and New York, where public transport options were more accessible and frequent. I understand that the demand for public transport in this region is not as great as it is in the above cities. However, science and common sense tells us that California's current car culture is unsustainable and unnecessary. It is also by design. I feel that good way to wean people from this car culture mentality, in a way that maintains a greater sense of autonomy (one of the biggest sticking factors) is to have this blend of on-demand service in more residential areas served by lines such as the 112 and the 110 that blend with more heavily used, urban lines such as ECR and the 121. In my ideal world, the on demand service in the more residential areas would also be supplemented by a line that runs at the same one-hour frequency that they currently do now. I think that these options would increase demand for SamTrans services. I also think that SamTrans should seriously consider other public transport models such as bicycle, e-bike, and scooter rentals similar to CitiBike and/or Swapfiets.
- I'm considering my own commute to SF, including 256 to Caltrain and FCX/SMX to SF, and the occasional need for my family members to go from home to my daughter's preschool on E Hillside
- Trapped in Brisbane with minimal transit options
- I currently use FCX to travel into work in San Francisco in the morning, and I take Caltrain back to Hillside Station in the evening. I would ride a bus that stopped

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at Hillsdale Station and went into Foster City more frequently, and I would appreciate FCX being supported.

- don't cut regional service
- If you cut off regional transportation, you strand the very people who depend upon public transportation
- No to Alternative 1. I am a user of 292 in and out of SF and also to SFO for travel. It is a critical method of getting into the city from Brisbane without having to take a \$20 Uber one way or to drive and find parking in the city. There is no other way to get into the city via public transportation and this would effectively orphan us. Alternative 2 / 3 seem to be good alternatives to the existing scheme.
- The more geographic areas within the county that have access to connections with more regional transit, then the less people may have to rely on their cars to get to the Caltrain or BART stations. I live in Fiesta Gardens and, currently, the car is a necessity to get to the regional transit stations (Hillsdale Caltrain station "might" be close enough to walk but not for less mobile people and there isn't an easy bus route to take to get there).
- Alternative 1 cuts too much service to San Francisco. We should at least keep one bus from downtown SF to SFO because BART is too expensive for most SFO workers.
- Public transportation is a blessing to low income neighborhoods.
- Connection to SF impact my daily commute
- Getting to SF is important to me from a commuting perspective, and I'd like to see increased options there. If not, I would still like to see the FCX line be active.
- Keeping the current coverage will best serve the major of people in the bay area, People in San Francisco will be able to travel south all day/night unlike BART with its' limited stops and shorter operating time. operating time.
- If SamTrans cares about reducing cars on roads and freeways, then Direct high frequency connections to rail network Caltrain/BART is critical. One hour service is useless. It should be minimum 30 min and every 15 min during peak time
- Alternative 3 provides the greatest flexibility for consumers while maintaining the geographic coverage. Also on demand would get rid of the problem of large empty buses driving round.
- I think it's important to retain direct service from each community to large destinations like SFO, SF Downtown. Secondly, if not possible, then more frequent service to transit /transfer points.
- I want to make sure I am able to commute to San Francisco
- I thought the priority made the most sense.

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- Express bus from Foster City, San Mateo to SF downtown. It would be great if the express bus can start from Redwood Shores to SF downtown. A lot of Redwood Shores residents can benefit from it.
- Alternative 2 has the best connections from San Mateo County to San Francisco and I am excited for new EPX and SMX service. Caltrain is too expensive for Peninsula employees like me who work in San Francisco. The other routes have excellent coverage to Caltrain and BART stations, as well as throughout the county without confusing route splits found in Alternative 1 (292/293, ECR North and South, etc.).
- Number 2 offers the only route I'm interested in SMX. I live bear hills dale and work in civic center. Please run this line no matter what alternative you pick and more than once an hour during rush hour
- Fcx service
- If I were to use public transportation it would be Caltrain and therefore would like more access to Caltrain
- because I am a college student and that's my priority
- On demand service is great for seniors
- Long distance commuters
- Need to keep availability to all residents. Less people will be commuting and working from home.
- This bus system should serve a key function of collecting passengers who can't or don't want to drive from the community across the breadth of the county, and provide reliable connections to broader regional transit.
- My child needs to get to school on the bus since I work.
- I have poor color vision and can't see the routes on these small snapshots, so I just picked them at random.
- I live in Brisbane and if I am not going to SF during commute hours I can't catch our shuttle to Balboa station. I find 292 a quick and convenient ride into SF - south of market, mission and downtown. Transferring to the T line makes a longer commute. 292 also picks up tourists at SFO and brings them to their hotels in SF.
- My family normally rides 295 from RWC into SC. There are lots of opportunities to increase ridership on this route with changes to time schedule --the Alameda corridor connecting San Carlos and Redwood City has hundreds of HS kids going to Sequoia --however the times don't coincide, nor does the diversion to Cordilleras Center work. Please focus on this opportunity as it could significantly increase riders going to either San Carlos or RWC Caltrain --and with electrification that is an amazing opportunity to get people out of cars. Furthermore, given the lack of grade separation at Whipple, might I suggest a

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change to put 295 back on Hopkins (where it was prior to 2014) to prevent delays at Whipple/El Camino. This elegant solution would reduce cars using Hopkins as well, which is a concern of RWC residents. Best of luck to you,

- I live in an area that has poor public transit access and availability (only one, infrequent bus line). Alternative 3 is the only one that offers any sort of improvement for our area.
- Please keep route 61 during school hours! San Carlos kids need this opportunity to get to and from school independently. These buses are always full of kids and are really needed. Other services do not need more buses as they are not overfilled, but it is very important to keep the wide geographic coverage.
- Need to retain coverage. Please do not discontinue routes that serve school children
- Alternative 2 has SMX which is a direct route to San Francisco
- I heavily rely on the 398 for work and shopping, and every other alternative route is an extra hour to my commute.
- It's very disruptive to have frequent busses running right next to small streets and neighborhood parks where there are little kids on bikes. Keep the same geographic coverage or better yet, decrease the bus frequency and stops.
- I want to keep the option to travel directly to SF w/o transferring so SMX in alt 2 is my first pick. Alt 3 I liked next because 292 will still go directly to SF while alt 1 requires a transfer from 292.
- I am unhappy about the lack of access to SFO from the mid-peninsula.
- I personally would need more connection to Caltrain and BART as I'm in Foster city and more connections to universities
- We need lines from the Flood Triangle & Fair Oaks neighborhoods to Caltrain stations (Menlo & RWC). Both stations have depots or hubs. Help us be mobile! Help us help you! Thanks for your consideration and your service.
- Where I live there are many older people who do not drive. Local transportation is important for them. The second big group who can benefit from transportation are commuters. Alternative 2 would serve them best. It also would be a benefit to people traveling within the County as they could take rail to the nearest station and there would be bus service to places within the area they were going to from the station.
- they order I chose them in was regarding my personal use of SamTrans and to decrease the amount of volume in people using SamTrans would rise if the frequency of buses became higher then already is
- I worry you might cancel 141 from shelter creek to San Bruno BART

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- 1 Bring more tourist to HMB and reduce car traffic in the process 2 micro transit serves seniors and the disabled
- It is important for 292 to travel between downtown Sf through Brisbane and down to Hillsdale. this is Brisbane only bus line!!!!
- Everything is fine just need to be more understanding of people w/ disabilities
- Make better service on 281 and other routes because this is not time between routes
- I take 292 from ssf to san francisco for work
- I live in San Carlos, so bus line routes that easily allow people up and down our hills (who don't/can't drive) is my top priority. Alt #3 helps San Carlos residents get up our hills. It also has routes that easily connect folks to BART from RWC and to SF (Foster City express) in the event that folks are returning to work in the city. Alt #2 has a route that connects San Carlos to Hillsdale, which might help teens get to jobs now that Caltrain runs less often. It also has the express route from Foster City into SF, which would help get folks into SF for work. Alt #1 also has the route that helps San Carlos hills residents get to Hillsdale (which is helpful for teens to get to work) but doesn't have easy connectivity from our area into SF, which may hamper folks getting easily/quickly to work.
- Connecting areas off Highway one important
- Customer travels between SFO and Broadway in Burlingame and would not want to have to change to another route at Millbrae to get to her destination.
- Need the 274!!!! 278 is toooo limiting to those living near the Jefferson Farmhill stop. Cannot take care of myself like I used to. Very frustrating, isolating, depressing.
- I do not have a car and need reliable and affordable access to SF / UCSF and within San Mateo county. #3 seems to offer continued and expanded area coverage, though wish also offer more frequency on 292 to SF. #1 seems to offer least / worst nothing for my commute to SF.
- Alternative 2 sounds like a better option for commuters to/from my area; bus service is always spotty in the North County so I want to retain geographic coverage in #3; Alternative 1 feels like a loss for North County
- It is the most convenient to the less convenient
- Because of the safety of the kids using the 260 bus to come home after school, if they are not using bus 60 or 67 due to after school curriculums. If we split the service into 261 and 260, they will not be able to come to Redwood Shores without taking a train and then another bus OR walk for more than 20 minutes to get the other bus. Walking adds additional danger, since the majority of the kids will not use to walk-way above Hwy 101 and will therefore have to cross highway entries and exits, which causes a lot of danger. Many parents are unable to pick

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up their kids in the middle of the day and having the possibility for them to come home safely is a big concern.

- My family and I appreciate the current coverage. However the infrequent service makes using the bus services unattainable.
- Cutting bus 260 into 2 segments in Alternative 1 creates a lot of concerns for both kids and parents when coming home from after school curriculum. They will no longer be able to safely take one bus from Ralston Avenue/Carlmont Shopping center to Redwood Shores.
- Alternative 2 and 3: are more realistic as they combine access, acceptable travel time and safety. Alternative 1 is last as it : - Adds a lot of time to all Redwood shores residents since they have to walk from the Redwood Shores loop to the Belmont one. Taking the walkway adds at least 20minutes. - Adds risk: walking from Redwood Shores to Belmont is not very safe. It has a highway entry and exit. The choice residents will have is to take more risks or stay safe by taking a detour to use the walkway but add 20minutes of commute time for that safety. - significantly makes it harder for our children to come home from school when they have to work from the library or attend after school activities, since they have to change buses and incur accident risks
- A lot of kids use the 260 bus to go home to Redwood Shores after school's extra curriculum activities. With option 1 the kids can't come home unless they take the train from Belmont to San Carlos and then take the bus again. As a parent, I feel very strongly that this is an unfair request to ask for us to accept that our kids should add so much extra time to their commute in addition to safety (switching from bus to train to bus) and the wait time. Parents are not available to pick up their kids and we rely heavily on the buses, which do not run very frequently as it is already. Asking kids to walk from Belmont's last stop to Redwood Shores 260 bus is a big safety issue, as they would need to cross highway entries/exits, unless they take the walkway, which will add to their walk and most kids will not take that option.
- Bus to train & rail opens up tons of possibilities for leaving my car at home.
- My main concern is transportation in/out of Foster City to San Mateo.
- Alternative 2 Would like a reasonable public transportation route connecting transit centers and to airport. Alternative 2 has benefits for better connections
- Bus use would be to get to and from school on the local area
- Local transportation within to take the public to more outside the neighborhood common places of transportation
- Geo coverage is important I think, as is on-demand.
- Retaining coverage is most important to my community, and providing better access to rail stations would also be helpful.



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- Liked the flexibility of #3 for travel within Foster City and other hard to reach areas. Alternative 2 eliminates redundant bus lines which BART and Caltrain already cover - this is smart.
- Please keep route 61 as the communities near Brittan Ave and Melendy/ Crestview in San Carlos don't have any options for connectivity otherwise.
- My first priority is keeping the 120 continuing onto mission. Too many bus lines already seem like they are connecting BART station, when I can take the BART for that! I use the buses to get around my neighborhood. I don't want to have to transfer to a separate bus to get from mission street to west lake. And I want to use the 120 to get TO the BART.
- Pre-COVID my kids rode Route 95 to school every day. It was great for our family and reduced traffic along that corridor.
- I need coverage up in the San Carlos hills, by Brittan and Crestview (route 61) so my kids can get to school. Many neighborhood kids rely on that bus line to get to and from school every day.
- Connecting to BART is an excellent idea.
- Personal convenience: getting a bus line closer to my home
- Better coverage to RWC transit center for South Redwood City
- High-frequency = higher number of buses
- need more in-neighborhood transportation
- We're elderly and really only need to get around locally.. Long trips to other regions and for the younger set who can drive.
- We need more service not less. Alt 1 says less services will be provided. Alt 3 keeps what we have and adds on-demand service within the zone. Alt 2 adds connections to rail stations which is also good but I think we need Alt 3 more than Alt 2.
- Buses are our only hope for expanded access to car-free commutes - rail lines won't appear in residential neighborhoods. I live near the proposed new alignment for Route 270, and would be absolutely thrilled to have bus service to my neighborhood, which has not had regular bus access before without 1.5+ miles of walking. High-speed long-distance connections are nice to have, but we have the option to transfer to trains. It's inconvenient, but it's possible. A car-free commute from my neighborhood won't happen unless the bus system aims for maximum geographic coverage.
- More coverage = more access
- I consider all three options actively (and roughly equally) worse than what we have right now; I have ranked 3 first because what I WANT (and get from no option) is to retain my existing bus access and ranked 2 second because my

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priority for bus transit is in fact connection to BART/Caltrain; that said, my actual preference is current options >>> all three proposals.

- I'm not going to take the bus if it doesn't go where I need to go! #1 & #2 mean my kids can't get to school on the bus, I can't get to various destinations such as smaller libraries or stores. El Camino is served by the train already and the train is faster. However, connecting to the El Camino corridor needs to be coordinated (timed transfers between buses and trains). Otherwise you'll serve some commuters and people with no other choice, but not the rest of us.
- keeps geographic coverage of service around the county and proposes new on-demand zones in four communities. With on-demand service, riders call or use an app to request a ride and a shared vehicle picks them up and drops them off anywhere within the designated zone. Frequency of service stays about the same as today on most routes. I need the service plus app for extra better for me
- while having speedy buses along the main corridors is important, the loss of buses around the peninsula is worrisome. I like the idea of on-demand as an option in selected areas.
- I live Rural, Portola Valley, and I want to use public transportation when possible
- Alternative 3 provides the best coverage for my community.
- San Mateo is more of a bedroom community. The jobs are in SF, PA, and San Jose. Alternative 2 provides connections to job centers. Alternative 1 would be better if we had high speed internet that worked well enough for more people to work from home.
- Connecting to other public transport options make it easier to get around. And keeping the geographic coverage helps the people who have no other option and my not be able to avail themselves of an on demand service.
- Mostly ride from home to local places and to BART Colma/Daly City.
- Lots of buses are driving around empty. geographic coverage options gives shared ride to economically disadvantaged areas instead of making them wait for a bus. Much more efficient. Also agree with linking to existing transit centers. Stanford and most tech companies already have their own employee transit systems no point in duplicating this.
- Getting into San Francisco is a priority for me, so I'd like to maintain or improve that service.
- Alternative 2: Important to provide interconnectivity to other public transport for students and low income residents to access employment areas Alternative 3: might be good for elderly citizens, if the coverage area is matching with that population Alternative 1: seems costly and favoring well-off neighborhoods where driving, e-bikes and ride shares are frequently used options

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- this region is incredibly car dependent. Having regional coverage by public transportation is incredibly helpful to give access to a variety of community members as well as to reduce traffic congestion and local pollution
- I use SamTrans 122 within my geographic area, South City, to take BART into the city. I do not see a need to put more routes onto Alternative 1 at the expense of those who rely on SamTrans within our neighborhoods. Alt #2 is ok because if there was a bus to go to Caltrain, I would take Caltrain more frequently.
- I think that geographic coverage in a county as large as ours is vital. While I have not used SamTrans during this COVID year, I do hope to be working again soon, and I need to be able to access buses
- Direct (not a split) ECR service to Redwood City, and route 120 would extend to Mission Hills park (we live in the Mission Hills condo complex)
- BART is too expensive for lower income people who work at or near the airport.
- Route Fcx serves my community the best
- I use FCX to get to work in San Francisco
- I would like to see SamTrans improvements to link the longer trips throughout the Bay Area.
- need a direct route to downtown sf
- SamTrans relationship to Foster City seems bizarre. I'd prefer option 3, because it's the only one that has buses available on a Sunday, but I don't have any confidence in your ability to deliver an on-demand service. It sure feels like Foster City does not want to have better public transport because it's perceived as reducing property values.
- The rail system is an underutilized asset.
- current coverage in my area (292) is most extensive to negotiate the Peninsula. Still transfer is needed to get to RWC county offices.
- I would still like SamTrans to retain the geographical coverage including the current bus stops coverage
- what I need
- Many of the low ridership routes in SamTrans 'existing system still are essential to many members of the community, providing people who need to get to work or school, or run errands, with what is often the only method of transportation available to them. This transit lifeline would be least affected by Alternative 3 (and most disrupted by Alternative 1, hence the lower ranking). And, Alternative 3 still allows for innovation with 4 targeted On Demand Zones, piloting a system which I believe was fairly successful in Pacifica. This idea almost seems like the potential future of transportation, and what an exciting opportunity it would be for SamTrans to be at the forefront of the change.

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- I appreciate the FCX line
- Please don't take away the 292 to SF from Daly city.
- customer lives on western area of Roosevelt and Alameda. That area is poorly served NOW. Would lose all service under alternative one, customer is senior 2 miles walking to El Camino Real is not an option.
- 292 from Brisbane to downtown SF is essential. Many kids including my sons as well as commuters and my elderly mother take this to get to school /work/other SF activities in SF. There is no public transit alternative to get to /from Brisbane in many weekday hours and weekends. Please don't cancel Brisbane to downtown SF 292. Increasing frequency (#2) would be a big improvement
- I live in western Redwood City near Alameda and Roosevelt. It is poorly served now and would lose all service under Alt 1. I'm a senior; walking two miles to El Camino is not an option for me.
- My company is moving from SF to Oakland and I'm looking to continue with SamTrans from Foster City to either BART or SF and then BART to get to Oakland. I'm trying to not drive to BART.
- bus should provide access to hard-to-get areas as well since it's public transport(no.1 I'm a college student(no.2
- I want to retain the routes that are offered now so that students can continue to get to school.
- because bus service in my area would be eliminated completely under any plan that eliminates routes 250 and 294 from Alameda De Las Pulgas
- More connection from Foster City to rest of region and San Francisco
- With Caltrain electrification on the way with more frequent service, I believe SamTrans should be more localized with more "neighborhood" lines of shuttles for buses that aren't always full.
- Many people work in San Francisco and rely on the 292 to get them there
- I need access to San Francisco
- Handicapped people need access from Brisbane and back
- This can help more people when combine with BART and Caltrain. It is important that bus 292 keep inbound/outbound to San Francisco. It is more direct and convenience instead spending time to exchange with other public transportation.
- difficulty on the Coast makes it very difficult to get around. Takes a long time especially on weekends. Big problem is lack of places to SIT and wait. We need more service and posted times at each stop. More comprehensive routing such as at the library and post office.

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- On-demand service on the Coastside would help people get to jobs and care for their families and community in an area with many low-income families and less coverage from other on-demand options.
- Buses are for the people who don't have cars. They are not necessarily go to BART and has to be covered all places
- It is necessary to keep geographic coverage of services.
- Expanding coverage to Foster City is a big priority for me as I work in Foster City, but live in San Mateo. I believe option 2 provides the most expansion to Foster City routes. The on demand idea is also nice, but I'm not sure how much it will help me, at least, as San Mateo is not in the on demand bubble, so I don't think a commute from Foster City back to San Mateo will be better with this alternative.
- Alternative 2 prioritizes regional rail connections which is important to improve commute times. I like the On-Demand zones in Alternative 3. Alternative 1 removes access to Downtown SF and potential high-speed rail access.
- Connections from Coastside to BART. Try and reduce car traffic on Highway One as much as possible.
- I utilize the FCX route before the lockdown . I would like to see its excellent service continue.
- I like taking the bus to SFO and option 3 is the only option that allows me to do that.
- My office is in San Francisco and used it every day pre-covid and will use it once the offices are open.
- I rely on the 398 to get from Belmont to SFO. Plan 3 is the only one that doesn't get rid of this route.
- We need ECR to 122.
- I picked Alternative 2 first because I like the idea of integrating with the existing rail system rather than duplicating it. I like the idea of Hillsdale Caltrain to CSM. I put alternative 3 next because I think it may be important to retain geographic coverage even though I'm not totally sure how well on-demand will work.
- I live in Foster City and work in downtown San Francisco, this expressway has been extremely helpful.
- I live on route 122. Most buses that pass by the house are empty or have no more than 3 riders. I would be for a measure to reduce frequency. I can't imagine why increased frequency would be needed. The buses often roll through the stop sign, speed down the street, and are so loud that replacing our windows did not reduce the noise very much. As this is a residential street, I do not think increasing the frequency would be beneficial to the residents as much as it will pose a hazard and inconvenience. Perhaps alternative 4 could be to implement electric busses on the residential routes?!

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- I chose Alternative 2 as I was a user of the FCX route prior to the pandemic. At some point (could be as soon as June, 2021), I will be returning to in-office work in SF and would be willing to resume taking FCX from Foster City to SF. I truly enjoyed taking that bus.
- I live in Westlake so I ranked the alternative in order of frequency of busses on my routes.
- I ranked them on the best service to SF. I like alternative 1 and really want a high frequency network. But I don't think I would take SamTrans at all if there was no SF service.
- More service to train from Foster City, and from College of San Mateo - conclusive all around San Mateo
- I live in Belmont and our community's population is aging and will rely more on public transit. Alternative 3 allow on demand service in low ridership area with lower operating cost.
- Retaining coverage is important, as well as exploring other innovative ways to maintain access for all and continue to improve our public transit network.
- I need bus connection in Foster City from near the intersection of Halsey Boulevard and Beach Park Boulevard. It appears that all three proposed SamTrans alternatives are removing all bus stops for 251 and 256 in that area. HELP. What can we do to improve bus connectivity there?
- I think the continued access to rail stations is important. I imagine most people commuting to a job farther away do need to get to rail. This is also how we personally use the bus (occasional users of 140 from Rollingwood area to BART and SFO).
- So many residents living in Foster City commute to work in San Francisco. Yes. Pandemic changes a lot But we still have lots of people getting ready to go back to work. Not to eliminate. Need to study and work on the resolutions.
- They meet my needs better this way.
- It is important to keep coverage of public transportation for people who do not have access to self transportation, such as people with disability and seniors.
- need connection San Francisco and east bay.
- Alternative 2 seems like the best option for reducing car dependence, especially for underserved communities. Thank you!
- this is the way of the future: on-demand zones in four communities. get the logistics working so people who don't use cars can get a higher level of service that conforms to their lifestyles.
- I live in Belmont close to El Camino Real and 398 route conveniently takes me to SFO and back. So I'm opposed removing it. Between other two options, I chose

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- the one that covers more of Belmont area as much as I can tell although it is quite hard to say for sure which option is better.
- Maintains route 121 to Colma BART and gets rid of some side street deviations.
  - As an elderly passenger from the Westlake area, I rely on the 120 & 122 regularly and I don't want these routes to be impacted.
  - My son takes the 122 and transfers to 120 at Serramonte Center to attend Summit Shasta High school. If you cut the 122 svc at Colma BART, there is no way he can connect 120. You don't service Summit Shasta at all.
  - don't take SamTrans and need BART
  - Want to preserve the route 130 from Daly City BART to the Kaiser on Hickey Boulevard.
  - Connecting to the house/office/school to rail encourage people to take public transportation more. And it is also critical for college and high school students.
  - The 120 is the bus nearest my house. I love to catch it to get to Serramonte and to Mission ST. I think the frequency is just fine as it is now. Having to transfer to another at the DC BART to get to Mission would be inconvenient.
  - Rail connection is important to me.
  - After looking over all of the maps Alternative 2 seems the best because it seems similar to what we have today but add some more, which I think is necessary. I live in South San Francisco and I definitely think that service to oyster point is essential especially with all of the new buildings coming up over there. I ranked alternative one lower because of less service in the San Francisco from southern parts of the county which I also think is essential. Even though the ECR is about a 30 mile route I think keeping it as one half it's much better and convenient for riders other than switching it to 2 which would cause of writers riding past the split to transfer to another bus.
  - I don't want to get rid of service to San Francisco. BART service from/to south of Daly City and Caltrain do not run often enough to compensate. I like the idea of rides on demand for targeted areas, especially coast side.
  - As a person who uses SamTrans to commute to and from the peninsula, the connection to BART is important to me. Due to the limitations of Caltrain timing, the direct connection to San Francisco is also important. I could make a meeting or get back home at will with SamTrans rather than the limitations of Caltrain or BART such as low frequency, the trains breaking down, or an incident. San Mateo county is too expensive for many of us Bay Area residents and natives, so connection to the greater community (including the East Bay) is important to the vitality of the region. Commuting by car hurts my soul and I'd love better alternatives and back-up plans if my normal commute is disrupted. San Mateo county needs to build more housing to truly support the business goals, but that's not the question at hand.

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- I want to learn about changes to school-related service
- Live In Brisbane, work in SF civic center
- Alternative 2 connects to more rail and expands service to college campuses. The addition of more express buses is also good. Getting rid of frequent stops on the 292 bus in San Francisco is also a great idea and will help speed up the line. Alternative 3 is also good but I'm not sure about the exploratory nature of the on-demand service. Alternative 1 is horrible. Making people wait for the 292 bus going south in a high crime area in San Francisco makes me wonder about the intelligence of the people who came up with that plan. And eliminating service altogether for some areas just to increase the frequency in others? What are the people who live on those eliminated lines supposed to do?
- Want to keep North County service into San Francisco during peak hours.
- I use the 292 out of Brisbane to get to and from Caltrain, SFO, and San Francisco. Please maintain this agreement with MUNI.
- I take 292 from Brisbane to my office in the Financial District. I feel safer taking the bus than BART to work, so please don't change the route!
- Buses should be connecting to other centers of transportation like BART and Caltrain. Alternative #3 seems kind of clueless. With ride share, you don't need public transportation.
- I live in Brisbane and the 292 is the best way for me to get to San Francisco
- Alt 3 is the only option with microservice. You have no coverage in my neighborhood.
- I can't tell what's being sacrificed in option 2 so I don't know why it isn't better. Not very clear. 3 I understand, #1 stinks.
- Rail & BART connection is important. Like the idea of pick up & drop off
- I want the 292 to still go north from Brisbane into San Francisco. I take that to get to meetings in the city.
- Less is not always better. Less routes means less people get to use it. I know for a fact you can't get rid of 274 completely as kids ride it when th
- The 292 line is important for my city, Brisbane. Alternative 1 prevents the 292 from reaching San Francisco, so it's the worst option.
- Allows for folks to travel further by bus, covers more area
- We need to retain the Skylonda /Ormondale route.
- It is important to me that Brisbane continues to have reliable and frequent connectivity to San Francisco.
- Discontinuing service to San Francisco rules out alternative 1. On-Demand service and changes to individual routes gives alternative 3 an edge over 2.



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- Commuters need improved, direct connections.
- While I find the on-demand feature of alternative 3 seems questionable to me (would the service be reliable and predictable enough that people would favor it over commercial app-based ride services?), the most important thing for SamTrans to do is maintain good geographic coverage, so I put this plan first because it benefits the greatest number of residents. Alternative two is the one that benefits me personally the most, with improved speed to San Francisco. Alternative one should be considered out of the question; the connection to San Francisco is far too important to too many people to eliminate.
- Please keep route 292 in the city. That is a major route that tourists and people working at the airport rely on. Route 398 would also need to stay as an alternative express route for people needing to be dropped off in San Bruno. I dislike Alternative 1 because that cuts off service into San Francisco and SamTrans would lose a huge ridership.
- As a person who using only public transportation the ECR connects me across the peninsula and I rely on the stops for onboarding and off boarding within a comfortable distance from my home and work.
- We care about the route in Portola Valley for connecting schools with the town center.
- It is important to connect to school and work. It is critical that the Portola Valley connections to Woodside High School and Menlo Atherton remain as well as connection from Portola Valley to Caltrain.
- I'd like them to keep the 140 running because I need it for work. I'd also like to see expanded coverage to Bridgepoint/Foster city
- Smaller local routes are very important. In particular, it is important to preserve school-related service.
- The coverage is pretty poor already. We need better services in all three respects.
- MUST keep the Portola Valley school bus service - please
- It is not fair to eliminate bus service for some and provide more service for people that have other options. By eliminating service in some areas, they have NO access to public transportation. Furthermore, we ask that you please keep Route 85, School Related bus from Ormondale. It is a highly valuable route for the Portola Valley school community and the only public transportation available to our community.
- We live near the intersection of Highway 84 and Skyline. Our son is set to start school at Ormondale Elementary, and there is no school bus from the area to the school. Our neighborhood families rely on the 85 to pick up our children at Skywood Trading Post and take them to school. Whatever alternative is chosen,

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please preserve this route, at the very least to support the school commute. Removing this route would be highly problematic for the families in the area.

- Missing a train connection is far more frustrating than waiting for the next bus.
- We can't just stop serving areas with low density. These areas need it the most!
- For those of us who live outside the heavily trafficked corridors, we need at least some bus service
- Alternative 3 provides FCX service that directly benefit my commute to work.
- It is important to keep the 85 bus route. Kids need it to attend school. With all that's been going on kids need to have a priority in planning for the future.
- I take route 120 all the way to Mission everyday back and forth from home to work this change will make it difficult for me to make to work on time
- Living in a more rural area of the county would mean almost no public transportation to schools/work
- Need to get to work in SF, and the 292 runs early in mornings and late in evenings my shifts changes a lot
- I think that the service reductions in Alternatives 1 and 2 would do more harm than good. Especially Alternative 1, I don't think there should be reduced service to Foster City. Despite low ridership it is still very useful, and if anything should be improved and expanded upon so that more people can use it effectively.
- I travel from San Francisco to SFO for work. The 292 and 398 are great ways to get there. For me, the 3rd choice maintains the current routes.
- Alternative 3 best represents my priorities for SamTrans bus service right now, while the pandemic is ongoing. Right now, with ridership down from pre-Covid numbers, duplicate service should of course be consolidated. For me, living in Daly City along the current & proposed (maintained) 120 line, this service opens up opportunities to travel to add'l areas (SSF, San Bruno, SFO Airport). I think that in the long-run, if you're imagining a more expansive perspective of public transportation, after most of the Covid-related restrictions are lifted, Alternative 2 would be an approach that should be looked at, to expand better connection to other Bay Area rail service (BART/Caltrain), and improving connection to other transit providers (MUNI/VTA). One reason, I don't like Alternative 1, is the contraction of SF-service to Bayshore to connect to MUNI's T line or bus service. SFMTA is not in a position to take on the 292 load, as they're at a point where they're long-term plans doesn't benefit San Mateo County commuters into San Francisco. The Bayshore/Visitacion Valley area is not an ideal connection point for San Mateo/SF counties connections.
- I grew up in Foster City (which is labeled wrong on your maps btw; that's Redwood Shores) and ended up attending college in the Bay Area so I like to visit home frequently. I think it should be obvious that as a Foster City resident I

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do not support reduction of service in an already poorly serviced area. I am strongly pro-transit and do not own a car and would like to stay that way but the wait times and poor connections from Foster City to beyond Foster City are very frustrating and discouraging. It always seemed absurd that I would need to take 2 different buses just to meet friends in Downtown San Mateo (thank goodness you recently introduced free transfers). I would have loved to be able to get home from high school by SamTrans rather than paying for the private district bus. To get home from college, I make it as far as Millbrae BART and then one of my parents has to come pick me up. During the summer, when I want to meet up with college friends in San Francisco, the amount of time it takes me to transfer and travel is frankly, absurd. At least I can make use of the employment center shuttles (not under SamTrans) to get to BART quickly (which probably most closely aligns with alternative 3 though the shuttles only run during commuter times). Furthermore, having better connections to the region (i.e. San Francisco) would open up more options for my mother who is looking for a new job after working in Foster City for years. She has more job opportunities in San Francisco and likes the idea of riding BART into the city but is highly discouraged by the traffic she'll need to get to driving back and forth to the BART station each day. This is why keeping routes with FCX is important (but also, please add more stops within Foster City bc as it is, she'd still need to drive to get to any of the 2 stops). I think Foster City also has a lot of senior residents who would also benefit from better regional connections because public transit can take out the stress of driving and greatly improve the mobility of seniors who may no longer feel safe or comfortable driving. In short, I think reducing service in Foster City would be ridiculous and keeping it as it is would be as awful as it currently is, but improving regional connections (especially those that solve the last-mile problem) would have many benefits.

- SamTrans, alongside Caltrain, provides local and intercounty services within San Mateo County and beyond. Since it also provides feeder services to BART, Muni, Golden Gate, AC Transit, and WestCAT (among others), SamTrans should prioritize strengthening its network that focuses on connecting its bus services better to rail service while, at the same time, providing frequent local services to corridors that need bus service the most.
- Strongly oppose the discontinuation of service into San Francisco. SamTrans provides more useful, one-seat connections for me than BART, Caltrain and Muni.
- Given that SamTrans has a duopoly with Caltrain, plus it provides extensive services to multiple BART stations and onward connections to other transit agencies like Muni, Golden Gate Transit, AC Transit, and others, SamTrans should prioritize strengthening its bus network to link transit services in San Mateo County with the rest of the region. Although Alternative 2 has a few glaring holes, it provides a most viable plan if we want to strengthen connectivity options with existing (and future) rail services.

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- Feeder service from rail is more important for out of county travelers followed by high frequency in county service.
- Can't support the elimination of service to San Francisco.
- I live in San Francisco so while I support increased frequency, eliminating all San Francisco serving routes is a deal-breaker for 1. #2 is good because it preserves Express service all day with the SMX replacing the 398.
- Lived in foster need fcx to go to San Francisco

Spanish Comments	English Translations
Porque es como mejor funcionaria	Because it's how it works best
Necesito ir al hospital	I need to go to the hospital
Es como mejor funciona para mi	It's how it works best for me
Porque es más fácil para mi y mis hijos tomar el bus tenemos la parada del bus 292 en la esquina de nuestra casa y para tomar la ruta 53 que lleva a la escuela borel también esta cerca de mi casa	Because it is easier for me and my children to take the bus we have bus stop 292 on the corner of our house and to take route 53 that leads to the Borel school it is also close to my house
La numero 2 porque abria mas servicio a mas lugares y mas gente tendrian el servicio requerido.	The number 2 because it opened more service to more places and more people would have the required service.
Porque tendria mas coneccion universidades y con areas laborales la alternativa numero dos. Nota: me gustaria hubiera rutas que conectaran con el condado de Santa Clara como por ejemplo a Walmart o Mountain View.	Because alternative number two would have more connection to universities and labor areas. Note: I would like to have routes that connect to Santa Clara County such as Walmart or Mountain View.
Seria prioridad tener mas rutas que lleguen area laborales y estaciones de tren para facilitar el transporte publico	It would be a priority to have more routes that arrive in work areas and train stations to facilitate public transport
Mas conveniente para tener acceso a lugares donde no podemos llegar en los autobuses de SamTrans.	More convenient to have access to places where we cannot reach on SamTrans buses.
Le gusta lo del servicio copartido, mejora su economia.	He likes the shared service, it improves his economy.
Se necesita que llegue a lugares donde no se puede llegar	It needs to reach places where it cannot be reached
Porque ayuda mas	Because it helps more

Chinese Comments	English Translations
<p>因为我们住在---- S El Camono Real,                      ECR是我们出行的重要公交车，所以我要这样选择，                      另外我希望恢复以前ECR的快车，也希望将                      二站车站距离改得近一点，现在二站之间距离太远，                      对我们老年人来比较困难，谢谢！</p>	<p>Because we live on ---- S El Camino Real, ECR is an important bus for our travel, so I will choose this way. In addition, I hope to restore the previous ECR express bus, and I also hope that The distance between the second station and the station has been changed a little closer. Now the distance between the two stations is too far, which is more difficult for us elderly people. Thank you!</p>

## Website

- Alternative number 3. Ride share in specific areas.
- #3 seems best: Not in favor of eliminating S.F. runs, though 292 Could get extended to RWC Caltrain & run Hourly during Non-peak times. (398 hardly has any1 riding between Airport & S.F. so could be eliminated.)  
  
 Would be nice to have ECR Rapid again (though not needed beyond hourly) during non-peak times.
- (Duplicated in Route 292 Section) I choose alternative 3. We need full 292 service for the City of Brisbane residents, families, seniors, and commuters.
- (Duplicated in Route 292 Section) Alternative 3 is the only choice for Brisbane. I can't get to San Francisco downtown for shopping, groceries, and fun. I do not have a car and 292 is the only way back to Brisbane especially on the weekends.
- Alternative 3 seems to me the most sensible choice. Eliminating Route 292's service into San Francisco would be a huge loss, so I would be very disappointed to see Alternative 1 happen.

## General comments on the alternatives

### Survey

- This question is extremely unhelpful and pointless. It assumes that the proposals are all unalterable, counter to presentations at the community meetings. Further, SamTrans does not offer sufficient detail for Alternative 1 and Alternative 2
- None are good. Don't want them going right next to my side/backyard.
- I don't know I just do

## Appendix C: Public Comments on Alternatives

- I think that helping local communities is a much better idea than trying to expand. We already have more than enough public transportation to the larger areas, and yet San Mateo county routes are still very limited in my experience.
- Different alternatives for different routes
- I would like to see frequency expanded, with enhanced connections/schedule synching to transit hubs but "express service" that duplicates other transit options BART/CALTRAIN/MUNI be dropped. It is hard to read the route maps in these examples. I would like more options for moving within the large coastal areas of Pacifica and connecting down the coast.
- My current bus, works perfectly, costs less and saves me from driving and parking at Caltrain or BART.
- We live in Foster City and we are totally against all three alternatives. We believe taking stops away the Foster City Elementary School and also the new Elementary School on Shell Blvd is nonsense. We stopped riding because of the pandemic but since things are improving we were planning on using public transportation again but if you change 251 and 256 routes and schedules we will not be able to continue using public transportation. Hope you keep stops on shell, beachpark and Edgewater
- This would support long distance trips.
- I wasn't able to make the choice. I wanted
- 1. Alts 3 and 2 leave FCX for Foster City SF connectivity 2. All of them leave Foster City effectively disconnected from Hillsdale station. Alt3 has a chance of On-Demand coverage, but I have no idea how it will work. Generally, I'm extremely unhappy about all of these alternatives. Foster City essentially loses bus coverage -- for two thirds of the city area it becomes faster to just walk to Hillsdale or Belmont stations on foot instead of trying to connect to a rare bus route 256. Pre-pandemic I used to take the bus to work regularly (boarding/leaving at the stop near Farragut park), and after this change I will barely have any reason to use it at all, unfortunately. That is to say that for the most of the world outside the US a bus that is there only once an hour (and is completely absent on Sundays) would be considered ridiculous. Buses should come every 15 mins max and cover the entire city, not just major streets. Without this people would absolutely prefer to walk or drive. Bus sizes are also a bad match for the traffic they get now. It's often just a handful of people using them at a time. If they were 2-3x smaller (say, just a bit larger than a minivan, having just 10-15 seats) and more frequent, they would definitely see an uptick in usage. This is a solution that I've seen in many places all over the world, and it works great. The sad state of public transport in the US is sad.
- Alternative 1

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- Prioritize the denser, more transit-dependent areas of the county to support the value of equity.
- Goes into San Francisco.
- 130, 192, 141 Because we need that service for those, like us, who live in this area. We commute to SF and to work in San Mateo
- 130, 141, 292
- a) Because using the current route helped so much the riders especially the students, disabled and elderly to get to their destination. b) Recommended to improve the system and connect to other communities or sites without the bus system
- I use the bus instead of a car. I need to go to local shopping areas, doctor offices, facilities like the senior center and library, and other daily needs. If I need to go to SF or SFO I can take BART! If I need to go to the south bay I can take Caltrain.
- Please use Hopkins Ave over Jefferson to reduce travel time. We have a child at Sequoia.
- You guys suck! All you guy care is about money, also you're making harder for customers to that to a designation specifically. EVERYBODY MATTERS WHO RIDES SAMTRANS BUSES!!!!
- Lived in San Mateo County for 35 years. Never taken a SamTrans bus once.
- I rarely ever travel into San Francisco and I want wait times to be shorter in the routes I do use the buses for, which is benefitted in alternative 1. I don't have enough knowledge to have a say on the other alternatives.
- Quicker service time would be nice
- Living on the coast, bus is needed before and after school hours and better and more frequent connection to BART. Buses look empty much other time.
- Need ride
- I do not ride
- I leave near Hillside and work in civic center and really need a direct express bus. Usually it takes me on average 1 hr and 20 min to get to work. Caltrain works great but then Muni is unreliable often taking over 30 min to get me from 4th and king to civic center. With BART I have to sit in terrible traffic to get to Millbrae. The express bus provides a badly needed alternative where I don't have to use two modes. Please also run the express bus more than once an hour during peak times. I like the suggested every 15 min for smx
- Alternative1
- Convenience for commuters

## Appendix C: Public Comments on Alternatives

- because it keeps the geographic coverage of service. I like the routes in South County.
- because we want access to our families
- I live in Pacifica, want best connection to Colma BART and 1 seems to do that. I don't like 3 because I do not see the new direct link to Skyline that exists in 1 and 2.
- Access to further public transportation is important. I don't see service to Portola Valley and Skyline 4 Corners. That is necessary to get into RWC etc.
- Waste of money. Taxpayer dollars should be saved and service should be drastically cut back. Complete waste of money. Anyone riding the bus could have a paid UBER for the \$ we waste on this program
- Because we desperately need higher-frequency service that runs directly along routes between communities and Caltrain/BART stations. We ALSO need to retain geographic coverage. Presenting these as either or options is kind of a false choice that you are creating.
- These alternatives are based on a major flaw in the reimagine concept where SamTrans remains ineffective, not useable in many circumstances and the frequency issue for all routes is not addressed. For SamTrans to be reimaged as a premier service and a model for other counties, it needs to have the commitment to resources needed. More buses, more coverage, more frequency, better outreach to educate public and encourage ridership. Let's get the dollars to add buses and drivers. Double the frequency on routes that have a frequency of 30 minutes or longer. People can't use the bus system if the buses are there to take them. The west side of the peninsula, the 280/Alameda side, has no service or dismal service. There needs to be more east-west
- I live within WALKING distance to corner of Shell and Beach Park Blvd in Foster City. If I need to get to Caltrain I do not see how 1 or 2 helps.
- Rail connections enable longer travel distances and save time.
- None of these services include Portola valley to take our kids to school
- Improved connections to rails!
- I have used BART and Cal-train to get to work in all parts of the Bay Area, but could not use local SamTrans buses. Alternative 2 looks like it would best help County residence get to other transportation resources.
- We need bus service in Portola Valley to give kids a safe way to get to and from school. None of the options include bus service for Portola Valley students. Please add this.
- It makes sense to provide as much access to different transportation modes as possible.



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- I think the most disadvantaged communities in the Bay Area, namely East Palo Alto and North Fair Oaks, deserve frequent service. Alternative 1 gives them this. Alternative 2 is a very close second, as regional connections are also important but falls short when frequency lacks. I don't see too many pros to Alternative three, and I think the on-demand model isn't as proven yet.
- Seems to provide the most access for workers who need public transportation.
- I think the way you're separating out alternatives 1 and 2 is not great. We should be improving connections to the rail stations (and we need an extremely high-frequency shuttle between San Bruno's Caltrain and BART, which could be integrated as part of a loop that also hits Tanforan, downtown, and Bayhill), but the MOST important thing for a bus line is that it come FREQUENTLY. Transit users need to be able to just show up at the stop and expect their bus, without worrying that if they miss one, they'll be late for work or an appointment. Create high-frequency lines, build up ridership on those, and then branch out from there.
- Paratransit has the best bus services where he or she is super nice when they take me to my appointments and my classes.
- None of these are reasonable solutions for Portola Valley.
- It retains route 295 and does the best to retain coverage for the San Carlos area, where I live.
- The only alternative that provides service to SF w/o having to transfer to another transit agency. Riders from county not only ride buses within the county but also go to SF county to work.
- Because Many folks live on Grand In South San Francisco and near streets and starts work early in the morning and we take South city BART . Also many take it to Serramonte center for shopping and work.
- I have kids on Mariposa an Carlmont schools in San Carlos
- I live in Brisbane, but often have to go to San Francisco, as well as the East Bay via BART in SF. Therefore, I need to get on the 292 in order to get to downtown SF. Please don't take that away from me. Thank you, Kanji Nishijima
- I frequently take the 292 bus to San Francisco and catch BART from there, and vice versa. I see lots and lots of people, young and old, and of various ethnicities and races, taking the bus in the same way. Therefore, Alt #1 is not acceptable. But Alt #2 and #3 are acceptable but I prefer the current schedule.
- Connections
- Convenient
- None of these is an improvement for me. I don't drive. I need to get to the doctor, stores, etc. This is all for people to commute to an in-person job. It does nothing to reduce the need for cars for other things.

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- None are good. Don't want them going right next to my side/backyard.
- Just makes sense.
- Will use city bus as an alternative route but trying to save environment will use public transportation, if too crowded use my bike and city bus as second alternative.
- I just feel it's a better fit for the people living in E Palo Alto.
- It seems to be the best way to go for the people living in this area.
- Alternative 3 is a carpool bus ride.
- My cousin has been unable to use the buses since you've gone to on demand as she cannot get the concept
- I live in North Humboldt Street in San Mateo, I would like more buses running in Delaware and Peninsula Ave. besides route 292. They run through the El Camino Real and I do not need to get off and transit to ERC .
- Shelter Creek needs to have a bus stop to get to BART station, grocery stores, and various other destinations.
- I am a college student, and I need good connection to Caltrain for commuting from Brisbane to San Mateo
- 2/3/2001
- Only#3. I want 398.
- This is just ludicrous. In Pacifica, we want fast express service to BART. Emphasis on FAST. Maybe 1 route instead of 2? Definitely not "puddle jumper" routes that we've always had.
- I am on 110 route in Daly City and I am very satisfied with the route.
- With change of Alternative and 3 no bus would run locally in El Camino Real between SSF BART and Templeton take me to Civil Center, downtown SF. If I transfer to downtown SF to work I will have to either walk to SSF BART or take bus at El Camino Real where Lazy Boy and Walgreen currently is, then transfer to BART and Muni to Laguna Honda Blvd. Between Muni, BART and SamTrans would cost me over \$450 per month and closed to 2 hours in commute one-way compared to SamTrans used to have 290 and 291 Express ran from SSF locally directly to Transbay Tunnel SF, at the same time all local county continue promote taking public transit along with employment is depend on "whom you know not what you know" and know how to play politic to get better pay and gain employment in related to what you have over 20 years of experience. Not over 50% of residence live in San Mateo able to gain employment, that is, not over 50% of employers will hire locally.
- Connections to rail, jobs & colleges important. Main interest is frequency to rail connections with coordinated connections.

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- Alternative 2 and 3 - neither bus propose does not stop locally in between SSF BART and
- Option 3 is the best. The other two eliminate the route my son takes to get to school.
- Why do you think that residents of Brisbane aren't entitled to public transit? The 292 is the only transportation I can use without driving to BART, and now you want me to have to connect with the T if I want to go to the city. Don't I pay taxes?
- High frequency service will make it more likely that people will consider the bus as a viable option for their transit needs. Personally, it will allow me to take the bus more often for errands.
- Option 3 is ideal for real world needs. Transit when you need not making your needs conform to transit schedules. Option 2 is best for reducing commute traffic.
- I travel to work from Arroyo in SSF to Harbor Blvd Belmont. Currently, this commute takes over an hour. I need a commute that would improve connections to BART & Caltrain
- Waiting time is perfect for me
- 286 to Sharon Park shopping center on weekends
- Any elimination of service to Shelter Creek will negatively impact seniors and those who rely on SamTrans. Alternative 3 is the only option that will preserve service and perhaps expand to Crestmoor which has been without service for 25yrs.
- I cannot tell what the service planned for Montara is, thus cannot decide.
- I hate all of them as there is now no longer any direct service from Belmont via Ralston to College of San Mateo with the 260 line. Alternate 1 gets you closer, and with 2 you could potentially go via train to 250. All alternatives make the commute to CSM from San Carlos MUCH longer.
- the more rapid transit can connect people to work, school, shopping and transportation, the easier it will be for people to leave their cars at home.
- The destinations and the routes of each line should connect the populous areas and the businesses/offices/other transits. It is proven to be the best coverage in a metropolitan area such as Tokyo. If people can get to their destination from their homes by well-connected transits, less people would drive.
- I live in San Bruno. I saw nothing in Alternative Three which will benefit me.
- Direct and high-frequency are the most important factors. We can get to farther rail stations by using the rail services themselves. Dumping riders onto rideshare platforms is a terrible idea; it will increase traffic and pollution while supporting the predatory and shady practices of the rideshare companies.

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- Alternative 2,1,3, Two because connection is important on wait time. Either you miss the bus or train or vice versa. Then my ride is not only 45minutes, but 1 hour and half to two hours.
- I believe that direct and high frequency service is vital in establishing a baseline of ticket sales that can be used to make further improvements in the future. Connections to transportation is also vital to ensure that the bus system can effectively handle last mile problems at high throughput stations.
- stuff
- Bus + Train is the best public transport system
- Prefer to be able to access all the areas from Brisbane , north and south. If additional stops were put in or if indeed we are at joining to more transfer stations that would be a good thing. Isn't it our goal to make the buses. to be used more frequently and reduce emissions? Please do not remove connections, but add more.
- low frequency makes using public transit a low priority for me.
- No matter what choice is made, I will no longer have bus service from Sneath and Cherry. I cannot stop what the Agency proposes. I am fortunate enough to just buy a car and no longer support SamTrans. I will now become a net detractor of the system.
- Bus doesn't go where I need to go now
- I often use this services
- On demand is the best way to serve transit dependent people in East Palo Alto and Redwood City. Additional EPA service is also a high priority.
- It supply public transportation for residents in not very populated area so people have equal opportunity.
- 1
- 2
- The 122 speeds by my house in Daly city and blows through the stop sign most of the time and the bus is empty all the time. I don't think we need a bus doing that every 15mins, it's bad enough the way it is. The buses are driving way to fast on these small streets in Daly City. I say the 122 bus goes 50mph on my street, why do the need to go so fast ????
- Most flexible based on individuals different needs on different days
- On Demand in Half Moon Bay
- High frequency...using smaller busses....would improve ridership
- It should be a combination of all 3. Prior to Covid, putting back the route Foster City to SF was excellent. Times have changed. The other FC routes have always

**Appendix C: Public Comments on Alternatives**

been infrequent, stopped at dinner time, and did not link well to train/bus routes. In the past I used it to transport a family member in a wheelchair in San Mateo. It was miserable. I often had to pull the chair and person against gravity--to get to the bus and against a tilt once on it, some pick up points required getting the wheelchair over the curb from sidewalk to bus, and the driver said he could not help. When I could, I used the train--the staff operated a lift, I did not have to pull against a tilt, and there was a set schedule.

- No alternatives are good for the 141 if the Shelter Creek area is dropped from the route.
- reasons
- Do not truncate 292 for City of Brisbane
- Want to preserve the route for the Portola Valley School District
- School coverage for Portola Valley!
- Bus service to Woodside High School and Ormondale/Corte Madera school is my top priority.
- Hi, all three alternatives are flawed in that there is no proposal that will merge & link with BART

Spanish Comments	English Translations
Necesito conectar con el 296	I need to connect to 296
No hay suficiente rutas por su lugar	There are not enough routes for your place
Uso el bus 281	I use bus 281
Posiblement reduce el uso del automovil	Possibly reduces the use of the car
Quiero que las rutas ECR y 270 mantengare la misma cobertura	I want the ECR and 270 routes to maintain the same coverage
Me gusts la cobertura que tienen los buses	I like the coverage that the buses have
Porque va a ampliar las conexiones con diferentes lugares es como el BART - Caltrain y las universidades	Because it is going to expand the connections with different places, it is like BART - Caltrain and the universities.
Es porque las rutas estan mejor conectadas y se podria a ser mas rapido y accesible	It is because the routes are better connected and it could be faster and more accessible
A mi me interasaria los fines de semana porque es el mas complicado los horarios	It would interest me on weekends because the schedules are the most complicated
La alternativa 3 se ve mas completa	Alternative 3 looks more complete
Interesa la aplicacion para llevar pronto a su destino	Interested in the application to take you to your destination soon
La alternativa 3 me gusta porque tiene la cobertura que yo necesito	I like alternative 3 because it has the coverage that I need

### Appendix C: Public Comments on Alternatives

Spanish Comments	English Translations
Me gustaria que se quede igual la cobertura	I would like the coverage to stay the same
Me interesa que se quede igual la cobertura	I'm interested that the coverage stays the same
Porque necesitamos que jaya una ruta que pase por Industrial Blvd. Muchas personas necesitamos esa nueva ruta.	Because we need a route to go through Industrial Blvd. Many of us need that new route.
Mas frecuencia fines de semana	More often on weekends
Es mejor que lo aga mas seguro que pase mas rapido Horaria mas seguido	It is better that you make it safer to pass faster Hours more often
Mejora el servicio y mas precaucion para mejor	Improve service and more caution for the better
Me interesa conservar la ruta 292 , Hillsdale, SFO trabajo en el aeropuerto	I'm interested in keeping route 292, Hillsdale, SFO I work at the airport
Por la opcion de la aplicacion que alcanzaria zona de baja demanda y el servicion seria como taxi	By the option of the application that would reach a low demand area and the service would be as a taxi
Porque me beneficia para ir al trabajo y mas rapido.	Because it benefits me to go to work and faster.
Me lleva donde yo necessito pa 296	He takes me where I need to 296
Por que la ruta 281 me lleva a mi trabajo al hospital, a las terapias de mi nino y mi casa.	Because route 281 takes me to my work, to the hospital, to my child's therapy, and to my house.
Por que poria visitor a mi higa viajaria en tren	Why would I visit my son would he travel by train
Porque esta ruta lo lleva al trabajo.	Because this route takes you to work.
Me gustaria mas conexiones	I would like more connections
Mejoraria mas rapido para llegar a su lugar.	I would improve faster to get to your place.
Beneficia a transportarnos hacia/de sf	It benefits to transport us to / from sf
Yo usaba 292 hace un ano y ahora por falta de trabajo no lo uso.	I used 292 a year ago and now due to lack of work I don't use it.
No cun pien con el horario esta biecido pasan tarden	I do not think with the schedule is good they pass late
Soy usuario de las tres lineas del bus 130, 141, 292.	I am a user of the three bus lines 130, 141, 292.
Beneficis para la comunidad	Benefits for the community
130 - 141. Deseo que mejor haya servicios mas seguido los fines de semana y los dias layorales sean mas de mañana empezanda 5 a.m.	130 - 141. I wish that there were better services more often on weekends and the day days were more than tomorrow starting at 5 a.m.

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Spanish Comments	English Translations
Si pudieran el la noche 292 de la Mission cada 1/2 hora yo las uso frecuente para hir y regresar del trabajo yo trabajo en el Oracle Park en 24 Willie Mays.	If they could on Mission 292 night every 1/2 hour I often use them to get to and from work I work at Oracle Park at 24 Willie Mays.
Me interesan por que muy buen servicio y las necesito y ruta Oyster Point. Buen servicio, gracias.	They interest me because they are very good service and I need them and the Oyster Point route. Good service, thank you.
Ruto 130 mantener el servicio en la Linden. Dios los bendiga a todos.	130 maintain service on the Linden. God bless you all.
130, 141, 292, por favor no cambien estas rutas bes las que uso abese se puente usar la visicto	130, 141, 292, please do not change these routes plus the ones I use abese bridge use the visit
Uso las 141, 130, 292	I use 141, 130, 292
Si yo uso 141, 130, 292	I use 141, 130, 292
Uso la 292	I use the 292
Yo uso la 292 diario para ir a mi trabajo 2 veces al dia.	I use the 292 daily to go to work 2 times a day.
Para tener mas oportunidades en los horarios y muy opcion para conectarios con otros servicios.	To have more opportunities in the schedules and very option to connect with other services.
292, 130 y 141	292, 130 and 141
Menos trafico menos extres para los choferes	Less traffic less stress for drivers

### Website

- Every alternatives have a catch. I think increasing number of route and frequent service are the best; with more people moving out from the city, this will help especially to someone who rely on public transportation.
- I work in ssf. I think that a hybrid between alts 1 and 2 is a good path forward
- It's a good idea for including weekend schedule same hours as regular days so we don't have to wait longer minutes.

The interconnectivity of SamTrans, Caltrain and BART has been a pain over the years!

The BART interconnection to the airport (from the South) is almost useless as currently designed but if SamTrans 398 bus still goes there then it works well.

A reach out to remote areas does not need to be high frequency .

## AREA-SPECIFIC COMMENTS

### Coastside

Coastside includes comments about Pacifica, Montara, Moss Beach, Half Moon Bay, and Pescadero

#### Website

- Please don't cut the Linda Mar bus off at Sharp Park. With light traffic it only adds ten minutes to the route and Linda Mar is the depot. Rush hour can be a problem outbound from Linda Mar in the morning, Stagger the times between in the A.M.
- Hi. This is concerning routes to Cunha and HMBHS. We live in Montara and my kids often spend up 45 minutes to an hour commuting each way, to and from school (pre covid).

Since the buses fill and second buses are needed (or the second route) I think there should be some express buses. In the morning especially, the bus has to sit in traffic twice going in and out of El Granada even if it is full. The kids are often late to school. Can't the routes be more specialized when two buses are needed anyways?

Thank you!

- Include Pacifica as much as possible
- I imagine SamTrans exiting the Coastside forever. The drivers are rude, dangerous and their buses are being driven in a way to disturb the serenity of our coast and its residents especially on Tuesday morning between 6:30am and Noon on the 17 line in Montara, . They are filthy diesel pushing polluters that coat every inch of our popery with the dust and diesel they emit or disturb. The ridership number has always been low, even before the pandemic. The drivers have ugly personalities because the Owner of the leased services to MV Transportation hire PTSD and other post traumatic laden employees whom are jealous of the community they serve, so they take it out on people like the MARIO BROTHERS Mustache character driver on the 17 line: He is the worst of the offenders, and I often see him without his mask on. I would never ride SamTrans even if you paid me to; and maybe you should try that, as your line on the coastline is hemorrhaging badly from what I've been told. Your noisy dirty buses and their drives are the reason I pray to see you exit the Coastside for good, or at least the leases to MV Transportation.... Good Luck find riders in a community at last census has household income of >\$100,000 p/y, not only that but I rode your lousy buses for decades, and while they above NYC bus system standard and presumably safer, they are always late, have the lease direct routes and the worst wait areas for passenger, get into the 21st century already; even though you have some clean air buses on the El Camino, you've demonstrated little regard for the Coastside and its inhabitants-only the poor and



indigent; and those your drivers like to assault and harass for years on end. I hope to see you gone soon.

- please explain the on demand HMB schedule. How much advance notice for pickup? How long after asking for pickup until it arrives? Where is the pickup? What about the return trip? What is the minimum # of riders for ant given pickup request? Details please.
- Route 17 was not listed so I could not comment. That is the way my kids get to school.

## North County

North County includes comments about Daly City, Colma, Brisbane, South San Francisco, San Bruno, and Millbrae

### Website

I have taken the downtown S.F. to SFO bus because it was very fast. There is a need for it because BART service to the airport on the weekends starts very late in the morning. However, you don't need to run that route when BART is running to the airport. Why duplicate the route? Just run it early a.m. and later in the evenings, especially for airport workers. Now that BART only runs until 9 pm, we need some other form of transit to get to downtown S.F. and I'm glad to see that SamTrans is still providing that service.

Thanks for listening to your riders! Whenever I've used SamTrans I've been impressed by the service and professionalism of the drivers. Keep up the good work!

- Please consider high school students offering at least one bus coming from top of the hill north Daly City to Pacifica Terra Nova HS and back. 121/110 connection important before and after school. Please communicate with the JUHSD board and staff for bell times as students will return to school in August 2021. I don't want my daughter stranded at school without public transportation. Please consider on demand shuttle for Southern Hills Daly City area to shopping centers like Stonestown , Westlake, Serramonte, and medical offices like 1800-1850-1900 Sullivan Avenue, 901 Campus Drive. Why not create a blog so your potential riders can offer ideas, ask questions and make requests. People don't get out of their cars because the buses don't connect them to where they want to go.
- Offer commute. org shuttle services into the neighborhoods of Millbrae. All other surrounding cities offer shuttles to bring riders to El Camino, the transit center and to the business districts. People who rely on public transportation are walking miles from their homes to El Camino to catch SamTrans to BART and Caltrain.

## Appendix C: Public Comments on Alternatives

This is very inequitable for residents who do not or cannot drive, i.e. elderly residents, students, people with disabilities.

Please consider getting shuttle service into Millbrae neighborhoods.

- Please don't leave Brisbane. It is residence that catch it both ways!! North and south.
- I don't think changing or eliminating service to residents on Cherry Avenue and the Rollingwood neighborhood is a great idea. There are quite a few residents who rely on that bus quite a bit. There are several elderly people and working people who have no other forms of transportation, including myself. I would like that bus to remain the way it is, maybe come 10 minutes earlier in the morning. I suggest, the 140 bus could come less frequently during non-commute hours.
- Routes that go from SSF <-> Oyster Point. More and more people from tech and biotech are moving to South San Francisco, and many of us work nearby in Oyster Point. Honestly, biking under/next to/around 101 does not ever feel safe. It would be amazing to have a frequent bus traverse Grand Ave East <-> West from Mission Blvd all the way around Oyster Point. One could also imagine a frequent bus route traversing 101 from Hillsdale Blvd <-> Oyster point. This would increase your ridership to include all the folks who live in SSF or Colma, and drive or bike to Oyster Point. My email is provided in case you would like to be in touch. Thank you!
- From Serramonte Mall to SFO and back late night last call Midnight from both sides ending at 1AM. I am Aircraft Mechanic and leave near the mall in a condo where several people work at the airport late night.
- Having better timing for connecting buses such as the ECR with the 141 or 130. When one bus is right behind the other that front bus doesn't wait to see if someone needs to get that bus especially on weekends when the schedule to a 1 hour wait for the next bus. Also at Serramonte shopping center the 121 and 122 connection with the 130. I always miss it by a few minutes and have a long wait in the cold and windy weather.
- I don't really use public transportation, so I don't want to comment on the routes. However, I do have a bus that stops in front of my house and bathes it in layers of black soot. It covers my house and gets in my house. I'd prefer you move to electric buses asap. that will help clean the air for all of us. If you could prioritize 24 and 121 lines for electric buses, that would be great. Thanks!
- (Duplicated in Route 140 section) I would like to see the 140 route run twice an hour like it used to. The once an hour route leaves me stranded waiting for a bus sometimes for 55 minutes. Additionally, The ERC bus runs around every 15-20 minutes, and during busy commute times, those drivers, following COVID precautions, let only a certain number of passengers on the buses. That means the driver makes the stops, but tells the potential passengers to wait for the next

bus. When I get turned down for an ECR ride due to passenger linnets, I miss my 140 connection, In the morning, the 140 misses the ECR connection.

I would like to see the 140 twice an hour. More ECR rides during COVID precaution times.

## Mid-County

Mid-County includes comments about Burlingame, San Mateo, Foster City, Belmont, San Carlos, and Redwood Shores

### Website

- Routing a bus down 28th Ave west of El Camino is ridiculous. Cars pull over to let oncoming cars pass it's so narrow. There are so many pedestrians crossing the streets given the church and school at Hacienda and 28th and also Hacienda is just a very heavily pedestrian trafficked street that it would be inefficient and unsafe. And if you need one more reason: try to get through on 28th when the cars of parents are lined up along the street completely blocking one side of the street and the other streets leading to the church.
- I like to take a bus ride from Foster City (Shell & Hillsdale) to
  1. Hillsdale Cal train station
  2. SFO airport
  3. BART & Cal Train station at Millbrae
  4. SF main new Bus & train station for train to Sacramento, and Amtrak station.
  5. main Bus stop for Mega Bus, or Greyhound bus ride to Sacramento, Reno & Los Angeles area.

You may consider using a smaller shuttle bus design for travelers, that carry luggage, since your big passenger bus is usually less than 1/2 full even in peak commuting periods.

So I do not need to park my car, or use Uber or Lyft.

- Bring back frequent service from 42nd in San Mateo almost direct to the airport. I think it was KX.
- As seniors, many of us do not drive and would no longer have the convenience of accessible bus service to go to shop and medical appointments in San Mateo from Foster City

## South County

South County includes comments about Redwood City, Menlo Park, East Palo Alto, Atherton, North Fair Oaks, Portola Valley, Woodside

## Website

- Please consider keeping the bus route between Ormondale, Corte Madera, and the Portola Valley library. It allows working parents flexibility and a public option. I grew up in PV 35 years ago and rode the bus the Ormondale and Corte Madera and it was incredibly hard on both of my parents who worked full time and my mom was legally blind when SamTrans ended the service up to Old Spanish Trail. My children now attend Corte Madera and use the bus to get to the library (pre-Covid) and hope to use it again when it is safe.
- Please keep the existing bus routes in Portola Valley!!! We need those routes for our kids. We don't have a school bus. SamTrans is our only option. Thank you!
- Hello. I understand that you may be reducing bus service in Portola Valley. Please reconsider as the after-school route between Corte Madera and the PV Library is a far safer alternative to Middle Schoolers walking from school to the library at the end of the day. The library is a popular and safe "hang out" space for many middle schoolers in our area and eliminating the bus route would dramatically change this practice.

Thank you.

A Portola Valley parent

- Whatever you do, please retain a bus connecting Redwood City with San Francisco airport directly.
- Do not stop the bus service in Portola Valley!  
Children need to get from Portola Valley to Woodside high school and to Menlo Atherton High school, Ormondale and Corte Madera . Children and others need to also get to town center / library/ grocery stores and drop offs to closer locations to their homes so they can walk home. This is unacceptable to cut any services to our town ! HCD mandates we build more homes through RHNA 2023-31 yet takes away transportation services?  
This is not ok. Unfunded mandates on housing and then take away infrastructure for our town?? MTC just received funding and we are begging you to listen to this request.  
Please keep our bus service! Bus service taken away means more cars on the road and VMT goes up for our town! Emissions, noise and air quality is effected with more cars in the road.
- Please do not cancel the service on highway 85. The route is essential for kids to get to school from our neighborhood (Skywood Acres). There are many days when it is not possible for parents to drive. Kids must have access to transportation to school.
- it is absolutely critical that SamTrans continue to offer bus service from skylonda trading post and Grandview/84 stops for my four children to Ormondale and

Corte Madera. I work at Stanford and have early shifts and we are relying on this service each morning and afternoon.

- Thank you for inviting us, the tax payers citizens, to the roundtable discussions.

Portola Valley (PV) residents recommend that students walk or bike to school and have been encouraging Town Council and staff to improve our trails, our school crossings, and our bike lanes.

If PV residents request more public transportation your commission should have the data to support that request - you would need to provide the actual numbers of votes that are subject to verification. PV students have access to the Sequoia school transportation system so why are members of PV schools requesting more bus routes? PV schools are losing enrollment from local families and disrupted other school districts to recruit more students from outside Portola Valley. Our students can bike and/or walk- if the school board would address the problems we have asked them to fix, our local schools would have enough local students, but they are ignoring the problems. PV residents have encouraged our Town Council and PV school Board to fix the problems, but they are ignoring us.

The elderly at the Sequoias have transportation through their private buses. Many elderly in town have their own ways of transportation; however, if indeed your 2 year analysis has the data to support that the elderly in PV need public transportation (again that should be available for inspection) than it might be appropriate to add "electric" buses to provide them with transportation.

This should be voted on by Tax payers in Portola Valley, not decided by a few. - thank you

- May we suggest the NEW route to stretch and do a loop, instead of ending at Poplar/El Camino. Please extend the route to circle back to El Camino to pass by downtown San Mateo/El Camino Real.
- Please bring back Highlands to Aragon and Highlands to Borel bus routes so our children can get to and from school.

## Systemwide or Multi-Area

### Website

- A route to and from the train terminal would be great.  
And more routes inside the county.
- You definitely not have the cloth style seats. Get a sturdy and cleaner finish heavy-duty seats. I returned to using SamTrans after a 40-year absence. With social distancing, I don't have a problem as I board on my return trip to my car in South City. But it would be nice to have the longer buses on the evening commute. There aren't many signs to promote the stops at SFO for the 292 bus

## Appendix C: Public Comments on Alternatives

(or any of the other buses). Very confusing. But then again, SFO is in total dysfunction anyway. Still a third world airport.

- Please, for the love of god, provide an express or semi express bus to SF via the SFO airport. Something like the old PX or the old KX. Parking at Millbrae BART will not be workable for seniors and taking a local bus to Millbrae to get on a CALTRAIN is not practical.
- In the City of San Mateo, local bus service schedule and routes should be the same one used in 1960. Between cities, bus service should be the Greyhound routes and schedules used in 1960.
- Connecting BART and Caltrain with employers, colleges, and SFO with better connections with trains and BART schedules would be a great improvement.

Express services on key El Camino Real stops can make traveling up and down ECR much more efficient and pleasant.

I like all three of the Alternatives. Need to study a bit more to see how that would impact us. We are at the corner of Woodside Road and Middlefield. Will follow up after we can review all three of the alternatives. I think all three are on the right track.

Thanks.

- Think about our cities that most need it and keep transportation or provide some type of uber duster super low cost like the bus.
- I started taking the ERC again with the last 2 months. It does seem like there are still riders who put their mask on when they enter but take it off and eat or drink while sitting on the bus. or just pull their mask down . is there a way the drivers can see the riders?

Also having more busses on ERC line so riders can be spread out more. Right now you have people sitting right behind you which isn't 6ft.

Along with that it would be nice to have signs like Muni lines that tell you at the stop when the next bus is due? I noticed those signs are at the Redwood City transit station it would be nice to be at all other stops. As an essential, reliable service for people who choose not to use cars. It is transportation of choice. SamTrans should be a cost-efficient network for all.

Improve track platforms and bus transfers be improved at Jack London Square.

- I have viewed the proposed changes from your website. I live in South City and work at the coast. I have 3 transfer to and from home to work. I take bus 122 from King Drive to Serramonte Waite 15 minute for bus 112 Linda Mar wait for 20 minutes for 17 to work. In the afternoon the other way but longer wait. At Linda I have to wait 1 hour for 112 to Serramonte and 20 minutes to wait for 122 to home. All this route will be affected by the proposed plan.

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I am not against changes specially if it's will benefit more people. My only concern is the scheduling special the route that has fewer runs or frequencies. Please consider the wait time of the passengers that will be less than half hour. Like in my way home bus 17 gets to Linda Mar 3-5 minutes after 112 left so I have to wait for the next bus that comes after 1 hour. It's specifically hard at Linda Mar because it's always windy not to mention winter time and rainy days.

Thank you!

- Improve bus lines all around and put bus lines back in neighborhoods that previously had them.
- How about reimagining your bus stops for handicapped access to people in wheelchairs? It is totally unsafe being dumped between parked cars on the street. The way the driveways are built it is unsafe going up or down them from the sidewalk to get in the street to get into the bus. It is an accident waiting to happen.

Other places I must roll out into the street and then sit there in the street while traffic drives by within a few feet of my wheelchair, Example: City of Pacifica #110 & #112, @ Palmetto Ave & Monterey Rd, Stop ID: 311154.

- In addition to the Hillside Oyster Point route I would also include a route that travels from the Westborough area via Grand Ave to Oyster Point somehow connecting East Grand Ave
- what about the old ECR Rapid?
- SamTrans provides little to no service for most of the county. Having no transit service, or having to wait an hour or more for a bus, are among the leading reasons that local households have cars. SamTrans' inability to do better is a major local climate change contributor, and I do hope that SamTrans receives improved funding and is able to offer more extensive service soon. The alternatives presented at this time are not adequate.
- For me to ride SamTrans again to SF, it is the frequency of 292. In example I catch 140 at Sharp Park going to SFO I had to get out the stop by San Bruno Ave which was scary because I have to cross the street to catch the 292. Frequently 292 comes late and very full to SF. It was frustrating. My commute time and money is expensive.
- I wish the 110 only served Pacifica and BART and did not go through Daly City. That could eliminate the need for 112 and 118 in Pacifica. Then another route could go from Manor drive in Pacifica through Daly City. It would be so much simpler to understand.

## GENERAL COMMENTS

### Survey

#### **“Did we miss anything? Let us know if you have any additional comments or suggestions about SamTrans service”**

- None at the moment
- No
- How about a route that serves all students instead of just choosing a few?
- no
- No other comments.
- No
- Direct bus service to a BART station
- No
- no comment
- Bus routes to the schools is a TREMENDOUS service fir parents and keeps lots of cars off the roads and away from schools and schoolchildren. Thank you for the school routes.
- Please consider using smaller and more frequent buses (at least every 15 minutes; gold standard in the world outside the US is every 5 minutes). More frequent buses -> people can rely on them and match to their schedule -> more people will use them -> ????? -> PROFIT
- Please expand more buses, shorter waiting time, let the bus arrive every 10 minutes.
- There is a huge weekend need on the coast. If there was a weekend shuttle between San Mateo park and ride that visited downtown, and then drove along highway 1 - that would be amazing. People could just leave their cars on the bay side. There was a beach shuttle but it was disconnected from any park n ride and started on the coast. Once people drive over to the coast, it didn't make sense to them wait for a shuttle with just a few miles left in the journey. Start it on the peninsula!
- Please look at the network effects of route changes, not just individual route changes in a vacuum.
- No
- Not
- can and will students at HS and Colleges travel for free!?!?



## Appendix C: Public Comments on Alternatives

- I would like to see friendly drivers
- I am most interested in bus service between redwood shores and Ralston middle school at this time. I am worried about the early pickup and arrivals On campus well before school starts.
- Wish Free shuttle will extend to Westborough square!
- I miss SamTrans pickup from Evergreen Street heading towards San Francisco.
- no
- Please provide as much service as possible to regional park destinations and trailheads to minimize congestion and parking demand, particularly on weekends.
- Please extend the routes and/or microtransit zones in Half Moon Bay to reach the open space and beach destinations on the coast.
- The BART early morning schedule changed and ended my use of public transport services
- Please don't discontinue the 141. There is low ridership but those that ride it, need it to get to connections (El Camino) and BART.
- There should be a line that runs along Skyline Blvd. and the 280
- Request for connection between Woodside Road and Middlefield Road. Need to go to Fair Oaks Clinic and Costco. Other destinations - San Jose Church and San Antonio Church.
- Please run express routes to downtown Sf from mid peninsula!
- No
- No
- There was no mention of free local shuttle bus services. Are they going to stay?
- Not that I can think of.
- No
- I have not ridden SamTrans much since the pandemic so my feedback may be outdated but I hope it helps...
- No
- I find 122 to be a good service to BART or Stonestown instead of driving.
- Keep affordable prices and give transfer.
- I live in Half Moon Bay and need to fly in and out of SFO several times a month. Wish there was an easier way to get to the airport.
- I have had great experience

## Appendix C: Public Comments on Alternatives

- Like I mentioned I don't use very much. I have used the Train to go SF to visit family - so the idea of getting to train stations appeals to me. Then as for work, I'm not working right now - but if I do and bus service would take me to/from work for an affordable fare - I'd consider using this service more.
- Still thinking that weekend services may be not as frequent on certain routes.
- 94063
- The Service is good
- Cut fair to \$2.00
- Most bus drivers are friendly. Sometimes, when a driver is having a bad day and driving fast, it creates an uneasy atmosphere. Also, make Clipper mandatory. Cash payments slow the ride down.
- Did I miss your connection to the airport SFO?
- yes please run more often and stop discontinuing in poor neighborhoods some of us have no other means of transport and also needs more light at some stops it's dangerous. Please run 141 more often and later
- Please allow a 90 minute transfer like SF Muni
- NA
- My husband and I have used the El Camino bus line to go out to downtown San Carlos etc. We would love to see more transit options in that vein as well. For local use.
- I would like the bus routes speeding through Cherry Ave. the buses are either empty or no more than 2 riders on at a given time. This bus route needs an overhaul and or drivers need to slow down. They are not going 25 mph if they are triggering my driveway cameras.
- Glad to have expressed my opinion re: canada cove in Half moon bay
- When stared 121 regular schedule in the morning
- N/c
- I do not think we missed anything
- None
- I hope the bus coordinates times with the Mariposa and Tierra Linda. bell schedule (especially on Wed., which are shorter days), which it did not during the 2019-2020 academic year, and young children were waiting for a long period of time on busy road (Club/Alameda). Also, during the 2019-2020 academic year, the buses were unsafe because too many children were on the bus resulting in kids standing by the bus driver, which is super dangerous.
- Service to Union Station crossing the Dumbarton bridge

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- No
- Please bring 274 regular service back!
- we need more bus service in trailer parks on other side of 101
- Only one route serves our street, Oakridge Drive, and that is the 29 which is exclusively for Lipman Middle School students. It would make transportation easier for my child if our street was included in the Southern Hills serviced routes.
- Keep 398
- The new Route 293 seems duplicative of the ECR routes, as it is a very short walk away. Could these resources instead be used for a new route that serves the Skyline Boulevard corridor between Daly City or Colma BART Station and Millbrae/Burlingame. This populated area of the county has not service within 1.5 miles (and it down a huge hill). Also, for Alternative 2, could some of the resourced allocated to the downtown San Francisco routes be used instead to run service into the west side of San Francisco along 19th Avenue. This trip is very hard to make using the existing transit network, unlike trips to downtown, which can be done by BART and Caltrain.
- N/A
- My students REALLY need route 59 reinstated - that wasn't one of the options for discussion, but it SOOO NEEDED.
- No
- It's crazy not to have bus service on Alameda that goes to Stanford.
- Keep Route 61
- I'm occasionally using SamTrans, e.g. bad weather, broken car, recreational (cycling one way and transport the other direction)
- Please bring back Linda Mar San Francisco express service!! And a similar service on weekends would be great for families. Thank you.
- Ride sharing as an alternative to traditional public transportation is a great idea, but it needs to be integrated better to the existing network. Specifically, if the ridesharing service will start in FC, it \*needs\* to reach Caltrain.
- 4 of the 5 of us use SamTrans in Pacifica or to access BART and ECR. Anything to speed up or create express routes to BART would be useful.
- In alternative 2 - more connections to transit should also mean more frequent connections to BART, Caltrain. Also unify payment using Clipper card or the like. Flat rate per direction like they do in Boston would help. Caltrain should do same go to Flat rate - eliminate zones.
- Ease of use, express routes, extended service on the coast.

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- Well, I did not choose to comment on each line since there are some lines I would not be able to comment on.
- Park and Ride capability expansion?
- Before COVID, parking was becoming a problem at Millbrae BART and a problem at Hillsdale Caltrain. I had thought I could take public transit to either of these 2 locations on my way to SF. For people around Shell and Beach Park Blvd it might be worse and impossible. There is insufficient parking at Caltrain. Improve shuttle services.
- SamTrans drivers are simply the best! I can't wait to see more of your all-electric buses! But sadly I'm moving out of state later this year.
- more frequent buses in north Pacifica
- Please do not use "simplified" Chinese. Many of us read only "traditional" Chinese. For this reason, you have missed quite a number of survey participants.
- You did not miss anything.
- I am impressed with the comprehensive approach and extensive outreach. Thank you.
- Better connections with VTA and Muni will go a long way for cities bordering on the two agency boundaries.
- On Route # 17, allow people with 1 fully muzzled dog to have the option of riding this route. The Coastside has many dog friendly beaches-open spaces. Being able to bring my pup on the bus would be appealing.
- Please fix the route "name/description" for the FCX (=FCX is fine). It needs to include mention of "east San Mateo. The San Mateo portion of the off 101 routing is approximately 3 miles whereas the Foster City portion is approximately 3.5 miles. Many riders are the City of San Mateo residents. Thus, a route name more like Foster City & eastern San Mateo Express or Foster City and San Mateo shoreline Express, etc. are more appropriate and better communicate the routing which can attract more riders who wouldn't think a Foster City Express route is viable for them.
- You need a backbone for the Coastside, what is out there is a joke and not realistically useable
- Route 87 needs to come back.
- Can you provide shorter service within Foster City/San Mateo perhaps on a shuttle bus rather than the large buses?
- No
- How this decision is being made after decades of operations in Portola Valley.

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- Will you have any discount for low income riders? Since the Pandemic, most companies are only having people work part time.
- You are the safety span on every route, we all need, to keep safe. Your drivers are social!
- Your "ethnic background" selection is lacking. Where do Pacific Islanders, Japanese, Indians, etc... go? Why not have "Asian" as an option??
- I understand the complexity you face in balancing areas covered, frequency of busses to budgets. I took regularly busses in San Francisco for 25 years. My experience has taught me that interconnectivity between routes, whatever they are, is paramount for moving people effectively around the area. If not, people are back in their cars. I'm hoping the county can work with these other transportation agencies to better coordinate transfer timing.
- Expand BART to SJ please
- High school student who is considering SamTrans as a means to commute (currently using Caltrain).
- I want transportation to get to parks on the coast including pigeon point lighthouse and ano nuevo state parks.
- Cleanliness, hygiene, noise levels.
- Since I am not a rider, I currently do not have a personal stake but as a member of a community I believe our service industries should always be looking for more efficient and cost-productive ways to serve our communities.
- When my children were in junior high, I bought them a bus pass....for the summer. It was a great decision. They learned to get around using the bus to visit their friends...and walked and lost weight and were independent. A great idea to encourage junior high and senior high school age students to foster exercise, independence, and a resourceful, problem-solving attitude. I think there should be an advertisement for this age group. And I believe there should be revenue devoted to public transportation.
- No choice to decline income information
- Why do you run busses with only two or 3 passengers, max.? Run busses that are full or cancel that route
- Think carefully about the wasted funds to staff and run empty buses. For better or worse, this is still very much a car-centric area. Maybe trolleys or smaller, cheaper to run vehicles could eventually cover a couple of "infrequent" routes from college campuses or from the coast, concentrate this effort on getting people to the trains and BART.
- Do not cut down service through Montara

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- You have a tough job; there is no way you can please everyone. I appreciate that you're trying.
- Thank you for providing this survey. I'm very excited by the proposed new express route to SF from San Mateo, though my dream is to bring back the 292 express. Fingers crossed! Thank you
- Please serve schools, connect to rail transit, address last-mile access, use more, smaller, electric vehicles, and maximize flexible, on-demand service.
- Years ago I lived in Palo Alto at Cambridge and El Camino, and my then-gf (now-spouse) lived near Hollenbeck and El Camino in Sunnyvale, and we used the VTA 522 \_all the time\_ -- but the 522 ended its northbound route when it crossed into SM County, so I couldn't just ride it all the way up to SF. SO DUMB. If it were up to me we'd have a \_single\_ regional transit authority -- the "Seamless Bay Area" vision. All of you guys at SamTrans, VTA, Muni, AC Transit, etc., need to get serious about making a single regional transit system.
- Single regional fare for multiple modes of transportation.
- Need to restore service to the stop on College Ave. near Sharp Park Rd. Nearest bus stop is over a mile away, at Skyline College.
- After sheltering for over a year, I plan to start riding again, hopefully soon, when COVID rates stay down (plus I'm fully vaccinated). Like that I've seen bus windows open! Good air circulation important to me! And mask wearing policies! And I must add that the vast majority of SamTrans drivers are friendly & considerate to this cane-using passenger. Thank you.
- I have live in San Francisco for 20 years. And seen the changes in the bus system. And for the past 7 years I have been commuting from San Francisco to Burlingame. And the only thing that I don't like about the system is that sometimes the bus goes really fast and because it has to be at a stop at one time. The bus driver has to stop for at least 10 minutes in one location to wait for the time to go again.
- ECR and ECR Rapid should run extended hours and weekends. Can't remember if it does. ECR is the core line that connects points of interest: SFO and the city of SF. People go to SF evenings and weekends. People fly into and out of SFO evenings and weekends.
- lot of seniors who don't drive and don't qualify for ready-wheels have no transportation in my community.
- Would use Hopkins rather than Jefferson to reduce travel time.
- I don't like the assumption that families in portola valley have more resources and flexible time for kid schedules compared to other towns.
- I do! Need to get the existing times correct you are advertising incorrect bus start times. Need to do better job for SamTrans and stop taking service away from

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people. We do have Senior citizens, and people with disability that take the bus. It needs to be an even playing field for everyone. U all drive plastic cars so you do not know much about the bus system. Not to be rude but telling the truth!! More bus service the more people will ride. Need help at keeping the buses clean on the 296 route. They are pretty dirty!!! keep complaining and nothing is being done.

- I think because of Covid many people loss lots of resources/money. The SamTrans transportation will be a key resource for everyone who has been affected financially by Covid. Take into consideration the people who had to sell their cars to make ends, the people who couldn't finish out their loaned car due to job loss, and the people who are now disabled due to the horrible after effects of Covid. Do what you. An to expand routes please.
- I myself and other Seniors rely on SamTrans for transportation to all of the Senior Centers, Medical Appointments and other daily necessities. You claims you're improving the routes; however, these changes SamTrans always makes or suggests, make it more difficult for the seniors to get around the peninsula. We are not able to drive and don't have family members around at all times to assist with our transportation so we rely on SamTrans solely.
- The loss of route 85 is very upsetting.
- I would like a faster alternative to ECR for students travelling from west SF to CSM.
- I think it'd be safer if you can provide another bus at the end of the school day for Route 61. Kids are pushing into the street on Alameda and Club to wait for the bus. It's a not safe situation for anyone - kids, cars.
- I greatly appreciate the bus service and was thrilled to finally have San Carlos schools served again when the 61 restarted in 2018
- Add Design Tech High School to your maps and thought process
- Regarding 295: --The 295 should be retained along Alameda to Redwood City Caltrain and to the Youth Center at Burton Park. --The 295 should use Hopkins Ave instead of Jefferson or Whipple because of increased travel time and train signal back-ups --SamTrans should work with Sequoia High School to align 295 schedule with school start/end times --The long detour the 295 makes to the Cordilleras Center from the Alameda should be eliminated, by serving the Center with a shuttle instead
- Please confirm on the plan what happens to the service in our community. It was completely left off Plan A, B and C.
- please bring back full service timetable for FCX
- Route FCX must continue

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- We need better bus service to SFO. BART is too expensive and doesn't operate all night. We need bus options for SFO employees and travelers, including night service.
- we need more buses that also connect to train that go up to San Carlos Hills
- Adjust ECR schedule between Millbrae and SB BART station not to have buses sit at SB Station for 8 - 10 min and drivers speed past stops between those two stations and leaving riders behind so they can sit at SB Station for 8 - 10 min. Same between SSF BART station and SB Station - buses sit 8-10 min. at SB Station because they speed between those two stations so they can sit at SB Station for 8-10 min.
- We are trying to get my son to use the bus to go to school. We need to connect from Ralston to Alameda. He is in Tierra Linda and later will go to Carlmont High School.
- We do not want any changes to any routes Route numbers the 130, 292, and 140 , 141.
- The school bus service by SamTrans is critical since it is the ONLY way for many children to get to school. Even though we previously lived in other cities where the school system provided full bus service to all children, we have been happy with the commercial bus service provided by the county system even though it is a different model and requires direct payment of fares. Continuing coverage of all school areas is extremely important to us to support all children getting to school regularly and safely.
- no
- no
- N/A
- Lots of people work in the city. Serve the riders who live in the county and have to work in the city.
- Need College of San Mateo to downtown SM and downtown SF.
- We have never had good transportation in Foster City, which has resulted in isolation and lack of activities. It would be nice to have a "call as needed" service that took to key points (i.e. downtown, Hillsdale, Burlingame, etc.) to allow people to get out. I rode the bus for many, many years and getting in/out of Foster City using public transit is hard. There is also no advertisement/awareness of other transportation opportunities. Can a person jump on a company van? Are these only for VISA? What other options are out there?
- I'm not clear on how any changes will affect the current service provided at Bayhill on Cherry Ave.
- Most vital is to have connections to other regional transit agencies but without the long waits or even require a long bus ride to get to other regional Transits.



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- SamTrans has provided us with great service over the years. And the drivers have been great. Thank you.
- Several years ago, SamTrans proposed similar changes, eliminating San Francisco stops for the 292 Bus. For the people living and working and volunteering in the peninsula, nothing has changed since then, with the same needs for people along the 292 route to get to and from San Francisco. This is the only mode of transportation I can afford. Please do not take this away from me.
- Quality, friendly. Reliable. Safe.
- Keep SamTrans running into SF, an important link between SM county and SF
- The stop between El Camino real and spruce bus stops (southbound) walking is hard from that stop to the next southbound to Lucky's San Bruno. Being a senior it's hard for me to walk too long especially when it's raining or very windy!!.
- The San Bruno BART station is closer to SSF than to most of San Bruno and almost requires driving and parking to use. Unfortunately that really detracts from its usefulness to transit-motivated San Bruno residents. Caltrain is much more centrally located and is much more accessible without a car. I wish SamTrans would plan more stops at the Caltrain station instead of mostly at the BART station. It's also worth noting that major housing developments are in the works near Caltrain. That won't happen near BART because of airport restrictions.
- Please include a stop at the train station
- a bus line from Foster City to San Mateo High School
- No
- Again, I like the idea of on-demand ride shares. I also wonder if some sort of bike/e-bike/scooter share offer might entice. I have this fantasy of docking stations at all the local malls and strip malls and sign-up bonuses that include sign-up incentives such as shopping discounts and family plans.
- Don't reduce the stops for the 292. It is critical for many people that it goes into downtown SF.
- Need better communication with your actual ridership about schedule changes. My children have been left stranded too many times due to schedule changes or missing buses.
- Many, not all, MANY drivers need some lessons in manners and being courteous!!! A simple "hello" when greeted would be much appreciated!! And is it now okay to have "standing room only" on buses? Very surprised at drivers who are allowing this!!! And very tired of drivers who won't enforce "no loud music" rules!!!!!!

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- When I was working I used SamTrans on a regular basis. As a retired person I mostly drive, except when going into SF (aside from Covid restrictions). If I cannot drive I would like easily accessible bus transit.
- Improve your ETA. The SamTrans App is terrible. The wait times are always off and I never know when the bus is coming. It's hard to plan travel when you can't rely on the bus following a schedule. It's especially aggravating when you miss your connection to Caltrain because the bus is late.
- It is important to consider personal trips that involve one or more transfers. Better frequency and synchronization with other modes of transit make public transit an attractive option.
- VTA offers 522 rapid service all day and along their entire 22 route. There were times where I wished ECR Rapid continued all the way to Palo Alto and ran later allowing for an option to travel to San Jose when Caltrain is running less frequently. I also remember years ago there was talk about combining ECR and VTA 22 service allowing people to travel from San Francisco to San Jose without transferring at Palo Alto as ECR/22 transfers don't always coordinate well considering the distances the two lines travel and the delay that can occur.
- Balance is important. 100% of ok is way better than 50% happy and 50% angry.
- Reinstate and improve service to Aragon High School from the Norfolk Ave - Parkside area east of 101.
- SamTrans service very important for middle/high school students, with no other alternatives provided by the schools.
- It's great to see that the "reimagine" program is seeking public input for a diverse community. The three alternatives seek solutions to improve transfer and reduce travel times increasing the potential for using public transportation as an option to individual driving.
- You should ask if I use public transit as my primary source of transportation. I do not drive, so public transit is critical. I mentioned this earlier in the survey, but commuter hours should be extended to 8 pm at least.
- Improve Redi-Wheels, Redi-Coast and para-transit
- Don't hire consultants from out of area to decide on routes like SamTrans has done previous years (2008,2010, 2014 etc.)
- 94401
- can you route going to monte diablo San Mateo
- I love SamTrans and will continue to support you!
- I think you should add a single bus that can connect cities on the side closer to 280 because that is the area that could be faster by a lot, but no busses go that way, making trips 4x longer

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- please make your busses more environmentally friendly
- The need to have an express bus that leave RWS to SF downtown or expand the FCX or the new SMC express bus to include Redwood Shores.
- Please remember commuters from San Mateo County who work in San Francisco. 398 and 292 are extremely important routes, and SMX, EPX and FCX help workers like me who cannot afford Caltrain and BART each day. We rely on SamTrans for commuting, shopping, recreation and appointments and thank your dedicated operators for excellent service, especially during the pandemic.
- Please run smx as proposed in option 2 regardless of which alternative is chosen.
- The SamTrans Board is dysfunctional, not so much as VTA, but we face similar problems. The appointed board members are primarily elected officials who do not ride transit and who don't listen to the riders. We need to prioritize the experience of riders and getting them to and from where they need and want to go. The District needs to invest in transit lanes and other infrastructure ideas that will get people out of cars and into busses, bikes, and trains. We are a rapidly urbanizing county in one of the biggest metropolitan areas in the country and we need to get serious on our transit policy. I know staff is super hard working and cares, I put ZERO blame on SamTrans staff, our electeds are the problem. The SamTrans Board should be elected by the people. Also, looking far into the future, some light rail would be super cool, especially along the ECR connecting SF to San Jose. The more transit the better, we need to get people out of cars.
- No.
- No. Just want to say Keep up the good work.
- I would use SAMTRANS if the service was faster, more reliable, and more frequent.
- There is no direct service to summit Shasta high school. You should fix this.
- Equitable service is extremely important to me
- No
- Hoping for improvements that can provide substantial increases in service frequency. Poor service intervals (20 minutes, or worse) are crippling to ridership that has any other transportation option available.
- Please do a public awareness campaign to increase public transportation knowledge and accessibility as well as grow your presence and capabilities. We should be moving more towards a European transportation infrastructure not away from it.
- Consider subsidized Uber/Lyft like service instead of empty bus routes

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- School bus discussions center on high schools, but 6th-8th graders need buses as well.
- I'd like to see the route times/schedule and Am concerned about alignment with school bell schedules.
- No.
- Not enough info to make choices. How much time does it take to get from point A to B? How long would express ECR service take to get to SF? Do all ECR routes stop at Caltrain stations? Smaller, more frequent buses/vans should be option along ECR and on Caltrain to college routes.
- Don't change route 292 PLEASE!!!
- I wonder if transfers will be added.
- Please keep SamTrans safe, clean, and make it more user friendly.
- No
- In the U.S. we think of bus service for people who can't afford cars. In Europe it's just another way to get around. I've seen people there bringing a Christmas tree home on the bus! Frequent reliable service got me on the bus there. How about an ad campaign highlighting your frequent reliable service.
- reduce the size of buses, increase # of buses and drivers, eliminate bus fares, set up computer system where riders can go online to request bus service to the destination.
- the current way the buses are being driven by operators will is leading to buses requiring more maintained and will decrease overall life of them as well, driving at faster pace is completely different then driving aggressively big thing to consider in my opinion
- no
- Please consider smaller, EV shuttles.
- You should add more routes going straight to SF State/Stonestown. Perhaps SF State to Pacifica.
- Add more wheelchair accessible bus stops with coverage. It's nice of you to improve the routes but your bus stops are being neglected. There are many people who use the bus that are in wheelchairs, but not being able to access the closest bus stop is really bad, some places don't even have a sidewalk, so they're just in the street! Please fix this!!
- Please ensure route 19 remains intact for the 2021-2022 school year. Many Pacifica residents rely on it to get to the Ingrid B Lacy middle school, especially those who live in Park Pacifica/Back of the Valley neighborhood which is most impacted by heavy traffic and need the bus as primary means of transportation to and from school.

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- Shelter creek is big community in San Bruno I do hope that the shuttle bus which runs between bay hill and shelter creek more often
- Hopefully the ECR will be able to make a timely connection with the 118 at Colma BART
- N/A
- Want to keep 292 bus line with stop on Brisbane
- Arrival on time always.
- Conduct some market research to learn more about what the different segments of SamTrans's market want from their travel experience (safety, speed, frequency?).
- NA
- Please keep 16 or bus like 49 going to Terra Nova High School from Fairmont Shopping Center area.
- thanks please help
- Thank you
- SamTrans should increase bus service to accommodate Coastside school times and deliver to front of school !!
- so far service is efficient.
- No. Just sad to see that there might not be bus service to Shelter Creek. Would they consider a smaller bus for some areas of service?
- A bus stop near Crystal Springs Road
- Any improvements for senior riders would be appreciated.
- I wish those 60 min frequency buses can improve to every 30 mins. It is a chicken-egg dilemma. Ridership is low because it is so hard to time life around hourly bus service, whereas it is low ridership that results in less frequent bus service.
- You didn't explain on demand service. Eliminating all service along Edgewater Blvd in Foster City is bad. That may be a growth corridor needing transit
- Again I'm old and I do not want a transfer. I like to take 120 route that take me home 5 days a week.
- Time tables need to be more accurate. The 296 is always late, potentially missing Caltrain in a Menlo Park.
- The ECR Express made life difficult for those who needed the regular ECR. The Express would pass us by with only a few passengers on board. Then, when a regular ECR finally stopped it would be overcrowded, with standing room only. It

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- was terrible. I hope that if you reinstate the ECR Express that you do it in a way that doesn't make it miserable for those who need the regular ECR.
- PLEASE PROVIDE REAL-TIME BUS ARRIVALS. I cannot tell you how many times I have stood at the bus stop waiting for the next bus to arrive only for it to be VERY LATE. One instance I waited 45 minutes for the bus that was running behind. Please use NextBus or something similar, San Francisco already does this and it would be VERY HELPFUL to see where the buses are in real-time.
  - The High School bus service is also used by kids in grade school and Junior high and the time needs to work for all these kids
  - You dropped the connection Carlmont Shopping Center, to CSM which my son was planning to use once CSM opened up in person again. Now he will need to use a car to get there in a reasonable amount of time.
  - Thank you for including school related routes in your planning.
  - N/A
  - Caller depends on this bus between Shelter Creek and Airport & Linden and asks that it please not change, especially leaving Shelter Creek!
  - Please keep up the good work in these challenging times. I know running a public transit system in the suburbs is tough on a good year, and horribly difficult with the pandemic. I'm glad to hear that SamTrans is still continuing to innovate and support our community's neediest population, even if buses aren't often full.
  - I think this survey is time intensive and I wonder how you are promoting it among people who actually use the bus regularly? It would also be great to get feedback from students who use the school routes.
  - I have not been a regular rider because I moved here during the pandemic, but would love to become one if my local stops don't get removed
  - SamTrans is doing a great job. Please work on getting real time info.
  - I am not reliant upon SamTrans for regular travel or commute. So, I recognize my interests are more focused on affordable convenience & supporting public transportation. My use is generally limited to the occasional local commute or errands. I primarily utilize the bus to get to SFO, the route from ECR was changed to Delaware. I would prefer an ECR to SFO direct with more frequency, but I've made it work with what it is. The closest stop is 1/2 mile, so weather determines my use. However, with the question about the use over the past 2 years, half of that has been during COVID, which has limited all air travel and the need to go to SFO...or BART for that matter.
  - Please remember that less coverage means serving fewer riders. You've got to serve the schools if you want to have future riders. You have to reach out to people who don't ride the bus yet - recruit NEW riders -- not possible if you stick to El Camino-centric routes

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- I think those who would use the local bus systems fall in those two groups: 1) people who cannot afford cars (physically or financially), and 2) people whose commute is long enough that they don't want to drive if possible (I was in the group 2). Therefore, the bus routes should ideally cover and connect the areas where people who would rather choose to ride buses than to drive by themselves, and the areas where such people frequently visit (offices, downtown, major transit hubs namely BART and Caltrain stations).
- I work at home (for last 15 years) but before that I worked in SF, taking the train and bus daily. So while I may not use SamTrans today I am concerned about any loss of service, especially into areas where there are no other options. My kids are grown, but I'm also concerned about school access (not every parent can drive kids to school).
- More Line 17 service down the coast, please!
- Need park and ride locations for commuters and also SFO travelers.
- It was alluded to in the survey via the EPX and PAX routes, but you need more routes from western SF to the Peninsula. These offer alternatives to people having to either traverse SF to 4th/King/22nd/Bayshore or taking the 28 to BART to Caltrain. And potentially another shuttle to the last mile connection to a business park on the east side of 101. Having express buses from this part of the City will alleviate part of that, but also either add a direction connection (e.g. a Facebook, Stanford) in the South County, or connections to 'local' buses' that will serve other business parks east of 101.
- Bus stops are a mess. Need benches, shelter, trash container at stops and regular maintenance. Better mobile app.
- ECR service needs its own lane. ECR should be car free like Market and micromobility, bikes, and pedestrians should be prioritized.
- I think climate control on buses is a huge thing to keep in mind - I'm someone who doesn't ride transit regularly because I get over-heated in indoor spaces that are over 70 degrees, so making sure that buses are well cooled during the summer and not over-heated in the winter is a massive factor in my comfort with taking (or not taking) transit.
- Fcx is a master mind route, we need more express routes. I have completely re-thought public transit for FC only because of what you guys have shown is possible with Fcx.
- The maps on the first page (Choosing main Alternatives) were too small and it was difficult to decipher a specific Route. It wasn't until I got to the specific route comments where I could see the details of the individual Routes.
- Our son has been a regular user of the school routes so we hope to see those come back as we have other children whom we hope to see also use the buses to get to/from school. The lack of school busing has made getting to/from school

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a challenge during the 2020-2021 school year. I would have also considered using SAMTRANS more if there were better connections to Caltrain & BART. Since there aren't, I haven't used SAMTRANS much in the past.

- I think on-demand buses could be really good for a subset of the community (elderly/handicapped/maybe people without a DL). If you could extend coverage or partner with Uber, it would make our roads safer.
- You should be asking respondent's age. I am a senior.
- We look forward with hope to better SamTrans service.
- Please keep the neighborhood routes. Else do not eliminate neighborhood routes and give that money to boost up the ECR routes.
- Please consider installing lights and camera in shelters at bus stops and extend protective overhang to protect riders from rain.
- I like the 'bike rack' option on the front of the bus. Encourage people with systems to bring along whatever conveyance people need for their 'first and last mile'
- No. We appreciate and need SamTrans: we both stopped driving years ago. We depend on public transit and really appreciate SamTrans.
- We cannot depend on BART. It is expensive and remember the BART strike????
- Buses should never be 30 minutes apart during weekdays.
- system should include weekend service to county and peninsula parks and recreation. If the goal is to increase ridership and decrease auto traffic, why should residents have to drive to access all outdoor activities?
- to make it easier for low income riders to ride the bus.
- I understand that much planning and effort goes into the design of routes, but I in general implore the county and in general officials to better consider the needs of riders. Improving access to concentrated work areas, the frequency of rides and the efficiency. I lived in Chicago and I did not own a car, because it was not necessary for my daily commute or access to the city centers. Equally I have lived in Tokyo Japan, where again it was not necessary for most to own a car, because the transportation systems were impeccable in both coverage, efficiency and frequency. The bay area is densely populated with commuters who each day are stuck in endless traffic jams, each riding their own car. I do not understand why here, of all places, it appears impossible to provide adequate public transportation to make it obsolete for people to each drive their own car to work, not to speak even of those who cannot afford to own a car. Car ownership does not equate reluctance to take public transportation. It entirely is a matter of convenience. It is too inconvenient on all fronts in the bay area to take public transportation unless perhaps living in the city.
- n/a



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- N/A
- 1. I would love an express bus from Redwood City to downtown SF. BART doesn't come to RWC, and Caltrain doesn't go near my work (Mission Street, between 5th and 6th). So I drive from RWC to SSF and take BART to Powell Street. I would love to just take one bus or train in the mornings, when I return to the office! 2. I am a former Spanish/English interpreter. I have never heard the expression "horas pico" before to refer to "peak hours." "Horas punta" is how I'd translate that. I did some research, and no bilingual person I talked to knew what "horas pico" referred to, and all of them said, "horas punta" was a better phrase. 3. The route and route numbers in your three options were very hard to read. The images should have been much bigger and sharper.
- I frequently use the KX route and would appreciate a higher frequency of KX busses as it is a great option for getting to the airport.
- why's there so poor service on a Sunday? what would be infinitely better to know is that pricing was unified so going from foster to city by SamTrans to Caltrain to BART or SamTrans along or SamTrans to Caltrain all cost the same money.
- Only SamTrans line serving the Bayshore and Brisbane
- I just want to see a full ECR rapid service on the whole route and more frequent buses on the 292
- As is.
- N/A
- I was riding the FCX and loved it until the pandemic. Please continue with this as I believe it provided such great benefits to commuters to San Francisco and took off so many cars off the roads.
- If there could be a combined Caltrain bus pass free to those in need. Thanks
- Wish there was at least one SamTrans line that went to Stanford's campus since there's lines that go into San Francisco county.
- I use an electric bike and was disappointed when a SamTrans driver told me those couldn't be transported on SamTrans buses. Other bus and rail agencies allow them and this policy disincentivizes me from using SamTrans services for first mile/last mile trips.
- Member of Complete Street Safety Committee which includes finding ways to get people out of their cars.
- I need wi-fi on the bus like you provide for the Foster City people :)
- 292 drivers are nice. Please add a plastic shield on top of the ticket machine to protect the drivers. Suggestion: Delete 1 stop on 9th and 10th Street/SF not much activities. Delete more stops on Portola instead stopping every block except the stations on 24th Street, 22nd Street and 16th Street where there are

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more activities. Delete the station on Bayshore Blvd/Arleta as there are many problems. Always have passengers try to get off the bus which create a lot of problems for the drivers. Drivers also need to make a special slight right turn to the station and always have to wait in line with all other Muni buses to get to the stop. Can keep the station in the next block where it is very close and driver can easily stop and save a lot of time in waiting and handling issues. Suggest outbound 292 driver exchange in the afternoon at Airport/Linden station since there is a parking area at the station for the SamTrans company car to wait and there are many passengers get in but no passenger get in at the Brisbane station.

- High frequency and express service would make me most likely to use bus service again. Additionally, this should be coupled with bike infrastructure to make getting to express stops easy.
- The average rider is not going to be reached by a postcard in the mail. I do not expect the Agency to get many comments as the effort to reach actual passengers is not well planned. I can no longer support SamTrans. The changes will eliminate access to my neighborhood. I am fortunate enough to be able to buy a car and no longer support public transit. I am now a net detractor of SamTrans. It is not a value to the taxpayers.
- Post schedules at each stop. Places to sit even if not covered.
- Thank you to all the people who work at SamTrans. Public Transit has been hit hard, but I'm glad you guys are pulling through! I really appreciate the community outreach, and I'm really impressed with proposals. Hope to ride with again soon!
- Why do no buses go to Woodside? I need to go to Woodside Rd & Miramontes 2 days a week.
- Thank you for the survey!
- Absolutely. There are three essential customer classes - school, worker/employees and interim day users. The proposal continues to commingle these classes to derive a route scenario - a formula for failure
- Hello, when SamTrans changed the 292 route in San Mateo (keeping on Delaware St. instead of turning on 9th and B street -where they have a bus stop-, SamTrans forgot to add a bus stop on Delaware. I reported this missing twice and nothing has changed. From 10th and Delaware, the next bus stop is on 2nd and Delaware! Can somebody pay attention and do something adding a bus stop! It is hard for people with disabilities and old people to walk so many blocks! Thank you very much!
- What is the effective date of change?
- do what the majority wants
- Your drivers have done a great job during this pandemic. Thanks to all of them.

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- Thank you for all your work on this important project.
- N/a
- This survey was well thought out, very clear, and very much appreciated. Thank you for giving us the chance to give our input.
- Not clear if SMX has just one single stop in San Mateo
- during peak commute hours, target services in getting people directly to major job centers like SF and major rail service stations like Hillsdale Caltrain, Millbrae BART/Caltrain, and Redwood City Caltrain because these Caltrain stations has the most express rail services. In none peak hours, more frequent local bus services to all rail stops and downtown and shopping destinations. many commuters north of Millbrae prefer to be expressed to Millbrae BART station for either BART or Caltrain express service. There are a lot of mid peninsular residents work at the tech and bioscience centers at SF Mission Bay and SSF Oyster Point. If you check, majority of the peak hour Caltrain commuters work at Mission Bay. There is a high demand there if there is direct bus to the 4th and King Caltrain station.
- Please reconsider your reluctance to incorporate a bus line that would include Mission Road in Colma! SamTrans is assuming that our veterans at Mercy Housing can easily walk to a bus stop. SamTrans is assuming the vets who live there have no mobility issues and can easily walk to the nearest bus stop. The majority of the vets who live at Mercy Housing cannot easily walk to ECR to continue northbound on your ECR bus or walk to ECR and then cross 6 lanes of traffic to catch a southbound ECR bus. A recommendation is to get your staff to pay a site visit to Mission Road and bring some borrowed wheelchairs or walkers. Then have your staff try to get to the nearest bus stop using the borrowed wheelchairs or walkers. It's one thing to determine your bus routes from the comfort of an office using Google Maps but quite another when you actually visit the area
- No
- You should buy electric buses, more silent, more comfortable and better for the planet. You should buy smaller buses too, it's sad to see big buses empty.
- to be fair, I've only ridden 292, and only to get around the city of San Mateo, and for the distances I ride I frequently am choosing between biking or taking the bus
- please make your service more on time. at the BART stations install readers that will alert passengers if the buses are coming or not. the readers should also show what time the buses are coming.
- like route 130
- Fare

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- I want to support SamTrans and do not like driving. If the boulevards around my neighborhood were safe to bicycle, I would happily ride to my bus stop to get around Daly City and run errands and get to the BART station but with low frequencies in my neighborhood, this is not practical.
- Caller hopes they will not cancel this route, she needs this bus desperately . .
- Yes, please, please, please add a GPS to your buses and an app so commuters can know how far away the bus is.
- on demand geographic range
- The current level of service is unacceptable and the charge for each ride is too expensive.
- I really want SamTrans to focus on making more connections to BART/Caltrain/ferries and to the city. And more focus on BRT. I want fast reliable service that makes it easy for me to make connections to the region. It's tough because I do feel like SamTrans misses the mark on coverage and could do a better job covering residential and commercial areas.
- The mailer has the word "Alternatives" spelled incorrectly
- Always be on time, driver should not be early nor too late
- While I live in San Francisco, I am the Principal of a high school in South San Francisco and our students utilize SamTrans.
- We need some kind of viable bus service to continue in the southern portion of the city of Foster City.
- Thank you for your hard work, and for considering the needs of working people in the Bay Area who need transit.
- You are doing a very fine job. THANK YOU!
- Please look into people's needs. We voted and passed to move sales tax to have better services.
- I chose this senior community to live in partly because of its closeness to public transportation. While I've used SamTrans and appreciated it, the unpredictability of a bus's arrival time has been an annoyance.
- no
- leave everything as is except have the 121 bus go every 20 minutes. It's a very popular route and you are neglecting it. Having it every hour is not fair .
- SamTrans leadership should insist that they provide people (project manager(s), analysts) to fare/route regional integration to shape the future (e.g. merging the bus operators) for SF Bay Regional Transit instead of waiting for others to tell you what the plan is. Especially, because you care about your staff and they will appreciate your support as major changes in organization structure develop.

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- This ignores the temporary impact of closed offices. It sounds like I may not have a SamTrans options to return to.
- --
- It was difficult to compare routes near my home, since the maps omitted many streets, and almost all street names. So I was unable to compare based one of the most important factors -- service near my house.
- seems quite complete
- No
- Thank you for trying to make SamTrans better and more useful!
- I wish busses were more accessible. I will probably get an e-bike for shorter distances. on demand bussing would revolutionize mass transit in the bay area. main focus should be on people trying to get to and from work. I take mass transit in other countries but in California it doesn't work.
- Yes you did miss my point. Busses that match the local schools. Like 295. It would be more likely that me and my children would use the bus daily if the frequency was better and that the arrival times fit the Carmont High School schedule. The bus could have higher frequency in the morning hours and again when school ends. And even lower frequency on weekends.
- Explore dedicated bus lanes so that service can be faster and more reliable
- should have options not to answer identifying info
- I would appreciate it the 120/122 appear more frequently in the mornings and after school. There is no direct bus to Summit Shasta. I think it would be beneficial if there was one that runs between Broadmoor Village to Summit Shasta or Serramonte to Shasta
- I've used public transit much less in the past year due to COVID-19 and working from home. I also moved, so I honestly have no idea what public transit is like in my current neighborhood, because I've never used it. I work at Stanford Redwood City and having \*one\* method to get from home to work would be amazing.
- You people are scum.
- no
- I think that, instead of just modifying the current bus system, a completely new integrated rail and bus system should be proposed by outside experts. I'm afraid that these three plans just put a Band-Aid on what already forces people to stay in their cars. Now that our economy is good, we should be thinking in terms of building new mass-transit infrastructure (maybe with Federal help).
- N/A

## Appendix C: Public Comments on Alternatives

- fare coordination schedule coordination timed transfers
- I would like to add to my earlier comments. If the Shelter Creek service is discontinued, I would also lose access to the Senior Center as well as the library and City Hall. I would be forced to take cabs wherever I need to go as I do not have family in the area. Please reconsider dropping the Shelter Creek service b
- Many seniors live in the Shelter Creek area. I cannot walk to El Camino Real due to severe orthopedic issues and would essentially be stranded. I would have no access to the Bayhill mall or Kaiser (Traeger Ave), locations I depend upon for groceries, postal services and pharmacy/medical care
- An express bus that follows the 292 route and makes limited stops within the county would be great for commuters.
- Any chance of making the southbound ECR stop closer to Millbrae BART station?
- Need to keep service to San Francisco
- There SHOULD BE an option not to answer questions of race, income, etc.
- Keep the 121 going down Gellert Blvd in alternative #3. Don't neglect access to Gellert Blvd for the elderly.
- Don't cut the 122 bus line at Colma BART!!! Cut the 122 in half at SSF BART!!! And create a new separate bus line with that purple line in the alternative #1 section for the 122. And clean the buses more. Especially the 122 line. They seats are dirty!!!
- SamTrans is one of the only all day available options to leave our area.
- N/A
- Would be nice to see earlier service. I take Caltrain southbound in the morning and using SamTrans to get there is a real challenge.
- no
- Keep route 85 please!
- I am elderly and household income does not reflect my income
- Keep route 292 and 398 as is please. Those are the 2 main routes that I primarily rely on.
- I think in general stops are too close together which makes the overall routes slow. Also, I lived in London for years and because service was reliable and consistent and constant (every 15 mins) it was easy to use without being a planning nightmare. We need a service that works so that you just can show up at a bus stop. Otherwise we may as well just subsidize Uber - it likely would work out cheaper.

## Appendix C: Public Comments on Alternatives

- You haven't addressed parking needed to use SamTrans service. Scheduling stops at PARK-&-RIDE lots along I280 in Palo Alto and Woodside would enable increased ridership!
- It seems so unfair that you are increasing frequency for people who already have an option but considering completely eliminating bus options for an entire community.
- As a senior citizen, it is sad that there is no public transit available to me when I start having trouble driving.
- Again, you need to seriously consider a merger with BART!
- I just want to say that our family really relied on the bus service to school. We live near the Skywood bus stop on Skyline Blvd. It was such a good way for the kids socially as well. This will make it extremely difficult this fall when my daughter will be attending high school because each of my kids, one at Woodside High and one at Corte Madera will have a start time of 8:00. Putting my son on the bus to his school would allow me to get my daughter to school on time. It was also such a sweet thing to have the kids and their friends take the bus on Thursdays from school to the PV farmers market. Please reconsider these routes.
- Thank you for soliciting feedback
- NA
- Please keep the 85 route from Ormondale/Corte Madera school to Skyline 35/84 intersection.
- Keep the 85.
- It's so upsetting that you're not servicing anyone west of 280 other than a route over 92. Connecting the coast to the peninsula WHERE PEOPLE ACTUALLY LIVE ALONG THE WAY would be a beneficial service. It could cut down on vehicle traffic. And that's just the principled let down if you completely leaving off this portion of the county. To stop transporting kids, when people purchased homes knowing there was a route if needed... really really upsetting.
- Do not cancel the transportation between skyline and the schools in Portola Valley
- PLEASE: keep the school bus
- Whichever plan is ultimately chosen I appreciate the dedication and professionalism shown by SamTrans and Caltrain employees, especially during these challenging times. Thank You!
- I depended on you to get around as a high school student so thanks for existing.
- If there are opportunities for me to discuss further service improvements on any of the routes, reach me via phone or email. I will be more than happy to explain additional ideas not listed in any of the Alternatives you've provided.

**Appendix C: Public Comments on Alternatives**

- My household rides Route 121 and 122 on a daily basis and buses on El Camino Real occasionally. While I don't mind riding buses that have 30-60 minute frequencies, it's frustrating when there are no timed transfers to and from BART and Caltrain stations. Regarding the alternative that splits 122 to two segments, this would easily make most of my destinations more difficult without benefiting from the improved frequencies (I'm at King/Callan), especially if there are not timed transfers between buses or if the bus stops are far apart. Is SamTrans pursuing a hub and spoke model at BART and Caltrain stations so that passengers can easily transfer between buses and/or rail service without worrying about timetables?
- It would be nice if there was a bus stop in the vicinity of San Jose & Alemany on the Daly City/SF border so the walk home would be shorter.
- In high traffic area, may be a good idea to have a designated lane just for buses only.
- We need express service from the Coastsides north to Colma BART.
- SamTrans needs a better mobile ticketing app. The UI is hard to use. The mobile ticketing feature needs to be integrated with the Transit App. AC Transit already uses this feature .
- Would like to see a new route connecting Daly City BART and 3 community colleges when classes are back in session. The services to individual colleges (from the lower areas) are good, but not for those getting between colleges.

Chinese Comments	English Translations
<p>我希望有一条线路可以从E Market 街直接穿过 San Pedro Rd 经过 Eastmoor Ave 去Skyline Plaza购物。否则我们住在 94014 这个邮区去那里要用很长时间到达那里，至少还要换乘 一次。 如 果有了这条线路可以更加方便。 特别是住在 E Market Villa Fontana Apartment 那里有很多亚裔的老人家，他们经常会去Ranch99购物。这样可以减少时间和 车费， 他们会非常感谢</p>	<p>I hope there is a route from E Market Street directly through San Pedro Rd and Eastmoor Ave to Skyline Plaza for shopping. Otherwise, we live in the 94014 postal area and it will take a long time to get there, and we have to transfer at least once. Such as With this route, it can be more convenient. Especially when I live at E Market Villa Fontana Apartment, there are many Asians Of the elderly, they often go shopping at Ranch99. This can reduce time and fare, they will be very grateful</p>

Spanish Comments	English Translations
<p>Conductores amables. Muchos conductores maltratan a pasajeros y son racistas.</p>	<p>Friendly drivers. Many drivers mistreat passengers and are racist.</p>



**Appendix C: Public Comments on Alternatives**

Spanish Comments	English Translations
Yo quisiera un bus que me lleve a otras escuelas. Como Kennedy o Taft vivo en Middlefield y camino mucho	I would like a bus to take me to other schools. Like Kennedy or Taft I live in Middlefield and walk a lot
ECR hora mas temprano 5 am 7 dias a la semana	ECR earliest hour 5 am 7 days a week
No mas esperan si va a cruzar uno la luz aunque vean a uno que ya casi llega se van Quisiera que carriera un bus por toda la University hasta el puente Dumbarton	No more waiting if one is going to cross the light even if they see one who is almost there, they leave I would like a bus to take a bus across the University to the Dumbarton Bridge
Me gustaria que la ruta del 250 Fuera la misma de antes cuando pasaba por la. Calle bayshore blvd y por la humboldt st	I would like the 250 route to be the same as before when it passed through the. Bayshore Blvd and Humboldt St
Requstar que pase por la quinta avenida entre Bay y El Camino Real	To request that passes through the fifth avenue between Bay and El Camino Real
Le gustaria presios mas bajos y ayudas para personas con escasos recuesos.	He would like lower prices and help for people with low recumbences.
Yo quisiera un bus que me lleve a otras escuelas. Como Kennedy o Taft vivo en Middlefield y camino mucho	I would like a bus to take me to other schools. Like Kennedy or Taft I live in Middlefield and walk a lot

## Events

### Nuestra Casa Alternatives Workshop (4/16/21)

- Service to new areas is a priority. They were conflicted over trade off of walking or speed. Said elderly and families need buses close, but also understand that people need to get to jobs as fast as possible. CAC Workshop (4/28/21) EPA-Bob: concerned about EPA not getting much new service, group discussed that the 296 would get 15 min service all day and every day, 280/281 would get 20 or 15 min service, on-demand zone
- Service to new areas is a priority. They were conflicted over trade off of walking or speed. Said elderly and families need buses close, but also understand that people need to get to jobs as fast as possible.

### Brisbane City Council (4/15/21)

- Coleen Mackin - stop reduction; have you thought of using the Caltrain model with express trains; so alternating with express service
- Madison Davis - would hate for a decision to be made based on pandemic numbers
- Mayor Cunningham - Brisbane is a really small town, 4,500 people. We don't have a lot of people who are going to take a bus anywhere. If we add a metric that isn't your profit making or your ridership, but we make a metric of what is the

service provided to each community, for Brisbane we have one bus which is 100% of our service. Even though the ridership might not be high, we could increase the ridership if we could get people on the bus.

### **Pacifica city staff meeting (4/22/21)**

- Kevin (City manager) asked about a direct route to Millbrae.

### **Grand Boulevard Initiative (4/26/21)**

- Tyler: Mid-Peninsula Open Space: Thinks we should have longer hours for microtransit in HMB.
- Raayan (Team C) - wanted to know the Rapid frequency and how Microtransit would be operated (contracted operation). City of San Mateo - wants to make sure we bring people from the residential locations into downtown

### **Commission on Disability Rights (4/26/21)**

- Some interest in microtransit; questions about service in Brisbane; discussion of paratransit service area changes

### **TEAM C (4/27/21)**

- Lots of questions related to seamless connectivity; questions about why alternatives didn't include service to more regional locations (Golden Gate Bridge); wanted to make sure we were working with Muni on ALT 1 where we truncate service into SF; questions about when we would fully restore service post pandemic. Team C is going to pull together their own outreach meetings to discuss the Reimagine alternatives and send us their feedback.

### **Nuestra Casa Governance Committee (4/27/21)**

- Need later night school service for M/A HS, is there anything other routes can do. Interested in microtransit but took some explaining, unclear if they think people will use it. Most critical to make sure people can get to Ravenswood health clinic, other key locations. Love the EPA/Stanford connection. Love connection to community colleges.

### **Daly City BART Outreach (4/27/21)**

- School Routes: School Routes are a priority. This rider's children have to transfer at Daly City BART; they live up the hill from the DC BART station, and attend school at Summit Shasta and Oceana HS. A one seat ride would be best.

### **Daly City Partnership outreach (4/27/21)**

- Generally people were in favor of more frequent busses. They liked the idea of knowing a bus would come soon (15 minutes) even when just missing a bus.

### **Pacifica Climate Coalition (5/3/21)**

- Rick Nahass - SamTrans separates mid-coast from Pacifica. Why is there no bus from HMB all the way to Daly City BART? Highway 1 to the Golden Gate bridge is a corridor, would be good to go up the coast without changing at Linda Mar. City Council has formally adopted the Seamless principles. SamTrans will come and say "we don't have the money for this it's not funded." Maybe not for 2022, but if you are looking long term with integrated fares legislation. think about how you can take an incremental step in that direction. Think of the coast on the weekends as like a commute between 10:30 and 2 p.m., huge traffic.
- Cynthia- The combination of the two Brisbane school routes is very smart. But need to make sure the Oceana bell time is met. Really excited for better transfers and on time mobile app.
- Deirdre Martin - covering of Crespi completely is a problem, kids get dropped off at that park and ride in Linda Mar. You are missing out on too much of the southern population of Pacifica. Linda Mar has a ton of kids in the flats.

### **Half Moon Bay City Council (5/4/21)**

- Commented that we need to make sure we take care of people who are "going over the hill" recognizing the long-term impacts of Covid/telework trends and the viability of express bus service is unknown at this time. They feel underserved by SamTrans.

### **Brisbane Farmers' Market (5/6/21)**

- School Service: More buses after school. Students attend club meetings and other after school programs. Skyline College: Request for better/easier access to the Skyline College campus; perhaps a direct route. It is currently very challenging to get there by bus. Millbrae Station: Request for better access to Millbrae BART and Caltrain stations from Brisbane. Paratransit: Request for more Paratransit/Accessible Services involvement in the COA process. Paratransit: Request to improve Redi-Wheels. Other miscellaneous comments/questions: Why is there a food truck in the Brisbane P&R? It is apparently taking multiple parking spots. Is it legal? It seems that SamTrans does not own that lot.

### **Coastside Transportation Committee (5/7/21)**

- Route 125 was talked about but it's not on the website, goes to BART station in Serramonte. Important for Mike Levinson from PCC to get to BART. If service from Serramonte to BART is cut out, that would be very hard for him. He needs the all-day connection. Christy told him Route 125 would provide that service but it's not on the website.

## Appendix C: Public Comments on Alternatives

- Puente - they schedule appointments but it's not every day. Need SamCoast. Service as it is right now is good.
- Sandra Winter - on demand shuttle is a really good idea for HMB. Pacifica also now has a subsidies taxi ride system that is extremely successful. Tina said seniors like a regular bus schedule more than on demand. Sandra thinks seniors love on demand. You should do participant training before you launch.
- Mike - is it possible to have the driver of fixed routes to help book the on demand connection so that the route is timed well to the fixed route bus.

### **Pacifica City Council (5/10/21)**

- Requested FLX Pacifica weekend service to serve seniors in back of the valley, Terra Nova & Oddstad areas.
- Public Comment asked for slow, deliberate approach to service changes.
- Vice Mayor asked for one-on meeting. Will see if she follows up. Requests to understand the data that is being used; questions about what outreach we are doing, particularly to schools;
- public comments requesting Hwy 1 corridor service & direct service between HMB and BART/SF

### **East Palo Alto staff coordination (5/10/21)**

- Concern about Woodland Park apartments losing service, but pointed out that this area will be redeveloped in 2-3 years and all residents will move out, 120 units to 600 units. Open to working on bus stop improvements together. Discussed TDM ordinance plans

### **Belmont City Council (5/11/21)**

- Charles Stone - If you do anything that causes school service to Ralston or Carlmont that will be diminished or make kids late, prepare yourself for a deluge of angry emails.

### **Ravenswood Health Clinic meeting (5/12/21)**

- Ravenswood Health Clinic mostly draws patients from Redwood City, North Fair Oaks, Menlo Park, EPA
- East O'Keefe Apartments and Woodland Apts (both west of 101) are key residential areas for low income households. These areas should be in the on-demand zone. Likes idea of on-demand service, thinks it would help people access the clinic. Some people, especially recent immigrants, are fearful of using the bus and knowing how to use it.

### **Colma City Council presentation (5/12/21)**

- Raquel Gonzalez - noticing that through Colma the main places that his is Colma BART. Other than that I'm not seeing anything, namely mission road. We have requested a shuttle. If there is not a route, but are there other considerations like an on demand service. The new route to skyline should go to Colma as well.
- Will you take into account the COVID parameters. With consolidation, will there be compliance for spacing.
- noticed that some bus stops have nice canopies and some don't. Asked them to go through city for requests, but we are looking holistically at bus stops.
- Helen Fisicaro - used to be a stop at veteran's village and now it's gone. We have been asking for years. Also lots of senior use this stop for visiting their dead relatives, many seniors. Will connect us with the cemetery to make sure those folks are signed up.
- John Goodwin - paratransit is too slow. People wait an hour for their ride. Put yourself in the shoes of those veterans and the elderly people who are visiting the cemetery. Not an easy walk. Making people cross six lanes of traffic. This is an equity issue.
- Stephanie Morgan - at Mercy housing. Very difficult traveling in Colma. Sometimes they are carrying bags. It's often windy and cold. It's a really hard walk. Please run down mission road.

### **Portola Valley Town Council presentation (5/12/21)**

- Questions about how often this is re-evaluated, do they have to wait 10 years to maybe get bus service again. Suggest outreach to school district Superintendent. Concerns that we are "tipping the equity scale" too much in the wrong direction and not making all residents of the county feel supported. Mentioned RHNA housing goals and that more affordable housing may come to PV.

### **Menlo Park Chamber of Commerce (5/13/21)**

- Fran Dren - thinks efforts should be put into Belle Haven, believes in equity. Against cutting any route at VA. Wants use to be transparent in showing why we are increasing frequency, impact on costs, etc.

### **Burlingame City Council (5/17/21)**

- Councilmember Brownrigg - this is a really thorough process. Really appreciate what you do. Two metrics that resonate the most with me is have potential to drive ridership. Want to help as many people as possible. Couple that with equity. Would love to see us, not in this study, but over time get SamTrans more involved in first mile/last mile. We should have shuttles connecting to the fixed route, we want to work with you in Burlingame on this. Mayor O'Brien - working to

become an age certified city and so we need to make sure to look at this from a seniors perspective, please look at your feedback from seniors. Public comment - Sandra Lang - Do any of the alternatives look into the shelters?

- If we continue to allow SOV to rule El Camino it hurts existing riders. SamTrans riders are lower income/working class, and they suffer the most from the lack of investment into transit.
- Krystle Cansino - please be sure to have a shuttle system. Seniors have trouble going up the hill to the bus and miss the bus completely. Some of the clinics they go to do not have shuttles. Also we need more bus shelters. Lots of people who work late at night at shopping malls and are standing, 10 p.m. no bench or shelter.
- Email - Rayan - draw special attention to El Camino Real corridor. Burlingame should do everything it can to push for Caltrans to do BRT.

### **Portola Valley School District (5/18/21)**

- Roberta - Superintendent; Karyn Bechtel – former Board; Brooke Day – current BOD. Public comment at their BOD meeting – survey for families of school aged children. The survey felt like it did not address the school routes. Not sure you are getting feedback you need from the community. Way the questions were formed. Our district boundaries cover a large area and we do not have alternative safe routes to schools. Will be submitting a letter on behalf of the BOD. They do provide transportation services for students with special needs and students who participate in a transfer program from EPA. Rely on SamTrans for additional route. Families that need a “back up” transportation system from the library after school. Priority is afternoon service. Make the library a focal point.

### **San Mateo United Homeowners Association (5/20/21)**

- Lisa Tanner - Two schools on that line and narrower streets, curb bump outs, 28th Ave is being prepared to be a bike Blvd. so unless you are working with the city to slow cars down it will be very bad, between the bikes, speed humps, curb bump outs, bike paths. Hillsdale has much wider streets. Residents on 28th would also go bananas. Speaking on behalf of the neighborhood assoc. in that area. Did the community college BOD members talk to you at all about serving? they have been talking about enrollment being down due to lack of transportation so very concerned about any reduction in service.

### **C/CAG Board (5/24/21)**

- Canepa - thank you for getting into the communities; asked about fare box recovery; where is the opportunity relative to revenue; where are the places we have an opportunity for increased revenue;

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- Addiego - interested in microtransit; "we" have a free shuttle and don't know our ridership. Without the young people it's a hard time for the shuttle. If SamTrans is down to 10% or less of fare box, asks Canepa to for the county to pay for free service.
- Papan - as some of the routes go into SF, and I see the google bus, can we get a piece of that and have the corporations subsidize the rides. Public/private partnership.
- Hurt - curious about public/private partnerships we can form with business hubs. Got worried when I saw the alternative that did not go into SF but appreciated your comment on taking pieces of all three. I think we need to keep going into SF and the business hubs. Microtransit is a very forward thinking idea. Can you expand on the future on how we do operations as well as capital costs.
- Gehani - asked about how many survey responses. Are you expecting ridership to increase when the federal subsidy comes to an end. Chaung - one question is about reliability and we don't have density. Basically saying we need real time information.
- Schneider - Millbrae as microtransit - will that go to the middle and high school? We are hoping to bring a shuttle system with all the new housing. Would that take away our ability to qualify for a shuttle. Make sure you work with staff. We have neighborhoods really impacted by airport and BART parkers. We get a lot of people pushed off BART. Is there a way to put that on your workplan if we are deadheading buses they pick the people up and move them to SF. We have tried to have that conversation with BART and have not been successful.
- Papan - clipper and integrated fare. Wanted to make sure we use the Clipper card in SamTrans and are participating in BRTF. However we can help you for the electrification of the buses, it's important.

### **Mid Coast Community Council presentation (5/26/21)**

- Request for Express Service to Daly City BART, please don't bring more articulated buses to Coast, Concerns about service to CSM - not adequate for late night classes. School routes may be overloaded. Can't understand the maps (in PowerPoint). Need more options to get to BART. Lots of questions about on-demand. How would it work? How long should people expect to wait. What kind of vehicles will be used? Can on-demand zone be expanded to entire Coast? Add shuttle service for weekend beach service to get cars off the road. Cars on the weekend create too much traffic. Need better connections to Moss Beach. Excited about micro-transit zone. More requests to run it for entire coast.

### **SSF City Council Meeting (5/26/21)**

- Mayor Addiego - concerned about capacity. Really excited about Oyster Point. Can you do free fares? What would it be like if it was free? SF is looking for it to

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bring back mass transit ridership. SSF is really committed to bringing the best transit service to the community.

- Matsumoto (former SamTrans BOD) - wants to support SamTrans, Reimagine is going on for a couple years. We have held meetings, we did bi-lingual. Our residents did not go uninvited and we made every effort to include her. We can do something but we can't do it if our residents don't show up. I've fought this for years and it is not because SamTrans doesn't try.
- Nagales - school service - need to educate the people who will take longer. glad you are not cutting service but are you adding time to Alta Loma. Concerned if it's too long for kids. Thinks services to oyster points I great. How long do you wait, you should give it time for ridership to grow.



## Website

- Everyone knows buses provide vital transportation for lower income people, but SamTrans consistently tries to compete with Caltrain and BART for well-heeled commuters. Please serve the people who actually need you. Smaller vehicles and more frequent service to low-income areas would be a good start.
- I also think that SamTrans should announce transfers on buses. I also think that SamTrans should work with cities to implement transit signal preemption or transit signal priority, as well as public service lanes, in order to increase bus speeds, and bus reliability! I think that SamTrans should pursue every opportunity to integrate seamlessly into a regional transportation network.
- Wow! How's I get selected for this. At first I thought this was just a way to get the city moving after such a massive hit with COVID.

It's an honor and a privilege to be asked to participate in this restructure to save the transportation & future of this city.

I don't have any bright ideas to further this project. It'll come together and people will return to a new normal. Keep pushing forward!

- I am TOTALLY baffled by the email I just received. Offering me 3 maps of routes in too tiny a script, and you ask me to select one and explain why. I am totally unsure WHAT THE HECK it is supposed to mean. What you are guaranteeing is that I will not use this resource. I may mean I don't leave my home other than a Lyft or Uber, and that's really, really sad.

I am 65+ I don't drive and don't see really well. Can you please offer an opportunity to see what I am selecting? Those maps would be hard for a barbie doll to read!

- Don't keep running empty buses--wasteful and pollutes  
Don't allow riders to "house themselves" on buses  
Buses need to be clean (and so do the people who ride them)  
Buses don't go near housing where people live (except near major streets)  
Perhaps buses should be "on call" for people who want rides
- Can you able to move the bus stop time 5 mins back.
- Posting schedules at all stops Providing seating at all stops.
- Stop wasting our tax dollars on this expensive boondoggle.  
You people are a waste of oxygen!
- A lot of commuters would be very grateful if SamTrans could add a GPS to their buses and app so commuters could view how far away the bus is.

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- AGAIN THIS IS CRITICAL TO OUR FAMILY AND FAMILIES OF THE MORE THAN 27 CHILDREN ON OUR BLOCK.
- First, the service is appreciated; along with the effort for improvement. Have you considered the purchase of smaller buses for light ridership for both routes and times of minimal use? There are instances whereby, I am the only passenger and/or several seats are vacant.
- this is how we should Reimagine SamTrans, but first, we need to repaint the buses to the XD60 paint scheme but we rather repaint all of them into the paint scheme the 900s has, also....we should put mask signs on all of the buses to warn the passengers to wear a mask while boarding. the mask signs would be right next to the doors, the color of the mask warning signs would be blue, SF Muni has the yellow and white ones. by the way, don't forget to put Wi-Fi signs on all of the buses. you know, that's all I wanted to reimagine
- to make it easier for low-income people to ride the bus
- SamTrans needs to be reduced. I see most busses run empty or with no more than six people. Have much smaller busses and run them to connect to BART or Caltrain. I have NE ER seen a SamTrans bus even 1/2 full.
- Bus drivers turn the air-conditioning on when it's cold and put the heat on when it's hot. Stupidity! Dirty buses that are never cleaned or sanitized. Too many drug users and alcoholics on the bus. Buses don't run very often. Drivers have a bad attitude. Buses are always crowded. Etc...
- frequent rides
- I see the buses driving around without passengers most of the time on buses. Do they need to be so big? And I hope the future ones will be electric. Personally, I would rather see an on-demand transit system. I heard about one called skyTran.  

Thank you for your work on this, I do think it's really important to have a transit system people feel comfortable using. Years ago we were in Vienna and they have a fantastic system.
- Bus fare should also be cheaper
- Too few places to SIT and wait. NO SCHEDULES posted. Doesn't help to say how many -need to know the times.
- Glad to see new ideas and changes for SamTrans. There is opportunity for ridership to increase and remove vehicles from the road.
- Update your fleet to have only electric auto-motives.
- Passes
- I think improving the SamTrans app would be extremely helpful. Giving it a modern, user friendly interface would help first time bus riders out a lot. I also

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think that bus maps could be simplified and updated to be easier to read/understand as well.

- Keep up the good work!
- Maybe smaller buses so use less energy, if ridership does not require the big buses.
- I think that investing in Buses that have charging ports within them would be helpful, since most people who are on the go, need to always have their phone with them, either because of school, work, or other things.
- Good Luck. I realize funding and patronage are major drivers. Service is exceptional, on time, clean vehicles.
- The frequency of the SamTrans Bus has always been undesirable for me. It is not as frequent as Muni buses which I like the most. If a person missed Muni, there would be one within the next 15 minutes, unlike SamTrans.
- Most ideal would be if SamTrans riders could transfer to BART and Caltrain service within San Mateo County without having to pay an additional fare (i.e. free transfers to such services). There should also be free or inexpensive transfers available to riders transferring to and from SF Muni.
- Last week the ECR route I used for transportation was very dirty, windows with fingers marks and pretty bad smell. I believe they have to be more careful in sanitation with this pandemic situation. Thx!
- Please ensure you continue to share results of all of your communications widely with the public so they see that their input had impact. That will build acceptance of your final decisions, whether or not they fulfill a respondent's needs. Also, it is critical that SamTrans coordinate right now with the City of San Mateo as it develops its General Plan 2040 to ensure that any future housing densification projects in San Mateo are sufficiently supported by public transit. This is a great opportunity to get new SamTrans riders. If you don't, all that will happen is we get more people in cars and more traffic.
- Would appreciate the SamTrans mobile app. with an easy to read schedule and map!

Spanish Comments	English Translations
Es un buen servicio para la comunidad	It is a good service for the community

# ROUTE SPECIFIC COMMENTS

## ROUTE ECR

### Comments from those who chose Alternative 1

#### Survey, riders

- Like the 10 minute wait time
- Better service, and ECR just follows the Caltrain, it doesn't need to go all the way to Daly city.
- The current pattern is completely unreliable. A route between Palo Alto and Daly City along El Camino is a recipe for unreliability.
- More often service
- I'm just trying to find a place to give you my feedback. I live in Redwood City and work in San Mateo. I work at nights. I use ECR to go back and forth to work . On my way to work the bus is fine. Most people are workers and look and smell fresh like me. But when I go back home.. I take the bus around 11:30pm and it's very bad. I wish you can tell me where to send the footage I've taken and too bad the video doesn't record the smell. The bus at night is a hotel for homeless people . The smell is unbearable, these people don't shower. I take the bus because I'm conscience that California is a world leader in pollution. And I don't want to add more pollution by buying a car. But you guys are discouraging people to use the bus by using the buses for homeless hotel at night. I feel sorry for these people and if you want to use the buses to shelter them is fine. You might have some lines for them because workers like me that shower and put perfume everyday .. won't use the buses too long if they have to deal with that such heavy stinky smell every night. Their smell is just too strong.
- I prefer alternative 1 because it introduces more frequency on the line. ECR is the backbone transportation artery in the region, including for bus service (highest ridership). 15 minute frequencies during the day should be the bare minimum. We should ideally be doing better than 15 minute frequencies. To that end, I think that the ECR rapid should not be implemented - for faster service on longer trips, SamTrans should direct riders to Caltrain, which operates parallel service and which has committed to an equity framework to make sure that riders who are more likely to take the bus on longer routes are also served by Caltrain schedules. Eliminating the ECR rapid would allow more resources to go to other routes, either increasing frequency on ECR south during the day. Alternatively, the bus service could be used to upgrade frequencies on other routes. Of course, regardless of whether or not ECR Rapid is implemented or not, transfers between ECR north and south should be as seamless as possible. This includes

## Appendix C: Public Comments on Alternatives

implementing transit signal priority and bus-only lanes so that buses arrive on-time and reliably on El Camino.

- ECR Rapid should travel between Daly City BART and R.C. Stn.
- ECR Rapid should travel between D.C. BART and R.C. Stations
- This is a game changer for effectively moving folks between BART and Caltrain. The next step clearly is to have dedicated bus lanes to further improve service and encourage ridership.
- ECR Rapid
- this is my route to go to work and back to home
- I think dividing the ECR into north and south is genius. It allows people to get where they need to be, faster. Splitting it up at the Millbrae BART is perfect too, as people will have options of which bus to take home, north or south.
- Perhaps that would be faster?
- addition of rapid ECR sounds great
- Likes the idea of splitting that long route into two different routes
- Frequency is major consideration. Northbound evening ECR at 20 minutes sure beats 30 minutes at Palo Alto. I experienced the "Just missed" connection between VTA 522 and the ECR. So now I usually travel in the morning. Also where is the proposed Daly City / Mission Flourney stop for the Muni 14 connection. Too many times in the past before Covid, the transfer at the top of the hill to the waiting Muni 14 always saw the departing rear lights. Interagency transfer coordination is so important for the transit patron but implementation is usually lacking.
- More frequency for short trips.
- Splitting the route would not or should not adversely affect the commuters, which are probably going to the airport or BART. Millbrae is a convenient and ideal location for transfers.
- We can't wait for so long for the next one, and sometimes it's out of service.
- Frequently trains
- I don't like Alternative 1 that much, because of the split, but it's still better and more practical than the other two.
- Why consolidate if drivers can see no one is at a stop.
- It's the one I would most utilize
- This would eliminate the tardiness by 50% or possibly more.
- Too many people use the bus. Buses become overcrowded. We need to avoid the crowdedness even post-pandemic.

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- Like restoration of service to Millbrae BART. Like restoration of Rapid. Rapid should run every 20 minutes
- It has shorter wait times, and the ECR Rapid between Redwood City and San Bruno BART.
- For rapid service as the bus is the ultimate essential service. For common sense, safety, and not to waste SamTrans time, they are necessary for family and friends...
- Faster service on ECR is preferable to coverage that is serviced by other routes
- I like traveling by bus but find myself not using bus services as much because wait times are too long. Increasing frequency would ensure that I would ride buses more both locally and when traveling outside San Mateo.
- This would make use of SamTrans FAST
- My goal is to get to Palo Alto, redwood city transit centers, SFO and SF. It's really important to have the ECR Rapid route.
- More service on south ECR
- I feel that once bus ECR'S are acceptable, however I feel that the ECR should stop at all stops especially with the bus stop that is posted on the website timetable.
- more frequency
- Timing requires me to have a direct route. Otherwise I would not take SamTrans.
- I believe this option is the best because the bus would come more frequently and since the route would be divided into two parts it could travel quicker.
- live in the North
- I don't want to lose my bus stop. It would probably be one that would be consolidated.
- Having access to an ECR Rapid would be helpful as the regular ECR can take a long time for long distance travel.
- More frequent service is critical on ECR, and should continue well after 7 pm. People are still commuting!
- frequency must be prioritized. The SMC Transit District must recommend bus lanes in the final preferred alternative, especially in North County but in some places in Mid and South County there is more than ample room for transit only lanes. The District needs to lead where our electeds refuse to, SamTrans is so behind the curve and we need to catch up. With proper frequency and infrastructure the ECR route could be a top tier Bay Area bus route, but right now it's a mid-tier Muni route. We need to do better, the ECR is THE corridor throughout the Peninsula, we need to act like it.

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- I am simply more in favor of the buses arriving more frequently.
- This is a simple and very easy option that keeps frequency of service but doesn't require riders to walk longer to get to fewer bus stops. Many bus riders are disabled or seniors with limited mobility, so I feel that the best route is one that is more direct and easy to access. I feel like I, and many other bus riders, don't transfer to the Caltrain or BART, so improving connections there would not streamline my commute at all.
- The bus would come more frequently with the option to take the ECR Rapid.
- It would be easier to run errands along El Camino. It would also be easier to commute from Millbrae BART.
- timeliness
- Millbrae is a sensible changeover point and tends to be my bus terminus.
- Splitting up the large County in half would be more resilient service for passengers.
- I appreciate the increased frequency on alternative 1. However, I'm somewhat concerned that having multiple ECR routes could be confusing to understand.
- The portion of the route between Palo Alto and San Carlos would not change and therefore offers me the value.
- I take the ECR frequently. I don't want any bus stops taken away. It would be difficult for me to walk to a bus stop that's farther away. Some of us are disabled, elderly or doing shopping by bus and can't carry a lot of things.
- My stop would be eliminated in alt 2
- I am all for the splitting of the ECR Route! Frequency is something that I have faced in regards to this bus route, which also affects the timing sometimes. I'm not sure if they correlate, but I do experience those issues when using ECR. I also appreciate the idea of keeping the RAPID route which extends the entire ECR route, but it being RAPID makes the long trek even more efficient and streamlined.
- Like the increased frequency and the reinstatement of the ECR Rapid.
- Customer says service along ECR is important.
- Customer wants high frequency service.
- Improves connections at Millbrae BART/Caltrain. Wish Rapid would run more frequently
- I used the ECR Rapid before and was sorry to see it discontinued. I would like it restored back.
- I live near ECR in San Bruno. ECR South should travel between San Bruno BART and Palo Alto Station San Bruno BART is next to Tanforan Mall, San

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Bruno Police Dept., and North Base is nearby. Amazon purchased a commercial property , SkyPark, located at 1000 San Mateo Ave., for \$96M last year. Go To [https://www.smdailyjournal.com/news/local/amazon-buys-san-bruno-airport-parking-lot-skyfarm-for-96m/article\\_4a0a5652-0c32-11eb-b440-b302444b16e3.html](https://www.smdailyjournal.com/news/local/amazon-buys-san-bruno-airport-parking-lot-skyfarm-for-96m/article_4a0a5652-0c32-11eb-b440-b302444b16e3.html)

- I like the idea of increased frequency. The maximum distance I need ECR for is San Mateo to Redwood City. Frequency is always a primary concern.
- Higher frequency is better to reduce wait times
- I would benefit from more frequent and faster service between San Mateo and San Francisco.
- I prefer alternative 1 because it adds more travel options for greater regions. Alternative 2 is good, but only for south county people.
- ECR If you make the schedule more in frequent , she would not take it . She takes the bus all over
- It maintains most stops intact.
- I Prefer more buses to serve this route, and please make them on time
- Do not wish to lose closest bus stop, which would happen under Alternative 2.
- Q
- Support split of north and south, but no need for Rapid. Many riders get on at intermediate stops but not necessarily rail stops. ECR is meant for riders getting between intermediate stops, or get to and from rail, but not riding from rail to rail. Those who begin and end near rail will automatically choose rail.
- I'm concerned that you will remove my bus stop at School x Mission
- Faster service
- increased frequency is better, 2 routes probably would make for better on time performance but only makes sense with quality timed transfers at Millbrae.
- Customer likes the ECR Rapid and would like to see it reinstated. She would like the Rapid to stop at ECR & Santa Inez in San Bruno and also at ECR and Burlingame Ave. both northbound and southbound.
- Splitting the route makes on-time performance actually possible. Also, hopefully the transfer at Millbrae BART uses the bus bay right next to the station and not the stop on ECR two blocks away. The ECR Rapid was great and should be returned to service. I do wish the stop consolidation from 2 was incorporated into the changes from 1, though. I think that's just a good idea. It would be brilliant if the transfer at Millbrae BART were timed with either Caltrain or BART, but I recognize that makes doing a clockface schedule hard.



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- For the ECR ONLY, I like option 1 because the line being so long is what really causes it to slow down. If we could keep the ECR North and ECR South but do the rest as option 2, that would be ideal

Spanish Comments	English Translations
Porque me conecta con el 296 que me lleva a mi trabajo por la mañana.	Because it connects me to 296 that takes me to work in the morning.
Mas frecuente fines de semana y porque quitaren ECR Rapid	More frequent on weekends and why take away ECR Rapid
ECR Rapid por favor	ECR Rapid please
Es necesario mas frecuencia en horas puntas. Evando los trabajadores necesitamos el bus con mas frecuencia.	It is necessary more frequently in rush hours. Evaporating the workers we need the bus more often.
Mas frecuente los domingos	More frequent on Sundays
Esta ruta me gustaria con servicio rapido.	I would like this route with fast service.
Mas frecuente	More frequently
Mas frecuente y rapido	More frequent and faster
Mas frecuente a fin de semana	More frequent during the weekend
Mas frecuente	More frequent service
Mas frecuente	More frequent service
Vi la aternativa 1 ecr me gusto	I saw the alternative 1 ecr and I liked it

Chinese Comments	English Translations
同上	Same as above

**Survey, non-rider**

- I don't think it would serve members of the community well to reduce the stops, I think it would give certain community members, especially those with disabilities less access to the public transportation
- Prefer the shorter headways
- The split route improves reliability and will let San Trans measure interest in bus service that duplicates BART
- This proposal improves transit service (frequency, speed, and reliability), particularly along a more heavily traveled section of the route.
- Retains stops, provides an express, transferring is okay.

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- Reliability
- Less impact on congestion area overall
- I like the idea of ECR. rapid although it would be nice if it could run more frequently.
- I really appreciate the splitting up into geographical sections as that allows for better frequencies. While the ECR will still have problems with traffic on El Camino, faster frequencies is a good start.
- Flexibility of the route and rapid option
- Frequency
- I like ECR rapid but can it start at Daly City BART?
- Frequency
- I would like ECR to have more frequent service and remove stops so travel times are reduced. I currently take Caltrain for longer trips and bike for shorter trips and the current ECR timing isn't competitive with either.
- Access to BART is helpful
- rapid route
- I prefer to have the ECR Rapid Service reintroduced to allow people to more quickly go from Redwood City to San Bruno BART.
- Splitting the ECR route is a great idea
- This is my most-used route, but its infrequency and unreliability make it impractical much of the time. Alternative 1 is the only one that increases its frequency.
- I like the different variations of the ECR.

**Survey, rider status unknown**

- Frequency

Spanish Comments	English Translations
Que vuelva ECR Rapid	ECR Rapid is back
Mas frecuente fin de semana	More frequent on weekend
Mas frecuente domingos	More frequent on Sundays
Que vuelva ECR Rapid	ECR Rapid is back
Mas frecuente fin de semana.	More frequent during the weekend

## Website

- I prefer alternative 1 because it introduces more frequency on the line. ECR is the backbone transportation artery in the region, including for bus service (highest ridership). 15 minute frequencies during the day should be the bare minimum. We should ideally be doing better than 15 minute frequencies. To that end, I think that the ECR rapid should not be implemented - for faster service on longer trips, SamTrans should direct riders to Caltrain, which operates parallel service and which has committed to an equity framework to make sure that riders who are more likely to take the bus on longer routes are also served by Caltrain schedules. Eliminating the ECR rapid would allow more resources to go to other routes, either increasing frequency on ECR south during the day. Alternatively, the bus service could be used to upgrade frequencies on other routes.
- Customer wants ECR Alternative 1
- Of course, regardless of whether or not ECR Rapid is implemented or not, transfers between ECR north and south should be as seamless as possible. This includes implementing transit signal priority and bus-only lanes so that buses arrive on-time and reliably on El Camino.
- By splitting ECR in 2 routes one from Daly city BART to Millbrae BART and the south ECR from Millbrae transit center to Palo Alto. Retrieve the ECR rapid from Redwood city Caltrain to Daly city BART

## Comments from those who chose Alternative 2

### Survey, rider

- Not as many stops
- I think this route stops too frequently
- Living in Daly City, there are definitely parts of this route that are unnecessary. The Rapid previously provided me with a +/- 30 min travel time to shops in Burlingame. ECR North Rapid makes no sense since there are no retail/recreation/amenities along ECR until Millbrae. If we can't bring back some rapid service intracity, then optimization is the best option.
- Because many of the stops that I see on my daily commute are not used and people can walk a couple extra blocks.
- Easy and less stops is best. Alternative 1 too confusing with transfer and 2 buses on ECR. Bring back Rapid for Alternatives 2 and 3
- We need this route to provide transportation to and from Sequoia High School. Sequoia is not serviced by any of the school routes and so the ECR is our only option. Our problem has been that the ECR is unreliable and the schedule changes randomly and our child has been left stranded with no way to get to

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school. Making this route stable, reliable, and frequent would help students be able to use the bus to get to and from school.

- I think I prefer Alternative 2. I take the ECR from San Bruno BART or Millbrae BART to Downtown San Mateo. Assuming Downtown San Mateo continues to be a major stop, reducing the number of stops won't affect me. If ECR is faster, I will take the ECR from San Bruno BART rather than Millbrae BART because the connection from Millbrae BART to the ECR is a much longer walk where I have to walk up El Camino and cross the road on Victoria Ave to get to ECR Southbound. (I have always thought the pedestrian connection between Millbrae BART and the ECR bus SOUTHBOUND is a pain in the neck!) The walking connection between ECR and San Bruno BART is much more direct and closer and does not require me to cross any roads (i.e. the bus depot is next to the BART station). At any rate, I support improving the frequency and fastness of the ECR overall when I commute.
- If Muni 14R can have permanent stop at Daly City BART, passengers would not need to walk to take the SamTrans to the other parts of the Bay Area. Daly City BART would be the center of all transportations service that can provided to the riders. It saves times and money and boost the other transport service with more passengers.
- I depend on fast rides to catch trains for my commute
- ECR takes so long to travel from one city to another city. It would take me an hour to get from Burlingame to Daly City back when I lived in Daly City.
- School route 46!!! Please put it back!!!
- There are too many stops on El Camino. Potentially put in smaller buses to provide connection
- Improved speed and reliability. The first one is a problem because it isn't a one seat ride. Same with alternative 3.
- faster service is ideal. The bus stops every two blocks, which really isn't feasible for such a long route.
- This would be good for those of us who take BART or Caltrain into work. Else, there is too much resources going to ECF at the expense of the neighborhood routes.
- Direct service between Daly City and San Mateo.
- I don't like the transfer required for #1
- I prefer anything that isn't alternative 1. In the route profile report, it even states the truth: the ECR Rapid made service worse for people. SamTrans shouldn't have the fantasies of Muni or VTA, because we already have a "rapid" service by using BART and Caltrain! It's actually a good thing, because SamTrans doesn't have to run redundant service. Also, if you want to speed buses up, speed buses

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up... Speed treatments, all door boarding, and rebalanced stops along ECR. Just please don't put two overlapping routes. ECR's success in the first place came from removing redundant routes.

- better speed
- ECR is the backbone and main artery of SamTrans. Keep the whole ECR Line intact and just cut down the length of the whole bus ride by 15 minutes would be great.
- splitting it as in Alternative 1 would require a transfer at Millbrae which would be more costly for riders as well as inconvenient
- While splitting the ECR into ECR North and ECR South can be justified in terms of operating speed and frequency, keeping the whole ECR as is (without reintroducing the ECR Rapid) would be a far better solution than operating it with a split service (much like how AC Transit split apart Route 51 into Route 51A between Fruitvale BART and Rockridge BART via Downtown Oakland and Alameda, and Route 51B between Rockridge BART and either Berkeley Marina or Berkeley Amtrak via College Avenue and University Avenue). Since El Camino Real is the busiest of San Mateo's arterial roads, it would be best served with stop consolidation where possible, provided that every stop should be reviewed for ADA access and how many people utilize it on a daily basis, so that buses can operate faster and passengers can get to their destinations quicker. This idea should go hand-in-hand with providing limited-stop service on Route 398 (if it will be pursued with Alternative 3) so that El Camino Real can see both local (with ECR) and rapid (with 398) services running together. If, however, Alternative 2 is to be pursued without 398, timed transfers can be made at several stops along the way to allow better connectivity between routes.
- I am not sure, I want more busses to go from Menlo Atherton High school to East Menlo park

Spanish Comments	English Translations
Me gustaria q'entre a mas lugares mas cerca de San Jose	I would like to enter more places closer to San Jose
ECR me lleva por El Camino Real y me deja mas cercade mi trabajo que es en la Industrial Blvd en San Carlos, necesitamos una nueva ruta que pase por Industrial Blvd.	ECR takes me along El Camino Real and leaves me closer to my job which is on Industrial Blvd in San Carlos, we need a new route that passes through Industrial Blvd.
Tener mas conexiones y alternativas	Have more connections and alternatives
Pasa por el camino real	Go through El Camino Real
Por mi trabajo	For my work
Me gustaria cuando voy al mall de Hillsdale.	I'd like it when I go to the Hillsdale mall.

### Survey, non-rider

- It's easier to get on
- Reduced travel times and less stops.
- rails need to improve for traffic on the peninsula corridor to improve.
- Again your alternatives aren't great. We really should be completely eliminating the distinction between Muni, SamTrans, and VTA, for this route. There should be a single high-frequency bus line along the entire length of El Camino, from San Francisco all the way to San Jose. Ideally this should ultimately be a route where we have an express version using "Bus Rapid Transit" techniques, spaced at 15-20 minutes, and then smaller local mini-buses that run at \_extremely\_ high frequency (like 5-7 minutes), so if your origin or destination isn't super close to one of the BRT stops you can bridge the last few miles on that.
- Alternative 2 needs to go further - consider elimination of more stops and the introduction of a limited and express service
- BART connections most important priority.

Spanish Comments	English Translations
Entiendo la ruta se ampliaria	I understand the route would widen

### Survey, rider status unknown

Spanish Comments	English Translations
Horario que muestran en la pag es diferente o llegan muy tarde o mas temprano	Schedule shown on the page is different or they arrive very late or early
Que pase: cerra de hospitales y servicios comunitarios	What happens: closure of hospitals and community services

## Comments from those who chose Alternative 3

### Survey, riders

- The Rapid service was not useful when it existed. Most people are not traveling the entire length of the county, so "rapid" travel times are less essential than a single, legible route with good frequency. Breaking up the route would be at Millbrae and forcing a transfer would seriously inconvenience thousands of people a day. Expect ridership losses.
- He is happy with all the service provided.
- Works for me
- I live near ECR bus stop, it is very accessible to me to work and from work.

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- Shorter travel time
- Transfers really slow down travel time. It is best to preserve existing stops
- Need to have different service and transfers all around every county. People do not shop in the county they live in. Please be mindful of this. Love the new buses!! keep them clean especially the floor and seats.
- Alternative 1 has its appeal but may prove overly complicated for riders (and ECR Rapid was always iffy at best). The prospect of dropping thirty percent of stops makes Alternative 2 a horrifying no-go for handicapped riders. Alternative 3 wins simply by not fixing what isn't broken.
- it would be nice to have "actual travel speeds" factored into schedule.
- Need stops so people can ride to where they want to go. Removing stops makes using a bus harder
- I have no car, would like to retain more accessibility to more stops, and difference in times seems negligible to me. I am satisfied with ECR stop my Millbrae BART now.
- Obviously the ECR is the backbone of the Peninsula and its reach is vital. We've ridden it a lot and appreciate that it comes along every 15-20 minutes -- more frequent isn't necessary. Yes, it's not the fastest, but it offers more flexibility than the train. When we need speed or greater distance, we'll use the train.
- I just want a faster service If you guys are not going to offer a full Palo Alto to Daly City ECR rapid service
- Prefer not to have increased walking distances.
- Like the current ECR geographic range, number of available stops, and frequency. Use the stop on El Camino Real and Poplar Avenue (want this stop retained).
- Splitting it into 2 routes is idiotic. Express for part travel is stupid. Quit having ECR sitting for up to 15 minutes as it is at San Bruno BART sucks.
- I picked it because all the ECR needs to do is come more frequently but don't change that much.
- Maybe look at how ac transit runs there 72r and 72 but make sure that El Camino and Jenvien are both stops cause that won't seem to be a hit or miss during the times I ride it.
- Doesn't require transferring or changes in pickup / drop-off locations
- I see no reason to make serious adjustments to ECR. ECR is as stated, the route that serves up and down El Camino Real. Alternative 3 is the least-impacting option here. Alternative 1, splitting the line in two is not ideal for anyone traveling between North County and the rest of San Mateo County. Having to force passengers to connect at Millbrae station is inefficient plain and simple.

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- ECR should travel the whole length with a rapid overlay. ECR Rapid would run between Palo Alto Transit Center and Daly City BART along El Camino Real, stopping only at major intersections and transfer points.

Spanish Comments	English Translations
Mantengare la misma cobertura me lleva a mi trabajo.	I will keep the same coverage takes me to my work.
Pienso que el horario es muy bueno y me lleva a diferentes paradas del BART y trenes.	I think the timetable is very good and it takes me to different BART stops and trains.
Me lleva a mi trabajo y a mi casa	It takes me to my work and to my house
Me lleva a mi trabajo	Takes me to my work

**Survey, non-rider**

- I've taken the ECR recently and my son uses it frequently. It's a reliable service for a lot of people. I think it works well as is. Adding express busses would be great as well as real time updates.

Spanish Comments	English Translations
Para tener mas tiempo	To have more time

**Comments from those who did not choose an alternative**

**Survey, rider**

- Do no like any of the alternatives but would like to have service into SF reinstated to provide direct commute into SF.

Spanish Comments	English Translations
Que pase mas temprano los fines de semana	That happens earlier on the weekends

- Many trips cross the county line, and also I think the way alternative 1 treats ECR is objectively terrible. Don't split the service among multiple lines.
- I hate the sitting up of the ECR without the possibility of free transfers. Some people go the whole route on daily basis. I'm unsure about 3 if the execution would be as good as the sales pitch.
- More frequent and reliable service on El Camino is critical. I do not agree with splitting North and South at Millbrae, which is very inconvenient for travelers crossing that boundary.
- Direct (not a split) ECR service to Redwood City, and route 120 would extend to Mission Hills park (we live in the Mission Hills condo complex)



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- It takes far too long taking the ECR to get anywhere that is sustainable for anyone's commute. It links with too many BART stations and adds too much time to the route. ECR rapid was a great addition to the system. Geographic coverage on demand is a lot smarter in maintaining route coverage, while still conserving resources and building transit equity
- ECR Sundays more often
- I mostly just travel on the ECR route, so increased frequency of service would have the biggest positive impact on my travel experience.
- It would be preferable if the ECR routes resumed arriving more frequently. I'm afraid that if I miss one of the ECR buses that the next bus could possibly arrive too late for me to complete my eventual route transfer.
- We need routes of one bus that take you the most closer to our destination. I take often the ECR and I need to wait 20 to 30 minutes at noon, isn't improve frequency enough? What about be more punctual
- More frequent ECR would get me to work faster
- I believe the split of ECR and the Rapid returning will make on time performance improve. Which should boost ridership and can help make additional service changes for other routes later on. I do have one concern with Alternative 1 is that it has absolutely no San Francisco service. I believe at least the 292 should continue its route into San Francisco and end at Salesforce Transit Center. Or the new ECX could make an additional stop at Redwood City Transit Center and also after San Bruno BART continue on the streets to San Francisco.. Either way, there at least needs to be a local route into/out of San Francisco for tourists and Airport workers. If either of those options still isn't feasible, perhaps talking to Muni about a route to the Airport via the same route at the 292 from San Francisco to Bayshore then deadhead on the freeway to SFO. That portion needs to be covered regardless.
- I use the ECR for work, high frequency will impact when someone misses the bus. Or the bus is late, soon another one will arrive. Also, 274 needs to come back. Many kids ride this route to get to school and is highly needed to come back. 278 rides through woodside and 271 already rides through woodside. We need one that rides through Jefferson and Farm Hill. Thank you
- The single most important proposed change is bringing the ECR Rapid back.
- I want to keep the ECR as it is now, only run more frequently. The ECR Rapid is a waste of time and money. When the ECR Rapid was running it ran with very few riders. The non-rapid ECRs became extremely crowded, sometimes standing room only, and they came infrequently. It was miserable. Don't bring back the ECR Rapid. I like the improved connections to rail and the region, provided the times between Caltrain and SamTrans can be coordinated. However, I am

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concerned that all of these alternatives will eliminate the bus stop closest to me, at 42nd and El Camino. Walking to Hillsdale or Belmont is not an option for me.

- Oppose proposed routing of bus 256 on E. 28th Ave - should NOT EVER be a bus route due to safety issues associated with the park crowds (current bus running down street is insanely dangerous and we're not even at full use of the park due to the pandemic). Need high frequency service into the evenings, particularly on busy routes like ECR. We have an equity issue in transportation that needs to be addressed.
- ECR should be more frequent and reliable.
- Customer likes the ECR Rapid and would like to see it reinstated.
- ECR Rapid would be a welcome addition back to previous service!
- I believe that the ECR and 130 should have more buses and also at specific times. I think also that the rapid should come back but start at Colma and end at Millbrae.
- I am ranking High priority = 1 and least priority = 3. I choose Alternative 1 as my highest priority because I take the ECR bus along El Camino from downtown San Mateo to Millbrae BART. And I take the 120 bus from Colma BART up to Jefferson Union School District along Serramonte Blvd. It is important that these buses are more frequent for me due to my long commuting trips. My second preferred Alternative is Alternative 2, more connections to rail and the region. I use SamTrans to connect to BART in multiple ways so I like that you are making more connections to rail.
- I like the ECR Rapid Route in Alternative 1 best. My main route today is the #130. The downside of Alternative 1 is going to Daly City BART / Top of the Hill, directly. Alternative 2 & 3 are pretty much equal to me. With Alternative 2, I can use the #121 Route to replace my current #130 Route. With Alternative 3, I would still use the #130 Route. But I like retaining the extension to Pope St. with Alternative 3, this is dropped in Alternative 2.

Spanish Comments	English Translations
Quiero que las rutas ECR y 270 mantengare la misma cobertura	I want the ECR and 270 routes to maintain the same coverage
ECR mas frecuente los fines de semana	ECR more frequent on weekends

**Survey, non-rider**

- n/a
- Versatility
- none

## Appendix C: Public Comments on Alternatives

- The main route I'm interested in is ECR between 27th Ave and downtown, so Alternative 1 will improve that frequency. I'm also interested in route 294, and Alternatives 1 and 3 increase that frequency.
- I want a direct route to SF so I put option 2 as first. I also like having 2 separate ECR routes so option 1 is second. I do not like option 3 so it is last.
- I think having express bus services can encourage more people to take the bus to work, reducing highway congestion. However, I also like the Alternative 1 design of the ECR rapid. If alternative 1 can include some express bus service it would better.
- I need connections to rail and BART, as well as high-frequency service. Desperately need ECR Rapid ASAP
- Frequency is a huge factor for me, as that can ease my commute and travel planning knowing that busses are arriving and departing more frequently and on time. That definitely is a top priority for me, especially as someone who uses the ECR line, which tends to be off a bit in timing sometimes and has longer in-between wait times (this is the only line I have this minor issue with, so I'll give praise to the timeliness on the other lines I use). Most of what I need to commute to is within my area anyway, so frequency would be more ideal to put first. I put improved connection (Alt2) 2nd in preference because I will admit, if there's a greater distance involved when it comes to my commute (primarily for recreational or leisure purposes; not for my daily commute to work or to appointments or to stores), I will turn to the rail systems. I chose to prioritize more access to these stations more than geographic coverage. With Alt3, I don't have any connection to the four proposed zones, and as much as I don't want to dismiss those that can benefit from this, it isn't a huge significance in my own day to day (as someone living in Daly City/Colma), and as I said, I would turn to rail transit to reach these places faster, in addition to the bus lines in the area.

### Survey, rider status unknown

Spanish Comments	English Translations
ECR mas frecuente las fines de semana	ECR more frequent on weekends

## General Comments

### Website

- Retrieve The ECR Rapid from Daly city BART to Redwood city Caltrain od from Colma BART to Redwood city Caltrain to get to north county and south county In a short time. Split Regular ECR in 2 routes seems ok but as long as they revive ECR Rapid with my suggestions. ECR rapid to San Bruno BART seems too short of a route at least to Colma BART would be better and convenient. Thank you!

- Hello, I have been using SamTrans for a year since I moved to Daly City. It would guarantee that the ECR line will reach further inside San Francisco since I work there they would make me very, very happy
- Have frequent services along route ECR, hopefully every day. Continue allowing use of clipper card. At 42nd Ave., San Mateo make it possible to have an express bus (like the previous KX) to go to San Francisco.
- Retrieve The ECR rapid from Redwood city Caltrain to Colma BART at least to get to and from north county and south county in under an hour. I live in Belmont and commute to Colma via Caltrain but it's hard since Caltrain only goes to oyster point part of south city. I want something to go to Colma area without taking a train or BART. Just one rapid bus.

## ROUTE EPX

### Comments from those who chose Alternative 1

#### Survey, Riders

- Higher frequency would hopefully increase ridership, as it becomes more convenient.
- I think the route decision around Facebook doesn't matter too much, however, try to balance the service around the San Francisco airport. I suspect that not stopping at every terminal is better, since the main purpose of the route is not to be an airport shuttle. Also, Please invest in robust reverse peak service on this route. Notice how it hits a lot of jobs in the south. The two way service pattern is likely to be present on this route, so adjust the service accordingly.
- Either works for me. I use SamTrans to commute to the airport.
- Having a service to connect to other transports easier is better if we have to travel to work
- I live in Redwood Shores and this route would be useful for my commute

#### SFO Staff Coordination Call (5/3/21)

- Alt 1 - 121 and EPX should be timed transfer at San Bruno BART to work

### Comments from those who chose Alternative 2

#### Survey, Riders

- Expanding the service is a great idea

## Appendix C: Public Comments on Alternatives

- I first of all appreciate that this route exists to connect EPA to important destinations in the region. However, I would note that it may be more efficient to provide higher frequency connections to Redwood Shores and Redwood City than it is to provide the express service up to the airport, San Bruno BART, and Tanforan. By reducing the length of proposed route EPX, frequency on the truncated route would be improved, and improve frequency to Palo Alto Caltrain to then access high-quality, high-frequency Caltrain service.
- Later service into post evening commutes is best for employees. Love the routing through Redwood City, Redwood Shores and the airport before going to San Bruno. Consider extending it north to San Francisco
- Good new bus from EPA and through Redwood City and Redwood shores to SFO and Tanforan. I excited to ride this
- Likes idea of direct route to SFO from East Palo Alto, have to go connect at Hillsdale today
- Finally a great route from EPA and South County to the city without a lot of transferring. Caltrain and BART cost too much and I will use this route in option #2 often
- It passes through more dense residential areas, making it more accessible to residents living near there. It also doesn't pass through a major transit corridor (University Ave), which is very slow during peak hours.
- night service
- EPX is a terrific idea, and I admire the thoughtful planning for connections in Menlo Park and developing parts of Redwood City, Redwood Shores, and SFO airport. My only suggestion for improvement is to connect EPX with SMX for workers who live in South County and commute to SF. I like the proposal in Alternative 2 best because it includes weekday evening service.
- My priority is having a one-seat ride from Redwood City to SFO airport. While most flights are during the day or early evening, nighttime arrivals are common, so in this regard alternative 2 is the only one that makes sense. Sadly the proposed service does not run on weekends which would be even better.
- If this service drop by Millbrae BART station rather than SFO is even better. Because Millbrae give people choice of Caltrain or BART. Rail connection is important and frequent direct service to San Francisco is important to me. This is resembling the old RX which was very popular in taking a lot of office workers commuting to downtown San Francisco. This is alternative for my other prefer choices: SMX and FCX.
- More Coverage
- The new EPX, which would be a revival of an older route (REX), should operate as an all-day service complementing the 398 if possible. This can be enhanced

**Appendix C: Public Comments on Alternatives**

much further if the EPX is extended further from East Palo Alto to Palo Alto Caltrain to supplement service on the 281, but I am concerned about its operational efficiency when it hits rush hour traffic around 101 and Willow. If, however, the EPX will replace the 398 (with Alternatives 1 and 2), maybe it should operate between San Bruno BART and Palo Alto Caltrain via Route 280 rather than terminating it at East Palo Alto and force riders to switch to the 280, 281 or 296, especially seeing its potential as another limited-stop bus service. And if this route comes to fruition, add hourly weekend service to replace service that can be potentially lost from removing the 398. Should Alternative 3 be pursued, however, the EPX can be operated weekday peaks only to supplement service to proposed Routes 270 and 281 along Bay Road.

- Alternative 2 has the best connections from San Mateo County to San Francisco and I am excited for new EPX and SMX service. Caltrain is too expensive for Peninsula employees like me who work in San Francisco. The other routes have excellent coverage to Caltrain and BART stations, as well as throughout the county without confusing route splits found in Alternative 1 (292/293, ECR North and South, etc.).

Spanish Comments	English Translations
Parque conecta con el tren y el BART	Because it connects with the train and the BART

**Survey, Non-rider**

- This alternative is preferred for Route EPX because it offers service throughout the day including outside peak hours.
- Retains some evening service.
- More coverage to account for differing work schedules in our community
- This route has great potential, two comments. (1) Please extend it to western San Francisco so it can compete as a true Caltrain alternative, and if possible might be nice to have it service downtown Palo Alto and/or downtown Menlo Park as a complementary service to the PAX. (2) With it reaching a major employer such as Facebook, this route has the opportunity to possibly serve as a competitor to Facebook's private shuttles, whether it's for their employees or the many service workers at Facebook who don't have access to shuttle and work varied hours (early/late).
- Before the pandemic, I drove to SSF BART, and took BART to Powell Street. This route might eliminate the need to drive to SSF BART.

**Survey, rider-status unknown**

- I like the idea of expanding the service

## Comments from those who chose Alternative 3

### Survey, Riders

- Fits good.
- What market is this route trying to serve? It seems very specific - are there that many people traveling from East Palo Alto to Redwood Shores, the Airport or San Bruno BART? If the route is overly specific, there won't be enough ridership to sustain it.

### Survey, Non-rider

- Proposed route - SFO and San Bruno BART is irrational

## Comments from those who did not choose an alternative

### Survey, Rider

- A route that purportedly serves the airport must run on weekends and extended hours. Otherwise it's a no go. What would be the point of it?
- So here's the thing - there isn't and won't be much housing density near San Bruno BART because of restrictions due to SFO. There will be more housing density near Caltrain and downtown. You will much better serve San Bruno with express stops at or near Caltrain than BART.
- Working in Redwood Shores and going to the city often, I hope you'll consider retaining the 398 and bringing back FCX more frequently. I am eager to use EPX and am happy you routed it through Redwood Shores

### Survey, Non-rider

- It's best reflects my work schedule needs
- I often head to SF and drive from EPA to the RWC or Palo Alto Caltrain. The EPX would allow me to ditch the car entirely and take SamTrans EPX to Caltrain to SF. Reducing cars on the road and Caltrain parking requirements.
- I really like the idea of this route. Please consider a stop at Redwood City and Millrace Caltrain stations.
- My priority is a one-seat ride from Redwood City (preferably from Caltrain or El Camino Real) to SFO airport, 7 days a week, 24 hours a day (for early/late flights). So for me the existing 398 is the best option. None of the alternatives seems \*great\* but EPX is a possibility (no weekends though :( ) otherwise more frequent 292 connections to Caltrain. Overall it looks like SFO access still sucks though, which is too bad.

## General Comments

### Website

- I first of all appreciate that this route exists to connect EPA to important destinations in the region. However, I would note that it may be more efficient to provide higher frequency connections to Redwood Shores and Redwood City than it is to provide the express service up to the airport, San Bruno BART, and Tanforan. By reducing the length of proposed route EPX, frequency on the truncated route would be improved, and improve frequency to Palo Alto Caltrain to then access high-quality, high-frequency Caltrain service.

### Nuestra Casa Alternatives Workshop (4/16/21)

- EPX - make sure coordinating with future Dumbarton service

### Ravenswood Health Clinic meeting (5/12/21)

- EPX could be good for EPA residents but not super beneficial for Ravenswood patients. Communicated that he finds it very hard to read the route information and schedules, can we improve that?

## ROUTE FCX

### Comments from those who chose Alternative 1

#### Survey, rider

No comments

#### Survey, non-rider

- I want to say I support express bus routes, but not at the cost of direct, high-frequency service elsewhere. This route would be better served with shuttle service to Caltrain and better inter-agency coordination.
- It is refreshing that SamTrans has recognized that its decades ago discontinuance of former routes 48F and 49F cost it a lot of ridership, leading to its restoration of some form of (much more limited than 48F and 49F were) express bus service to San Francisco.

### Comments from those who chose Alternative 2

#### Survey, rider

- I need this route



## Appendix C: Public Comments on Alternatives

- Higher frequency will be extremely helpful.
- Please keep this route. It was standing room only when it started.
- Frequency to/from SF. Is there any bus connection towards Hillsdale?
- The current bus era getting popular, sometimes standing room only. An additional bus will help greatly.
- Having a more frequent service into the city will be more convenient. More people will probably consider the service with better times. We need to reduce traffic on the highway to help fight climate change. Thank You.
- And additional bus during commute time will help reduce overcrowding on the bus. It was very popular before covid. Please don't cancel this route, I would need to drive my car to BART and parking is very expensive!!!
- This bus works perfectly for my commute.
- More frequent busses during morning rush would reduce overcrowded bus.
- A more frequent schedule helps if I miss a bus. Before covid, the busses were very full at peak time, please don't remove busses at peak commute. Thanks you.
- Quicker commute to San Francisco is my 1st priority
- More frequent service would be good because before covid 19 the busses were already very full
- Ride to work to SF
- This option provides more commute flexibility, in case my employer keeps me late (which risks me missing the last FCX bus)
- Every 20 minutes would be more convenient because I've occasionally just missed the bus. But that's not that big of a deal for me. Right now, I regularly see the bus drive by empty so I'm ok with cutbacks for now and build up when ridership increases.
- Running Every 20 minutes provides more flexibility and less rush hour traffic
- FCX is extremely important for FC to SF commuters and more economical and efficient than Millbrae BART or Hillsdale Caltrain
- Prefer more frequently run routes in the AM
- FCX is extremely useful to us!!
- transfers. Many riders till pandemic hit. But the companies are not back to normal yet. The sales tax increase is to help the highways and local traffic. Not to make people drive. I saw so many busses running with no passengers. Why cut bus lines which have passengers?

## Appendix C: Public Comments on Alternatives

- I have taken FCX over the years and appreciated the service during the times it was running. Foster City needs it.
- I like the higher frequency of FCX
- Having more frequent and longer service.
- More flexible options to account for last-minute schedule changes.
- FCX is the only public transportation from Foster City to San Francisco. Many of Foster City residents are working in San Francisco. With more frequent buses in rush hour will help family to balance the work and family.
- If SamTrans wants to reduce congestion on road, this is critical
- I am a commuter from San Mateo County to San Francisco and really appreciate Route FCX. Foster City is underserved by public transit and this route is a fantastic connection between a myriad of companies located in Foster City and downtown SF. Alternative 2 is best because it offers more frequent service and runs later in the morning and evening for non-traditional employees like me.
- It works, don't mess with it.
- Alternate 1 is no go. FC is a city of over 30k professionals, can't have no service. Alt 2 sounds good to me because it comes with benefit of additional rail connection should I opt to use that.
- More options
- I have a suggestion, which is to terminate the route at San Bruno BART with the EPX. The reason is that, the main draw of bus service on highway 101 is that it serves auto-oriented employment that otherwise would need an extra connection via shuttle+caltrain (and so on.. very bad). Even though there are some apartments in Foster City, and dense jobs in downtown San Francisco, I suspect you could end the route at San Bruno (connecting to BART every 7 minutes). This would save service hours which could be used to improve service in the "reverse peak". Think about it... Where do all the google shuttles and Facebook shuttles and apple shuttles go! They are reverse peak!
- I need more flexibility and would love more frequency.
- More service
- rail connection important and frequent direct service to San Francisco is important to me. If the SMX is not available, this FCX would be my backup. please make sure there is a day car pool parking at the Foster City site. There used to be a RX which was very popular taking a lot of office workers commute to downtown San Francisco.
- High frequency
- Based on pre-pandemic, the bus routes are rather early in the morning and evening. More times would be helpful.

## Appendix C: Public Comments on Alternatives

- I need FCX to go to work. Or I have to drive. So many riders before pandemic. Why eliminate this route?
- Because it's a decent fallback option for me
- FCX provides a connection that is very difficult on Caltrain.
- It provides more frequent service than now. Service to SF in the morning and returning to Foster City should be named FX. Reverse commute service from SF to jobs to Foster City in the morning and returning to SF in the evening should be named the FCX due to different routing.

### Survey, non-rider

- SFX will be able to take advantage of the new toll lanes, making it more attractive as a commute alternative.
- It gives more flexibility.
- Greater flexibility in the morning when people are trying to get to work; helps alleviate crowds and AM stress
- With Caltrain increasing frequency, it should be the primary means of transport up/down the Peninsula. All other methods of transport should feed into it.
- I think higher frequency is great, but my greatest problem with this route is that it doesn't stop in South City. Why? There are barely any routes going to the South City Industrial area, where people work. It is composed of labs and offices, why is it not serviced? I think having companies provide routes is a lame excuse and a missed opportunity for the county to earn money. I also believe the companies would rather have a good and comprehensive commuter system supplied by the county than to organize their own. This route could easily have a couple of stops in South City before continuing to San Francisco, it baffles me that there isn't any. I would prefer taking a regular bus route than drive myself to work.
- I chose 2 because wtf was wrong with the KX when it ran regularly from Hillsdale to SF?
- gives more flexibility
- Shorter wait time in rush hour
- More frequent is better. Can you please add a stop along beach park Blvd. though?

## Comments from those who chose Alternative 3

### Survey, rider

- Keep FXC route running every day.

## Appendix C: Public Comments on Alternatives

- FCX is very clean. Maybe ask employers about optimal work hours and how to make the workplace operate with SamTrans. You are the Cal Train history we all need.
- Route FCX must continue
- Because residents of Foster City need direct access to San Francisco without having to play second fiddle to the needs to San Mateo
- Been great to have direct bus service from Foster City to SFO for 31000 residents
- Gives riders more flexibility
- Having more departure times would be nice. Before COVID, the FCX had a very healthy ridership. Maybe a few times later during rush hour would be useful.
- I would like this route to continue. This point to point route serves our community the best
- I would appreciate the FCX running later
- I was a daily user before the lockdown. I would prefer it's excellent service to continue.

### **Survey, non-rider**

- First, the FCX route name needs to be updated. FCX is fine, but the name needs to be Foster City & East San Mateo Express. Why? Because all stops North of CA-92 are within the City of San Mateo. There are many Respondents who are San Mateo residents. Second, the route is very good except it needs to add earlier and later stops along Hillsdale Blvd since the bus is traveling on the road anyway from/to the Bus Depot/Base. I'm thinking specifically at Norfolk St (and Altair Ave?). Perhaps turn onto southbound Norfolk and make a small loop via Lago St. and Los Prados St. since there are no bus pull offs on Hillsdale Blvd in this area.
- Alternative 3 provides FCX service that directly benefit my commute to work.

## **Comments from those who did not choose an alternative**

### **Survey, rider**

- FCX service to SF Mission st. is the most convenient and the fastest route available to folks like me who need to commute to the city for work.
- I commute onto the city using the FCX route.
- I commute into the city and use the Foster City Express (FCX)
- I live on San Mateo and I work on Bayshore in San Francisco by toland. The easiest way for me to get to work is the fcx across the street from my house and

## Appendix C: Public Comments on Alternatives

after I take the 19. If that is not available I take the 292 or the 308 and they both leave me really close. The Caltrain does not stop in San Mateo to take me to 22nd St. It has changed the schedule. If you get rid of the 398 and fcx I won't have a way to get to and from work!

- Working in Redwood Shores and going to the city often, I hope you'll consider retaining the 398 and bringing back FCX more frequently. I am eager to use EPX and am happy you routed it through Redwood Shores
- I use the FCX route. Please don't cancel it.
- I use the FCX route. I love it.
- The FCX service to San Francisco is my life-line. Other alternatives are too costly and take too much time. Please support this option to keep cars off the road.
- Make sure to keep FCX route running.
- I grew up in Foster City (which is labeled wrong on your maps btw; that's Redwood Shores) and ended up attending college in the Bay Area so I like to visit home frequently. I think it should be obvious that as a Foster City resident I do not support reduction of service in an already poorly serviced area. I am strongly pro-transit and do not own a car and would like to stay that way but the wait times and poor connections from Foster City to beyond Foster City are very frustrating and discouraging. It always seemed absurd that I would need to take 2 different buses just to meet friends in Downtown San Mateo (thank goodness you recently introduced free transfers). I would have loved to be able to get home from high school by SamTrans rather than paying for the private district bus. To get home from college, I make it as far as Millbrae BART and then one of my parents has to come pick me up. During the summer, when I want to meet up with college friends in San Francisco, the amount of time it takes me to transfer and travel is frankly, absurd. At least I can make use of the employment center shuttles (not under SamTrans) to get to BART quickly (which probably most closely aligns with alternative 3 though the shuttles only run during commuter times). Furthermore, having better connections to the region (i.e. San Francisco) would open up more options for my mother who is looking for a new job after working in Foster City for years. She has more job opportunities in San Francisco and likes the idea of riding BART into the city but is highly discouraged by the traffic she'll need to get to driving back and forth to the BART station each day. This is why keeping routes with FCX is important (but also, please add more stops within Foster City because as it is, she'd still need to drive to get to any of the 2 stops). I think Foster City also has a lot of senior residents who would also benefit from better regional connections because public transit can take out the stress of driving and greatly improve the mobility of seniors who may no longer feel safe or comfortable driving. In short, I think reducing service in Foster City would be ridiculous and keeping it as it is would be as awful as it currently is, but improving regional connections (especially those that solve the last-mile problem) would have many benefits.

## Appendix C: Public Comments on Alternatives

- Alternative 2 has the best connections from San Mateo County to San Francisco and I am excited for new EPX and SMX service. Caltrain is too expensive for Peninsula employees like me who work in San Francisco. The other routes have excellent coverage to Caltrain and BART stations, as well as throughout the county without confusing route splits found in Alternative 1 (292/293, ECR North and South, etc.).
- Used to be a patron of FCX pre-pandemic
- I used to take FCX into SF. It was so crowded and tons of people were standing, which was very dangerous when the driver breaks suddenly. Also, I now feel unsafe being in a crowded space. I also think it could attract more people to consider Foster City or other cities in San Mateo County by having more direct way to get to the city.
- Foster City needs FCX. If you take it away, you cripple our ability to get to the City via public transportation. If the County is forcing all of this high density housing on our cities and traffic will keep getting worse, you can't eliminate this very valuable route to our city.
- We need fcx route. This will make us have change transport method less and cost less. Making more indirect route will cost a lot more and inhumane.
- I use FCX from Foster City. Alt 2 works best as the bus is always busy, even at 6am in the morning. It is a great help for people like me living in Foster City. The Alt 3 does not take into account people who have to go into work early. A service that starts at 7am is no good to me when I have to be in work at 7am.
- Want to retain FCX service to San Francisco
- I used the FCX express into the city on a daily basis. For me it's costs less than BART or Caltrain and takes less time.
- Please do not remove route FCX. It is faster than making a transfer to BART or Caltrain. Thank you.
- I heavily rely on the FCX service.
- Need to commute between Foster City and San Francisco. FCX is much more convenient for my commute
- Fcx is so important for when we will start commuting from Foster City to San Francisco financial district. The traffic without this bus service to commute is terrible and takes much less time to get to and from work. It clears the major bottlenecks on the 101/92 interchange. This is a key bus route !!
- I ride FCX
- FCX bus service should continue.

## Appendix C: Public Comments on Alternatives

- The fcx line is important to me and helps to keep my commute to the city reasonable. I have been working from home during covid, but expect travel to the city to pick up in the coming year
- I think the FCX is critical and should be maintained.
- I currently use FCX to travel into work in San Francisco in the morning, and I take Caltrain back to Hillsdale Station in the evening. I would ride a bus that stopped at Hillsdale Station and went into Foster City more frequently, and I would appreciate FCX being supported.
- FCX is essential. I don't understand what On-Demand Zone is. We need Foster City Bus Service to North of Hwy92 to service current and future small employers who don't have big-corp bus service.
- Route Fcx serves my community the best
- I use FCX to get to work in San Francisco
- I appreciate the FCX line
- I utilize the FCX route before the lockdown . I would like to see its excellent service continue.
- I live in Foster City and work in downtown San Francisco, this expressway has been extremely helpful.
- I chose Alternative 2 as I was a user of the FCX route prior to the pandemic. At some point (could be as soon as June, 2021), I will be returning to in-office work in SF and would be willing to resume taking FCX from Foster City to SF. I truly enjoyed taking that bus.

### **Survey, non-rider**

- Lived in foster need fcx to go to San Francisco

### **General Comments**

#### **SMUHA (5/20/21)**

- FCX is great, old FX was great.

#### **CCAG Board (5/24/21)**

- FCX, change the name, East San Mateo, broaden the name will help. Should run a bus that makes a loop in redwood shores and into SF.

## TEAMC Workshops (external) (5/26/21)

- Foster City Express: Folks were confused as to why it was being eliminated. They believed it would be a mistake as a lot of people depended on it before the pandemic.

## Website Comments

- Keep FCX
- Keep FCX route running every day.

## ROUTE SFO

### Comments from those who chose Alternative 1

#### Survey, rider

- Support elimination. 292 to Millbrae will do.
- I don't want to pay BART.
- Because I would still want some alternative to BART connection to SFO, where I work. But I thought Alt 2 also provided a connection to AirTrain, so that would be ok, too.
- I can take bus to Daly City then BART to SFO
- Like the idea that Route 292 will serve Millbrae BART
- In which one will the route be more coordinated with Caltrain?
- I have used this bus but I feel it is not necessary when SFO connections already exist. Modifying the 292 to stop directly at Millbrae is the most efficient & best option.
- I was a regular commuter on Route SFO and find BART considerably less reliable and far too expensive.
- I don't own a car. Taking the bus to SFO is the only option.
- It is more cost effective to use SamTrans to reach SFO from Caltrain than BART.
- Bus to SFO is much cheaper than BART and more convenient.
- We need service to the airport. Much better than just a modified 292. The old KX was great.
- It's bonkers that the 292 skipped Millbrae BART to begin with. It's clearly aimed at business travelers, but it didn't provide an actual connection to BART at SFO. You know how inconvenient (and expensive) that station is. Now, my wife and I



are probably the only non-airport employees who ever took this route and it was incredibly convenient, but it seems to mostly just be an employee/pilot shuttle. My biggest concern is maintaining transit connections to SFO 24/7. There are huge gaps right now. This route should almost counter-schedule BART, I'd think. Aim for the gaps on this one.

### **Survey, non-rider**

- This is logical. It is inefficient and wasteful to subsidize an exclusive Millbrae BART-SFO bus connection while a multi-million dollar rail line directly adjacent to it goes under used. Route 292 exists and is well used and it seems logical to expand its service rather than duplicate it.
- There are individuals who need SamTrans to get to BART . Not everyone has direct access to a BART station.

## **Comments from those who chose Alternative 2 and 3**

### **Survey, rider**

Note: Alternative 2 and 3 are the same for this route but the survey gave respondents the option to select Alternative 2 or 3

- BART already provides the same level of service and savings from this route could be used to funnel to other routes
- I think that neither route 292 nor route SFO should serve SFO given the presence of other connections to SFO (i.e. BART). For 292, travel time could be saved by not connecting to the airport. 292 could also stop at one SFO Airtrain station that does not require looping around the airport.

### **Survey, non-rider**

Note: Alternative 2 and 3 are the same for this route but the survey gave respondents the option to select Alternative 2 or 3

- Route is redundant to BART; Airport travelers have a preference for BART including ability to bring luggage
- this is a policy level decision that is really hard to comment on. getting the last mile connector to SFO should be a priority. bus/BART connections are untenable. too many variables.
- I like BART

## Comments from those who did not choose an alternative

### Survey, rider

- Although I understand why it's being discontinued, I've relied on Route SFO since its first day to get to work; it was far less expensive and FAR more reliable than BART. The Route 292 changes proposed in Alternative 1 are the best substitute for my needs; while I don't know its details (charges, availability) the on-demand Millbrae shuttle to Route 292 in Alternative 3 would come next. Alternative 2 would leave me stuck with BART (or a thirty minute walk from downtown Millbrae to the nearest Route 292 stop, which frankly might be preferable most days).

### General Comments

#### SFO Staff Coordination Call (5/3/21)

- Re streamlining service within SFO, central bus terminal serving all domestic terminals is coming in about 10 years; meantime, only serving international terminal may not save that much time due to congestion on IT Road; all routes should serve same stops to reduce confusion. Nile and Seth said not concerned about elimination of route SFO, it served its purpose but not BART connector from Millbrae to SFO is FREE for employees

#### Menlo Park Chamber of Commerce (5/13/21)

- Diana likes Alt. 2 with quick access to SFO. Concern seniors will be against stop consolidation.

#### SMUHA (5/20/21)

- Route SFO was a bad idea.

### Website Comments

- I think that neither route 292 nor route SFO should serve SFO given the presence of other connections to SFO (i.e. BART). For 292, travel time could be saved by not connecting to the airport. 292 could also stop at one SFO airtrain station that does not require looping around the airport.

## ROUTE SMX

### Comments from those who chose Alternative 1 and 3

#### Survey, rider

Note: Alternative 1 and 3 are the same for this route but the survey gave respondents the option to select Alternative 1 or 3

- This route is unnecessary so service can be retained to areas losing it and other routes can run more often
- Direct bus service between San Mateo and San Francisco.
- Operating the SMX alongside the FCX might not be feasible, especially both serve similar markets. If you are willing to eliminate the 398 (which is the rationale for establishing SMX), then it would be better to reroute the FCX to serve San Mateo Park-and-Ride (at Fiesta Meadows) and then serve Foster City in a loop. If that is not feasible, allow some trips to end at San Mateo Park-and-Ride and other trips to serve Foster City to use your resources efficiently and keep a reasonable number of riders per trip.
- Local service for Millbrae
- I would prioritize connections to San Mateo Caltrain and Millbrae BART - these high-frequency, high-capacity transit lines would be able to accommodate the SMX ridership.
- Why is this route necessary when there is Caltrain nearby?

#### Survey, non-rider

- because there should be transit from within San Mateo to Caltrain to reach SF; we don't need a bus for this.
- This route has no apparent benefits and competes with Caltrain, why not use the buses for other express routes and/or focus on first/last mile connections for areas that have limited access to Caltrain.
- Service to San Francisco is needed, BUT: - parking in San Mateo is a huge challenge so this would need to be solved - This could easily (and probably in a more environmentally-friendly way) be replaced by a Caltrain to ferry building express route...
- Currently take the 292. Splitting the route 292/293 would reduce wait time for bus. My selection is based on the limited information you provided. Would like to see actual stops in San Mateo. Currently, there is quite a distance between some stops. In Alt 2 the new SMX is a great addition. Would like to see Alt 1 with SMX route.

## Comments from those who chose Alternative 2

### Survey, rider

- I would take this bus to my doctor and events in SF often. Good choice by SamTrans
- Possible option to commute to SF. Will a bus connect to this route? Is there safe parking that is affordable?
- Would like to see more stops in San Mateo, for example Norfolk St.
- I prefer Alternative 2 (existence of the route), but I also want to strongly recommend for SamTrans to extend the route further south by half a mile to serve the Hillsdale Caltrain station, which has recently been relocated to El Camino Real/28th Ave. in San Mateo. The extension is only by half a mile, and according to Google Maps only requires an extra 4 minutes of driving time. The reason I urge for this extension to occur is so that route SMX can be accessible to Respondents who do not have access to cars. The currently proposed southern terminus of the route at San Mateo Park & Ride is only really accessible by car, as the destination is not served by any other SamTrans routes. Extending the southern terminus to the newly relocated Hillsdale Caltrain station offers a vital connection with ECR and therefore the rest of the peninsula, making this SMX route more available to all customers who want express service to San Francisco, regardless of whether or not they have access to cars.
- The only option is Alternative 2 for this good idea. Even though I wish it went through the airport too, express service from San Mateo to San Francisco is needed
- Enabling residents to travel through different counties is important when many people work or go to school outside of the county they live in.
- This will help me get to my job and home so much quicker. Caltrain is too expensive and the bus is the only option for me
- SMX doesn't exist in the other alternatives. This is the only route I care about and it is a much needed alternative. Otherwise it takes me 1 hr and 20 min to get to work in BART or Caltrain. Park and ride is a great alternative to doing too many local stops which slows service down. Stopping at SFO 3x especially when we had to wait to sync with the schedule was always maddening too. SFO is serviced by BART so It never made any sense to me that it picked up people there as the last stops before getting to the city and dropping people off near BART stations. I hope there is a express lane this bus can go in on 101 because the route is usually stuck in terrible traffic.
- I have long hoped for more direct options traveling from San Mateo to SF. I live in San Mateo, but I work in SF and I am not comfortable driving on the highway. I

## Appendix C: Public Comments on Alternatives

love public transit and I'd be happy to spend more money on bus service if there were more options.

- This is an important route for financial workers who must go to SF. Please implement and maintain as high priority. : )
- Looks like a good idea. Though I'm not sure how the parking will be for the start point
- San Mateo is a major area that would benefit greatly from direct Bus service to San Francisco downtown. There are many jobs there and people living in San Mateo can reduce traffic if an express route is added. SMX is needed now and in the future.
- Bus should go to the west side of San Francisco such as Masonic and Geary Via 380, 280, 19th Ave, Pk Presidio, Geary Blvd. The west side of San Francisco needs a fast regional connection to the peninsula.
- I am excited to use new Route SMX and think it offers good express service from Mid County to SF where I work. I also like the fact that it will run throughout the day, with more frequent service during traditional rush hours.
- I don't understand why this route would only exist in one alternative. It should be offered no matter what given the demand
- It runs more often, better for getting to work
- I would prefer alt 2 only because of SMX. I think that having a direct route to SF is important and while 292 will do that, it is way too long. SMX seems shorter and more often so this is the best option for me.
- Most frequent travel times and area.
- Well, the route exists... But I think you should gear more service to be \*reverse peak\*. The development along highway 101 is office parks. People live in San Francisco and northern areas. The service is already well geared for commutes into the city. Finally, it might be possible to serve the park and ride with the Foster City service anyways? Whatever. Look for more service that terminates at San Bruno and fans out to different employment areas along 101. This is 7 minute BART service, which is a good balance between going further north, and hitting a very convenient connection point that doesn't get snarled in traffic. Caltrain sucks at anything that isn't going to San Francisco at rush hour (in the rush direction). Capitalize on this, do service that goes more southbound. You will inevitably get northbound ridership too that balances things out.
- This would be helpful, but, it should extend to the new Hillsdale Station
- Gives commuter possibility
- rail connection important and frequent direct service to San Francisco is important to me. please make sure there is a day car pool parking at the San

## Appendix C: Public Comments on Alternatives

Mateo site. There used to be a RX which was very popular taking a lot of office workers commute to downtown San Francisco.

- Might be interesting depending on duration as it gets commuters further into San Francisco than Caltrain does
- The only option in which this service exists. Would be nice if there was an easy way to transfer from Hillsdale Caltrain to here though.
- I heard so e people were looking forward to this new route. I think it is worth a try.
- It would be better with a 3rd and 101 option
- This will be a good option to save travel time and avoid driving.
- It is the only option that would implement this route. I do wish that this route would still serve other stops besides just the P&R lot in San Mateo. One stop at a Caltrain Station or along the ECR at least during mid-day trips would allow better connections for people who will take another transit route for the rest of their trip. Also it would be nice to retain local fares for off peak service due to the elimination of the 398
- Number 2 offers the only route I'm interested in SMX. I live bear hills dale and work in civic center. Please run this line no matter what alternative you pick and more than once an hour during rush hour
- Alternative 2 has SMX which is a direct route to San Francisco
- I leave near Hillsdale and work in civic center and really need a direct express bus. Usually it takes me on average 1 hr and 20 min to get to work. Caltrain works great but then Muni is unreliable often taking over 30 min to get me from 4th and king to civic center. With BART I have to sit in terrible traffic to get to Millbrae. The express bus provides a badly needed alternative where I don't have to use two modes. Please also run the express bus more than once an hour during peak times. I like the suggested every 15 min for SMX

### **Survey, non-rider**

- this will help commuters and remove traffic from the roads.
- This could help remove a lot of cars off the road and improve the environment.
- San Mateo needs more reliable connectivity to public rail and transit outside the county, esp. Amtrack
- I'm cautious to support this, as it competes with Caltrain. It should only be operated if there is sufficient regular ridership to justify it.
- The general idea is interesting. However, I think the route is viable yet. The "pick-up/drop-off" loop needs to be bigger because a) FCX route is taking much of the "eastern" demand, b) western demand from San Mateo is taken in part with Caltrain and the small Park-n-Ride lot given the volume of riders needed. I think

adding a loop into Redwood Shores (similar to how the FCX loops in Foster City) could provide a significant pool of riders as the base with some coming from San Mateo from getting off at Hillsdale, travel NB on Norfolk, WB on Fashion Island, and getting back on NB 101. The reverse route is roughly the opposite though there are a some other options. Lastly, with the 92/101 projects over the coming years, there maybe an opportunity to include some kind of off/on ramps just for bus stop(s) in this zone if the route appears to be promising except for the delay in the San Mateo pickup "mini-loop".

- I care about getting to SF from the Peninsula and back in an efficient manner.
- As an alternative option to FCX when crowded or if additional frequency not added
- I live in between SSF BART and Templeton Mall - closed to St. Veronica Church - El Camino Real.
- How long would it take?
- this is the only alternative available. BART stops running at 2am and there should be some way to get to and from SF besides BART and Caltrain.
- Bus need to stop at Daily City BART station for SFSU connection and Redwood City Caltrain station. What kind of buses would be used on this route 60 footers? Midday the bus need to run every 30 minutes.

## Comments from those who did not choose an alternative

### Survey, rider

- Not enough info here to judge. Where would it stop? I'd love an express bus to SF or San Mateo that stopped near San Bruno Caltrain with just a few stops in between. But I'm guessing this would either stop at San Bruno BART or else skip SB altogether.

## General Comments

### Website Comments

- I would prioritize connections to San Mateo Caltrain and Millbrae BART - these high-frequency, high-capacity transit lines would be able to accommodate the SMX ridership.

## ROUTE 17

### Comments from those who chose Alternative 1

#### Survey, rider

- Route 17 was not listed to look at.
- Where is route 17 and 18??
- No need to serve Seton Coastside. Only detour to busy areas.
- Direct Ca 1 route from Pacifica-HMB would suit my needs best.
- Because there is no alternative transportation on the coast during the weekend. Once every two hours is unfair, there is demand for once an hour if the service was available.
- Hardly any riders to those out of the way locations
- Able to get back and forth on time plus reach any linda mar buses heading back and fourth from there to daily city/sf in time.
- I always wanted more frequent bus service in the Pacific Coast Highway transit zone. Even more service to Pescadero!
- I want more and faster service between Half Moon Bay and San Francisco.

#### Survey, non-rider

- This seems to be a reasonable option to improve service frequency with little negative impact.
- Most benefit from more direct route, am/pm route simplification, and 1-hr headway on weekends.
- Sunshine Valley Road is not necessary. Airport Blvd in Moss Beach is vital.
- kids going to school and adults to work need more frequent service.
- Higher frequency on weekends.
- Need more buses more often to work. A Coastside shuttle on weekends would be ideal, but it needs to go every 15 minutes not every hour
- Combine this route with Pacifica to BART service for a single route, eliminating transfers. That would connect the Coastside to BART at nominal cost to SamTrans.



## Comments from those who chose Alternative 2

### Survey, rider

- Loop through Montara is very helpful getting kids to school. Was often full when it as operational during in person school
- Do not run on demand service in the coast.
- Save service to Montara, we need the bus and not just at the post office
- because i ride in sunshine valley and etheldore and I would be without service if there is no bus. I usually wait around 40 min for the bus.

### Survey, non-rider

- The current service is worthless to many people who are going to BART. Why doesn't the 17 run to BART. Nobody is going to ride it to because of the two changes required. If I am going to San Francisco or the East bay I would use if I could get to BART direct. Too many times I have been on the 17 only to see the connection at Linda Mar leaving meaning I have a 30 minutes wait at the Park and ride.
- Eliminating the Seton stop would be hard for seniors and those who can't walk far.
- Please do not remove service from the back of Montara / Moss Beach. Important to connect these area & the hospital for folks with no cars.

## Comments from those who chose Alternative 3

### Survey, rider

- I indicated 3 but none of the alternatives reflect good service for the Coastside. We are the orphans of the Transit system. None of these will help attract more riders.
- Keep the route which enables some of San Mateo County's most disadvantaged residents (including those living in Pescadero) to have regular access to SamTrans... not SamCoast. Between #2 and #3, adding an On-Demand Zone poses the potential to connect more residents in the sparsely-populated HMB region.
- On demand would help especially if available on weekends.
- Introducing an On Demand zone on Route 17 can work for residents of Half Moon Bay since it primarily operates along Hwy 1, and that zone can allow flexibility for buses to serve hard-to-reach neighborhoods in the city. At the same time, though, adding an On Demand zone through Montara might work as well, especially if Alternative 1 is chosen, since that community has limited ridership to

justify hourly service (let alone service every 2 hours on weekends currently). In this case, keep the current alignment for Route 17, but add two On Demand zones for Half Moon Bay and Montara to provide better coverage and connectivity for riders in both communities.

- This route needs to be extended to BART. Linda Mar is a random location to require a transfer. I've gotten stuck in traffic and missed the connection to the 110, and ended up having to wait an hour. So the journey from Half Moon Bay to Daly City BART took close to 3 hours that day.

### **Survey, non-rider**

- My kids and I could use the on demand service between El Granada and half moon bay. Very flexible. Sounds like a taxi.
- Our area currently has very infrequent bus service. As a result, I rarely use it but I wish I could. Alternative 3 provides the greatest improvement in service for our area. Alternative 1 would be a distant second, with alternative 2 coming in last place.
- Many older adults need to connect with Seton Medical Center and cannot do the extra walk. The on-demand zone would also benefit Seniors.
- Service to back of Montara.
- Ridership varies wildly based on school times. Better to run more small buses with tailored delivery than rigidly run the same buses if they're not full.

## **Comments from those who did not choose an alternative**

### **Survey, non-rider**

- Most important feature for Midcoast is the more direct route for #17 and 1-hr weekend headway. What happened to school route #18? On-demand zone is intriguing -- could it be extending to Pillar Ridge mobile home park on Airport St?
- 

## **ROUTE 110**

### **Comments from those who chose Alternative 1**

#### **Survey, rider**

- I like if route 110 would operate more frequently every 30 minutes vs every 60 minutes so not to wait too long for the next bus to come during the frequent busy days or hours.
- Prefer more frequent availability times.

## Appendix C: Public Comments on Alternatives

- Would like to see more frequent service.
- Quicker access to BART is priority. If it takes too long then it is not worth taking.
- Morning commute is too infrequent
- It provides faster service.
- Shorter wait time to take the bus.
- We need more frequent service & LONGER HOURS to make this Route usable for San Francisco, East Bay, & SFO.
- 30 min all day
- More frequent service.
- 60 minutes is too long when one has additional changes on the route
- Increased frequency of service.
- You have to be a frequent bus user to understand the time wasting frustration to just miss a bus by a few minutes and have to wait another hour for the next bus in the uncomfortable conditions of the bus stops and intermodal stations
- More frequent
- I would benefit from more frequent and faster service between Half Moon Bay and San Francisco.
- Improved service is important on this route, existing service is so poor that it makes the service virtually unusable with waits of nearly an hour on the route. I would prefer to see the 30 minute service extend later into the evening.
- Route 110 can benefit from faster and more frequent service between Pacifica and Daly City, especially when it is mostly a straight-shot line. Since the deviation through Longview Drive is relatively short (but hilly), it makes sense to keep the buses running along Skyline Drive to improve northbound trip times, especially when it is mentioned in the proposal that affected riders will just need to walk up to five minutes from the current stops to Skyline. And more frequent service can be beneficial for Pacifica residents, especially when timed properly to other, connecting routes including Routes 17 and 112.

### Survey, non-rider

- It improves service frequency and average trip speeds, by eliminating a long detour that doesn't seem to be well used.
- higher frequency
- less time between buses is very important
- I would want higher frequency.
- Important for frequent of buses

## Comments from those who chose Alternative 2

### Survey, rider status unknown

- Connection to BART is always missed, making it difficult to get to work on time for a bus with hourly service!

## Comments from those who chose Alternative 3

### Survey, rider

- Need route on Longview and like increased frequency.
- You people do not realize what Skyline Blvd really is, and to the matters of the people, you don't care. if you're going to cut something all because of 1 person that show up at stop, and what happens if that person is elderly or mentally challenged or autistic.
- More frequent service would be good for students who may not necessarily be able to rely on the 60 minute intervals.
- And get rid of the unnecessary loop! It wastes time. Is there some rich person paying you so they don't have to walk the 2 extra blocks to the main road?!!! Hardly anybody rides this route because it's so slow. Speed up the route to BART and the mall and more folks will trust it. It takes almost 45 minutes to go 5 miles.
- Timetables
- I like this alternative paired with the 112 alternative that I chose (was it 2?) in a way that ensured that a bus to a BART station would be accessible to residents around the Belcrest/Longview/Gateway area. I think that ridership in this area would be greater if bus options to a regional railway were more reliable and frequent. Transfers eat up travel time and money.
- I take the bus in linda park and ride and this would help me get home in less time.
- It needs to run more often and go to downtown SF like it used to... the Sam teams running down John Daly Blvd used to go to downtown SF long ago
- there is no 112 that steals service from the 110. Please boost service on the 110. People connect to Colma by using BART going south from daly city, and people connect to Serramonte by walking across highway 1 and using the 120.
- I am a senior and not sure about walking a distance by myself.
- You try walking them hills.

### **Survey, non-rider**

- Frequency is greater.

## **Comments from those who did not choose an alternative:**

### **Survey, rider**

- My teen's friends are opting getting cars over bus travel because Pacifica is underserved in remote valleys, there's not access to the remote high school throughout the \*whole day\*, and infrequency is a problem. Just increasing major routes to 3times/hour would get teens and commuters to TRUST reliability and show how easy access is. 110 makes a ridiculous and unnecessary loop in a neighborhood in Daly City- wasting at least 5 minutes of efficient travel! Fix the efficiency between our community and other hubs please!
- My son is a student and current wait time to transfer from BART to the 110 in afternoon is too long. Also 110 schedule in morning too infrequent to rely on
- Higher frequency service on 110 is important to me. Stopping the 120 at Daly City BART though only makes sense if we can transfer to the 14R without additional cost

### **Survey, non-rider**

- I would happily take this route to the Daly City BART and Westlake Shopping Center if the frequency was less than 30 min. I have not taken this bus because of this low frequency. Otherwise, my family adds to traffic dropping me off and picking me up at the station every morning.

### **Survey, rider status unknown**

- Customer would like the bus to run later (10:30 or later), since he works nights and misses the bus!

## **General Comments**

### **Pacifica Linda Map P&R (5/5/21)**

- Request for more service on weekends, and to extend the span. Some people work at the airport (SFO) and would need earlier and later buses.

## ROUTE 112

### Comments from those who chose Alternative 1

#### Survey, rider

- I would not have to wait a hour for another bus
- My son goes to Ingrid B. Lacy Middle School and commutes from Gateway Drive & Hickey Blvd. He needs this 112 transportation for weekdays during school year. Many school kids take this bus.
- Route 112 provides an important service for customers who do not drive. It would make shopping at Serramonte, a main shopping center a difficult task involving carrying heavy bags and time consuming waits for different buses. This is an option that can only be favored by people who drive , and are not dependent on public transportation. There is a need to remember that transportation is intended as a public service in all civilized societies, a way for all people to be mobile and not just a convenience for the few.
- I need this route to start at Colma BART Station. Alternative 1 looks like it eliminates this and starts the route from Serramonte Center. This is actually my favorite route, but because it only comes once per hour, I usually miss this one by 2 minutes (yes, really) so I quickly look for alternative buses that gets me near my end destination.
- Could use a stop closer to Skyline Drive and Longview Drive in Daly City to avoid excessive hill-walking.

### Comments from those who chose Alternative 2

#### Survey, rider

- No need to go to Linda Mar, but must go to Colma BART.
- Transferring at Serramonte to get to coma BART is not time efficient and lengthens commute time
- It still needs to have access to BART to be of value; however I am in favor of reducing duplication with other routes in Pacifica because it feels like an advanced degree is needed to make sense if all the different route options.
- Works well with improvements to 118.
- I consider this option the least worst, as it continues on to Colma BART, with more frequent rush hour service. It does annoy me that there is no later bus hours on Friday and Saturday evenings--especially going to Colma BART.
- Gives an alternative way to get to BART

## Appendix C: Public Comments on Alternatives

- Direct connection to BART
- I take the 110 and 112 to get home from school, so I hate the 3rd option because having a bus stop directly on my street is helpful and very good. I like the 2nd option more because it still keeps its frequency of the 1st but covers more land so I have less opportunities to miss my bus home.
- Since buses frequently run a bit late, connections are challenging.
- Gateway Drive is a hilly corridor that still requires bus service, in which a five- to ten-minute walk to either Skyline Drive (for Route 110) or Hickey Blvd (for Route 121) might not be worth the trouble, especially for elderly riders. And truncating the service to end at Downtown Pacifica instead of Linda Mar Park-and-Ride is feasible since Route 110 will be preserved as a frequent service between Pacifica and Daly City, provided that service on both Routes 110 and 112 are timed well through Sharp Park (perhaps timed transfers can be implemented on this line, with Palmetto & Clarendon being a time point for both routes).

### **Survey, non-rider**

- extra option to Colma BART
- I don't like any of them, but feel you still need a way to get from north Pacifica to Colma BART. I hate having to transfer to get somewhere - it adds a lot of time, stress and money to each trip.

### **Survey, rider status unknown**

- Connections to the BART train is always missed, since this bus only runs once an hour!

## **Comments from those who chose Alternative 3**

### **Survey, rider**

- I probably would not use #1 or #2 because they do not go from Linda Mar to Colma BART.
- All alternatives are bad! Leave the route as it is!

### **Survey, non-rider**

- Put your energy into one route that will connect to BART at Colma (118).

No need to duplicate service

## Comments from those who did not choose an alternative

### Survey, rider

- I do not like any of the alternatives. I prefer LindaMar to Colma BART.
- My son and many others rely on the 112 to get them to school at Summit Shasta. Eliminating this service from Linda Mar to Serramonte would prevent him from being able to get to school. It's bad enough he has to leave an hour early every day in order to make it to school and not be late daily. You are making these changes during a pandemic when habits have had to change bc no one is in person
- I need my 2 sons to get to their schools by SamTrans. We are very north end of Pacifica next to Fairmont Shopping Center at Hickey Blvd & Skyline Blvd. 1 son needs 112 Bus to go to Ingrid B. Lacy Middle School. 1 son needs 16 bus again to take him to Terra Nova High School directly again.

### Survey, non-rider

- I live in Pacifica and do not drive, and depend on routes 110, 112, 118 for my transportation. Alternative 3 by discontinuing route 112 makes life more difficult for people to reach Serramonte for shopping .
- I like the new changes, they look pretty good. The discontinuation of the 398 would definitely clear things up and bring new service, but for a student about to travel to CSM from West SF, I would like a faster route to College of San Mateo, which would also benefit students from the North San Mateo County (Daly City, Colma, South SF, and San Bruno) to be able to get to places such as San Mateo, Berkeley, and other places along the way. I would like to see the 120 extended to SFO for a proper and cheaper way to the Airport, and a new connection would be vital to people heading to the Southwest corner of San Francisco, but that would mean the SFO airport shuttle will have to be deleted, making ridership on BART on the Purple. Also, if we Discontinue service on the 112, then that might overcrowd the 110 in Pacifica, in that case, I think shortening the 112 is better than just deleting it. I think removing SFO from service would be smarter because it would provide more available vehicles for the proposed changes. The new 120 would be great for a direct bus connection to SFO (Airport/ Linden), but my question is- how crowded are the other lines going to get if 120 doesn't serve Serramonte TC, and what route would be proposed if the 120 no longer serves those areas?



## General Comments

### Website Comments

- Please do not limit the route 112. My teenage son as well as other members of our community rely on that bus to get to school every day whether that be Oceana high school or Summit Shasta in Daly city. They also rely on this bus to get to the mall either for work or for pleasure. My son works at Serramonte and relies on this bus service from Linda Mar to Serramonte to get to work five days a week and to get to school five days a week. Canceling the service from Linda Mar would be a hardship on many. Additionally kids attending IBL middle school have also relied on this bus to get from Linda Mar to/from IBL in Sharp Park when the 19 bus isn't running on minimum days. If you remove that service you are limiting our entire area of Pacifica you will be crippling the residents in the Linda Mar area.
- PLEASE DO NOT ALTER THE 112.

### Meeting with Pacifica city staff (4/22/21)

- remember minimum service requirements for Sharp Park PDA (ABAG)
- 112 alignments in Sharp Park, Palmetto will have bike lanes and lots of stop signs. Francisco might be better.

### CAC Workshop (4/28/21)

- Concern about cutting at Serramonte, not serving BART

### Pacifica Linda Map P&R (5/5/21)

- Request for more service on weekends, and to extend the span. Some people work at the airport (SFO) and would need earlier and later buses.

## ROUTE 118

### Comments from those who chose Alternative 1

#### Survey, rider

- Prevents overcrowding and relaxes the connection time to ECR
- I risk being late daily for work if I had to make any transfers just to get to Colma BART
- Prefer Colma BART. Also the times for #17 and #118 should overlap as closely as possible.

### **Survey, non-rider**

- I want access to Colma where it's less hectic than Daly city
- Use the express bus "exits" on Hwy 1 at Clarendon, Manor, and Skyline instead of going everywhere off of Hwy 1.

## **Comments from those who chose Alternative 2**

### **Survey, rider**

- Alternative 2 is best because most people taking 118 are trying to get to BART. It doesn't matter which one. Increased frequency is key.
- Provides a fast way to get to BART. Also, commuting southbound is easier because more BART trains serve Daly City compared to Colma.
- More frequent service.
- Daly City BART stop suits my needs best.
- Option 2 is best because it makes a good connection with MUNI at Daly City BART that would be faster, more frequent, and more reliable than previous route.
- Not all BART trains travel through to Colma Station and more frequent service.
- Faster way of getting to BART
- Increased frequency of service
- I prefer going to Daly City BART since I catch BART into SF frequently and there are more BART trains that leave from Daly City then from Colma.
- This really needs to run all day and on weekends, not just at peak hours. The 110 and 112 simply take too long.

### **Survey, non-rider**

- This option provides the highest frequency of service and connects to SF Muni, allowing for the fastest (and most frequent) connections between Pacifica and SF (and BART destinations east and northeast of Daly City) than the other options.
- better frequency to Colma BART
- much faster service between buses
- Colma has fewer SF bound trains so is not a great option for people headed that way, which I would assume is the majority.
- It seems most practical. I prefer going to BART DC station, and this option seems the most direct. I also prefer the increased frequency.
- Daly City had better service and faster service than Colma

## Comments from those who chose Alternative 3

### Survey, rider

- The route should service both stations.
- 118 every 30minutes should start at Half Moon Bay to Colma/DC BART and then up 19th Ave to GG Bridge. Replace 110 with On Demand North Pacifica, Eliminate 112 and Eliminate 122. Reduce 17 Pescadero to Half Moon Bay Loop. HMB On Demand, Pacifica FLX and New Demand serve as last mile to 118 CA1 corridor - work with SFMTA who are currently engaged with Caltrans on managed lanes on 19th Avenue

## Comments from those who did not choose an alternative

### Survey, rider

- More train Choice at Daly City

## General Comments

### Meeting with Pacifica city staff (4/22/21)

- Add a stop on Route 118 near Sharp Park, could be on Oceana in NB direction near Eureka Square, Clarendon exit, in SB direction the Francisco exit, new ped overcrossing there.

### Meeting with Pacifica city staff (4/22/21)

- Christian (planning manager) said Daly City BART also has Muni connections, a benefit for going there instead of Colma BART (118)

### Pacifica Climate Coalition (5/3/21)

- High frequency 118 to BART is a great idea and very good for client; really smart to send the 112 to Colma and the 118 to Daly City.
- I get it about less deviations; bus ride is convenient but too slow. But can there be a separate route or shuttle from the medical center that the service would get pulled back from?

### Pacifica Linda Map P&R (5/5/21)

- Resume the route, and have earlier buses for commuters.

## ROUTE 120

### Comments from those who chose Alternative 1

#### Survey, rider

- Live frequency
- High frequency.
- For the elderly, alternative one is the best choice.
- Higher frequency saves time, lessens chance for crime to happen to bystanders and people of color.
- Less waiting time everyday
- Customer takes the bus often to Serramonte Shopping Ctr.
- Frequency. Better Bus Amenities
- I usually need to get to the Colma BART to and from Jefferson Union School District along Serramonte BLVD. I usually travel between 8am and 8pm so I appreciate more frequent arrivals (especially at night from Colma BART)
- It can get very packed on the 120 during commute hours, so more buses would help.
- It gets pretty messy when it enters into the neighborhood on Brunswick.
- 120 is my most used route for Westlake, Skyline Plaza, Serramonte and Serra Center. Increased frequency on this route is most valuable for me.
- Before the pandemic, the 120 leaving Daly City BART between 7-8pm can be quite crowded on weekdays. 15 min frequency would be helpful.
- Is there a demand for the route to reach to Panorama Elementary School? If there is, could the bus route there during peak times and during the day, just travel from the two BART stations?

#### Survey, non-rider

- Prioritize higher frequency service in the densest areas of the county, over coverage, to support equity. Alternative 3 isn't a competitive option for someone looking to get somewhere fast.
- Not being able to connect to Serramonte Center would be a horrible mistake. Many people take the bus at this location as well as load SamTrans passes at the information booth at Serramonte Center.
- less time between buses
- Because it goes to Daly City BART and Colma BART.

- More frequent service. Alt 3 should be reworked to go to the SSF Ferry terminal instead of SFO.
- best fits needs

### **Survey, rider status unknown**

- Colma BART important Goes south to SFO or BART

## **Comments from those who chose Alternative 2**

### **Survey, rider**

- Would like to see frequent service between Pope, Evergreen and DC BART. Definitely do not connect 120 and 130 it just doesn't make sense to connect to SFO but not BART.
- It expands more bus stops other than alternative routes, while alternative 3 is farther away than other alternatives.
- We reside in the Southern Hills neighborhood and removing access via bus would negatively impact my child's route home from school.
- My kid needs 120 to go to summit Shasta. You have no direct connection from Broadmoor village to summit Shasta.
- My job is right there at the bus stop (Mission & Evergreen stop ID332221) I take 120 around 2PM and 1030PM so I need 120 to go to the stop.
- Route 121 connects to totally different things, I use the 120 to get from the mission area to 3 different shopping centers. Plus the 121 doesn't run as frequently. I use the 120 to get to and from the BART 6 days a week.
- Direct service from Mission Hills Park to Westlake Shopping Center.
- I like the idea of the single route all the way to SFO which would reduce transfers. however ending the route at Daly City BART only makes sense if we can transfer to Muni 14R without an additional fare.. There are times you just need to go to the top of the hill so the shortening would make it inconvenient.
- As an elderly passenger from Westlake area, I use the 120 frequently and don't want major service changes going up Mission.
- I would like the 120 to have a stop at Serramonte center and to stop at the bottom of summit Shasta high school
- We don't want to wait for 1 hour to go home.
- Because it goes all the way to Mission where I resided I don't have access to route 121

- Alternative 2 is my most preferred alternative. The core of the Route 120 service should not be changed. This route, being the most-ridden line in the North County, is a lifeline for many commuters who live in Daly City/Colma. This service I feel provides a strong alternative to car driving, for many individuals, myself included. It is important to keep 120's connection to MUNI's 14-Mission service on Mission St. Not just to MUNI's 14R-Mission Rapid service at Daly City BART station. To maintain direct connection to both lines, is important to maintaining connection to San Francisco at all hours of service (noting that right now 14R runs until 10pm right now, but 14-Mission is 24/7 service, that doesn't connect to Daly City BART).

### **Survey, non-rider**

- Direct to BART for me

### **Survey, rider status unknown**

- Serramonte transfer and Colma BART station

## **Comments from those who chose Alternative 3**

### **Survey, rider**

- Like that it serves SFO but needs same frequency.
- This is the best way to do crosstown connections. It is also more convenient for people who ride the 110 to walk a few minutes to connect and go crosstown. This merger is possible even without the extension to Airtrain... please do it.
- It's a great idea overall. I like connecting Daly City with SSF, especially at night. Extending the route to SFO is a bonus.
- Route 120 is one of SamTrans' most productive local lines alongside the ECR, in which changes to this route deserve some serious scrutiny. Maintaining the current routing between Brunswick & Templeton and Colma BART via Daly City BART and Serramonte Shopping Center would be ideal as it allows current riders to stick to what they know. However, given that you are exploring a possible extension to SFO Airport (possibly as a result of extending the first southbound trip to SFO Airport from Brunswick & Templeton, leaving at 4am), I love the idea of providing a one-seat ride from Daly City all the way to the airport, which will provide riders an alternative to BART, the ECR, and 292. I understand, however, the downside that the 130 may have to be truncated once again to operate between Daly City BART and Serramonte Shopping Center, which is okay since service along Grand Avenue and through South San Francisco BART has been adjusted a few times before (first as the 133, then as the 131, now the 130). If you are willing to make this service work similar to the current levels with the 130 (every 15 minutes daily, with this proposal having later service than the current 130), I will be on board with this change, especially it will give riders another

direct option to SFO Airport (and a back way to San Francisco), and it will give riders three BART stations to choose from (Daly City, South San Francisco, and SFO Airport) instead of the current two (Daly City and Colma).

### **Survey, non-rider**

- Possibly faster Service. Overcrowded slow and inefficient
- I work at the airport. Only Alt 3 gives me the advantage to go to work by bus.

## **Comments from those who did not choose an alternative:**

### **Survey, rider**

- Direct (not a split) ECR service to Redwood City, and route 120 would extend to Mission Hills park (we live in the Mission Hills condo complex)
- I am ranking High priority = 1 and least priority = 3. I choose Alternative 1 as my highest priority because I take the ECR bus along El Camino from downtown San Mateo to Millbrae BART. And I take the the 120 bus from Colma BART up to Jefferson Union School District along Serramonte Blvd. It is important that these buses are more frequent for me due to my long commuting trips. My second preferred Alternative is Alternative 2, more connections to rail and the region. I use SamTrans to connect to BART in multiple ways so I like that you are making more connections to rail.
- I vote Alt 2. I'm 68. Everyday I go to work and board 120 at Southgate & Lincoln (332314) and exit at Mission & Evergreen(332221). My job is right at the bus stop. It is very convenient for me. When I'm going home around 10:30PM, I see thefts, robbery, police activities and more. If 120 change other than alt 2, I have to make a transfer at DC BART and it will not help old people like me. Who knows what will happen between my transfer. Please go with Alternative 2. Thank you.
- The direct connection for 120 to the SF Airport and other places are big bonus for us.
- My first priority is keeping the 120 continuing onto mission. Too many bus lines already seem like they are connecting BART station, when I can take the BART for that! I use the buses to get around my neighborhood. I don't want to have to transfer to a separate bus to get from mission street to west lake. And I want to use the 120 to get TO the BART.
- The 120 is the bus nearest my house. I love to catch it to get to Serramonte and to Mission ST. I think the frequency is just fine as it is now. Having to transfer to another at the DCBART to get to Mission would be inconvenient.

## Appendix C: Public Comments on Alternatives

- I take route 120 all the way to Mission everyday back and forth from home to work this change will make it difficult for me to make to work on time
- I live in Daly City. Pre-pandemic, I used 120 the most, then occasionally 121, 130 and ECR. I appreciate the increased frequency of 120 that's offered in alternative 1. I prefer alternative 2 next because I appreciate how 120 would combine with part of 130. That's an occasional ride for me. I am concerned that the new 120 in alternative 3, though, may turn into a new ECR, which could be packed at times. The proposed changes in alternative 2 do not appeal to me.
- Higher frequency service on 110 is important to me. Stopping the 120 at Daly City BART though only makes sense if we can transfer to the 14R without additional cost
- As an elderly passenger from the Westlake area, I rely on the 120 & 122 regularly and I don't want these routes to be impacted.
- My son takes the 122 and transfers to 120 at Serramonte Center to attend Summit Shasta High school. If you cut the 122 svc at Colma BART, there is no way he can connect 120. You don't service Summit Shasta at all.

### Survey, non-rider

- I live in South San Francisco near intersection of Hickey Blvd and El Camino Real. I also work at SFO. Alt 3 gives me less walking distance to travel to work via bus than BART. My parents do not drive, Alt 3 also brings them north via route 120 to Daly City to access a few shopping centers. Personally I value consistency and frequency when it comes to public transportation. Alt 1 is my second choice because of that.
- I like the new changes, they look pretty good. The discontinuation of the 398 would definitely clear things up and bring new service, but for a student about to travel to CSM from West SF, I would like a faster route to College of San Mateo, which would also benefit students from the North San Mateo County (Daly City, Colma, South SF, and San Bruno) to be able to get to places such as San Mateo, Berkeley, and other places along the way. I would like to see the 120 extended to SFO for a proper and cheaper way to the Airport, and a new connection would be vital to people heading to the Southwest corner of San Francisco, but that would mean the SFO airport shuttle will have to be deleted, making ridership on BART on the Purple. Also, if we Discontinue service on the 112, then that might overcrowd the 110 in Pacifica, in that case, I think shortening the 112 is better than just deleting it. I think removing SFO from service would be smarter because it would provide more available vehicles for the proposed changes. The new 120 would be great for a direct bus connection to SFO (Airport/ Linden), but my question is- how crowded are the other lines going to get if 120 doesn't serve Serramonte TC, and what route would be proposed if the 120 no longer serves those areas?



## General Comments

### Daly City BART Outreach (4/27/21)

- Rider prefers Alternative 1 and Alternative 2. The rider transfers daily between BART and SamTrans. He ask for more buses in the evening, as buses sometimes do not show up. 120: Rider likes Alternative 3, specifically the SFO extension. 120: More buses to Bellevue as shown in Alternatives 2. Also likes Alternative 3.

### CAC Workshop (4/28/21)

- Concern about Alt 3, extending to SFO, too risky for great route today

### Daly City Partnership event / Daly City bus stop outreach (5/18/21)

- 120: likes earlier morning service on 120, sometimes they have to be at work at 6a, really likes the route 120

### TEAMC Workshops (external) (5/26/21)

- Alternative 2 was preferred by the youth. Folks like the potential to increase frequency to every 15 minutes but believe that keeping routes on schedule is more important and should be concentrated. Did not like removing service 120 to South Hill.

## ROUTE 121

- Daly City BART Outreach (4/27/21) 121: Rider is requesting for higher frequency (every 30 minutes at the minimum). Rider transfers from/to BART and he currently has to wait 1 hour for his bus to go home, because he misses it by 5 minutes.
- SFO Staff Coordination Call (5/3/21) Alt 1 - 121 and EPX should be timed transfer at San Bruno BART to work
- Daly City Partnership event / Daly City bus stop outreach (5/18/21) 121: multiple people liked Alt 1, requests for more frequency (30 min headways better, 60 min not sufficient). Improve connections/timed transfers between 130 & 122/121.
- TEAMC Workshops (external) (5/26/21) Route 121: Liked that travel to Skyline would be shorter, but mentioned that better connection across all 3 colleges is needed. Will shuttle still be an option for students? Additionally, if San Fernando way is removed would accessibility to that area be affected? Are there other buses that access that section?

## Comments from those who chose Alternative 1

### Survey

- More frequency
- Because it has more routes to go than other options.
- Travel time and convenience is better for students
- Because it takes too long for the next bus
- 30 min service is important
- Faster, cut out Colma
- Frequency/no weekend rides
- Frequent service near his home on Skyline/Sneath.
- More direct and frequent service and would still like to have the 121 serve Bellevue and Acton Street.
- I'm going to Manila supermarket
- Serves Skyline College and San Bruno BART. This route should travel along Cherry Ave., San Bruno Ave., Huntington Ave to San Bruno BART
- I would hate to see Route 121 lose service on the weekends. It is very convenient to get to Pacifica from BART that way. Otherwise we'd have to use Ugh - I mean Uber.
- I like the ECR Rapid Route in Alternative 1 best. My main route today is the #130. The downside of Alternative 1 is going to Daly City BART / Top of the Hill, directly. Alternative 2 & 3 are pretty much equal to me. With Alternative 2, I can use the #121 Route to replace my current #130 Route. With Alternative 3, I would still use the #130 Route. But I like retaining the extension to Pope St. with Alternative 3, this is dropped in Alternative 2.

### Survey, non-rider

- Because it goes to San Bruno BART.
- keeps our access to skyline college and San Bruno BART
- I would need it to go to the airport. But you dropped the stop on College Drive near Sharp Park Rd, effectively eliminating any service for residents at the area around Mariner's Point Condos. One would have to walk over a mile, up a hill, to the college to get any bus service.
- Alt 1 preferred due to accessibility to 3 BART stations.

## Comments from those who chose Alternative 2

- Touches Skyline College, goes through Fleetwood Drive (currently no SamTrans bus serves Monte Verde subdivision), touches Westborough x Callan Shopping Center, Westborough Square Shopping Center, Serramonte Shopping Center, and appears to touch Seton Hospital. I am confused with light green and dark green route segments, but they seem to converge at Daly City BART.
- We reside at Oakridge Drive on which South Hill Blvd is the cross street. Removing South Hill and Alta Vista from the route would negatively affect how my child can get home from school.
- Like the more directness
- Keeping this and the 120 because they service different areas, connecting the people in the mission area to the rest of the county.
- I take the current 121 bus that stops at Pope/Bellevue, and only option 2 offers that stop, other alternatives are not very useful for our daily destination

Spanish Comments	English Translations
por el ascenso a otros servicios	for access to other services

### Survey, non-rider

- Improved connection to rail allows more options for riders. new route 124 is essential and would be great so students can access Skyline College more easily.

### Survey, rider status unknown

- Better if weekend same as weekday

## Comments from those who chose Alternative 3

- 30 min. frequency on weekend.
- 30 minutes is too long to wait especially when heading to work, school and wanting to go home sooner. 10-15 minutes preferably.
- I wonder how many SamTrans buses serve Skyline College from San Bruno BART? This is not a route I have ever had to take, but I would imagine that frequency and variety of service from San Bruno BART to Skyline College might be an important consideration. I feel that there are many buses that offer service to Colma and Daly City BART. From my perspective, the 121 is nice to have but rarely ever a first, second, or even third option. It takes too long, and feels like a scenic highway tour of Colma, Daly City, Outer Mission and bits of Pacifica.
- People from this route should still be connected to Colma BART.

**Appendix C: Public Comments on Alternatives**

- I get on at the Colma BART Station and get off at Pope/Bellevue stop, alternative 3 is the only option that can pick me up and drop me off in my desired destination
- I like the extension to Pope St combined with a Colma BART stop.
- If service from Colma BART is discontinued it probably wouldn't meet my needs at all.
- Alternative #3 is the best because alternative #1 neglects Gellert Blvd. There's many good shops on Gellert Blvd like Sprouts and the huge Wine shop. The area has lots of hills so the elderly need the 121 to get to The shops on Gellert Blvd. Alternative #1 good point is that it's ambitious but don't neglect Gellert Blvd. Also in reality alternative #1 should be two separate bus routes. Alternative #2 is no good because it neglects the residents of Pacifica and that's not fair to them.
- Maintaining Route 121 as is would be the best scenario as it serves many hard-to-reach neighborhoods in Daly City, Colma, South San Francisco, and San Bruno with BART, Serramonte Shopping Center, Seton Medical Center, and Skyline College. Although Alternative 1 is promising as it is proposed to be extended to San Bruno BART, I believe that maintaining Route 140 as is would be better than cutting off service to hilly neighborhoods bordering South San Francisco, San Bruno, and Pacifica. And while Alternative 2's goal is to maintain connectivity between Daly City BART and Serramonte Shopping Center, it will force some riders to switch buses at Serramonte for either Routes 122 (for South SF BART via Gellert, King, and Arroyo) or 124 (weekdays only between Serramonte and Skyline College), which may result in reduced service. (And this is also contingent on simplifying Route 120 to terminate instead at Daly City BART instead of continuing further to Top of the Hill and Brunswick & Templeton as this route can provide better service up to Mission Hills.)

**Comments from those who did not choose an alternative**

**Survey, rider**

- Honestly I can't choose any. Taking the 121 out of Colma BART disrupts my way of getting to work. It will be an inconvenience for me to back track to Daly City BART to catch the 121.
- Customer would like the S.B. bus to run later (10:30 or later) from Daly City BART, adding he always misses the last bus, since he works nights!

Spanish Comments	English Translations
Me gustaria que dejar como esta y ruta pasaria por DMV de daly city y 90 street deberian de dejar como esta 121 y quitarla o cambia la ninguna de tres me convence	I would like to leave as this and route would go through DMV of daly city and 90 street they should leave 121 as is and remove it or change the none of three convinces me

### **Survey, non-rider**

- Maintains route 121 to Colma BART and gets rid of some side street deviations.
- I live up on southern hills so having the 121 be limited would hinder my ability to get to work on time.

## **General Comments**

### **Website Comments**

- Big propositions for buses but I have a concern about my route: 121, the one that runs from 90th. St. Daly City to the Daly City BART. I do not see any improvement for this one. Due to COVID-19 and your new schedule for this route I had to change my hours of work, because now in the mornings the route 121 runs every hour, one bus passing at 7:00 a.m. and the next one at 8:00 a.m. I do not see any change in this one. It affects me and I think most people that take this one to Daly City BART in the morning. For me Daly City BART is much better than Colma BART because this last one has only two alternatives: Pittsburgh and Richmond to ride while Daly City BART has many more, so my opinion is to put more buses route 121 in this direction, in the peak hours so we can go faster to Daly City BART every morning and/or every afternoon, after work.

## **ROUTE 122**

### **Comments from those who chose Alternative 1**

#### **Survey, rider**

- Save time
- Love seeing the split of 125. Route is too long.
- 1/4 and 1/2 hour is much more convenient. One hour wait is unbearable. Miss bus by one minute, and you are one hour late. Currently, I must schedule TWO HOURS AHEAD, in case first bus is missed, but then I must wait one hour for second bus. Extreme waste of time. Thank you for change!
- I would like to see more buses run more often between the Colma BART station and Stonestown. This would help my commute greatly!
- Improved service both ways would help with my commute.
- Faster trip time and service.
- I need this service to resume for transportation to the Doelger Senior Center.
- Customer takes 122 to SSF BART and then 130 to Senior Center on Grand Ave.

## Appendix C: Public Comments on Alternatives

- Customer takes the bus often from Lake Merced/John Daly to Stonestown.
- Shorter time to SF State and more frequent.
- faster
- every 15 mins is important because I take the northern route
- Alt 1 is a very good idea! I take BART from SF to Colma, then take the 122 home. Many times, there is a long delay because the 122 was stuck enroute from Stonestown, causing many of us extra long waits at the Colma Station. We already lost Route 123, so the new 125 would be great for those of us in South San Francisco/Daly City. It would be more ideal if the 125 would recover some of the lost streets when it merged with the 123 many years ago, but I will take the 125 anytime. Going TO the Colma BART station in the mornings do need to be shorten a bit near Seton as it can be a grueling ride.
- It increases the frequency for buses. However, I would like to see that frequency offered to the entire route, not just the northern section.
- As I work on weekends, I would like the 122 service to start at 8 AM on Saturdays and Sundays.
- I would be able to run more errands and get to work on time (rather than very early or very late) if an increase in bus times are made to 25 minutes. Also, sometime a bus does not come so I have to wait 30 minutes for the next one, this would make a missed bus less painful.
- Makes more sense as 2 routes, as virtually no one would take it from one end to the other.
- I don't like long wait times.
- Alternative 1 would provide more reliable service from South SF BART for me to commute home to Westborough area.

### **Survey, non-rider**

- slightly improved weekday frequency
- This change would provide better service.
- Students and community members would have better access to SF State, a major university. Also can access Stonestown Mall, a major retail center.
- I support more service in the densest areas of the route, even if that means less service elsewhere, to support equity. The northern portions of the route are more direct than the southern portions of the route, anyway.
- Seldom travel to Northern segment.
- The waiting time is only 15 minutes.

## Appendix C: Public Comments on Alternatives

- Sounds good, except the southern route should be extended passed BART and go the extra 2 miles to Cal Tran and SSF Ferry Service
- I think dividing up the route will allow for more efficiency and time for riders. Riders that are need to go farther to SF state/Stonestown will have a direct route versus waiting for the 1 bus that does the whole route.
- If the time is coordinated with the arrival and departure buses alternative one is better . Otherwise 2or3 don't see the difference
- Changes the service from Colma BART and SSF BART which is a feature not valued by customers
- This alternative could easily incorporate a Mission Road branch as well
- This is route I would most often use.

### **Commission on Disability Rights (4/26/21)**

- Preference for speed over frequency, but likes frequency - was concerned the 122 was being reduced in all alternatives but informed him of Route 125 in Alt 1 that would provide service.

## **Comments from those who chose Alternative 2 and 3**

### **Survey, rider**

Note: Alternative 2 and 3 are the same for this route but the survey gave respondents the option to select Alternative 2 or 3

- Goes to South City, better for me
- To be able to go straight to SF State
- Prefer the full route.
- No Changes is a good thing on this route
- no comment
- It includes SSF area! I wish your free shuttle service will go from SSF BART to Westborough square!
- I take the ECR Palo Alto and transfer to 122 Stonestown to get home everyday a change to this route can make my commute much longer or much shorter. Erring on the side of caution I would like it to remain the same. If new route 125 runs from South San Francisco BART up Arroyo and with a higher frequency I will accept the change.
- I am commuting from San Francisco to Serramonte and the first plan will dramatically increase travel time.

## Appendix C: Public Comments on Alternatives

- Why not add another line to service the more frequently used route between Colma BART and Stonestown? I really like this route, by the way, it's one of the few SamTrans routes that routinely feeds from South San Francisco to SF State and Lake Merced, which is difficult to access from other SamTrans/BART service connection points.
- More frequency to 122 please, not just on weekdays! Alternative 1 does not do that well. Waiting too long in general can make driving and ride sharing (e.g. Uber and Lyft) a better option. Also, please re-add Westborough Park in South San Francisco back as part of the 122 bus line stops. There is a long walk up and down Westborough to get to the park. It has a public community center there but I am reluctant to use 122 bus line often as 122 used to be convenient. I remember and used the bus line very often before when 122 used to stop by Westborough Park. I am extremely sad how 122 changed when SamTrans removed the bus stops by Westborough Park.
- Better connecting options with alt 2
- I live in the middle of the route and don't want to transfer if I have to go to either end.
- There is no change to route
- Splitting the Route 122 in two (122 and 125) might be a tempting proposition, especially when addressing which portion of the route is stronger. However, given that the route serves a significant number of attractions along the way, it is not worth the trouble to split an already busy service since it will inconvenience many Respondents who live in the hilly neighborhoods of Daly City and South San Francisco, especially when Serramonte Shopping Center, Seton Medical Center, 280 Metro Center, Serra Center, and the two BART stations (Colma and South San Francisco) are major destinations for the route. If there is a consolation, combining Routes 122 and the proposed Route 126 to Oyster Point would be a better solution since it will allow a one-seat ride between Oyster Point in South San Francisco and San Francisco via Colma and Daly City.
- I use this route to go to several shopping areas and to the west side of SF. If the route is split I will have to add a bus change or add a (more expensive) BART ride to get to the 122.
- My kid takes the 122 from home and transfer to the 120 at Serramonte. He does not need to be at BART. You could improve the frequency during morning and after school hours
- Too hard to figure out what you are doing
- Route 122 travels down a residential street and brings with it loud, empty buses that roll through the stop sign and speed down the road. I do not think we need more frequent service.



- It's important that my child has a more direct route to Summit Shasta High School. He takes the 122 and transfers to 120 at Serramonte. I do want these routes to arrive more frequently during the mornings and after school
- I voted for alternative 2 because I ride SamTrans 122 Stonestown-South San Francisco every day twice a day. Losing the existing 122 route would hurt my daily commute. I would be interested in alternative 1 if I knew that service would continue from South San Francisco BART/El Camino McLellan and up Arroyo.

## Comments from those who did not choose an alternative

### Survey, rider

- First of all 3 alternatives are horrible!!! The 122 is a dirty bus route because a lot of messy people get on the 122 from San Francisco. So you should first think about cleaning this bus line on a regular basis. Secondly the way you separated the 122 bus line at Colma BART in alternate 1 was done like a Dodo Brain. Instead of cutting the 122 line at Colma BART, have the 122 go past Colma BART to Serramonte then follow the 130 down Hickey Blvd and cut the 122 line in half at SSF BART. Don't cut the 122 at Colma BART!!! That's inconvenient and you'll miss passenger money/fees from everyone at Serramonte. Then keep the purple bus line in alternative 1 but create a new bus line for the purple line in alternative 1. The 122 should have been cut in half years ago but don't cut it at Colma BART, cut it in half at SSF BART. Please!!! Use some common sense!!! Please!!!
- I live in the center of the 122 route, and I don't like that I'll have to transfer if I have to go to either end. I would rather keep the 122 route intact and have improved connections instead.
- I live on route 122. Most buses that pass by the house are empty or have no more than 3 riders. I would be for a measure to reduce frequency. I can't imagine why increased frequency would be needed. The buses often roll through the stop sign, speed down the street, and are so loud that replacing our windows did not reduce the noise very much. As this is a residential street, I do not think increasing the frequency would be beneficial to the residents as much as it will pose a hazard and inconvenience. Perhaps alternative 4 could be to implement electric busses on the residential routes?!
- As someone who frequently commutes with SamTrans, I would prefer if buses come a lot more frequently. For example, I'd like for the 122 route to come more frequently because so 30 minutes is too long a time. As for the second alternative, it'd be more convenient for people who need to take Caltrain or BART. I'm not sure about the third alternative, and I don't think its purpose is as important as the others.
- My kids take the 122 bus to go to SF State University and they need to ride from Colma area directly to school with no transfer and currently, the SamTrans only

comes every 30 minutes which is not good enough and sometimes, if one bus is taken out of service, the wait is one hour which is ridiculous!

- I take the 122 bus line regularly and having it come every 15 minutes instead of 30 would improve my life so much!
- As an elderly passenger from the Westlake area, I rely on the 120 & 122 regularly and I don't want these routes to be impacted.
- My son takes the 122 and transfers to 120 at Serramonte Center to attend Summit Shasta High school. If you cut the 122 svc at Colma BART, there is no way he can connect 120. You don't service Summit Shasta at all.
- Prior to pandemic mostly rode route 122 from South SF BART and alternatives 1 and 2 best serve my needs.

### **Survey, non-rider**

- Customer would like the bus to run later (10 or later), since he works nights and misses the bus!

## **General Comments**

### **Serramonte Center outreach (4/22/21)**

- Request for earlier service, specifically on weekends, between 5:00 and 6:00 am. 122: Someone mentioned that they like Route 122 in Alternative 1, the best.

### **Daly City Partnership event / Daly City bus stop outreach (5/18/21)**

- Improve connections/timed transfers between 130 & 122/121.

## **ROUTE 124 (NEW)**

### **Comments from those who chose Alternative 1 and 3**

Note: Alternative 1 and 3 are the same for this route but the survey gave respondents the option to select Alternative 1 or 3

### **Survey, rider**

- This route is unnecessary. Skyline collage already ran their own shuttle directly to the BART station. Let them pay for their own shuttle instead of spending limited resources on this.

## Comments from those who chose Alternative 2

### Survey, rider

- How about access to SSF downtown for students
- This is a good route providing faster service for Skyline College. Even better, when school is in session, provide an express service between DC BART, Skyline, CSM and Canada College. Many students need to get between campuses but need to take 3 buses to get from one college to another. Forcing those students to drive.
- Like that terminals Skyline College and Daly City BART. Touches Westborough Heights, Westborough Square, Serramonte. 30 minute turnaround is acceptable. But dislike that no stop at Seton Hospital, and no stop at Colma BART - no connection with 122 to Stonestown. :(
- This would supplement existing Skyline College's express shuttle service between the college and Daly City BART, running currently with hourly intervals. However, since it will run only on weekdays, it may not provide the most benefit for residents living between Serramonte Shopping Center and Skyline College, especially when the 124 will be the sole service available to residents and businesses between Callan & King and Skyline & College. If this idea is to be pursued, I would highly recommend truncating weekend service to operate solely between Serramonte Shopping Center and Skyline College, provided that timed connections will be available to other, nearby lines including the 120, 121, and 122 for Colma and Daly City BART.

### Survey, non-rider

- This is great idea!! It would help students and community to access campus. Also allow students to work or shop/eat at Serramonte!
- This route would allow more students and community members to be able to access Skyline college. Students could also easily get to Serramonte Mall (for work or for place to eat or get together with other students)
- for many it would be the only way to attend college
- more buses to skyline college
- Going to skyline college via Serramonte from BART takes longer

## Comments from those who did not choose an alternative

- This is good but the start point shouldn't be Daly City BART. Instead like the 122, have the 124 go to Stonestown like the 122 then have the 124 go to Daly City BART, then to Stonestown, then to Skyline. Have a SFSU to Skyline express connection.

## ROUTE 126 (NEW)

### Comments from those who chose Alternative 1 and 3

Note: Alternative 1 and 3 are the same for this route but the survey gave respondents the option to select Alternative 1 or 3

#### Survey, non-rider

- This alternative would only work if there was high enough demand and if it doesn't come at the cost of service on other routes.
- Underserved part of the city. Shuttle does not work
- This proposed service is irrational - this is a pipe dream of your planners
- Although not ideal, seems like the resources should be spent on the 130 connection to Oyster Pt along with using the existing SSF Shuttle that runs along Sister Cities Blvd. Either focus on using the shuttle as an 130 alternative for the Sister Cities Blvd riders, or replace this section of service with the 126 which would offer more consistent service albeit with a fare.

### Comments from those who chose Alternative 2

#### Survey, rider

- Would like to see a complete loop in Oyster Point instead of 2 different separate and unconnected routes.
- more service
- It sounds like I may soon need to go to Oyster Point frequently for medical reasons. I have no idea how well this area is currently served by transit or whether the proposed route would meet my needs. I hope so. It would be really helpful if SamTrans would try to improve transit to major medical facilities.
- This would work but most Logistics companies look for people working graveyards this route should be from only 12am to 6pm
- It's the only one in which this route exists
- Chestnut Avenue and Sister Cities Boulevard have not had transit service for some time that introducing bus service to both corridors (which are far from Grand Avenue) will bring a huge miracle for residents and businesses in northern South San Francisco. However, if it were me, I would connect this route with Route 122 (Stonestown-South SF BART via Serramonte and King) to provide a one-seat ride between Oyster Point and multiple attractions in South San Francisco, Colma, Daly City, and San Francisco. Although Route 140 might

provide an east-west connection between Oyster Point and Pacifica, providing a direct service to South San Francisco BART alongside San Bruno BART would be ideal to give passengers choices on which station they would like to go.

- This one BUT have it also stop at Brisbane!
- Traffic is very bad on Oyster Point and bus service would help alleviate that.

### **Survey, non-rider**

- This is great idea!! It would help students and community to access campus. Also allow students to work or shop/eat at Serramonte!
- This route would allow more students and community members to be able to access Skyline college. Students could also easily get to Serramonte Mall (for work or for place to eat or get together with other students)
- for many it would be the only way to attend college
- more buses to skyline college
- Going to skyline college via Serramonte from BART takes longer
  
- As jobs increase in the Oyster Point area a bus alternative is important.
- It seems to be very worthwhile to offer and improve transit service to an important jobs center and transit desert.
- Only one, but what I like best is it looks like the only route that stops at the SSF Ferry terminal near Oyster point marina. If Alternative 1 is chosen, I would rework route 130 to go to the SSF Ferry Terminal.
- I thought 130 goes to Oyster, I find it inconvenient to transfer from the 130 to the 126. SamTrans cost to rider two routes I cannot afford. I worked from Daly City to San Mateo and cost me \$100 a week, I was only riding one route and walk the rest of the way because I did not make enough money at my job.
- Important connection between job site and BART
- I am a car free household and have an interest in jobs in oyster point. This route would provide service to offices not served by the SSF commuter shuttles
- with increased business being built in Oyster Point, more access to public transit via BART and the Ferry and less cars driving over there.

## ROUTE 130

### Comments from those who chose Alternative 1

#### Survey, rider

- Expanded route to Ferry @ OPM (Oyster Point Marina)
- Because I took my kids to the mall by Tanforan (play place)
- To be able to catch MUNI bus
- I would like it to run every 15 mins
- Faster bus time and more buses
- More convenient
- More convenient
- I live and work along the preferred route
- Because it will connect me with the BART faster. On weekends takes too long
- Takes as to drs appt Kaiser hosp, to Serramonte
- weekend schedule frequency
- I am fine with alternative 1 or alternative 2. I use the route 130 from SSF BART station to Grand Ave.
- I do like the idea of expanding it to Oyster Cove/Point. I don't have any business in that area, but I as well as a few older family members of mine enjoy walking around that area. Having public transit access to there would be nice. I think it's okay to eliminate the part of the route to Daly City BART. There are other main bus lines that bring you there (in regards to the alternative changes), and as someone who lives near Colma BART, I would use that in addition to those other bus lines depending on my own timing.
- Customer wants Route 130 to connect to Oyster Cove Marina. He wants to take the ferry. Customer insisted that the following requests be included: 1. Track platform upgrade at Jack London Sq. 2. More bus transfers at Jack London Sq.
- Route should still travel along existing route until Airport/Linden. Then the bus should go north on Airport Blvd., right on Oyster Pt. Blvd., right on Gateway, and south on Airport Blvd. to SFO.
- I prefer the 130 to still make stops at Serramonte center
- Because it can drop off near FedEx and UPS

Spanish Comments	English Translations
Tediria mas	would tedious but

Spanish Comments	English Translations
Porque se necesita que pasen mas seguidos	Because they need to pass more often
Con mas frecuentes	More frequently

**Website Comments**

- Customer wants Route 130 (Alternative 1) since it will serve Oyster Cove Marina.

**Survey, non-rider**

- It is faster with the limited stops
- Reacting to Oyster Point/company destinations
- Eliminates Daly City BART segment (should be served by a different route), more frequent service on weekends.
- Retain weekend connections to SSF
- The 130 doesn't come frequently enough and, as someone who lives in SSF, it would be nice to be able to actually use the SSF Ferry.
- Alternative 1 helps improve the efficiency of the 130 at the northern end, since the tradeoff is not serving Daly City BART (redundancy of Colma BART) but requires a transfer for those residents of northern Daly City. If a better 121 to 130 transfer exists at Colma BART, then a transfer is negligible. For the Oyster Point section, there should be a 'loop' to service both the DNA Way side along with the Oyster Point Blvd/Ferry side of it. E.g. service to Oyster Point could take Grand Ave to DNA Way to Forbes Blvd to Gull Dr to Oyster Point Blvd to Gateway Blvd to Corporate Dr to Poletti Way to the shuttle/bus stop at SSF Caltrain. That could be the layover, then the bus reverses direction by exiting Poletti Way to 'little' Grand Ave to 'big Grand Ave' to Gateway Blvd back the way it came. It may be a little circuitous, but it'd offer geographic coverage for the Genentech/Oyster Pt area, and some areas would be 1/4-1/2 mi walk, where the tradeoff is less direct shuttle service at your front doorstep for more consistent, frequent, all-day service. Plus it could offer service from SSF Caltrain once the new station/shuttle stop area opens.

**Survey, rider status unknown**

- I like the bus coming more often

Spanish Comments	English Translations
Estoy contenta con la Alternativa 1. Porque no lo utilizo mucho solamente. Fines de semana.	I'm happy with Alternative 1. Because I don't just use it a lot. Weekends.

## Comments from those who chose Alternative 2

### Survey, rider

- If extending to Oyster Point Marina or DNA Way, please make sure using the same route to serve both areas. It doesn't make sense to combine 120 and 130 to SFO. Those going to SFO will have their way, like BART or other lines, but not this one. Both lines are already busy so please don't combine.
- Going to Oyster Point
- Entry to Oyster Point
- I can get from point A to point B without transferring. I like the Oyster Point extension because I work there. Also a lot of new developments in that area. Also please add earlier (7am) and evening busses (at least 1) especially on SUNDAY. Currently there is none. I have to take ECR and walk over to work in Oyster Point.
- Oyster Point needs bus service ASAP. It will save the County and the District millions of dollars to put good bus service in Oyster Point so the City of SSF and the County don't invest in those autonomous pods. Put a bus lane in there while you're at it, there's too many lanes right now and very little traffic in comparison to the rest of the City of SSF and County at large.
- This is my main bus. It would allow me to easily get to Daly City BART or Serramonte / Colma BART as the service is today.
- In the morning when I start my commute, I want to get to the nearest BART station as soon as possible.
- requires less transfers for the rider
- Alternative #2 is the best but just have the 130 line go all the way to Oyster Cove Marina because that's going to be a nice tourist spot for the upper peninsula area. Also having the 130 bus go to all 3 BART stations and Serramonte too is really important and good for business. The 130 is an important bus line. Just make sure the 130 ends at Oyster Point Marina. In the future hopefully we can get on a ferry from Oyster point and go to SF and Alameda.
- Oyster point would be great
- I picked this alternative because it would be better to expand routes.
- There needs to be a bus here!
- Like the extension into Oyster Point, but also need it to go to Daly City/Mission area to catch the Muni line 14. 130 is the only bus that passes by The Franciscan Park mobile home area.



Spanish Comments	English Translations
Para comodida	for comfort
Esan seria mucho mejor por que puede uno llegar a un lugar de recreation	That would be much better because one can get to a recreation place
Por tener acceso a otros servicios.	For having access to other services.

### Survey, non-rider

- Coverage across more areas
- Connections to Daly City and Millbrae BART are essential for travel to East Bay and South Bay from Daly City, and South Bay by Caltrain.

## Comments from those who chose Alternative 3

### Survey, rider

- This route in particular I think works as is
- I can go to the mall by bus
- I'm using every day
- Since Route 120 will be extended to operate via the current 130 routing between South San Francisco BART and Grand & Airport (with Alternative 3), a shorter Route 130 would work well if it operates further to Pope & Bellevue should either Route 120 or 121 will also be adjusted. At the same time, given that the 130 primarily focuses on the hilly portion of Colma and Daly City east of Mission Street, it would make sense to maintain a short route that provides excellent connectivity between Top of the Hill, Daly City BART, Colma BART, and Serramonte Shopping Center.
- Keep the service on Linden
- Maintain service on Linden
- Covers all the BART stations and seniors center high populated area
- I use this on a regular.
- I will be using this route to go to school
- Its better if the point goes farther
- SFO preference
- Alternative 3 would be best because it would continue using the same bus stops. #130 could also consider alternative 2 to facilitate transportation for teenagers, seniors, and middle ages.

**Appendix C: Public Comments on Alternatives**

- I really do not prefer any alternative because the three alternatives maps are not showing the service between Linden/Grand Ave. to Linden/ Airport Blvd. Why are you eliminating a hugely need it bus service on Linden - Old Town area in SSF. You explain that route 120 will provide service on the former route 130 but you do not show the 120 option. Please the community in Old Town of SSF between Linden/Grand Ave. and Linden/Airport Blvd has a very high ridership. Who suggested this alternative. In addition. The new buildings/new neighbors are build it with the intention that these neighbors use public transportation instead of cars but you are cutting the service on Linden area? Our seniors from Old Town area cannot walk all the way to Grand Ave just to hope on the bus. or have to change buses from SSF shuttle to SamTrans route.
- I use this route to go to work

Spanish Comments	English Translations
Escogi la alternativa 3	I chose alternative 3
Que no lo corten y pase por Linden Ave	Don't cut it and stop by Linden Ave
Me gustaria que llegara esta el aeropuerto y mas frecuente	I would like the airport to arrive and more frequently
Mantengan el servicio en la Linden yo compro en las tiendas y el agua tambien esta en la Linden.	Keep the service in the Linden I buy in the stores and the water is also in the Linden.
Para hir y regresar de Terra Monte Plaza y Terra Monte Shopping Center. Mantenga en servicio en Linden Ave.	To go to and from Terra Monte Plaza and Terra Monte Shopping Center. Keep in service on Linden Ave.
Mantener servicio 130 ruta thank you	Maintain service 130 route thank you
mante ga el serviso el la Linden	keep the service on the Linden
Mantener el servicio a Daly City	Maintain service to Daly City
Mantener servicio en la calle Linden Ave y fabor de poner casitas de es pera parano estar su esperando bajo le lluvia.	Maintain service on Linden Ave Street and have a chance to put up waiting houses so you won't be waiting in the rain.

**Survey, non-rider**

- If ECR continue running locally at El Camino Real, I will have to transfer in Linden Avenue to airport that I am not sure it is safe to wait for bus in 6:00 AM.
- I work at the airport, so Alt 3 gives me a new and direct way to go to work (via Route 120). Also I can transfer to travel south.
- Direct connection to SFO

Spanish Comments	English Translations
Mantener servicio en la calle Linden Ave	Maintain service on Linden Ave

### Survey, rider status unknown

Spanish Comments	English Translations
Manana dias layoa lunes a viernes 5 am fines de semana un promedio de 30 minutos esta bien. Manten el sevicio Linden.	Morning Layoa Monday through Friday 5 am on weekends an average of 30 minutes is fine. Keep up the Linden service.

## Comments from those who did not choose an alternative

### Survey, rider

- I like the ECR Rapid Route in Alternative 1 best. My main route today is the #130. The downside of Alternative 1 is going to Daly City BART / Top of the Hill, directly. Alternatives 2 & 3 are pretty much equal to me. With Alternative 2, I can use the #121 Route to replace my current #130 Route. With Alternative 3, I would still use the #130 Route. But I like retaining the extension to Pope St. with Alternative 3, this is dropped in Alternative 2.
- I'm senior depends on public transport 130 route, pls don't change drs appointment so convenient
- Want to preserve the route 130 from Daly City BART to the Kaiser on Hickey Boulevard.
- I believe that the ECR and 130 should have more buses and also at specific times. I think also that the rapid should come back but start at Colma and end at Millbrae.
- 130, 192, 141 Because we need that service for those, like us, who live in this area. We commute to SF and to work in San Mateo

Spanish Comments	English Translations
Porque es la mejor opcion	Because it is the best option
Sirve para desplasame a centro comerciales	It serves to deplasame to shopping centers
130, 141, 292, por favor no cambien estas rutas bes las que uso abese se puente usar la visicto	130, 141, 292, please do not change these routes plus the ones I use abese bridge use the visit
Mi familia se des plaza en bus a su trabajo y necesitamos y sean mas frecuentes en especial 292, 130, y 141	My family travels by bus to their work and we need and are more frequent especially 292, 130, and 141
Ruto 130 mantener el servicio en la Linden. Dios los bendiga a todos.	Route 130 maintain service on the Linden. God bless you all.

**Survey, rider status unknown**

Spanish Comments	English Translations
Haya servicio 5 am Linden	Beech service 5 am Linden
130 - 141. Deseo que mejor haya servicios mas seguido los fines de semana y los dias layorales sean mas de manana empezanda 5 a.m.	130 - 141. I wish that there were better services more often on weekends and the day days were more than tomorrow starting at 5 a.m.

**General Comments**

**Serramonte Center outreach (4/22/21)**

- Request for earlier buses and better connection to BART at South San Francisco and Colma. It would help for people that work and commute early. Do not cut service to the San Franciscan and neighboring residential area, in Alternative 1. Also, request for higher frequency is good.

**Daly City BART Outreach (4/27/21)**

- Rider likes the Oyster Point Extension in Alternative 1 and Alternative 2.

**Daly City Partnership outreach (4/27/21)**

- we heard people liking the Oyster Point extension on Route 130.

**CAC Workshop (4/28/21)**

- Prefers Alt 2 Oyster Point routing, consider cutting at Serramonte?

**Daly City Partnership event / Daly City bus stop outreach (5/18/21)**

- Likes earlier service on weekends (7am), keep this
- Improve connections/timed transfers between 130 & 122/121.

**ROUTE 140**

**Comments from those who chose Alternative 1**

**Survey, rider**

- Faster service times
- Most flexibility

- I do not prefer any of the choices. I will no longer have any service from the Cherry and Sneath Ln. Area. I am fortunate enough to simply buy a car and no longer support SamTrans. I am now a net detractor of SamTrans.
- More frequent bus service between SFO and San Bruno BART would greatly reduce my commute time in the afternoon/evening.

### **Survey, non-rider**

- Express from SFO

## **Comments from those who chose Alternative 2**

### **Survey, rider**

- most improves fast, direct, frequent service to Skyline college.
- Hard to tell. I thought Alt 2 was supposed to improve service times, but it seems to be longer here. But the shorter, more direct route to SFO is what I want. I suppose even if the frequency is the same as existing, I'm hoping the duration of the trip is reduced?
- manor to SFO!!!
- Retains service to SFO
- I prefer alternative 2 or 3. Please do not skip Rollingwood Drive . This is my stop and lots of people get on & off here., more than Bayhill. Moving the bus stop to Sneath Lane means that westbound (from BART, going home) will entail more uphill walking. Rollingwood, Catalpa & Fleetwood are uphill. If the bus stop is on Sneath Lane we have to walk uphill on Rollingwood instead of being on the bus. Then we go up the hill again on our street, Fleetwood. Try walking from 7-Eleven on Rollingwood then to the top of Fleetwood or Catalpa. Not doable for senior citizens! Going eastbound, we have to go to Sneath Lane which is also uphill. Alternative 1 is the worst. Asking people to walk 10 minutes to improve service to Skyline by 6 minutes? Granting frequency is improved to 30 minutes you are asking lots of riders to walk 10 minutes, 20 minutes added to commute every day. 100 minutes every week, almost 2 hours. Before I bought my house on Fleetwood 30 years ago I specifically looked if it's close to a bus stop and until recently the bus has been running at 30 or 20 minute intervals during peak times. So this 30 minute interval is just going back to the basics.
- It is an important link for non drivers in Pacifica with the shops at Tanforan and San Bruno.
- I would prefer that route 140 serve San Bruno BART to Skyline College via Sneath lane directly. Route 141 should be extended to cover the Rollingwood neighborhood instead of the senior center. No service to SFO is needed via 140/141/398, but could be added to route 40 if necessary

- I would prefer Alternative 1.. BUT. From Skyline Blvd to I-280 on Sneath Lane there are NO HOMES and isn't SAFE to have to wait in the dark alone. Please rethink #1 to continue on Rollingwood Drive which would help riders (especially seniors) avoiding the hills of Rollingwood Drive.
- Route 140 is a godsend for Pacificans who want to go to the airport in an efficient and inexpensive manner. I wish you could somehow advertise this route more - some people still don't know easy it is to get to the airport this way. I'm glad you are dropping the San Bruno BART stop; hardly any people would get on there.
- I think access to major rail and airport is important for users commuting to jobs and transit hubs. This is how we use the bus (we own a car but sometimes use transit).

### **Survey, non-rider**

- More coverage across the area including SFO car rental
- Connection to SFO car rentals

## **Comments from those who chose Alternative 3**

### **Survey, rider**

- Is this the bus that goes to the Kaiser facility on Hickey Blvd? I really wish it was easier to get there from San Bruno.
- Nobody from Pacifica will lug their luggage to Manor Shopping Center and wait up to one hour to catch a flight at SFO. When connecting with something as important and costly as an airplane, they would take a taxi. But maybe Tanforan, Grand Ave SSF, or Oyster Point ferry. 1/2 hour wait is max people will wait for a bus. Due to Covid, weekend or weekday doesn't matter anymore.
- Alt 3 has a shorter frequency time, so short wait times for us riders which sounds good.
- Not alternative 1 which will stop serving Rollingwood Drive. This major street intersects with 5 streets so the residents use the stops on Rollingwood Drive. I've seen people actually use the bus stop on Rollingwood between Toyon & Fleetwood. You ask us to walk 10 minutes to save 6 minutes. You didn't say it's all uphill. Have you tried walking that hill from Sneath Lane to Rollingwood Drive, ( now being served by route 140) then walking further uphill on Catalpa, Toyon or Fleetwood? Or just stand at the corner of Sneath & Rollingwood by the Chevron or 76 gas station & see that Sneath also goes uphill. And where on Sneath can you put a bus stop? It's better to stop at a residential street. No on proposition 1 or anything that stops serving Rollingwood Drive. By the way we never refer it as San Bruno Drive. There is a San Bruno Avenue but not in the Rollingwood area.
- less time between buses

## Appendix C: Public Comments on Alternatives

- I work at SFO Airport and like the current schedule.
- Coverage
- The ability to go to certain areas is safer and more compassionate to Respondents who have less access to other forms of transportation. I also believe SamTrans should improve public awareness on all issues related to public transport and encourage it for environmental and traffic reasons as well as to support the wage worker community that supports us all.
- If I understand the charts correctly, alternative 3 has the bus arrive every 30 minutes and that's what I would like. Thankfully, my preferred pick up point is still on that alternative.
- The best crosstown route, with good connections and new coverage in south San Francisco. The service to the airport is served by BART, (yes I know the Airtrain is free), which people already use for the majority of your routes. Or, you could serve San Bruno from the south with the 292 San Mateo line (instead of terminating the south half in Millbrae.....) and Foster City express, and San Mateo express... All that can make it a little more doable on SamTrans.
- Extending Route 140 to Oyster Point, at the expense of eliminating Route 141, would be a worthwhile solution as it will operate as a true east-west connection between Pacifica and South San Francisco via San Bruno BART. Streamlining service via Sneath Lane instead of deviating via Cherry, San Bruno, and El Camino Real may not be beneficial for some workers who may need connections to BART and Caltrain; it will, however, make commute trips shorter, which is the goal of improving connectivity to train stations. Alternative 3, therefore, provides the best opportunity for SamTrans to link the rapidly developing Oyster Point community (and business district) with BART, Caltrain, and the rest of San Mateo County.
- Oyster Point definitely needs SamTrans service, not just employer shuttles. Also, for years, I've wanted nighttime service to Tanforan from downtown SSF. Having the last southbound 141 depart at 7:10 doesn't allow residents to make late trips to the mall or Lucky or take advantage of dining and the movie theater. Downtown SSF has plenty of new and upcoming high rises, so the area will have more potential riders.
- I'd like to see this stay the same. I think it still works out well

### Website

- all I wanna say is can you make 140 be 2x an hour again, thank you

## Comments from those who did not choose an alternative

### Survey, rider

- I use 121, 122, 140, and 141. I only like Route 122. 140 should serve Monte Verde and Rollingwood, and touch Skyline College. 141 should cancel route between San Bruno BART and SSF, and give that segment to Free SSF shuttle. 141 should begin at San Bruno BART, San Bruno Caltrain, Crestmoor subdivision 3 going up, Crestmoor subdivision 1 going down, Portola Highlands via Monterey Dr going up to reach Sweeney Ridge Trail (2/3 of Portola Highland residents live on south side), go down Amador, and terminate at Skyline College.
- None! Please continue to offer bus service by San Bruno Ave!
- My home is on Route 140 Rollingwood. Deleting Rollingwood Drive to SB BART/SFO. There are several SFO Airport workers that use this route but are currently on Furlough but will return once. I am one of them on Furlough. Sneath Lane isn't well lighted (no homes on street) and isn't SAFE to be there waiting for the bus especially in evening hours. Rethink this reroute via Sneath Lane. SAFETY!!
- I'd like them to keep the 140 running because I need it for work. I'd also like to see expanded coverage to Bridgepoint/Foster city
- The most common problem that I've had with SamTrans in the past is with bus scheduling. Route 140, for example, provided a direct line between where I work and where I live, but leaves the area near my workplace every hour on the hour (i.e. as I'm clocking out).

### Survey, non-rider

- We need more frequency of buses. Route 140: buses every hour does not encourage people to use this regularly .
- Alternative 3 expands route 140 to run further towards Skyline, reducing my distance to a bus stop potentially by as much as 75%
- More frequent service for bus route 140

### Survey, rider status unknown

- all I wanna say is can you make 140 be 2x an hour again, thank you

## General Comments

### Website Comments

- (Duplicated in Route ECR section) I would like to see the 140 route run twice an hour like it used to. The once an hour route leaves me stranded waiting for a bus



## Appendix C: Public Comments on Alternatives

sometimes for 55 minutes. Additionally, The ERC bus runs around every 15-20 minutes, and during busy commute times, those drivers, following COVID precautions, let only a certain number of passengers on the buses. That means the driver makes the stops, but tells the potential passengers to wait for the next bus. When I get turned down for an ECR ride due to passenger linnets, I miss my 140 connection, In the morning, the 140 misses the ECR connection.

- I would like to see the 140 twice an hour. More ECR rides during COVID precaution times.
- (Duplicated in Route 141 section) I live in San Bruno. I noticed that SamTrans considers both Routes 140 and 141 to be below ridership. That is because your routes are poorly planned -they don't go through the right streets, and they are not frequent enough.
- SamTrans should simply extend Free SSF Shuttle to SB BART via Brentwood, and cancel SSF Grand Ave extension from Route 141.
- Route 141 should start at SB BART, go through SM Ave to Jenevein, up Whitman thru Crestmoor 3, Crestmoor 2, Portola Highlands, and terminate at Skyline College. Then go down Portola Highlands, Crestmoor 2, and Crestmoor 1, thru Shelter Creek, thru SM Ave back to BART.
- Route 140 should start at SB BART, but serve Rollingwood and Monte Verde, and terminate at Skyline College.
- Routes 140 and 141 should rendezvous at Bayhill Shopping Center and Skyline College. SamTrans policy of not allowing different routes to rendezvous guarantees that both routes fail.
- Also need to reduce wait time to 20 minutes MAX (ideally 15 min). If SamTrans can't meet this threshold, I suggest abandoning all city routes, and just focus 100% of its energies on what it does best: ECR, ECR express, and 122 - be lean and be mean!
- Then turn over all local routes to a subregional management cooperative who knows the terrain and the local needs better than SamTrans.
- PS: If SamTrans wants to serve Pacifica, do not stop at San Bruno - you waste time, and neither serve San Bruno nor Pacifica. As it stands, nobody in Pacifica who wants to go to SFO will ever take their luggage to Manor Shopping Center, wait one hour for Route 140, then weave slowly through San Bruno - they take a taxicab or an Uber/Lyft.
- I'm used to waiting 30 minutes to 1 hour for route 140 for over 40 years (on & off depending on the job) . Because I have no alternative. Not everyone uses Uber or taxi.

## ROUTE 141

### Comments from those who chose Alternative 1

#### Survey, rider

- Please retain service along San Mateo Ave and Shelter Creek.
- I don't prefer any of them there are many people that would prefer you ran more often and later and you'd get more riders cutting off so early makes it difficult for working people
- Caller resides in shelter creek any 141 changes she feels would affect her .
- Because I took the kids to the Serramonte Mall for shopping over there.
- Save time
- I would like to keep this route and run every 15 mins
- The reason I chose alternative 1 is because I use this bus more often.
- The buses will come faster and come around same time
- More convenient
- More convenient

Spanish Comments	English Translations
Proque es la mejor opcion	Because it is the best option
Es mas conveniente para los usuarios de samtrans	It is more convenient for samtrans users
Por la ruta mas corta	By the shortest route
Que cumplan con el orari	That they comply with the orari
No cumpae con el horario	Don't keep to the schedule
Trabajo en ese destino des de hace isarios.	I have been working in that destination for years.
Es mas conveniente	It is more convenient
Es mas combeniente para los usuarios de SamTrans.	It is more convenient for SamTrans users.

#### Survey, non-rider

- sad to see that Shelter Creek would not be included. I live there and just began using it to BART. It's a long walk to BART in San Bruno. I could walk now but in the future, I don't know. I'm sure the people at Shelter Creek Depend on the bus as I see them wait for the bus. What will we do?
- More direct to location

## Comments from those who chose Alternative 2

### Survey, rider

- shelter creek, senior center
- keeps route in shelter creek and keeps going later
- I really don't like any of the options but the second one would be ok as long as it didn't change the route
- Live by Grand and Linden
- #141 should use alternative 2 as it would allow access to other forms of transportation.

Spanish Comments	English Translations
Que me conecte a la estacion de mi trabajo	That I connect to my work station
Para ir al SSF BART station.	To go to the SSF BART station.

## Comments from those who chose Alternative 3

### Survey, rider

- But I do hope not only rush hours but longer hours
- Any elimination of service to Shelter Creek will negatively impact seniors and those who rely on SamTrans. Alternative 3 is the only option that will preserve service and perhaps expand to Crestmoor which has been without service for 25yrs.
- Since Route 140 is planned to be extended to Oyster Point, it makes sense to eliminate Route 141. However, the problem lies with loss of service through Jenevein and San Bruno Senior Center, which can pose challenges for riders wanting bus service to San Bruno BART and Tanforan Shopping Center. Given that Shelter Creek is a relatively hilly neighborhood, SamTrans should work with the Bay Hill Shuttle to provide replacement service to San Bruno Senior Center and Jenevein should Alternative 3 be pursued, provided that the shuttle service should operate daily rather than weekday peaks only.
- It would be very helpful if extended to Oyster Point
- To go to the Genentech buildings
- Would be nice to have a bus shelter
- I picked alternative 3 because I think it is better to be dropped off exactly where you want and many people use 141 so it's better to share rides.

**Appendix C: Public Comments on Alternatives**

- Please keep service on Linden. Build more bus stop shelter in this area. Reimagine brings better service and better service should have a proper bus stop shelter. It is not acceptable that we the riders have to be under the weather conditions wait the bus under the sun, rain, cold. No place to shelter. Please make reimagine SamTrans with riders imagining at least a shelter where to sit and wait in a comfort condition.
- None of them!!! How will I get to the San Bruno Senior Center? If you don't have a car you have to take a bus because there aren't even any sidewalks!

Spanish Comments	English Translations
Buena idea que el bus llegue hasta Oyster Point. Mantenga servicio en la Linden.	Good idea to get the bus to Oyster Point. Maintain service on the Linden.
Para comodidad de todos	For everyone's comfort
Para hir y regresar de Tanforan y poner parader de recursos humanos un aciento para esperar el Bus SamTrans. Mantener servicio en Linden Ave.	To get to and from Tanforan and put a stop from human resources to wait for the SamTrans Bus. Maintain service on Linden Ave.
Por que me gusta caminar Oyster Point thank you.	Because I like to hike Oyster Point thank you.
La sombras con techo para cubrirnos de lallubia	The shadows with a roof to cover us with the rain
Mantener el servicio de San Bruno y manter este servicio	Maintain the San Bruno service and maintain this service
Mantener al servicio en la Linden Ave.	Keep serving on Linden Ave.
No me persudica en mucho	It does not persuade me much

**Survey, non-rider**

- Alt 3 goes further
- The connection to San Bruno
- Connection to San Bruno

Spanish Comments	English Translations
Mantener el servicio en la Linden Ave y muy buena idea de llegar al Oyster Point y tambien y casitas para que las personas no esten bajo la lluvia.	Maintain the service on Linden Ave and a very good idea to get to Oyster Point and also houses so that people are not in the rain.
Lunes a viernes 5am, sabado y domingo cada media hora	Monday to Friday 5am, Saturday and Sunday every half hour

## Comments from those who did not choose an alternative

### Survey, rider

- NONE: I use 121, 122, 140, and 141. I only like Route 122. 140 should serve Monte Verde and Rollingwood, and touch Skyline College. 141 should cancel route between San Bruno BART and SSF. Instead, this should be part of Free SSF shuttle. 141 should start at San Bruno BART, San Bruno Caltrans, Crestmoor subdivisions 3 and 2, enter Portola Highlands via Monterey Dr to reach Sweeney Ridge Trail (2/3 of Portola Highland residents live on south side), and terminate at Skyline College. Return to SB BART via Amador Dr in Portola Highlands, Crestmoor 2 and 1, and Caltrain Station.
- I live at Shelter Creek so when I find another job I'll need the service. Currently I'm unemployed thanks to COVID but I still ride just not as often.
- Do not like any alternative - want to retain service to Shelter Creek mid-day
- I rely on the 141 to get to the San Bruno Senior Center from El Camino Real. None of these change proposals would transport seniors to the Center. It would also leave residents at Shelter Creek abandoned with out public transportation. I go there for lunch, Zumba exercise classes, painting classes, Spanish classes, bocce classes, AARP meetings, dances, BINGO, Parties, my taxes and lots of holiday events. This is the best Senior Center along the Peninsula so you can't take the bus away from that place. Just because the Pandemic has shut down our normal activities, we will soon be able to resume our daily activities and we must have reliable public transportation.
- No alternatives are good if the Shelter Creek service is discontinued
- None of these are good alternatives for the 141.
- 130, 192, 141 Because we need that service for those, like us, who live in this area. We commute to SF and to work in San Mateo
- Please retain 292 to Downtown SF. Would still like to see split of 292 and 293 at Millbrae. Please retain 141 to Shelter Creek. Love seeing a new route in Oyster Point.
- None of these alternatives are acceptable for the 141. I am a senior with severe arthritis and rely on the 141:to Shelter Creek. I cannot walk to El Camino Real.
- No alternatives are good for the 141 if the Shelter Creek area is dropped from the route.

Spanish Comments	English Translations
Mi familia se des plaza en bus a su trabajo y necesitamos y sean mas frecuentes en especial 292, 130, y 141	My family travels by bus to their work and we need and are more frequent especially 292, 130, and 141

**Appendix C: Public Comments on Alternatives**

Spanish Comments	English Translations
130, 141, 292, por favor no cambien estas rutas bes las que uso abese se puente usar la visicto	130, 141, 292, please do not change these routes plus the ones I use abese bridge use the visit

**Survey, non-rider**

- None! Please continue to offer bus service by San Bruno Ave!

Spanish Comments	English Translations
Haya servicio 5am Fines de semana Posibilida mas 30 minutos y no una va Linden	There is service 5am Weekends Possible plus 30 minutes and not a Linden road

**Survey, rider status unknown**

Spanish Comments	English Translations
130 - 141. Deseo que mejor haya servicios mas seguido los fines de semana y los dias layorales sean mas de manana empezanda 5 a.m.	130 - 141. I wish that there were better services more often on weekends and the day days were more than tomorrow starting at 5 a.m.

**General Comments:**

**Website Comments**

- Wednesday, 26 May 2021  
 Subject: Route 141 Shelter Creek Lane San Bruno  
 Dear Madam/ Mister Social Media:  
 We are pleased that Route 141 buses come to Shelter Creek all day long, seven days a week. In addition, the fact that Route 141 connects with BART and Caltrain means Shelter Creek residents have outstanding service to schools, including, but not limited to Skyline College. Accordingly, the Shelter Creek community urges SamTrans to maintain the Frequency, Connections, and Coverage that our/ your Route 141 provides to us. Thank you for your kind cooperation. Respectfully yours, Rocky
- (Duplicated in Route 140 section) I live in San Bruno. I noticed that SamTrans considers both Routes 140 and 141 to be below ridership. That is because your routes are poorly planned -they don't go through the right streets, and they are not frequent enough.
- SamTrans should simply extend FreeSSF Shuttle to SB BART via Brentwood, and cancel SSF Grand Ave extension from Route 141.
- Route 141 should start at SB BART, go through SM Ave to Jenevein, up Whitman thru Crestmoor 3, Crestmoor 2, Portola Highlands, and terminate at

Skyline College. Then go down Portola Highlands, Crestmoor 2, and Crestmoor 1, thru Shelter Creek, thru SM Ave back to BART.

- Route 140 should start at SB BART, but serve Rollingwood and Monte Verde, and terminate at Skyline College.
- Routes 140 and 141 should rendezvous at Bayhill Shopping Center and Skyline College. SamTrans policy of not allowing different routes to rendezvous guarantees that both routes fail.
- Also need to reduce wait time to 20 minutes MAX (ideally 15 min). If SamTrans can't meet this threshold, I suggest abandoning all city routes, and just focus 100% of its energies on what it does best: ECR, ECR express, and 122 - be lean and be mean!
- Then turn over all local routes to a subregional management cooperative who knows the terrain and the local needs better than SamTrans.
- PS: If SamTrans wants to serve Pacifica, do not stop at San Bruno - you waste time, and neither serve San Bruno nor Pacifica. As it stands, nobody in Pacifica who wants to go to SFO will ever take their luggage to Manor Shopping Center, wait one hour for Route 140, then weave slowly through San Bruno - they take a taxicab or an Uber/Lyft.
- Customer lives on Shelter Creek Ln. Keep Route 141 as is.

## ROUTE 249 (NEW)

Note: Alternative 2 is the only proposal. In the other alternatives, the route would not exist.

## Comments from those who did not choose Alternative 2

### Survey, rider

- I support having connections to community colleges. However, with a better route 250 that connects directly to Hillsdale Caltrain at high frequencies, riders could take a frequent ECR from San Mateo (or frequent Caltrain from San Mateo) until Hillsdale, and transfer to the frequent 250. Not having a route 249 would permit SamTrans to focus resources on higher frequency/higher ridership routes. I am saying this even though I would directly benefit from a route 249 that passes by Alameda de las Pulgas on its way to CSM. I still would prefer the route not existing if it meant higher frequencies on ECR and other routes such as 292 and 250.
- Why is this route necessary when there is the 250?

### **Survey, non-rider**

Note: Alternative 1 and 3 are the same for this route but the survey gave respondents the option to select Alternative 1 or 3

- Yeah, my only concern is- how much faster is it going to be..... and how would it benefit those who are travelling a long way to get to CSM in the future...

## **Comments from those who chose Alternative 2**

### **Survey, rider**

- I prefer alternative 2 for this route because it would be faster for students who need to use Caltrain transportation.
- As a long-time resident in the city of San Mateo, I strongly support the creation of this truly excellent route that offers a quick connection between the major popular destinations of downtown San Mateo, San Mateo library, and College of San Mateo. The fact that it runs on weekends too and would supplement possible lost service on SamTrans route 295 is great as well.
- I'm no longer a student, but having a quick & reliable service for students to get around makes a lot of sense.
- Route provides access to most traveled areas.
- it's been a few years since I frequented route 250, but I remember that it could get pretty packed during peak hours for students. Having an alternate, more direct route would hopefully be more on time because of less traffic, and take some pressure off of the 250 route during peak hours.
- It is wonderful to have access from a station to the school without going around the city which takes a long time.
- By either supplementing it with Route 250 (with Alternative 2), both Route 249 will provide a capacity boost for students attending College of San Mateo by providing a faster service to San Mateo Caltrain. If this is to be pursued, ensure that Routes 249 and 250 will leave around the same time (if not up to 10 minutes apart) so that their services can be timed to and from Caltrain. If, however, Alternative 3 is pursued, convert the 250 into a loop route to provide complete coverage around San Mateo, especially if 295 service between Hillsdale Caltrain and San Mateo Caltrain is to be dropped, which will make this route redundant.

### **Survey, non-rider**

- This is a great new edition to provide more access to College and also gets cars off the road.
- This would enable students and community members to access CSM without need for a car. More students can use.



- I work at CSM and live outside the district. A lack of good transit from the rail system has kept me from considering public transit for work
- Since 260 won't be going to CSM, this seems like the only plausible alternative to get there from the Carlmont area of San Carlos, though now you need to first take the bus to Caltrain, then the train, then the bus, and the schedule has never matched up in the past, so it takes at least 90 minutes to go there. So not a realistic alternative either.

## General Comments

### Website Comments

- I support having connections to community colleges. However, with a better route 250 that connects directly to Hillsdale Caltrain at high frequencies, riders could take a frequent ECR from San Mateo (or frequent Caltrain from San Mateo) until Hillsdale, and transfer to the frequent 250. Not having a route 249 would permit SamTrans to focus resources on higher frequency/higher ridership routes. I am saying this even though I would directly benefit from a route 249 that passes by Alameda de las Pulgas on its way to CSM. I still would prefer the route not existing if it meant higher frequencies on ECR and other routes such as 292 and 250.

## ROUTE 250

### Comments from those who chose Alternative 1

#### Survey, rider

- I support alternative 1 because it incorporates directly serving the new Hillsdale Caltrain station. I recommend working with Caltrain and the city of San Mateo to set up bus shelters on either side of the underpass next to the new entrances. I also appreciate the higher frequencies. Bus service should be coordinated with Caltrain arrivals whenever possible, and the high frequencies would mean that riders wouldn't wait too long for a train/bus.
- Having more frequent service between San Mateo and Hillsdale Caltrain Station along Norfolk Ave.
- better commute schedule
- We need more buses that service the Hillsdale Caltrain station
- Moving over to use Hillsdale Blvd. and shortening the route near downtown San Mateo makes sense. Great changes.

- The Alameda is too many stops, it will be good for high school students going to CSM. It would allow riders in North Central a centralized place vfc to get bus

### **Survey, rider status unknown**

- Frequency and connection to Caltrain is most important for Route 250

### **Website Comments**

- I support alternative 1 because it incorporates directly serving the new Hillsdale Caltrain station. I recommend working with Caltrain and the city of San Mateo to set up bus shelters on either side of the underpass next to the new entrances. I also appreciate the higher frequencies. Bus service should be coordinated with Caltrain arrivals whenever possible, and the high frequencies would mean that riders wouldn't wait too long for a train/bus.

## **Comments from those who chose Alternative 2**

### **Survey, rider**

- Retains connection with ECR in Downtown San Mateo and connections with Caltrain at Hillsdale
- It goes through downtown.
- Connects to Alameda de las Pulgas
- This is another difficult call I have to make as the goal of the 250 is to provide extensive connections within San Mateo. While Alternative 1 calls for a more frequent service, it eliminates the Downtown portion and relocates the terminal from 5th & El Camino to Sutter San Mateo (2nd & San Mateo). This alternative might work if Route 294 is timed well through Hillsdale Caltrain, which the current schedule does not as the 294 is subject to residual delays along Hwy 92. Alternative 3, on the other hand, would maintain the existing routing as is; however, given that this is subject to changes made with the 295, I believe this idea could be strengthened by creating a loop service with the 250, operating along Alameda de las Pulgas north of 92 and serving corridors that will be dropped from the 295. Alternative 2, then, would be a best option as it provides connectivity along Hillsdale Boulevard between Alameda de las Pulgas and Hwy 92, providing more service to South San Mateo and nearby Laurelwood Park. At the same time, simplifying the routing through Hillsdale Caltrain and Downtown San Mateo would be ideal to keep the buses running on schedule while providing timed connections to two Caltrain stations.

## Comments from those who chose Alternative 3

### Survey, rider

- Need to provide service from neighborhoods as much as possible. Starting beyond Downtown San Mateo helps, but need to start at Aragon High School after school, including after sports programs, and end there before school. Currently high schoolers have to walk over a mile to catch a bust to the Shoreview / Parkside neighborhoods onto the East side of 101.
- I would like to have bus service continue along Alameda De Las Pulgas, but I would like to see it connect to the new Hillsdale Station!
- I live near Aragon and it gives me access to the bus stop at 92 and Alameda.

Spanish Comments	English Translations
Muy bien servicio y pasa por el centro de la ciudad de San Mateo	Very good service and passes through the center of the city of San Mateo

### Survey, rider status unknown

- Like the current alignment- go from Hillsdale to downtown San Mateo.

## Comments from those who did not choose an alternative

### Survey, rider

- First, I use the 250 to get to downtown San Mateo on weekends. The first two plans improve the frequency of that route. Second, I would love to take the 250 to the Hillsdale Caltrain Station, which these plans would do.
- Because bus service in my area would be eliminated completely under any plan that eliminates routes 250 and 294 from Alameda De Las Pulgas

### Survey, non-rider

- Customer wanted to provide feedback that she would NOT like to see this route run on Humboldt St., like it did a few years ago because it causes too much traffic and backs up.

## General Comments

### SMUHA (5/20/21)

- I use it to get to Caltrain or downtown. Appreciate going into the new station, but on 28th 5 stops signs and a hump, won't be fast or comfortable.

### **TEAMC Workshops (external) (5/26/21)**

- Good idea to have access to the new Hillsdale Station, too many stops by El Camino

### **SamTrans PCC (5/11/21)**

- Questions:
  - Why did we choose Micro-transit zone Already multiple free shuttles running in that area (in Foster City)?
  - How are service reductions measured-what metrics were used?

## **ROUTE 251 AND 256**

### **Comments from those who chose Alternative 1**

#### **Survey, rider**

- In general, anything that improves bus frequency is appreciated, as it makes it much more feasible for those who do not drive to be able to use the bus system to get around without waiting an hour between available buses.
- I work at Bridgepoint shopping center and that would work really well

#### **Survey, non-rider**

- The frequencies between alternative 1 and 2 are the same, but taking away some stops in alternative 1 might reduce ride times which could increase passenger usage.
- None of them! All alternatives run through closely built communities and narrow roads, where kids play outside. I vote to keep the existing route, marked in black on the maps.
- Your Alts. 1, 2 and 3 all continue your decades long decimation of bus service to the southern part of Foster City. All of those alternatives show complete elimination of bus service to southern Foster City. SamTrans used to have regular bus service to that part of Foster City on three or four routes (44A, 47F, 48F and 49F), but the only thing it now runs there is school bus service, which is ridiculous for any other ridership purpose.

## Comments from those who chose Alternative 2

### Survey, rider

- Have 251 and 256 serves different areas of Foster City, but have a point that they can catch both routes in order to move around. Current routing is complicated.
- SamTrans should do it's part to ensure all people get to their destinations safely and efficiently.
- You need to service the small employers N of Hwy 92 who don't have corp-bus service & I don't understand what is On-Demand service. Headways are important. 60+min TOO long.
- Same as the previous comment. We live in the San Mateo Village and need a quick route to the train station.

### Survey, non-rider

- Timely rail connection is most important
- I do not like to long wait in the middle of the day - lots of people have different schedules, which makes it hard for those of us who try to avoid crowds.
- The route should be two way, running on Hillsdale, Edgewater, Beach Park and Foster City Blvd, similar to FCX.
- Again, the routes are all inadequate. Foster City isn't large, why not incorporate more stops to cover more customers. If you organize stops based on which have the highest frequency, why would anybody in the not serviced areas ever consider to take the bus if there isn't even a stop. This logic makes little sense to me. Again, why should I take the bus, if it is faster and easier to take my car? The gap in convenience is too large, the way the routes, frequency and area covered are designed. Have you considered working with companies to expand routes? This happens in Chicago, e.g. University of Chicago and the local transportation agency. I was riding a public route from outside my apartment building to the university campus that was sponsored by the university, but available to anybody. My company has a bus route, but it is infrequent and pretty restricted in stops. Again, I would prefer to take a bus, but none of the available routes go to where I work and are efficient enough for me to consider the option.
- Need to commute to work via Caltrain. Need bus connection. Please please add a GPS to your buses so commuters can know how far the bus is

## Comments from those who chose Alternative 3

### Survey, rider

- The on demand shuttle is available for those of us who live on Shell Blvd.
- On demand service is great!
- Need to be able to use both bus and On demand service in Foster City to avoid traffic and serve the several mini commercial and retail areas in and around Foster City.
- I live along Shell Blvd and would like better access to 251/256 stations
- I work in Foster City and having the option of the on demand service to get to stores in Foster City is useful. Also Alternative 3 is the only options that allows me to easily travel between the Caltrain Station and my office.
- Geographic coverage is essential. Most people don't work for SamTrans and don't have 20 min to walk to get to bus stop to go to work. It will be better to use car in this case. Other options don't reduce road congestion
- Better service
- I've always wanted better bus access to Bridgepoint shopping center
- I need bus connection in Foster City from near the intersection of Halsey Boulevard and Beach Park Boulevard. It appears that all three proposed SamTrans alternatives are removing all bus stops for 251 and 256 in that area. HELP. What can we do to improve bus connectivity there?
- An improved Route 256, which will serve Fashion Island, Metro Center, Shell, and Beach Park, will provide immense benefits for its residents and businesses, especially when the area does not receive Sunday service at the moment. At the same time, creating an On Demand zone for Foster City would provide supplemental service for area residents, especially on corridors where the 251 and 256 currently operate (but will be eliminated if Alternative 3 is pursued). Most importantly, Foster City deserves daily bus service, not just serving on the fringes with Route 250 currently, in which hourly service on the 256 on weekends would be a great start to give transit riders an opportunity to travel between Foster City and Hillsdale without relying on rideshare or driving.

### Survey, non-rider

- None of the alternatives really provide an easy access to Caltrain for me (I live close to Beach Park Blvd), but at least the ride share option lets me get closer.
- Sunday service, avoiding Hillsdale to Caltrain might be a better route during rush hour, access to Bridgepointe shopping center.

- I prefer it because it has a more frequent service and runs on a Sunday. but I have absolutely no faith that it will ever happen or be anywhere near profitable.
- Buses MUST NOT be routed on E. 28th Avenue due to pedestrian safety issues associated with people using Bay Meadows park, which has no parking except on street and in the neighborhood. Current bus re-routing onto this street is opposed by both residents and the City of San Mateo. This route could kill our children. Please stay on arterials like Saratoga, Franklin, Delaware, and El Camino. Thank you.
- You people are a waste of oxygen.
- Alternatives 2 and 3 are pretty neck and neck. If you're going to get rid of the post office/library loop anyways then I prefer the alternative that at least has an option that lets people get around within Foster City itself since that is one useful part of the existing routes. I would hope that this on-demand service isn't prohibitively expensive.

## Comments from those who did not choose an alternative

### Survey, rider

- No on all three alternatives. We live in Foster City and we are totally against changes to 251 and 256 bus routes. We used to take bus to Caltrain station for our everyday work commute. Both I and my wife were planning on starting using public transportation again but I don't think it would be possible if you change the routes of 251 and 256. I also think taking stops from the Foster City Elementary School on Edgewater and the new Elementary School on Shell is nonsense. Many parents use bus to drop off their kids at school now you are taking that advantage away from them. Hope you consider leaving the Shell, Beach Park and Edgewater routes as is.
- Just take us to the train station please.
- Keep the route the same. (Customer is 90 yrs. old)
- Alt1 is more central to inhabited areas and has a stop near Hillsdale shopping mall. (however, it also implies losing FCX, which is not great either). Generally, all alternatives are a significant degradation of service that makes this route barely usable. I expect a significantly lower ridership. Pre-pandemic a significant portion (think 20-30%) of riders at the time of day when I used this route were boarding and leaving around Foster City Elementary. Now there's no such bus stop anymore. (I will also copy paste what I said previously as the form did not suggest that there will be a specific field for per-route comments) Generally, I'm extremely unhappy about all of these alternatives. Foster City essentially loses bus coverage -- for two thirds of the city area it becomes faster to just walk to Hillsdale or Belmont stations on foot instead of trying to connect to a rare bus

route 256. Pre-pandemic I used to take the 256/251 bus to work regularly (boarding/leaving at the stop near Farragut park), and after this change I will barely have any reason to use it at all, unfortunately. That is to say that for the most of the world outside the US a bus that is there only once an hour (and is completely absent on Sundays) would be considered ridiculous. Buses should come every 15 mins max and cover the entire city, not just major streets. Without this people would absolutely prefer to walk or drive. Bus sizes are also a bad match for the traffic they get now. It's often just a handful of people using them at a time. If they were 2-3x smaller (say, just a bit larger than a minivan, having just 10-15 seats) and more frequent, they would definitely see an uptick in usage. This is a solution that I've seen in many places all over the world, and it works great. The sad state of public transport in the US is sad.

- Our family lives in the San Mateo village but work in the SF downtown. We kind of need the route 256 to quickly connect us to the newly built Hillsdale train station since train is usually much faster than long-distance bus to the SF downtown area.
- I need bus connection in Foster City from near the intersection of Halsey Boulevard and Beach Park Boulevard. It appears that all three proposed SamTrans alternatives are removing all bus stops for 251 and 256 in that area. HELP. What can we do to improve bus connectivity there?
- We live in Foster City and we are totally against all three alternatives. We believe taking stops away the Foster City Elementary School and also the new Elementary School on Shell Blvd is nonsense. We stopped riding because of the pandemic but since things are improving we were planning on using public transportation again but if you change 251 and 256 routes and schedules we will not be able to continue using public transportation. Hope you keep stops on shell, beachpark and edgewater

### **Survey, non-rider**

- I am a senior and I live at the corner of Shell and beach Park Blvd. All alternatives are too far to walk. Public transit is most useful to me when I need to go to SF. Good access to Caltrain or BART Millbrae would be great. Improve parking at Caltrain Foster City or Millbrae. Current routes seem to be better than 1 or 3. The maps are outdated. We now have a new school and the Post Office has changed.
- Need on demand service in Foster City
- I live within WALKING distance to corner of Shell and Beach Park Blvd in Foster City. If I need to get to Caltrain I do not see how 1 or 2 helps.
- Expanding coverage to Foster City is a big priority for me as I work in Foster City, but live in San Mateo. I believe option 2 provides the most expansion to Foster City routes. The on demand idea is also nice, but I'm not sure how much it will



help me, at least, as San Mateo is not in the on demand bubble, so I don't think a commute from Foster City back to San Mateo will be better with this alternative.

## General Comments

### Website

- Wants Routes 251 and Routes 256 to remain the same.

## ROUTE 260 AND 261

### Comments from those who chose Alternative 1

#### Survey, rider

- It is the nearest stop to College of San Mateo
- the redwood life technology park is growing at a very fast rate. contrary to many ppl's beliefs that place does employ low income people who rely on public transit
- Alternative 1 is the best compromise, however, I take the college of San Mateo bus in the morning (7:30) and the San Carlos Cal train bus in the afternoon (3:30) and all the alternative routes are cutting at least some of the bus service I use daily
- Route 260/261 is vital to residents who live in this area who want to take Caltrain or connect to Hillsdale Shopping Center or downtown. For seniors and those that do not drive, 260 is the only route to other parts of San Mateo.
- It increases bus frequency.
- I hope that there will be more frequency. I rely on the 260 to get me to Redwood Shores Parkway and Airport Way in the morning for work and then the 260 from Redwood Shores Parkway and Twin Dolphin Drive to San Carlos Caltrain to get home.
- It's the only alternative that works for me since I need to get off at the Ralston Avenue stop, and the 261 bus route is the only bus that will stop there
- I choose Alternative 1 because it does not end at Cipriani Boulevard. Ending at Cipriani excludes ridership to Ralston Middle School and Hallmark neighborhood. A walk up from Cipriani to Ralston Middle School takes 30 minutes with a backpack on! Ending at Crystal Springs Village / Hallmark / Ralston Middle School provides more comprehensive coverage.
- I live on Redwood Shores and would like to connect to Caltrain San Carlos station.

### **Survey, non-rider**

- Provides coverage I deem valuable.
- They are all the same to us.
- It goes closer to College of San Mateo, with a bike, my son could still get to College without driving or having to switch buses, which makes the trip unbearably long.
- Need service to Crystal Springs Shopping Center (mix of medical and shopping)

## **Comments from those who chose Alternative 2**

### **Survey, rider**

- Connect to train and passes Carlmont village.
- 2 or 3 are good. 1 I don't want to have to transfer to 261 another bus. Please make peak travel hours 30 minutes and not 60 minutes
- I like the idea of a two way loop in rws, and do not like the idea of substantially shifting or splitting the route.
- This would be a school route for my son to Design Tech High. There should be extra buses to get kids to school
- Alternative 2 is far better and simpler than Alternative 1 and having to transfer to another bus route, 261. Alternative 2 is the closest alignment to the current route 260 and serves both Belmont and San Carlos Caltrain stations. Alternative 3 loses the critical link to San Carlos and points south, where I live. Please consider returning 30 minute peak frequency in the day and late afternoon rush hours, as it synchs better with Caltrain connections.
- The college is in the wrong place. It needs to move closer to transit.
- my preference is retain the existing service. Otherwise, option 2 provide access to both Belmont and San Carlos Caltrain stations is important.
- Eliminating the (redundant) loop service via Bridge Parkway will significantly help Route 260 improve its service reliability. However, given that it will still end at San Carlos Caltrain (and will continue to operate weekdays and Saturdays), this route might be a good candidate for an extension to Redwood City Caltrain via the proposed Route 291 (with Alternative 3) since both routes meet up at San Carlos Caltrain and can provide a one-seat service between Belmont, Redwood Shores, San Carlos, and Redwood City. (It would be great if Route 260 will also be operated daily as well to match Route 291, too.)

### **Survey, non-rider**

- Maintains the route to San Carlos train station.

- I feel like Alternative 2 keeps the flow between Redwood Shores and Belmont consistent and allows Redwood Shores to be serviced by both Belmont & San Carlos Caltrain stations. We see a lot of traffic between Redwood City and Belmont, so it would be great to have more transit options and support between those communities since that is already an existing natural flow of traffic.

## Comments from those who chose Alternative 3

### Survey, rider

- I take bus 260 to school every day. As long as there is a 260 bus at Alameda Ralston stop at 7:45 am, I honestly don't care
- Because of the safety of the kids using the 260 bus to come home after school, if they are not using bus 60 or 67 due to after school curriculums. If we split the service into 261 and 260, they will not be able to come to Redwood Shores without taking a train and then another bus OR walk for more than 20 minutes to get the other bus. Walking adds additional danger, since the majority of the kids will not use to walk-way above Hwy 101 and will therefore have to cross highway entries and exits, which causes a lot of danger. Many parents are unable to pick up their kids in the middle of the day and having the possibility for them to come home safely is a big concern.
- Cutting bus 260 into 2 segments in Alternative 1 creates a lot of concerns for both kids and parents when coming home from after school curriculum. They will no longer be able to safely take one bus from Ralston Avenue/Carlmont Shopping center to Redwood Shores.
- A lot of kids use the 260 bus to go home to Redwood Shores after school's extra curriculum activities. With option 1 the kids can't come home unless they take the train from Belmont to San Carlos and then take the bus again. As a parent, I feel very strongly that this is an unfair request to ask for us to accept that our kids should add so much extra time to their commute in addition to safety (switching from bus to train to bus) and the wait time. Parents are not available to pick up their kids and we rely heavily on the buses, which do not run very frequently as it is already. Asking kids to walk from Belmont's last stop to Redwood Shores 260 bus is a big safety issue, as they would need to cross highway entries/exists, unless they take the walkway, which will add to their walk and most kids will not take that option.
- Because of the safety of the kids using the 260 bus to come home after school, if they are not using bus 60 or 67 due to after school curriculums. If we split the service into 261 and 260, they will not be able to come to Redwood Shores without taking a train and then another bus OR walk for more than 20 minutes to get the other bus. Walking adds additional danger, since the majority of the kids will not use to walk-way above Hwy 101 and will therefore have to cross highway entries and exits, which causes a lot of danger. Many parents are unable to pick

up their kids in the middle of the day and having the possibility for them to come home safely is a big concern.

**Survey, non-rider**

- Looking at the plan none of these meet my upcoming needs as it doesn't look like any of the 260 routes go all the way from redwood shores to Ralston. Route 1 would require multiple transfers which is NOT ideal for middle or HS students. Route 2 & 3 look like they fall short of getting students all the way up to Ralston.

**General Comments**

**Website Comments**

- You should keep the same route. I take the 260 bus every day to school and back and if the route changes it would not only be an inconvenience to me but to all the other kids in my city. We will have to get up even earlier.

**ROUTE 270 AND 276**

**Comments from those who chose Alternative 1**

**Survey, rider**

- I'd really want that and 276 back for additional service for weekends

Spanish Comments	English Translations
Me gustaria que esta ruta pase mas seguido porque me permite llegara a tiempo a mi trabajo	I would like this route to pass more often because it allows me to get to my work on time
Necesito que esta ruta tenga servicio doble, una de ida y 1 bus de regreso	I need this route to have double service, one outward and one return bus

**Survey, rider status unknown**

Spanish Comments	English Translations
Que pase por la quinta avenida entre Bay y El Camino Real	Let him go down fifth avenue between Bay and El Camino Real
Mantener el servicio a Harbor Village	Maintain service to Harbor Village

**Survey, non-rider**

- More South RWC coverage
- Alt 1 provides more direct, higher frequency service than the alternatives

## Comments from those who chose Alternative 2

### Survey, rider

- No particular reason

## Comments from those who chose Alternative 3

### Survey, rider

- With the overlap with Route 281, having a bus every 15 minutes between Marsh Rd. and Redwood City and having the option to transfer to other lines at the VA Hospital.
- Alternative 3 provides walking-friendly access to buses from my neighborhood (Bay Rd at Ringwood, Menlo Park). My elderly parents and many elderly neighbors would then have the option of accessing shopping at Caltrain without driving, as their driving ability declines with age. This would be transformative for my family and many other neighbors I know.
- Extending Route 270 via Bay Road between Redwood City Caltrain and Menlo Park VA Hospital would provide a consistent service along a primarily commercial and industrial corridor. It would also benefit from a consistent service with Route 281 operating to Palo Alto Caltrain via East Palo Alto, especially when it operates daily (versus Mondays to Saturdays with 270). Most importantly, the combination of both routes 270 and 281 can justify not running the EPX except for weekday peaks only, although it must be stressed that the EPX can be strengthened further if its trips are timed a few minutes apart from the 270 and 281.
- It's great to see bridging a gap in service area

Spanish Comments	English Translations
tarda mas	It takes more
Trabaja cada hora me gustaria que pasara cada 30 minutos	Work every hour I would like it to happen every 30 minutes

### Survey, non-rider

- Bus link extended to provide access to more residential neighborhoods that are not currently served by public transit.
- This puts the line within walking distance of my home.
- closer to where I live
- Times work best for my needs

- Route 270 needs more frequent service to Redwood City Caltrain station. I would like to see this route to be offered on the weekend as well as service to Menlo Park.

## Comments from those who did not choose an alternative

### Survey, rider

- we need service east of 101, lots of trailers with people living in them
- Not selecting any alternative because I need to go to Harbor Village.
- None, I use the service east of the 101 which is cut in all three plans. I think that it is important for this service to continue to ensure that this area is not cut off from the rest of the county.
- Buses are our only hope for expanded access to car-free commutes - rail lines won't appear in residential neighborhoods. I live near the proposed new alignment for Route 270, and would be absolutely thrilled to have bus service to my neighborhood, which has not had regular bus access before without 1.5+ miles of walking. High-speed long-distance connections are nice to have, but we have the option to transfer to trains. It's inconvenient, but it's possible. A car-free commute from my neighborhood won't happen unless the bus system aims for maximum geographic coverage.

Spanish Comments	English Translations
Quiero que las rutas ECR y 270 mantengare la misma cobertura	I want the ECR and 270 routes to maintain the same coverage
270 los domingos	270 on Sundays
Que llegue al centro de la comunidad	Get to the center of the community

### Survey, non-rider

- I use bus 270 from home to school with no problems
- 270 extension to RWC Caltrain

## General Comments

### Nuestra Casa Alternatives Workshop (4/16/21)

- Some concern of loss of service to mobile home parks east of 101, but said that area was going to be redeveloped.

## Website Comments

- I would like to see your Route 276 reinstated. It was taken away during COVID and we need it back. Currently we only have Route 270 in and out of my neighborhood which only comes once per hour and does not run very early in the morning or late in the evening. Also, we need Sunday service of one or both of these lines. Currently we have no Sunday bus service in my neighborhood which is very difficult for seniors like me who don't drive. I often need to get to the Caltrain stations in Menlo Park or Redwood City. So please try to coordinate bus arrival times to allow boarding and deboarding of the trains to these train stations (both platforms). We can only run so fast. It's very inconvenient to miss a connection by a minute or two and then we have to wait another hour for the bus or train. Not all trains stop at these stations.

## ROUTE 274, 275, AND 278

### Comments from those who chose Alternative 1

#### Survey, rider

- a high population area around woodside road in redwood city needs more than once an hour service
- If you combine Alternative 2, how will everyone fit. Pre-Covid the bus was crowded at certain times. For the non rush maybe the smaller transit bus. Like the ones Stanford use.

Spanish Comments	English Translations
Es muy importante ya que la lleva a trabajo y pasa tarde. La lleva al trabajo y que pase los Domingos.	It is very important since he takes her to work and is late. He takes her to work and to spend Sundays.
Mas frecuente	More frequently
Quiero los dias domingos el 278 Woodside Ave ayenco	I want on Sundays 278 Woodside Ave ayenco

#### Survey, non-rider

Spanish Comments	English Translations
Me gusta mas la idea	I like the idea more

**Survey, rider status unknown**

Spanish Comments	English Translations
Que pase mas frecuente Que haya mas stop Que los choferes sean mas amables	That happens more frequently That there is more stop That the drivers are more friendly

**Comments from those who chose Alternative 2**

**Survey, rider**

- Routes 274 and 275 should run on Saturday as well. The 278 loop takes way too long and is indirect.
- Wants service up Woodside Road (278/275) later in the evening (later than 7:30p - can't have dinner in Redwood City and get home after) and on weekends.
- Many kids ride a much needed Jefferson-Farmhill 274 to get to school. It provides a safer route for children to reach their schools. I truly hope 274 does come back. With high frequency during morning and afternoon school rush hours
- It is the only option that keeps route 274 intact. That is the route I use most often, and without it I have to rely on other methods of transportation.
- I prefer quick access to downtown Redwood City and Caltrain, as well as providing children bus access to Woodside HS along Alameda. Option 1 removes most public transportation access in my neighborhood so I dislike it. I prefer improved bus service along Alameda both to Woodside HS and to downtown Redwood City. Option 3 route looks good, but as it's unidirectional along Alameda, it would mean incredibly slow access to downtown/Caltrain during morning commutes. Option 2, despite being less convenient for would offer the quickest travel times.
- Alternative 1 removes our route and alternative 3 makes the route come so infrequently that it's not actually helpful for taking it to the Caltrain to catch a train
- Best access with route & time. 278 does not run after 11:55am when I desperately relied on it
- You would Alienate anyone that lives on Jefferson/Farm Hill Road.

Spanish Comments	English Translations
Es muy importante la 278 ya que los lleva a su terapia. Lo usa todos los dias. ES IMPORTANTE 278. Usa con frecuencia todos los dias y si lo lleva a las terapias. Es importante para el usuario.	The 278 is very important as it leads them to their therapy. He uses it every day. IT'S IMPORTANT 278. Use frequently every day and if you take it to therapies. It is important for the user.



Spanish Comments	English Translations
Necesitamos que regrese la ruta 274, es muy necesaria para muchos padres de familia que llevamos nuestros hijos a la escuela en Jefferson Ave	We need Route 274 to return, it is very necessary for many parents who take our children to school on Jefferson Ave

**Survey, non-rider**

- Concerned about travel time to Canada College with the new 275; if it's comparable or less than today's service I'd support Alt 1
- Jefferson bus
- Service down Farm Hill and Jefferson Ave serves as a collector through a major residential artery of Redwood City.

**Comments from those who chose Alternative 3**

**Survey, rider**

- Access between Sequoia Station and Canada College, specifically stop at Jefferson and Farmhill Blvd
- I prefer Alternative 3 because I live in what is called a "low ridership" area, even though I know many people who would happily take the bus if it ran through that area to Woodside High, since a lot of students at Woodside live in that so called "low ridership" area. Additionally, taking the 275 bus on Highway 280 instead of down Farm Hill and Jefferson to Alameda would likely gain less riders, so I urge you to please run the 275 bus down Farm Hill and Jefferson to Alameda.
- By far the best! (Although I still don't understand why the bus uses 280) Having a connection to the 295 opens all kinds of possibilities heading north and connecting students to Canada, Kennedy, Roosevelt and WHS, while continuing the option to NSA, MIT and Sequoia; Having regular service along Alameda and Jefferson/Farm Hill means high school students can get themselves home after study hall, sports, etc. and allows travel to Woodside Plaza as well as connecting on El Camino further south than Caltrain. This one please!!!
- Combining Routes 274, 275, and 278 into a unified Route 275 works very well to avoid confusion among riders boarding from Redwood City Caltrain. In addition, a unified route, alongside providing service along Alameda de las Pulgas and Jefferson through the hilly neighborhoods of western Redwood City, would afford residents and businesses with better transit service through a more consistent routing and longer span of service. Most importantly, the addition of Sunday service in this part of Redwood City will give riders more choices to travel between the Caltrain station, Canada College, and nearby attractions on Woodside and Alameda de las Pulgas.

**Appendix C: Public Comments on Alternatives**

Spanish Comments	English Translations
tarda mucho eso ayudarÃ-a	it takes a long time that would help
que corra los domingos	Runs on Sundays
Extiendan 278 los Dias domingos	Extend 278 on Sundays

**Survey, non-rider**

- 295 to San Carlos on Alameda is retained
- It gets better connection to Redwood City other than by train, ex, it takes 2 hrs to get from Ralston Middle School to Canada by transit because there is no route that doesn't require going all the way to El Camino

Spanish Comments	English Translations
Porq esta sirculando siempre para diferentes horario de trabajo	Because it is always working for different work hours

**Website Comments**

- Alternative 3  

I relied on the 274 to get me back & forth from Sequoia Station to upper Jefferson. I need to catch the train for work. When 278 replaced the 274, I was forced to reduce the hours I work because I no longer have a way to get to Sequoia Station from Jefferson & Farm Hill after 11:55. My income was affected. I am already on a tight budget like so many. This change was/is painful. I hope you reconsider the routes & schedules to accommodate people living our area. I am grateful for your consideration.
- Alternative 3  

I live in the 3600 block of Jefferson and relied on the 274 for my transportation. Since it was eliminated, I have to use the 278 instead which has no availability past 11:55am. Therefore I am stuck. I am on disability, cannot afford uber or the like. I do not drive and having no transportation and a route that is not compatible with me or my neighbors has been and continues to be a hardship. I hope and pray the 274 comes back. Probably asking for the moon. I feel so isolated and helpless. Please strongly consider the mental health of those that need to run errands, pick up medication, basic groceries ... just cannot do that with the 278 where we live. Please help.

## Comments from those who did not choose an alternative

### Survey, rider

- Need the 274!!!! 278 is toooo limiting to those living near the Jefferson Farmhill stop. Can not take care of myself like I used to. Very frustrating, isolating, depressing.
- The 275 bus route, as planned in Alternatives 3 and 1, is the main bus route I would take as it stops near my high school and it also stops very close to where I live. However, since it takes the freeway for some reason instead of going down Farm Hill and Jefferson to Alameda de las Pulgas, I find it much more difficult since I have to walk uphill with a heavy backpack to catch the bus.
- Need 274 route access to Jefferson/Farmhill Blvd 278 is limited scheduling; can not get too appointments; had to reduce work hours
- I use the ECR for work, high frequency will impact when someone misses the bus. Or the bus is late, soon another one will arrive. Also, 274 needs to come back. Many kids ride this route to get to school and is highly needed to come back. 278 rides through woodside and 271 already rides through woodside. We need one that rides through Jefferson and Farm Hill. Thank you

### Survey, non-rider

- Less is not always better. Less routes means less people get to use it. I know for a fact you can't get rid of 274 completely as kids ride it when th

### Survey, rider status unknown

Spanish Comments	English Translations
Servicio los domingos y entre semana mas temprano	Service on Sundays and earlier on weekdays
278 los domingos (Woodside)	278 Sundays (Woodside)

## General Comments

### Nuestra Casa Alternatives Workshop (4/16/21)

- Important to still serve Woodside High students

## Website

Spanish Comments	English Translations
<p>Hola: Vivo en el area de Woodside en Redwood city soy usuaria del transporte publico SamTrans por mas de 20 anos por estos ultimos anos estoy viviendo en este vecindario del cual carece de una ruta flexible y estable que tenga horarios de acuerdo a nuestras necesidades en nuestras vida diaria . Soy la voz de muchos vecinos que necesitamos urgente rutas que nos lleve desde Woodside hacia Middlefield directo ya que tenemos Costco, Clinica Fiere Osk , Mercaditos latinos Bancos policia. Iglesia San Antonio . Tambien queremos que amplien los horarios de las rutas 275 o 278 incluyendo Sabados y Domingo para ir a la escuela a trabajar ya que nuestros horarios son variable y muchas veces se tiene que caminar largas distancias para tomar el bus en el Camino Real calculando los horarios la verdad que es muy estresante hay muchos estudiaantes que tienen que ir hasta Canada College tomando clases hasta las 10 de la noche y no hay bus de regreso hacia woodside la vedad que necesitamos urgente cambios pero cambios verdaderos que nos de confort y segurida en nuestras vidas. Estare en contacto con otras nuevas sugerencias de las otras rutas principales como ECR.</p> <p>Atentamente Lidice Zegarra.</p>	<p>Hello: I live in the Woodside area of Redwood city, I am a user of the SamTrans public transport for more than 20 years, for the last few years I am living in this neighborhood, which lacks a flexible and stable route that has schedules according to our needs in our daily lives. I am the voice of many neighbors who urgently need routes that take us from Woodside to Middlefield direct since we have Costco, Clinica Fiere Osk, Latin markets, Police banks. San Antonio Church. We also want them to extend the schedules of routes 275 or 278, including Saturdays and Sundays to go to school to work since our schedules are variable and many times you have to walk long distances to take the bus on the Camino Real, calculating the schedules the It is true that it is very stressful there are many students who have to go to Canada College taking classes until 10 at night and there is no bus back to Woodside, the truth is that we urgently need changes but real changes that give us comfort and security in our lives. I will be in touch with other new suggestions of the other main routes such as ECR.</p> <p>Sincerely Lidice Zegarra.</p>

## ROUTE 280 AND 281

### Comments from those who chose Alternative 1 and 2

Note: Alternative 1 and 2 are the same for this route but the survey gave respondents the option to select Alternative 1 or 2

#### Survey, rider

- I prefer to be dropped off at the transit center because it will be easier to catch the ECR.
- It better serves EPA to Palo Alto where I work.

## Appendix C: Public Comments on Alternatives

Spanish Comments	English Translations
Necesito a los buses pasen mas frecuentemente	I need the buses to pass more frequently
Fines de semana mas frecuencia	Weekends more often
Porque solamente nay un horario y me gustaria que cormera cada 30 minutos	Because there is only one schedule and I would like it to run every 30 minutes
Porque igual operacion con mas freccuncial.	Because the same operation with more frequency.
Recarridos mas al centro de la ciudad de East Palo Alto	Reloaded further to downtown East Palo Alto
Mas frecuentes fines de semana.	More service on weekends
Ebay share de University Ave to Willow Road	Ebay share from University Ave to Willow Road
Lleva a la escuela y que sea frecuente.	Take it to school and make it frequent.
Me deja cerca del trabajo.	Drop me off near work.
Que hayan mas parades a buses.	Let there be more bus stops.
Me gustaria que ubiera mas seguido.	I would like it to happen more often.
Usa para ir a trabajar	Use to go to work
Trabajo y casa. Me gustaria que fueran mas frecuente.	Work and home. I would like them to be more frequent.
Que pasen los 7 dias de la semana.	Let them happen 7 days a week.
Cumplan con las oras	Fulfill the prayers

### Survey, non-rider

Note: Alternative 1 and 2 are the same for this route but the survey gave respondents the option to select Alternative 1 or 2

- Improved reliability, less traffic on Bay Road. Broadway is also very bumpy
- Relatively direct, offers way to reduce redundancies. However, two suggestions for route improvement. In Palo Alto, route should connect with Stanford Shopping Center and/or Stanford Hospital in case there are people looking to shop, have retail jobs, or need a connection to medical facilities. In Menlo Park, might be good to offer a connection from Onetta Harris to the Constitution/Jefferson business parks. It'd offer employees of those businesses a way to work from PA or EPA, but also with the opening of TIDE Academy high school, there will be more students from EPA needing a way to get to the public school out there.
- Faster to the train station is key. At the moment, it takes me so long to get to Caltrain that I end up walking for 1 hour to get there.
- Route 280/281 is critical to get form EPA to Caltrain, so important to keep it as is, or even increase frequency

- Don't think on demand will serve East Palo Alto well.

### Survey, rider status unknown

Spanish Comments	English Translations
Mas frecuentes y fines de semana que pase puntual	More frequent and weekends that happen punctually

## Comments from those who chose Alternative 3

### Survey, rider

- Delays are not really at the Palo Alto Transit Center, but rather on the heavy commute traffic at University. What would the additional cost of on-demand rides, and operational hours?
- Covers destinations desired from Stanford Medical to Redwood City Station and interested points in between. Interested in learning more about the ON-Demand option and would like to have that option.
- Extending Route 281 by consolidating it with Routes 270 and 280 will work wonders in enhancing connectivity between Redwood City, East Palo Alto, Menlo Park, and Palo Alto. Although it will come at the expense of potentially eliminating both routes (as well as a modified Route 296), Alternative 3 would make the 281 a stronger, more robust service for many residents and businesses. This proposal can also justify not pushing through with Route EPX (although it will be beneficial for additional service along Bay and Willow during rush hours). Most importantly, however, the creation of an On Demand zone in East Palo Alto could create some friction among residents that SamTrans should either collaborate with commute.org for potential hubs at Palo Alto Caltrain, Menlo Park VA Hospital, and Onetta Harris Center, or consider realigning Route 296 to serve Ravenswood Medical Center and Pulgas. If warranted, shift the nighttime operations (between 7pm and midnight, then between 4am and 8am) currently provided by Route 296 to Route 281, especially when Alternative 3 mirrors overnight service on Route 397.
- Route 280 serves most of East Palo Alto and will increase in demand because of the imminent building of hundreds of condo units by a major developer on the West side where the traffic is already overwhelming.
- Excellent idea. I like the fact the bus connects East Palo Alto with so many places.

Spanish Comments	English Translations
Si voy al Hospital es dificil transbordar	If I go to the Hospital it is difficult to transfer
Ocupo ir a lugares como clinicas y hospital	I go to places like clinics and hospital

**Appendix C: Public Comments on Alternatives**

Spanish Comments	English Translations
Porque se me dificulta llegara la clinica	Because it is difficult for me to get to the clinic
Ocupo llegar al hospital y clinica	I get to the hospital and clinic
mas conveniente	Very convenient
Me gusta el horario que tiene la ruta me lleva donde yo necesito	I like the schedule that the route takes me where I need to
Mas frecuencia fines de semana	More frequent weekend service
Me lleva a la estacion del tren.	It takes me to the train station.
Porque la ruta 281 me lleva a mi trabajo al hospital.	Because route 281 takes me from my work to the hospital.
porque el trabajo	because work

**Survey, non-rider**

- We prefer Alternative 3 because it provides the most flexibility for residents in East Palo Alto and can be used to reach open spaces in the Bay. We request that the microtransit zone be extended to the end of Bay Road to service Ravenswood Open Space Preserve and Cooley Landing Park. But if Alternative 1 is used, SamTrans route 280 are located about a half-mile away from the public parking lot at Ravenswood. Given this opportunity to provide a last-mile connection, we request that these routes be modified to extend down Bay Road and to allow residents and visitors to access Ravenswood and the City of East Palo Alto’s Cooley Landing Park.
- Seems better in time and service.
- Expanded connections to East Palo Alto for our residents. And on demand.

Spanish Comments	English Translations
Y mas servicio	Why will it be more frequent
Por que sera mas frecuente	Get to work faster and take a single truck.

**Survey, rider status unknown**

Spanish Comments	English Translations
Mas frecuente fines de semana	More frequent on weekends
Hay lugares que no pasa y es peligroso Y que pase fines de semana	There are places that do not happen and is dangerous And that happens on weekends
Llegar mas rapido al trabajo y tomar un solo camion.	He takes me to the train station.
Va para el trabajo	Goes to work

**Nuestra Casa Alternatives Workshop (4/16/21)**

- Likes direct route to Stanford campus, there will be a lot of development near Ravenswood Health Center, east of University (near 965 Weeks). Important destination is Service Connect.

**TEAMC Workshops (external) (5/26/21)**

- The youth preferred options that would maintain and increase access further into the East Palo Alto neighborhood and increase bus frequency

**CAC Workshop (4/28/21) EPA**

- Bob: concerned about EPA not getting much new service, group discussed that the 296 would get 15 min service all day and every day, 280/281 would get 20 or 15 min service, on-demand zone

**Comments from those who did not choose an alternative**

**Survey, rider**

- More weekend service
- NONE. Need to have different service and transfers all around every county. People do not shop in the county they live in. The alternative is the same as the existing going down University Ave Traffic. the 280 rte should be done first, when bus gets to end of Pulgas make left up to McDonald’s the 281 starts. Save time and stress for the drivers. Less time sitting in traffic. 280 or 281 should not end at Alma St. No one wants to walk under a urine tunnel and smell pee. the bus could end at El Camino down from the ECR layover. 280 passenger should not have to walk a 1/2 mile. Be nice to people and more riders will ride the bus. Need earlier service on Saturday and maybe on Sunday people do WORK!! ATL 3 is stupid! On demand should be from Donohue/university up to university and Bay that section.
- None. Keep Route 280 as is and increase the frequency to every 30 min.
- I am especially concerned that Route 280 be preserved or be more frequent, because it serves the interior neighborhoods in East Palo Alto. There are massive increases in the number of housing units planned by a major developer Sand Hill Property Company for the West Side of East Palo Alto that will require increased bus service not less, because automobile traffic is already excessive.

**Survey, rider status unknown**

Spanish Comments	English Translations
Mas frecuente sabado y Domingo	More frequent Saturday and Sunday



Spanish Comments	English Translations
Mas frecuencia fin de semana	More often weekend

## General Comments

### Palo Alto Transit Center Outreach (4/27/21)

- Some discussion of connectivity between VTA (522/22 buses) and SamTrans, primarily 280/281 to get over into EPA. Woman mentioned she tries to connect from 522 to 280 around 5p but the 280 leaves as she is running toward it, and then she waits an hour.

## Website Comments

- Reimage SamTrans 2022 Proposal

280/281 Eastbound and Westbound -combined

You would do the 280 route Eastbound, then the 281 route Westbound.

- 280 to Onetta Harris from Stanford Shopping Center (eastbound) same route as current (do not change the 280 or 281 route)

- 281 to Stanford Shopping Center Westbound (come across University to Pulgas do 280 route)

- 281 will not go down University after Donohue (need University use on-demand app)

Remove stops on University Ave from Donohue to Bay Road.

- Remove 281 stop at Woodland University (Eastbound) (walk across to Woodland Apts to get 280 bus to Onetta Harris)

- Remove 280 stop at Purdue/Fordham (Eastbound/Westbound)

- 280 from Pulgas St/Bay Rd would make left go straight to McDonald's (honor stops)

- 281 starts at McDonald's to Onetta Harris (Eastbound)

From Onetta Harris to Stanford (end the 280/281 down from ECR on El Camino Real by Stanford Shopping Center.

What I am proposing would make it easier for all people who live in East Palo Alto. People will not have to walk from University, and if there is traffic the bus would be going around the traffic. The bus won't have to sit in 2 hrs or more of traffic. It will save cost for SamTrans going forward. As stated above please end the 280/281 bus on El Camino Real it will save time from the traffic at the Shopping Center. Do not end the bus on Alma St, the transit center is set up and it is working why change it and bring more cost to SamTrans. I know SamTrans would like to save some kind of money. Making unnecessary changes makes no

sense, SamTrans shares transit center with other bus agency's so keep it that way.

As far as Reimage SamTrans The way route 280 is going I like it. Please do not change it!!! If you want to add another route say the 281 as describe above it would help East Palo Alto as far as getting more earlier weekend service. It would be nice, to get people to ride the bus more, and stop driving. Remember it is the people that make SamTrans whole. People do WORK need better weekend service for the reimage proposal for 280/281 combined. Not 8am or 9am (EARLIER) Be respectful of people who are trying to make it in this world after the pandemic is over. We have seniors, people with disability that need transit. Be mindful !!! Cleaner buses would help reimage SamTrans.

## ROUTE 286

Note: Alternative 1, 2, and 3 are the same for this route

### General Comments

#### Survey, rider status unknown

- Run route 286 to Sharon Park shopping center on weekends

#### Survey, non-rider

- This is a mostly residential area, so limiting service to commute hours only can make sense here
- It is important to connect to school and work. It is critical that the Portola Valley connections to Woodside High School and Menlo Atherton remain as well as connection from Portola Valley to Caltrain.

## ROUTE 291

Note: Alternative 1 and 2 are the same for this route but the survey gave respondents the option to select Alternative 1 or 2

### Comments from those who chose Alternative 1 or 2

No comments

## Comments from those who chose Alternative 3

### Survey, rider

- Support this new service, but could be an extension of another route, such as 270 from Redwood City then continue to San Carlos.
- Connecting these two hubs would be great! I'd use this route regularly. It would help make Caltrain trips more flexible too since the limited and express trains don't stop at both of these stations, so you could take Caltrain to one or the other and then SamTrans to get where you actually want to be.
- It makes sense to retain coverage.
- An express bus is needed from either Redwood Shores to SF or from San Carlos to SF.
- I would like a way to get to PAMF.
- The planning staff are right in that East San Carlos is seeing an increase in residents and workers, so introducing a reliable connection in the area with access to Caltrain would be key to taking cars off the road.
- The only choice for this route. Suggestion extending route Medical Foundation Clinic at 391 Industrial.
- It's the only alternative that includes route 291. Please consider extending route 291 slightly so that it covers the San Carlos branch of the Palo Alto Medical Foundation at 301 Industrial Rd just north of Holly St.
- Would be nice to have more connections to the wine/breweries and shops!
- Since this new service will provide connectivity along Industrial Boulevard which was initially provided by the old FLEX San Carlos, I would really like to see this route happen. However, it would be a far superior option to connect this service with the current Route 295 (if either Alternatives 1 or 2 would be pursued) which provides weekday-only service between Hillsdale Caltrain and San Carlos Caltrain (at least in the Reimagine SamTrans proposal) to provide a one-seat ride between Redwood City Caltrain and Hillsdale Caltrain. Alternatively, if Alternatives 2 or 3 will be pursued with Route 260, Route 291 can be a natural extension of the 260, giving riders a one-seat service between Belmont, Redwood Shores, San Carlos, and Redwood City (and up to three Caltrain stations to boot).

Spanish Comments	English Translations
Porque necesitamos que haya una ruta que pase por Industrial Blvd. Muchas personas necesitamos esa nueva ruta.	Because we need a route to go through Industrial Blvd. Many of us need that new route.

### **Survey, non-rider**

- Because San Carlos needs more bus service, not less.
- Other routes don't cover this area properly
- Bus need to stop at Woodside Plaza also.

## **ROUTE 292**

### **Comments from those who chose Alternative 1**

#### **Survey, rider**

- Convenient for me
- This option adds a BART/Caltrain connection while also reducing wait times. That would improve rail connections to make bus travel more useful to San Mateans both locally and when traveling to other cities.
- I just need to get directly from Burlingame to the airport with regular times in the most direct way. If you could increase frequency of that route without changing trains there and back that's all I would need.
- As a regular swing-shift commuter on Route SFO who loathes BART's expense and unreliability, Alternative 1 (or Alternative 3) is a greatly-desired substitute.
- It is faster to go to BART station, save more time and money.
- I love taking 292 to get to and from the airport.
- Faster service on the 292 would be efficient. Not as long a trip from SFO to Hillsdale.
- Customer wants Route 292 to serve Oyster Pt. Cove Marina.
- Faster time between buses. Would like to see stops not so far apart along the route.
- I would benefit from more frequent and faster service between Hillsdale and San Francisco.
- I believe route 292 should only serve Bayshore Caltrain to San Bruno BART weekdays. Route 293 should go SFO to Redwood City via 101 to replace 398, and no bus service should serve Millbrae in the future. Most people who ride Caltrain generally take BART at Millbrae to get to SF
- For me, if I can't keep 398 for one-seat-ride access from Redwood City to SFO, then my next best option is to have the most frequent possible connections to Caltrain.

**Appendix C: Public Comments on Alternatives**

- frequency aber alles
- What's the purpose of this route? I think that's important for determining how it runs. Is its purpose to get people to SF? If that's the case, it should mainly act as a feeder for BART and Caltrain (hopefully with timed transfers) or to a lesser extent -- Muni. The T is hardly a paragon of good on-time performance (hopefully this changes). If its purpose isn't to get people to SF, I don't know what it would be. So, accepting that its purpose is to get people to/from SF, north of the airport it probably shouldn't stop anywhere that's not a transfer to rail service, since those areas already have pretty good connections into the city. Since the route terminates at the terminus of the T, it should be a goal to have that transfer be timed. Either there or at South City Caltrain.
- Frequency is key
- better frequency
- Save time
- I prefer alternative 1 assuming free, timed transfers to MUNI routes that parallel existing 292 route/destinations in San Francisco. There would also need to be free, timed transfers between route 292 and 293 at Millbrae. I also support eliminating the loop of stops at SFO. Instead, in order to reduce travel time along the route, 292 could connect to a single Airtrain station, where riders could then transfer to Airtrain (assuming Airtrain operates all day) to destinations in SFO.
- Needs to be more accessible to Daly City/Pacifica area.

Spanish Comments	English Translations
Me gustaria con mas frecuencia	I would like more often

**Survey, non-rider**

- Splitting the route improves reliability and will let SamTrans measure interest in bus service that duplicates Caltrain
- Frequency of trips gives me more flexibility to get to BART when going to City and Hillsdale Mall for local trips.
- In order to get people out of cars and onto busses, there needs to be an element of convenience....one way to accomplish that is frequency of service.
- Break 292 up, so that it has good transfers at a logical point like Millbrae BART (also would allow Caltrain, BART riders to transfer to the 293 proposed route). However, keep the north of San Francisco portion of the 292, as this provides SF residents access to Brisbane, connections to Oyster Pt via the 130, and in general acts as a 'local alternative' to the 101 commute.
- Please understand your customer. Some your customers only take 292 simply because of cost. The service route is made redundant by Caltrain and BART

- More frequent buses to SFO

## Website Comments

- Customer wants Route 292 (Alternative 1) to serve Oyster Cove Marina.

## Comments from those who chose Alternative 2

### Survey, rider

- Quickest route to SF financial district
- Already have a way to get around sf, most important is connection between
- Keeps frequently service and takes us to airport job
- I commute from San Francisco downtown to SFO
- Support going into Millbrae station. No need for rt SFO. Would like to see a split of 292 and 293, but retain 292 in downtown SF. Important route for Brisbane and SSF. Retain the number 292 even though it now connects to BART and Caltrain (which is 300 series)
- Super important and well used route. Please keep frequency of every half hour or more often during daytime. Service to San Francisco is much cheaper than taking Caltrain and employees need bus service to and from the city to our homes and jobs in the peninsula
- #2 will help me with getting to SF for extra shifts and appointments and social activities the best
- Please ELIMINATE Alternative 1 from SamTrans's list of proposed network changes. This option was clearly suggested by someone who does not live in Brisbane, and has no idea what public transit is like there. Like a huge percentage of Brisbane residents, I work in San Francisco, 8 miles away. As SamTrans undoubtedly realizes by now, the 292 route is an absolute lifeline for Brisbane residents, who have NO other transit alternatives. Our town does not have a BART or Caltrain stop; we have only a single bus stop at Bayshore & Old County Road with a single SamTrans route (292) connecting us to the City. Proposing that riders connect to another MUNI bus, or the T-line, is frankly insulting. I assume this idea came from someone who has never taken MUNI, which notoriously has long delays, dirty buses, a high crime rate, and indifferent drivers. It would also require SamTrans riders to pay additional fares in both directions.
- Brisbane residents cannot easily get to BART on off hours. The SamTrans 292 has always been my never fail if I must get home from SF route. Please don't take it away!
- Connection to other transportation centers makes the most sense in the long run.

## Appendix C: Public Comments on Alternatives

- Allows getting the airport from south of Millbrae
- Reduced travel time with fewer stops eliminated (if stops must be eliminated, the fewer the better).
- would take the route more.
- Keeps the same existing frequency and still serves downtown San Francisco. Alternative 1 cuts down the route by half and takes away reliable transportation for residents in San Francisco. From personal experience, more riders are from SF who need to get into San Mateo county. They have relied on being able to get on the 292 at connection nodes from the ferry building to the mission district.
- I need the 292 to get to San Francisco General Hospital from Brisbane. The 292 is also the way I get to SFO. I also think Alternative 3 would be satisfactory if it helps other people get to work.
- Work in San Francisco, live in south San Francisco
- 292 Alternative 2 PROVIDED THAT San Francisco General Hospital was still served. I would appreciate more limited stops to reduce my commute time. I drive to/from a 292 stop in South San Francisco , so if stops were reduced, I could drive to another stop. I use 292 to save myself from traffic congestion and parking problems in San Francisco in and around San Francisco General Hospital so I would still need the 292 to have at least one limited stop at or near San Francisco General Hospital. I work at San Francisco General Hospital and 292 is a better alternative than BART for commuting to/from SFGH from North County (North SMC).
- I do not use Millbrae and that seems to be the only difference between 2 and 3 options. The whole point of transit again is to not have a car. Getting off one bus at the cities edge just to get on another is a turn off. Also lets face it the 292 in San Francisco FLIES faster than anything else. To board the 8 9 or T is the kiss of death time wise.
- commuters into downtown SF need direct service to keep the public transportation a viable option vs driving
- Don't cut the stops or the frequency. Connecting to the T is a terrible idea. The T doesn't always come to the southernmost terminal. That connection is not safe for seniors or the disabled...having to walk up the hill and cross a busy street where it is not safe. Also, that connection point is a high crime area. Nighttime connections would be unsafe, not accessible enough for disabled people, and make it almost impossible to get to San Francisco for everyone who depends upon the existing service.
- Faster route into SF with fewer stops.
- 292 is an essential route that takes workers like me from San Mateo County to and from San Francisco. The existing frequency is fine, and I support the limited-

## Appendix C: Public Comments on Alternatives

stop service proposal beyond downtown San Francisco for slightly faster trips. Please keep 292 as it is in Alternative 2!

- I find every 30 minutes convenient and SamTrans is very reliable with time schedule for stops. I find it very convenient to get on the bus in Brisbane and be able to take the bus to SF to go downtown or south of market or even Potrero Hill. Transferring to Muni would add on a significant amount of time and I may opt to drive because it's not as convenient as just taking SamTrans to my destination
- It's our only transit. Please don't take it away. We can't walk to BART.
- We need transport to San Francisco and back
- Need 292 to get to work
- Customer relies on this route to get to work since she does not have a car in this area and the feedback she wanted to give was please do not get rid of this route and she uses it from Broadway in Burlingame to SFO.
- This will keep the option of going to SF with reduced travel time
- Airport service is vital from San Francisco for times when BART is not operating! Many flights arrive past the last BART or take off before the first BART on weekends. 292 must remain an alternative. There is no Muni "8" line.
- I use 292 to go from downtown San Mateo to SFO as I support public transit and avoid using uber/lyft if I can. Alt 1 is not desirable because of the transfer to 293 and I don't know if the timing would work out because buses can run late and I wouldn't want to miss my flight. Alt 3 adds an extra stop to Millbrae BART which is unnecessary for me.
- I need a way of getting into SF without BART. BART is expensive, esp into SFO.
- I would like 292 to still go to San Francisco.
- I would prefer to walk a little bit to get to my stop if it would allow me to get to my farther destination (with fewer stops). I frequently use the KX route and would appreciate a higher frequency of KX busses as it is a great option for getting to the airport.
- It is the least bad of the options you propose. However, I would like to point something out. I am not against the idea of shortening or splitting the 292. However... Do it the right way. Service from the south should not end at Millbrae. Just short of the airport, with an inconvenient BART connection (every 15 minutes when the next stop, San Bruno, is every 7!). You could terminate the buses from San Mateo along the route where it goes by the airport and ends at San Bruno. The connection would be well used at rush hour, since traffic sucks, and BART goes to market street, while Caltrain goes to the inconvenient edge of soma. If people need to connect towards the eastern side of the city, then they can just connect to your own bus.
- Reduced travel times



**Appendix C: Public Comments on Alternatives**

- 292 is the only route where folks in Brisbane can get to downtown Sf. Increasing the availability of this route is sorely needed
- Option 1 makes sense on a macro scale, but as a resident of San Mateo, I enjoy my direct connection to SFO through this route. Splitting it into 2 routes means I'd have to deal with a transfer, which I have not had good experience with in the past.
- Likes this because this bus has a long route and less frequent stops would make it more desirable to use.
- most direct, least disruptive
- Want to get to civic center
- Less stops makes sense.
- Continue to retain 292 in the city with fewer city stops to shorten the bus ride.
- Strongly oppose discontinuing service into downtown SF.

Spanish Comments	English Translations
Que deben ruta 292 como esta por sirve para viajar a San Francisco por que la van quitar no ese justo para mi	That they should route 292 like this for it serves to travel to San Francisco because they are going to remove it, it is not fair for me
Me gusta como esta ahora el servicio	I like how the service is now
Me peradas	You stop me
Mentengan el servicio hasta el centro de San Francisco por favor. Que cumplan con el horario.	Maintain service to downtown San Francisco please. That they comply with the schedule.
Para mi uso mas seguido	For my use more often
Por que la que necesito	Because the one I need

**Survey, non-rider**

- Provides a faster route
- Coverage is important, reduced frequency of stops will improve travel times, the greatest downside of this route
- I've made connections between AC Transit and the 292 at times when BART isn't running. It may not be a popular connection, but it does provide lifeline access between the East Bay and San Mateo County. Adding a second transfer to the 8, plus a long walk would be onerous. SamTrans should retain some all day connectivity to AC Transit.
- I live in Brisbane. 292 is the best way to downtown SF

- It reduces the number of stops in San Francisco, making the travel time faster and less irritating. I used to take this bus from Brisbane to downtown San Francisco from 2011-2017

### **Survey, rider status unknown**

- Goes to San Francisco, less stops

## **Comments from those who chose Alternative 3**

### **Survey, rider**

- I've been using this route for a long time and I'd like to keep it the same
- Keep it as is
- This stop needs a bus shelter
- This route is constant and the stops for this route hours are good.
- Alternative 3 should see this route to extend the routes as well as the stops.
- I use this route and am familiar with the times, schedules and stops.
- More frequent, keep it to SF
- Keep service to San Francisco
- I do ride 292 from SSF to San Francisco and from SSF to SFO Airport and Hillsdale to go to the San Mateo General Hospital. We need the bus stop shelter on 150-200 Airport Blvd. which was removed to facilitate the construction companies. It is a very busy bus stop/ No bus stop shelter. Very dangerous. Construction workers use the bus stop area. Riders reported to the city of SSF Traffic commission. No answer on how this issue should be resolved. SamTrans Reimagine do we need to wait for two more years when the construction is completed to have a proper bus stop shelter? Please we need your help.
- Please keep going to San Francisco. Getting off the bus in Vis Valley is not safe in the middle of the night. Muni buses get full, and people are going to miss their connections and have to pay a higher fare.
- As a person who takes this route to get into downtown SF, I feel that the current coverage of this route absolutely needs to be maintained (Alternatives 2 and 3). The main selling point of this route is its direct service to downtown SF, and most, if not all riders in the northbound direction are on their way into the heart of SF. If this direct service is eliminated and riders have to transfer to Muni, that would reduce the appeal of bus transit and the outcome would be decreased ridership. While in most cases, increased frequency is a good thing for route efficiency and ridership, in the case of 292, I do not feel it would be wise to sacrifice coverage for frequency because of the direct access into SF as a major selling point. It is also worth noting that ridership seems to be highest during

## Appendix C: Public Comments on Alternatives

peak hours on weekdays, and under Alternative 1 during that time, the frequency would not change significantly. On behalf of myself and other riders, I urge SamTrans to NOT consider Alternative 1 for Route 292, as this will have negative consequences for transit commuters in Brisbane and the east sides of SSF, San Bruno, Millbrae, and other cities on the Peninsula and is counterproductive to the general goal of transit agencies to see a return in ridership during this crucial time.

- This is a good route, but should have a frequency of every 30 minutes during work hours commute of 6am every 3 minutes interval. I was always late with 292, so I opted to take BART which was more expensive for me. I catch 140 towards SFO, the connection does not coincide with 292 to SF.
- Service into SF. Possible transfer at SFO from the 398. Only if MUNI reliability improves would I consider Alt 1
- For me, it's just one bus from home (Brisbane) to office (downtown SF).
- Risky alternative with #3, I.e. including Millbrae now, but it's worth a pilot trial period. Make it go farther, like to Redwood City could be an efficient improvement
- It is needed most.
- Because I don't want to see service to SF on the 292 cancelled.
- It would allow me to get access to the area around SFO
- I live in Brisbane and don't have a car and I work, volunteer, and go to school in San Francisco. I need access to as many types of public mass transit as possible.
- It keeps the travel into San Francisco and adds Millbrae BART
- Serves Millbrae BART while still serving San Francisco
- I commute from the north side of San Francisco to Utah Avenue in SSF. Alternative 1 would require me to use a second MUNI connection just to reach SamTrans.
- I think it would be helpful to be able to access the Millbrae BART station. But most importantly, I have to be able to get to and from San Francisco via the 292 bus. I appreciate your effort to increase frequency of buses, but am willing to sacrifice that for current access to SF from my Brisbane home.
- The only unacceptable Alternative is #1. So, Alt #2 and #3 are equally good. If others would benefit from a stop at Millbrae BART, I can support that. But personally, I am only concerned about access to/from Brisbane and SF downtown.
- I could see having the Millbrae BART station a nice stop, though if you're going to the airport 292 will still stop there anywhere. Perhaps if you're going down south

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- or north it's a nice way to make a transition to the Caltrain since it would be the first stop.
- Getting to Millbrae BART and having the option to continue to San Francisco is crucial for commuters
  - Being able to travel South or North from SFO without transferring at Millbrae to another bus and being able to continue to travel into San Francisco.
  - The 3rd choice keeps the current service to downtown San Francisco.
  - I live in Brisbane, CA and work in the S.F, CA. 292 is my life route. It is convenience for me to go to work and coming home using one bus instead of connection. I will find other ways to commute, if SamTrans changes route 292. I know you lost one customer, and it is no BIG deal but I will need to find some others ways to commute even though I might not like other options to use BART and/or MUNI. Thank you
  - I use the direct route from SF Ferry terminal, and feel safe with direct route no transferring.
  - I do not have a car and rely on SamTrans to get from Burlingame to SF / UCSF hospital for work, and around San Mateo county for my daily needs. Keeping and even expanding stops in SF is vital to me. When removed stops along Potrero made more difficult for me, and transferring to Muni, or other transit BART, not only much more expensive, but even increases commute time.
  - fewer stops for long distance riders and a stop at Millbrae BART? where do I sign up? I also rely on this route to get to work in the city and would be really distressed if it stopped in Bayshore
  - I wish included would be better travel times
  - Please don't eliminate the 292 from going to SF.
  - I am the person who lives in Brisbane, and working in the city of San Francisco. It is convenience for me to ride 292, even though I wish SamTrans will add more buses, and more frequent bus schedule. I am and will ride SamTrans (292) as long as SamTrans does not change the route and keep the same schedules. Although I have to walk little bit, but I do not mind little walk in to morning and afternoon. I ride and will ride 292 for me to go to work and home. Please keep this bus route and I saw many passengers use 292 like me to go to work and home between San Mateo and San Francisco county. In addition, SamTrans is clean and less crowded not like BART or MUNI. Thank you
  - This can help more passengers if it can include Millbrae BART station where people can take Caltrain and BART to the station and take 292 to San Francisco. It is good that 292 cover many places in San Francisco which help San Mateo county residence. Please keep most of Mission street stations for passengers to go to San Francisco to work especially for Mission/9th to go to Van Ness/Civic Center area where most government agencies building there but there is no

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- BART station close to them. Suggestion: delete 1 stop on 10th Street not much activities, delete more stops on Portola instead stopping every block except the stations on 24th Street, 22nd Street and 16th Street where there are more activities. It is better to delete the station on Bayshore Blvd/Arleta as there are many problems. Always have passengers try to get off the bus which create a lot of issues for the driver. Driver needs to make a special slight turn to the station and also wait in line with all other Muni buses to get stop. Can keep the next block station where driver can easily get to the stop.
- While a detour to Millbrae BART/Caltrain may be seen as a minor inconvenience for some riders, this extension on Route 292 will provide a viable alternative to BART's Purple and Yellow Lines linking Millbrae and SFO Airport, eliminating the need for Route SFO. At the same time, operating the 292 with fewer stops would be beneficial to make the service more efficient, especially when it operates along Potrero Avenue and Mission Street in San Francisco. If Alternative 3 is to be pursued, ensure that the 292 is timed well at Millbrae BART/Caltrain by stopping on the Caltrain side of the station (next to Platform 5) instead of the BART side (where it can take up to five minutes if a passenger is wheelchair-bound between the Caltrain platform and the Route 292 stop). If however, the stops for Route 292 at Millbrae BART/Caltrain will be located alongside Route 397 to establish consistency in service, ensure that there is enough time for passengers to transfer between services (up to 15 minutes' layover per direction).
  - Still goes to San Francisco
  - Because there is almost no other way to get from Brisbane to various locations such as Caltrain, SFO and downtown SF.
  - The overall service area of the route remains expanded. I use this route to get into SF. If I had to transfer I would probably just drive so option 1 is a no go. I could see splitting the route up as long as it still goes into SF or reducing SF stops.
  - Because the Muni buses & T line are awful buses to ride. They are overly crowded and dirty. The Muni doesn't always go to the end of the T line & rarely do riders complain. This had numerous times & the bus driver urged riders to complain to Muni. So i was stranded on 3rd street after waiting 2.5 hrs. Had to walk a few miles to catch the 292. Argggghh!
  - Of the three alternatives, #3 seems to offer the best likelihood of the 292 line continuing to offer service from Brisbane to San Francisco and back.
  - Service to San Francisco is important. Transferring to Muni or BART increases travel time and definitely increases cost. Transferring at Bayshore is particularly unsafe at night. To increase ridership, advertise SamTrans to tourists. Pre-pandemic, the 292 often had tourists who were staying in hotels in South San Francisco.

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- Cutting off service to San Francisco would be very detrimental to the peninsula. In the previous summery it looked like alternative 2 and alternative 3 were different wrt SF access, but it appears they both remain the same, which is my preference.
- Because it runs direct to SF and I won't have to transfer to another service i.e. BART or Caltrain which doesn't run late enough
- I would like the 292/398 to keep going to downtown San Francisco.
- Retains 292 service into San Francisco. Adds a Millbrae BART/Caltrain connection, but it is also good to serve the businesses near El Camino Real in Millbrae.
- Route 292 should adopt the Alternative 3 proposal for two reasons. 1. Maintaining the service to Downtown San Francisco, to provide an alternative means of transit to get to/from SFO Airport. BART has had issues with service reliability pre-Covid, and with reduced service right now during the pandemic and after Covid, I have concerns over the return of full service on BART. SamTrans provides the best alternative service to/from SFO and Downtown San Francisco. 2. Provide an additional service option from Millbrae BART station to SFO Airport (notably to replace the SFO-Millbrae bus line). I think that the SFO bus service to Millbrae BART running separately from a bus service already serving nearby along the airport boundaries (292) is redundant. 292 can easily divert off of Airport Blvd/Bayshore, to serve Millbrae Ave and Millbrae BART/Caltrain station.

Spanish Comments	English Translations
Porque tomariamos una sola ruta y a veces toca trasladarse en diferentes rutas	Because we would take a single route and sometimes we have to move on different routes
Porque Seria mas facil tomar solo una ruta para ir a otros lugares	Because it would be easier to take only one route to go to other places
Necesitamos de regreso la estacion del bus por que es muy necesario	We need the bus station back because it is very necessary
Para hir y regresar del trabajo en San Francisco. Poner un paradero de espera y que tenga un aciento.	To get to and from work in San Francisco. Put a waiting location and have an accent.
Mas frecuente a san Francisco	More frequent to San Francisco
Uso para ir a San Francisco	I use to go to San Francisco
Mas frecuencia, mantener el servicio a San Francisco. Mantener la casita en Iso Blvd	More often, maintain service to San Francisco. Maintain the little house on Iso Blvd
Es importante que llegue el servicio en San Francisco	It is important for service to arrive in San Francisco
Yo tomo la ruta 292 al diario, me gustaria que pasara mas frecuente y regularmente.	I take route 292 daily, I would like it to pass more frequently and regularly.

**Survey, non-rider**

- Accessible to larger range of locations and limited stops.
- From my years riding route 292 (from 2011-2015), the most well used section of this route was between San Francisco and SFO, with many riders boarding on Potrero Avenue and Bayshore Blvd in San Francisco. In part due to the expense of having to transfer to a different agency (with an additional fare required due to the lack of seamless fares/free transfer arrangements) but also because many SFO workers commute at times when connecting Muni service is greatly reduced (ie. late at night and early in the morning, including weekends), it seems to be very important (for matters of travel expenses, speed of travel, and potential to serve the greatest number of riders) that service into and out of SF be maintained. Towards the other end of the line, it would be a big improvement for the line to detour into the Millbrae BART station. (I used to walk from El Camino Real to Old Bayshore Hwy to catch the 292 and this would alleviate the need for that).
- It includes Millbrae BART.
- More improvements to Route 92 - more beneficial for the community and for those that commute into SF
- 292 is a vital route for Brisbane residents- please let it keep going all the way to SF
- It seems more streamlined up near San Francisco, yet keeps the route dropping off near Saratoga (near Fiesta Gardens) which would help my high-school student be able to take the bus home from Hillsdale High.
- most coverage on the Peninsula with only service to SF downtown and southern part of North County without making transfers.
- It does not remove part of the route.

Spanish Comments	English Translations
Importante que llegue a San Francisco	Important that you arrive in San Francisco

**Website**

- (Duplicated in Alternatives Section) I choose alternative 3. We need full 292 service for the City of Brisbane residents, families, seniors, and commuters.
- (Duplicated in Alternatives Section) Alternative 3 is the only choice for Brisbane. I can't get to San Francisco downtown for shopping, groceries, and fun. I do not have a car and 292 is the only way back to Brisbane especially on the weekends.

## Comments from those who did not choose an alternative

### Survey, rider

- 130, 192, 141 Because we need that service for those, like us, who live in this area. We commute to SF and to work in San Mateo
- I live on San Mateo and I work on Bayshore in San Francisco by toland. The easiest way for me to get to work is the fcx across the Street from my house and after I take the 19. If that is not available, I take the 292 or the 308 and they both leave me really close. The Caltrain does not stop in San Mateo to take me to 22nd st. It has changed the schedule. If you get rid of the 398 and fcx I won't have a way to get to and from work!
- Please retain 292 to Downtown SF. Would still like to see split of 292 and 293 at Millbrae. Please retain 141 to Shelter Creek. Love seeing a new route in Oyster Point.
- I travel from San Francisco to SFO for work. The 292 and 398 are great ways to get there. For me, the 3rd choice maintains the current routes.
- I believe the split of ECR and the Rapid returning will make on time performance improve. Which should boost ridership and can help make additional service changes for other routes later on. I do have one concern with Alternative 1 is that it has absolutely no San Francisco service. I believe at least the 292 should continue its route into San Francisco and end at Salesforce Transit Center. Or the new ECX could make an additional stop at Redwood City Transit Center and also after San Bruno BART continue on the streets to San Francisco. Either way, there at least needs to be a local route into/out of San Francisco for tourists and Airport workers. If either of those options still isn't feasible, perhaps talking to Muni about a route to the Airport via the same route at the 292 from San Francisco to Bayshore then deadhead on the freeway to SFO. That portion needs to be covered regardless.
- Increased frequency on all lines would be helpful. However, frequency should also be increased on 292 and it should continue to run into San Francisco! (not eliminated, as this proposal suggests).
- I ranked them for the reason being I don't want to transfer to Muni or ride BART. 1. I ride the 292 to work daily and I've come to appreciate the operators. 2. I appreciate the cleanliness of the buses and 3 my fellow passengers who usually aren't homeless or indulging in criminal behavior like you'd find everyday on the Muni and BART systems. a Fourth consideration, that I'd being paying more and waiting longer to transfer or ride another system, is also important but if SamTrans was to increase the fare to keep 292 unchanged, I wouldn't complain. Please keep 292 going into San Francisco!!!
- From Brisbane, we really have no other direct access to SF than the current 292.



## Appendix C: Public Comments on Alternatives

- As a Brisbane resident working in San Francisco, I would like to see more frequent service, and definitely don't want to see the 292 service into the city eliminated.
- I am a rider of the 292 and need to get to my job at SFO. Parking is too high at SFO. BART is not a viable option as the cost is too high and I have to transfer from Muni to get to a BART Station. A lot of other SFO workers use the 292 to get to work. If I am not working at SFO, I even use the 292 to get to the airport if I cannot find someone to drive me there for family trips.
- Keep the 292 and have some service in SSF East of 101
- Connecting to work in SF is very important and the options offered in alternative 2 are best, including express service and frequent 292 which i ride often
- Please ELIMINATE Alternative 1 from SamTrans's list of proposed network changes. This option was clearly suggested by someone who does not live in Brisbane, and has no idea what public transit is like there. Like a huge percentage of Brisbane residents, I work in San Francisco, 8 miles away. As SamTrans undoubtedly realizes by now, the 292 route is an absolute lifeline for Brisbane residents, who have NO other transit alternatives. Our town does not have a BART or Caltrain stop; we have only a single bus stop at Bayshore & Old County Road with a single SamTrans route (292) connecting us to the City. Proposing that riders connect to another MUNI bus, or the T-line, is frankly insulting. I assume this idea came from someone who has never taken MUNI, which notoriously has long delays, dirty buses, a high crime rate, and indifferent drivers. It would also require SamTrans riders to pay additional fares in both directions. Please listen to your longtime customers.
- The 292 is too valuable to stop from going into San Francisco.
- My wife works, goes to school, and volunteers in SF, and depends heavily on the 292 going into SF to do so. She doesn't drive. Enacting limitations on her commute will effectively turn her into a shut-in.
- I rely on the 292 to get from Brisbane to San Francisco 24th Street and Mission for work. I also use the 292 to get from Brisbane to SFO. I don't use Uber or Lyft or taxis. I still fly frequently and through the pandemic I had to go to work Monday through Friday in San Francisco.
- I commute via 292 from South SF to San Francisco General Hospital.
- No to Alternative 1. I am a user of 292 in and out of SF and also to SFO for travel. It is a critical method of getting into the city from Brisbane without having to take a \$20 Uber one way or to drive and find parking in the city. There is no other way to get into the city via public transportation and this would effectively orphan us. Alternative 2 / 3 seem to be good alternatives to the existing scheme.
- I live in Brisbane and if I am not going to SF during commute hours I can't catch our shuttle to Balboa station. I find 292 a quick and convenient ride into SF -

## Appendix C: Public Comments on Alternatives

south of market, mission and downtown. Transferring to the T line makes a longer commute. 292 also picks up tourists at SFO and brings them to their hotels in SF.

- It is important for 292 to travel between downtown Sf through Brisbane and down to Hillsdale. this is Brisbane only bus line!!!!
- I take 292 from SSF to San Francisco for work
- Please don't take away the 292 to SF from Daly city.
- 292 from Brisbane to downtown Sf is essential. Many kids including my sons as well as commuters and my elderly mother take this to get to school /work/other SF activities in SF. There is no public transit alternative to get to /from Brisbane in many weekday hours and weekends. Please don't cancel Brisbane to downtown SF 292. Increasing frequency (#2) would be a big improvement
- Many people work in San Francisco and rely on the 292 to get them there
- This can help more people when combine with BART and Caltrain. It is important that bus 292 keep inbound/outbound to San Francisco. It is more direct and convenience instead spending time to exchange with other public transportation.
- Live In Brisbane t work in SF civic center
- Alternative 2 connects to more rail and expands service to college campuses. The addition of more express buses is also good. Getting rid of frequent stops on the 292 bus in San Francisco is also a great idea and will help speed up the line. Alternative 3 is also good but I'm not sure about the exploratory nature of the on-demand service. Alternative 1 is horrible. Making people wait for the 292 bus going south in a high crime area in San Francisco makes me wonder about the intelligence of the people who came up with that plan. And eliminating service altogether for some areas just to increase the frequency in others? What are the people who live on those eliminated lines supposed to do?
- I use the 292 out of Brisbane to get to and from Caltrain, SFO, and San Francisco. Please maintain this agreement with MUNI.
- I take 292 from Brisbane to my office in the Financial District. I feel safer taking the bus than BART to work, so please don't change the route!
- I live in Brisbane and the 292 is the best way for me to get to San Francisco
- I want the 292 to still go north from Brisbane into San Francisco. I take that to get to meetings in the city.
- The 292 line is important for my city, Brisbane. Alternative 1 prevents the 292 from reaching San Francisco, so it's the worst option.
- It is important to me that Brisbane continues to have reliable and frequent connectivity to San Francisco.

## Appendix C: Public Comments on Alternatives

- Please keep route 292 in the city. That is a major route that tourists and people working at the airport rely on. Route 398 would also need to stay as an alternative express route for people needing to be dropped off in San Bruno. I dislike Alternative 1 because that cuts off service into San Francisco and SamTrans would lose a huge ridership.
- Need to get to work in SF, and the 292 runs early in mornings and late in evenings my shifts changes a lot
- Alternative 3 best represents my priorities for SamTrans bus service right now, while the pandemic is ongoing. Right now, with ridership down from pre-Covid numbers, duplicate service should of course be consolidated. For me, living in Daly City along the current & proposed (maintained) 120 line, this service opens up opportunities to travel to add'l areas (SSF, San Bruno, SFO Airport). I think that in the long-run, if you're imagining a more expansive perspective of public transportation, after most of the Covid-related restrictions are lifted, Alternative 2 would be an approach that should be looked at, to expand better connection to other Bay Area rail service (BART/Caltrain), and improving connection to other transit providers (MUNI/VRTA). One reason, I don't like Alternative 1, is the contraction of SF-service to Bayshore to connect to MUNI's T line or bus service. SFMTA is not in a position to take on the 292 load, as they're at a point where they're long-term plans doesn't benefit San Mateo County commuters into San Francisco. The Bayshore/Visitation Valley area is not an ideal connection point for San Mateo/SF counties connections.
- I live in Brisbane, but often have to go to San Francisco, as well as the East Bay via BART in SF. Therefore, I need to get on the 292 in order to get to downtown SF. Please don't take that away from me. Thank you, Kanji Nishijima
- I frequently take the 292 bus to San Francisco and catch BART from there, and vice versa. I see lots and lots of people, young and old, and of various ethnicities and races, taking the bus in the same way. Therefore, Alt #1 is not acceptable. But Alt #2 and #3 are acceptable but I prefer the current schedule.
- Why do you think that residents of Brisbane aren't entitled to public transit? The 292 is the only transportation I can use without driving to BART, and now you want me to have to connect with the T if I want to go to the city. Don't I pay taxes?
- Do not truncate 292 for City of Brisbane
- I'm interested in keeping route 292, Hillsdale, SFO I work at the airport
- I like the new 293 route
- 292- More frequent with SF service

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Spanish Comments	English Translations
Si pudieran el la noche 292 de la Mission cada 1/2 hora yo las uso frecuente para hir y regresar del trabajo yo trabajo en el Oracle Park en 24 Willie Mays.	If they could on Mission 292 night every 1/2 hour I often use them to get to and from work I work at Oracle Park at 24 Willie Mays.
130, 141, 292, por favor no cambien estas rutas bes las que uso abese se puente usar la visicto	130, 141, 292, please do not change these routes plus the ones I use abese bridge use the visit
Mi familia se des plaza en bus a su trabajo y necesitamos y sean mas frecuentes en especial 292, 130, y 141	My family travels by bus to their work and we need and are more frequent especially 292, 130, and 141
Yo uso la 292 diario para ir a mi trabajo 2 veces al dia.	I use the 292 daily to go to work 2 times a day.
Que llegue a San Francisco y pase con mas frecuencia y que lleve a Hillsboro	Get to San Francisco and drop by more often and get to Hillsboro
Mantener servicio	Maintain service

**Survey, non- rider**

- As a bus rider with work in San Francisco, it is much quicker & more convenient to transfer to BART or Caltrain than to ride the bus to SF. That said, please bring back the 292 express bus! That would be great. Thanks!
- 1. Personal use is for access from SM to both SFO & Millbrae BART, SFO most often. I currently take 292 direct and do not want to have to do a transfer. 2. I would rather retain more stop choices above losing them strictly for high-frequency. I put Alt.1 as #2 because there is some relevance to also accommodate longer commutes that better fit work related schedules to encourage greater ridership.
- I live in Brisbane and the 292 is the best way to get to SF with NO driving
- Alternative 2 provides better transit coverage of the region while maintaining the only direct service (292) into SF business district. It also provide better connections to BART and Caltrain. Alternative 3 reduces local transit coverage and resident mobility.
- Because I don't want to see service to SF via the 292 cancelled.
- I live in Brisbane on Bayshore Blvd. In alternative 1 it eliminates 292 going into San Francisco. That is my only option to get into San Francisco. Alternatives 2 and 3 are much better for everyone that lives along Bayshore Blvd.
- Ending 292 service into SF directly impacts those along the east side of the Peninsula who depends on this vital means of getting to work and other services and opportunities in SF. Getting to BART and dealing with using BART, for many of our less agile residents, such as seniors, simply cannot be their only option. PLEASE DON'T DO THIS!

- My priority is a one-seat ride from Redwood City (preferably from Caltrain or El Camino Real) to SFO airport, 7 days a week, 24 hours a day (for early/late flights). So for me the existing 398 is the best option. None of the alternatives seems \*great\* but EPX is a possibility (no weekends though :-() otherwise more frequent 292 connections to Caltrain. Overall it looks like SFO access still sucks though, which is too bad.
- Currently take the 292. Splitting the route 292/293 would reduce wait time for bus. My selection is based on the limited information you provided. Would like to see actual stops in San Mateo. Currently, there is quite a distance between some stops. In Alt 2 the new SMX is a great addition. Would like to see Alt 1 with SMX route.

## General Comments

### Brisbane City Council (4/15/21)

- Coleen Mackin - plug for the 292, bus is packed; it would be a hardship not to have the 292 into SF.
- Mayor Cunningham - If you reduce the 292 you are reducing 100% of our service. Anything you are doing to reduce service to Brisbane is to reduce the one bus we have. It would be disastrous not to send the 292 to San Francisco. People come from San Francisco to work in Brisbane. If you stop people from coming to Brisbane you are hamstringing our businesses! Unless you reach out to the people who are commuting into San Francisco from Brisbane you won't hear the poll. We have a daytime population of 30k people how do they get here with only one bus!
- Cliff Lentz - Why would the ECR go to Palo Alto but NOT send the 292 to San Francisco. I like the increase in service on the 292 but not going to San Francisco is a huge hardship. So you get this feedback and you take it in and you have a vision and then small communities are a casualty. If you moved forward with alternative one you would need to be perfectly in sync with MUNI. Plus the cost of a second bus.

### Serramonte Center outreach (4/22/21)

- More buses (higher frequency) in the northern section of the route would be good.

### CAC Workshop (4/28/21)

- Nancy: concerns about Alt 1, said Muni routes that we would connect to are sometimes already full at that point, concern about Muni capacity. Consider better serving hotels in Coyote Point, south of SFO, with 292 (may be more important than Burlingame Ave)

- Allie: if we do move forward with Alt 1, just need to communicate the other options really well;
- Nancy and John: liked idea of stop consolidation on 292 and also bringing it to Millbrae BART (Alt 3);

### **SFO Staff Coordination Call (5/3/21)**

- Could every fourth bus (1 per hour) go all the way to SF? 292 - Nile thinks that the 292 cutting at Bayshore isn't a bad idea and good way to get frequency, most times the bus empties at Bayshore anyway. Route 397 -- if Alt 1 occurs for 292 (no SF), add 1AM and 5AM trips on 397 to expand Owl connection from SF, cover times BART isn't running

### **Brisbane Farmers' Market (5/6/21)**

- 292: Multiple people asked to keep the SF portion of Route 292, especially to Downtown (Market St.). 292: Do not like that they will have to get off at the County line to transfer into another bus, especially late at night or on cold/rainy days. 292: Request for better time connections to transfer between Route 292 and Route 141 in San Bruno. Current wait is typically 20-40 minutes. 292: More on-time information available to the public, make it easier to access bus information on where the bus is and how long they have to wait.

### **SamTrans PCC (5/11/21)**

- Hedges doesn't like 292 elimination. Suggested route alternative.

### **North County public meeting (5/18/21)**

- HOW COULD YOU CUT OFF THE 292 AND SSF SHELTERS ARE TERRIBLE; Also CEQA & David Pilpel.

### **SMUHA (5/20/21)**

- Drop off at the third street T line. That's a better transfer than the county line.

### **C/CAG Board (5/24/21)**

- Cunningham - 292 292 292 292 292 292 - why can't you keep the 292 going into the city in alternative 1? With Brisbane Highlands many companies approaching them to create new transit to Caltrain. She will start sending these to SamTrans.

### **SSF City Council Meeting (5/26/21)**

- Sonny - 292 - Chester Patton nicknamed it "Sonny's 292". Was on CAC for a decade. Very disappointed you are doing this project during the pandemic. I understand you are under pressure from MTC Blue Ribbon to do this survey. Nobody from SamTrans contacted Brisbane and South San Francisco. We could

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have helped you prevent MTC from doing it. No one liked the rapid. Doesn't love either options 2 or 3 either. don't change anything. Does not like stop thinning. I rest my case.

- Nagales - I love Sonny's passion, we all love it. Listen to the north county town hall and most people are concerned about 292. I understand the need to Reimagine, if something is not working well it's good to re-evaluate. The timing is quite difficult. 292 important, goes through underserved community. Important nothing changes with the 292.
- Flores - We possibly could have been ignored in all of this. I was very alarmed I saw these surveys coming up. This is surprising to me. You would not have been here if not for us. Also don't cut stops on the 292. staff should not be boxed in on three alternatives. midnight service instead of 8 p.m.

### **TEAMC Workshops (external) (5/26/21)**

- With the proposals to 292, participants immediately felt there would need to be better signage to understand the changes and adaptations. Alternative 1 has potential but would need free transfers to take equity into consideration. If not, there could be a preference to transfer to a mini route. Alternative 2 was a secondary preference to Alternative 1. Additionally, the airport courtyard area was noted to be very inaccessible and could be improved by bus stop placements in more direct areas.

### **Website Comments**

- Please do not change the 292 bus route. I know that many previous riders worked for the hospitality and other business that have been most severely impacted by COVID 19. Their jobs have not come back yet. They have already been let down by the pandemic. Please do not let them down again. They will return as your riders when their jobs do.
- PLEASE DON'T CHANGE ROUTE 292!!!
- Leave 292 running from Brisbane to San Francisco! We need this bus to have direct access to San Francisco. Do not change anything!
- It appears that the 292 from Brisbane to San Francisco is in jeopardy.
- I hope it can be saved - it is a great convenience for many of us in Brisbane -- and, more important, it is absolutely critical for some.
- Thank you.
- Feedback from community members note a strong preference to maintain the SSF to SF Route 292.

## ROUTE 294

### Comments from those who chose Alternative 1

#### Survey, rider

- Easier access
- I prefer alternative 1 because it allows for more frequent service. Is there a way for route 294 to exit Hwy 92 at Hillsdale boulevard, providing an opportunity to transfer to 250 at Hillsdale/92? Then, 294 could get back on Hwy 92 until Alameda de las Pulgas, or take Hillsdale Blvd. down to Alameda. The downside would be a slight route duplication, but could provide better access to CSM if there is high ridership. I also think that SamTrans should announce transfers on buses.
- Suits my over the hill commute best.
- It's a waste of time stopping at CSM
- Easier and on time to get from HMB and Hillsdale. Possible and hope for more buses at Hillsdale mall to reach places like downtown San Mateo and Foster City more easier would be good too.
- I like the frequency. It needs to run on a dedicated lane. The traffic lanes are always backed up delaying the bus.
- It is the best alternative BUT PLEASE CONSIDER another route!! My proposal is an EXPRESS, during commute hours, from half moon bay to Millbrae B.A.R.T. via 92-280-trousdale, etc. There could be a stop right before entering 280 at Bunker hill Drive. This trip from Half Moon Bay to B.A.R.T. would be quick and has the added bonus of connecting with busses, CALTRAIN and B.A.R.T. and S.F.O. (in addition to Peninsula Hospital)
- I would benefit from more frequent and faster service between Half Moon Bay and Hillsdale Mall.
- Alternative 1 is most practical of the 3. However, 60 minutes would still be too long. 30 or 40/45 are much more realistic, at this time, and during upcoming summer/fall times.

#### Survey, non-rider

- Son taking bus from HMB (Poplar & Main) to school near Hillsdale Caltrain and like the slightly more direct route and more frequency (every 60 min) with Alt 1
- This option offers the most frequent service and also helps to speed up the route with the elimination of detours. This option therefore seems to make travel by public transit to and from Half Moon Bay a much more attractive option.



- For me to use this as a commute option, it has to be frequent enough for me to drop kids off at school and then catch the train at Hillsdale and be at work on time
- frequent, fast(er) connection to the rail
- More buses more often! And make them electric.
- I have always wanted to use the bus when visiting the coast, to avoid driving in traffic. But, its infrequent schedule made that impractical. I was especially concerned about the potential of waiting up to two hours after dark when all the shops are closed, if I wanted to return in the evening. Alternatives 1 and 3 improve that situation, though an hour is still a lot.

## Comments from those who chose Alternative 2

### Survey, rider

- I still want to have more than one bus serve Alameda De Las Pulgas, CSM, and Hillsdale Caltrain weekdays. If not, I will no longer be able to ride SamTrans or Caltrain.

## Comments from those who chose Alternative 3

### Survey, rider

- Retaining geographic coverage is key, and although 294's ridership to College of San Mateo is on the lower side, increasing service to hourly buses would imaginably increase ridership. The nearest community college to HMB residents is CSM of course...but forcing people to transfer to access the school would incentivize more single-passenger car trips.
- Maintaining service to College of San Mateo for residents living in Half Moon Bay and other coastal communities is vital, especially when the alternative involves transferring to the Route 250 at Hillsdale Caltrain and backtracking to CSM. Providing a consistent service on Route 294, wherein all trips serve CSM, is crucial to make this route successful since it operates as a crucial east-west corridor linking the more urban areas of San Mateo County with more spread out communities along Route 17.

### Survey, non-rider

- we have folks needing to get up to CSM.

## Comments from those who did not choose an alternative:

### Survey, rider

- because bus service in my area would be eliminated completely under any plan that eliminates routes 250 and 294 from Alameda De Las Pulgas

Spanish Comments	English Translations
Me gustaria que pase por Pacifica	I would like it to pass through Pacifica

### Survey, non-rider

- I'm restating this, but Route 294 should serve on weekends so that Half Moon Bay visitors can park their cars then load on a bus to take them to the beach on Saturdays and Sundays.
- Route 294 should run on weekends to help alleviate the horrible gridlock that occurs on Saturdays and Sundays. Potentially a "park and ride" in San Mateo that allows tourists to park their car then get on a bus to head to Half Moon Bay.
- The main route I'm interested in is ECR between 27th Ave and downtown, so Alternative 1 will improve that frequency. I'm also interested in route 294, and Alternatives 1 and 3 increase that frequency.
- Son taking bus from HMB (Poplar & Main) to school near Hillsdale Caltrain (Rte294). Like the more frequent and direct service on Rte 294 with Alt 1. Also really like On demand option with Alt 3.

## General comments

### Coastside Transportation Committee (5/7/21)

- Kim Comstock - Commute.org - thinking about the commuter. What about the weekend, is there enough service to get people to BART 7 days a week from HMB and Pacifica; are there any connections to Caltrain? I believe in the past the 294 went there. Colma is a big pick up spot for corporate shuttles.

## ROUTE 295

## Comments from those who chose Alternative 1

### Survey, rider

- Customer lives near Alameda/42nd Ave. Customer wants more frequent service between her home and Hillsdale Shopping Center and Carlmont Village.

Spanish Comments	English Translations
Mas frecuente cada hora	More frequent every hour

**Survey, non-rider**

- more frequent would be great.

**Survey, rider status unknown**

Spanish Comments	English Translations
Mas frecuente durante semana	More frequent during week

**Comments from those who chose Alternative 2**

**Survey, rider**

- Access for me connect with other routes
- I believe route 249 should run, route 295 should only run between Ralston and San Carlos, and a new on demand zone should cover what you're eliminating.
- Connect to train and passes Carlmont Village. Includes weekends.

**Survey, non-rider**

- Buses will go on the weekend, and it seems like the best way to connect to College of San Mateo
- Good connection with Caltrain, and no need to go all the way to RWC Caltrain nor Marina Shopping Center.

**Comments from those who chose Alternative 3**

**Survey, rider**

- I'd like to see MORE of our youth able to take the bus from San Carlos to Sequoia school, so please make sure the schedules align with school start times. The 295 right now takes a very long detour to the Cordilleras center (that might be better served with a shuttle?), so youth can't use it well to get to school. Can the 295 better access Sequoia High School, so we can train our youth early on to become lifelong bus riders? And can it please go down Hopkins like it used to, instead of down Whipple which always gets backed up really badly or instead of down Jefferson where it's planned to go? Because putting it on Jefferson will prevent the 295 from being an effective line for students going to Sequoia High School from San Carlos. Can SamTrans work with the transportation engineers

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in Redwood City to figure out how a bus-only lane might run down the middle of Hopkins,, on the wider parts of the street? It would be a shame to fill Hopkins with concrete medians before that street has bus-only lanes incorporated, which are a CRUCIAL part of effective, efficient public bus transportation, as you know. I am not a fan of narrowing streets with concrete until bus-only lanes AND bike lanes, as well as regular car travel lanes, have ALL been planned out. Complete streets is the name of the game, and we need bus service to be efficient. Please reach out about Hopkins and suggest that bus-only lanes be considered instead of the concrete medians!! Thank you, -Sonia Elkes

- It serves the best access for schools, rail stations, and BEST if rerouted BACK to Hopkins to also address HIGH TRAFFIC issues on Whipple Ave.
- Weekend service is important, and it is difficult for many people to walk 15 minutes. Parking along El Camino in San Carlos has become sparse. However, I am concerned about decreased service to Aragon HS. This will result in more car traffic to and from school.
- Route 295 connecting San Carlos to Redwood City is the only bus route serving the Alameda -- a critical corridor. This route would be a huge success IF the time schedule aligned with Sequoia High School! Hundreds of San Carlos students from Central Middle school attend Sequoia High School and this change could remove hundreds of cars from Alameda. Another impediment is that the am route detours to Cordilleras Center which could be served in other ways, such as by shuttle. Furthermore, access to both Redwood City and San Carlos Caltrain will be important with additional trains coming every 15 minutes resulting from Caltrain's electrification. That said, 295 should be changed back to Hopkins Ave instead of Whipple, as it was pre 2014, in order to avoid traffic backups at Whipple and El Camino, which will be further exacerbated with Caltrain's electrification coupled with the lack of a grade separation between tracks and street. Backups impact reliability -- kids can't be late for school because of traffic, otherwise they will revert back to being driven in private cars by parents. A route via Jefferson Ave, as proposed in Alternative 3, is just too far and will add unnecessary travel time, not meeting the objective for timely service. As such, Hopkins Ave is an elegant solution: bus stops already exist in SamTrans' database, direct access to Sequoia HS and Station, and rectifying traffic issues along the Alameda corridor by removing cars. As we know from the successful experience of Route 61 in San Carlos -- reinstating an old bus route (46b) was precisely the right solution. Please get the 295 back on Hopkins.
- This route could serve Sequoia high school students, but it is so infrequent and is not at all aligned with the school schedule. A simple shifting of the schedule would make it a viable alternative for getting high school students to school (and then ridership would increase).
- There are more transfers and better connection to Caltrain at Redwood City.

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- The 295 route connecting to RWC is critical for those living within Alameda vicinity who cannot easily access ECR. Further, there are hundreds of Sequoia HS students who attend Sequoia HS--Central Middle school in San Carlos is zoned there -- and they would likely ride the bus if the times were aligned (they are not currently), plus the bus takes a detour to Cordilleras center which could be served in other ways, such as by Shuttle. Getting youth to ride will build lifetime transit users, which is why this should be a top priority for planners. Furthermore, access to both RWC and SC Caltrain will be important with additional trains coming; and also, the 295 should use Hopkins Ave instead of Whipple as it did pre 2014 in order to avoid the back up at Whipple and El Camino which is expected with Caltrain's electrification and lack of grade separation at that intersection. It already is backed up in the morning without electrification, and we can't have kids late for school because of traffic, otherwise they will revert back to being driven by parents. Lastly, the Hopkins corridor has been plagued with traffic especially since the DTPP build out -- we can reduce cars using that road by putting 295 buses on it again. Hopkins Ave bus stops/ times can be reinstated, making this a very simple and elegant solution to addressing traffic issues along the Alameda corridor.
- keeping service between RWC and San Carlos; it's scenic
- This is one of the more challenging decisions I have to make as we are dealing with connecting as many riders as possible along Alameda de las Pulgas, which acts as a hilly alternate route to El Camino Real. Alternative 1 is taken out the window because it is planned to retain weekday-only service, which remains problematic for residents living further west of El Camino Real. Alternative 2 may be a fine option, but it leaves no alternative transit options other than either walking down to El Camino Real or waiting for a school-day-only service which does not help residents in western San Carlos and Redwood City. Alternative 3 would be the most feasible of them, although it will eliminate service along Alameda de las Pulgas in west San Mateo and reduce connectivity to Aragon High School. If it were me, I would pursue either of these options: - Alternative 2: combine Route 295 with Route 291 found in Alternative 3 to provide continuous service between Hillsdale Caltrain and Redwood City Transit Center via Industrial Drive. Operate it daily with 30-minute frequency, if possible. - Alternative 3: consider creating a bidirectional loop for Route 250 to cover loss of service to Aragon High School and west San Mateo currently provided by Route 295. Simplify routing through Downtown San Mateo, if possible, to make service more efficient. If this is pursued, make the 250 run every 30 to 60 minutes, with timed connections at Hillsdale Shopping Center for the 295.

### Survey, non-rider

- It best serves the San Carlos community. But, 295 be retained along Alameda to Redwood City Caltrain and to the Youth Center at Burton Park so that students can make use of it. The 295 should use Hopkins Ave instead of Jefferson or

Whipple because of increased travel time and train signal back-ups. This will help San Carlos students get to Sequoia High School.

- Alt 3 is the only route that is within walking distance to my home. I can only take it if I can walk to it. And timing it to coincide with one or more Caltrain trains would make it even better.
- For San Carlos residents, this route provides connectivity from San Carlos to Sequoia HS in RWC, which is great for our teens who need support getting to/from school. It also creates opportunity for youth to navigate our hills, and to easily get to Hillsdale mall.
- I would love to use weekend service and I like that Alt 3 gives me options to go to Hillsdale, downtown San Carlos and downtown Redwood City which are all places I go frequently right now and have to go by car.

## Comments from those who did not choose an alternative

### Survey, rider

- More often than every one hour
- None. Keep route as is and increase frequency to every 30 min.
- I don't like any of those. Frankly, the people who utilize local bus systems are the people who don't own cars, or cannot drive. If the routes traverse the areas where people can afford to drive (including Uber, Lyft, etc.) then they would not utilize the bus systems. The bus systems should provide the services to those who are in needs of the public transit systems.
- cast my vote for routes to and from Portola Valley Schools and Woodside High!
- None. This needs to keep going down Alameda all the way to Stanford and Palo Alto, like the old 4A bus once did
- Route 295 connecting San Carlos to Redwood City is a critical corridor and the only bus route serving Alameda. ALSO, should be routed BACK to HOPKINS Ave away from Whipple to also address Whipple's high traffic. Important to provide access to all rail stations
- Keep 295 in San Carlos on Alameda
- It makes sense to me to retain the coverage. Also leverage Hopkins instead of Whipple on 295 route to ensure smooth traffic flow in that area and consider high volume on El Camino Real.
- Route 295 provides door to door service from three public schools along the Belmont/San Carlos corridor (CLC, Tierra Linda, Mariposa) to the San Carlos Youth Center at Burton Park. Many kids have sports or other gear with them that makes it difficult to walk for long stretches, making a route that goes directly to Burton Park a necessity for the San Carlos community. Burton Park is an

**Appendix C: Public Comments on Alternatives**

important bus stop for many families and it would be eliminated in two of the scenarios proposed. More importantly, Route 295 connecting San Carlos to Redwood City is the only bus route serving the Alameda -- a critical corridor. This route would be a huge success IF the time schedule aligned with Sequoia High School! Hundreds of San Carlos students from Central Middle school attend Sequoia High School and this change could remove hundreds of cars from Alameda. Another impediment is that the am route detours to Cordilleras Center which could be served in other ways, such as by shuttle. Furthermore, access to both Redwood City and San Carlos Caltrain will be important with additional trains coming every 15 minutes resulting from Caltrain's electrification. That said, 295 should be changed back to Hopkins Ave instead of Whipple, as it was pre 2014, in order to avoid traffic backups at Whipple and El Camino, which will be further exacerbated with Caltrain's electrification coupled with the lack of a grade separation between tracks and street. Backups impact reliability -- kids can't be late for school because of traffic, otherwise they will revert back to being driven in private cars by parents. A route via Jefferson Ave, as proposed in Alternative 3, is just too far and will add unnecessary travel time, not meeting the objective for timely service. As such, Hopkins Ave is an elegant solution: bus stops already exist in SamTrans' database, direct access to Sequoia HS and Station, and rectifying traffic issues along the Alameda corridor by removing cars. As we know from the successful experience of Route 61 in San Carlos -- reinstating an old bus route (46b) was precisely the right solution. Please get the 295 back on Hopkins.

- My family normally rides 295 from RWC into SC. There are lots of opportunities to increase ridership on this route with changes to time schedule --the Alameda corridor connecting San Carlos and Redwood City has hundreds of HS kids going to Sequoia --however the times don't coincide, nor does the diversion to Cordilleras Center work. Please focus on this opportunity as it could significantly increase riders going to either San Carlos or RWC Caltrain --and with electrification that is an amazing opportunity to get people out of cars. Furthermore, given the lack of grade separation at Whipple, might I suggest a change to put 295 back on Hopkins (where it was prior to 2014) to prevent delays at Whipple/El Camino. This elegant solution would reduce cars using Hopkins as well, which is a concern of RWC residents. Best of luck to you,

Spanish Comments	English Translations
Mas frecuente cada hora	More frequent every hour

**Survey, non-rider**

- We need to keep Route 295 (specifically the connections between residential areas in San Carlos and the Tierra Linda and Carlmont school campuses).
- Retain route 295

- Alternative 1 &2 would work equally well to get me to work from Belmont to San Mateo. What I really like about alternative 1 is that I could use the 295 on the weekends to go with my kids up to the movie theater at Hillsdale, or down to San Carlos downtown, and that good weekend service is something we're really missing right now.
- I would use the 295 between Belmont and San Carlos all the time on the weekends with my kids, if it were more frequent. Alternative 1 and 2 would both work equally well to get me to work from Belmont to San Mateo (Hayward Park Caltrain area).

## General Comments

### CAC Workshop (4/28/21)

- Iris: likes frequency increase for weekends/Sundays

### Redwood City Transit Center pop-up outreach (5/13/21)

- Happy with the routing as it is, but would like it to come more frequently.

## ROUTE 296

### Comments from those who chose Alternative 1

#### Survey, rider

- Weekends more frequency
- Having Route 296 come more frequently would allow more opportunities to catch a train.
- 296 always had to stop other places. I just needed to get to school.
- This is the bus that serves my neighbourhood in North Fair Oaks; I could significantly reduce my driving if this bus ran more frequently and reliably! I am intrigued by the on-demand service offered in alternative #3 and support EPA residents if they prefer this alternative.
- Time saved from not going into the VA. Less negative than the 2nd and 3rd alternatives.
- increased frequency will improve reliability and less waiting and missed connections from Caltrain in Redwood City.
- Higher frequency



**Appendix C: Public Comments on Alternatives**

- Better reliability for work and other uses. Also the VA hospital stop seems to have no purpose.

Spanish Comments	English Translations
La uso mas	I use it more
Lo uso diario	I use it daily
La uso mas	I use it more
Me cuesta llegar a otros lugares	I find it difficult to get to other places
que llegue al hospital me es dificil Transbordar frecuentemente	getting to the hospital is difficult for me to transfer frequently
Porque me lleva donde yo necesito - trabajo, mi casa.	Because it takes me where I need to - work, my home.
Mas frecuente y que pase los fines de semana.	More frequent and that happens on weekends.
Porque los buses conectarian con el BART y Caltrain que nos permitarian que nos movilizemos mas facile	Because the buses would connect with BART and Caltrain that would allow us to move more easily
Porque esta ruta pasa muy cerca de mi trabajo y pienso que tiene buen horario.	Because this route passes very close to my work and I think it has good hours.
Mas frecuente fin de semana	More frequent weekend service
Porque esta ruta me lleva a mi casa	Because this route takes me home
Porque la lleva al trabajo y lo deja en San Carlos ya la lleva a su casa	Because he takes her to work and leaves it in San Carlos and takes her home
Esta ruta me lleva a mi trabajo, me gustaria con mas frecuencia	This route takes me to my work, I would like more often
Mas frecuente fines de semana	More frequent weekends
Ocupan que pase mas rapido y sobre todo el sabadao y el domingo	They make it happen faster and especially on Saturday and Sunday
Mas frecuente	More frequent service
Mas frecuente	More frequent service
Mas por la noche	More service at night
Seria mas practica para las pasajeros que hubiera autobuses. Con mas freccuencia los fines de semana.	It would be more practical for passengers to have buses. More often on weekends.
Paradas mas frecuentes en fines de semana	More frequent stops on weekends
Pasar mas frecuente	Pass more frequently
E lleva a la escuela que sea frecuente y lleve a tiempo.	And bring to school that is frequent and on time.

**Appendix C: Public Comments on Alternatives**

Spanish Comments	English Translations
Usa para ir a trabajar entrara a la estacion al Menlo Park a las 4:00 a.m.	Use to go to work will enter the station at Menlo Park at 4:00 a.m.
Cerca de su casa	Near your house
Es importante que pase todos los dias, 7 dias de la semana.	It is important that it happens every day, 7 days a week.

**Survey, non-rider**

- More frequent service for commute from RWC transit center to school on Willow
- Faster and more often, of course I would pick Alternative 1. I want to get faster to Caltrain stations.
- Faster and more service to East Palo Alto

Spanish Comments	English Translations
Mas opciones de ampliar los dias empesialmente los domingos	More options to extend the days mainly on Sundays
Que pase seguida	Let it happen followed
Yo lo dije abria mas lugares a donde ir y con mas gente.	I said it opened more places to go and with more people.
Por la frecuencia	For the frequency

**Survey, rider status unknown**

- Weekend more frequency
- 296 no entre al hospital Veterans
- Weekends more frequency

Spanish Comments	English Translations
La ocupo mas seguido	Take it more often
Mas frecuente sabado y domingo	More frequent Saturday and Sunday
Mas frecuente domingos No entre hospital Veterans	Most frequent Sundays Not in Veterans Hospital
Mas frecuente fin de semana	More frequent weekend service
Mas frecuencia fin de semana	More frequent weekend service
Mas frecuente los fines de semana	More frequent weekend service
Mas frecuente y que pase a tiempo los fines de semana	More frequent and that happens on time on weekends
Llegar mas rapido a puntos de conexion.	Get to connection points faster.

## Comments from those who chose Alternative 2

### Survey, rider

- Because, when the bus in the VA it takes long
- I agree 100%. I was going to suggest that. We are on the same page. As keep the 296 bus on Clarke St. Have these buses cleaned!!!
- Reliability

Spanish Comments	English Translations
Me lleva a la iglesia y el horario esta bien	He takes me to church and the schedule is fine

## Comments from those who chose Alternative 3

### Survey, rider

- This is again a difficult call to make as Route 296 is seen as one of SamTrans' more productive routes in southern San Mateo County. Alternative 3, while losing service to East Palo Alto, can be beneficial for residents and businesses along Middlefield Road as it will mean more frequent service. At the same time, however, this alternative might mean a loss of service to Palo Alto Caltrain at nighttime, acting as a bridge for Route 397. In this case, it would be worth exploring extending service to Palo Alto Caltrain during the day via Middlefield Road and Menlo Park VA Hospital as a workaround to the longer Route 281 being proposed with Alternative 3.

### Survey, non-rider

- We prefer Alternative 3 because it provides the most flexibility for residents in East Palo Alto and can be used to reach open spaces in the Bay. We request that the microtransit zone be extended to the end of Bay Road to service Ravenswood Open Space Preserve and Cooley Landing Park. But if Alternative 1 is used, SamTrans route 296 are located about a half-mile away from the public parking lot at Ravenswood. Given this opportunity to provide a last-mile connection, we request that these routes be modified to extend down Bay Road and to allow residents and visitors to access Ravenswood and the City of East Palo Alto's Cooley Landing Park.
- Don't have direct experience with the suggestions as I ride between N. Fair Oaks Community Ctr and Menlo Park Caltrain.

### Survey, rider status unknown

Spanish Comments	English Translations
Ya no usaria tanto su carro.	He wouldn't use his car so much anymore.

Spanish Comments	English Translations
Llegaran mas rapidos a su trabajo	They will get to work faster

## Comments from those who did not select an alternative

### Survey, rider

- I want the alternative that allows for easy connection to other routes and to the train -- this route used to go all the way up to Canada college -- I haven't used it quite all the way to East Palo Alto, but again, the key piece is TIMED TRANSFERS so people can actually get from one end to the other.
- I take the bus 296 from "Middlefield Rd & 8th Ave" to "Middlefield Rd & Elm St". That's the work travel I do everyday and it's important for me to have a higher frequency bus line here. I'll reach work sooner.
- Adding Palo Alto transit center as a regular stop for 296 would be really helpful for Stanford Mall employees living in RWC since we don't have to ride two buses anymore. Much more convenient
- Selfishly, I like frequency of service on route 296.
- Route 296 should definitely be more consistently arriving, so every 15 minutes means a lot better reliability than every 20 minutes on weekdays and every half hour on weekends. Also I don't see the point of the route entering the VA hospital. Nobody gets on from that stop 90% of the time, and the people that do can go the extra 3 minute walk. I also do not like alternative 3, because people need the stops in East Palo Alto, and the 281 doesn't serve the purpose of route 296.

Spanish Comments	English Translations
296 sen mas frecuente los fines de semana	296 are more frequent on weekends

### Survey, rider status unknown

Spanish Comments	English Translations
Que la ruta 296 llegue a la estacion de Palo Alto	That route 296 reaches the Palo Alto station

## General Comments

### Fair Oaks Community Center volunteer alternatives session (5/6/21)

- Seems like the bus is more consistent and reliable the morning, hard to get bus after 1pm. Multiple people pleased with increase to 15 min service on 296.

- Lola: mom has to walk far to get to a bus in EPA, and has to wait a long time for the bus (route 296); likes the idea of the on-demand service; wants more service and more routes in general

### **Ravenswood Health Clinic meeting (5/12/21)**

- Every 15 minutes would be great improvement; doesn't recommend shortening route at VA. Keep it as is but add on-demand on top.

### **Redwood City Transit Center pop-up outreach (5/13/21)**

Event with Nuestra Casa Spanish-speaking team.

- Excitement about better frequency on 296. Requests for later and more frequent service on routes that go up Woodside Drive (275/278).

### **TEAMC Workshops (external) (5/26/21)**

- Alternative 1 was preferred by the youth given the goal of increased frequency. A concern was that this line would have an inconsistent schedule due to being late. The youth did not support truncating the route at the VA. Youth need bus lines that directly lead to Red

### **CAC Workshop (4/28/21)**

- Bob: concerned about EPA not getting much new service, group discussed that the 296 would get 15 min service all day and every day, 280/281 would get 20 or 15 min service, on-demand zone

### **Website Comments**

- Run the 296 later on the weekend from Bayshore/Donohue.
- I am a work commuter who takes SamTrans 296 twice daily. It is hard because I am forced to leave work early so I can have time to catch the last bus that leaves at 9:55pm. When the rest of the staff stick around until 10:30pm or later? What should I do?

## **ROUTE 398**

### **Comments from those who chose Alternative 1**

#### **Survey, rider**

- This route is not needed. Can retain service to areas that would lose service
- It takes too long to get to the city

- Provides faster commute from SF to SB. Low ridership due to pandemic when 398 was started and SamTrans failure to advertise this option from SB BART station, which is an alternative to not having direct commute to SF from SB and/or SSF which lost direct commute into SF when ECR discontinued service there.
- This route is redundant
- I took this route for 3 months last year and did not like it. It was far from. My location. One per hour. Stopped and waited for a long time. You should combine this with express routes.
- Saves time
- Caltrain is a good substitute for this service. Therefore, I support its elimination.

## Comments from those who chose Alternative 2

### Survey, rider

- Many people take this option because it goes on the freeway, it's faster, and they are able to get to San Bruno way quicker than the ECR, but if we have the SMX, then there is no reason for the 398 to go to SF unless there should be a connection between San Bruno BART and SF by itself
- 398 just gets in the way of ECR
- I just need an alternative when the Caltrain delays go crazy. 398 was slow but faster when Caltrain was having a catastrophic breakdown....y'all seem to forget that Caltrain is super unreliable.
- Easy for my ride to work.
- Alternative 2 retains express service into downtown SF, which is very important to me. I like the current 398 but the 15-minute detour to loop through San Bruno BART adds lots of travel time.
- Still serves sf, but with less stops

### Survey, non-rider

- SMX to downtown sf

## Comments from those who chose Alternative 3

### Survey, rider

- I don't like any of them! Currently I am able to save money by taking this bus to SF instead of BART. Who does this change help? Please look out for your lower-

## Appendix C: Public Comments on Alternatives

- income riders who cant afford to pay both SamTrans and BART fares to get to and from SF.
- Only choice for 398 left. I live in San Francisco and need ride to airport job. Bring back to Potrero and Bayshore street not end at San Bruno
  - Would this bus stop at Caltrain and Millbrae BART? It would be a bus connection besides ECR. Why end at San Bruno BART?
  - Preserve 398 as a route from Redwood City to SFO that's direct (i.e. no transfers between Caltrain to BART to Bus) and a route from the end of the BART lines in San Bruno to the RWC transit hub.
  - Possibly between Hillsdale and San Bruno, might be able to eliminate 15 minutes on the ECR trip by boarding a northbound ECR.
  - We still need 398 to and from peninsula populous location like El Camino connected to SFO
  - I use the bus to go to the city
  - I like that it would make limited stops on the ECR. I would like to see it extended all the way to palo alto because this would make the service better for connecting with VTA and the Dumbarton Express
  - I would prefer a stop on El Camino for SFO, not just down on 101 from Redwood City.
  - Same as before
  - All other options are very expensive and impact low income airport workers
  - Much much much more service should terminate at San Bruno from the south. 101 doesn't move during rush hour, and the connection is frequent (unlike Millbrae... San Bruno gets twice the trains). And it also gives the chance for more trips that originate in Daly City or west San Francisco. Please do alternative 3 and use the saved service hours in a useful way.
  - This route is personally of most use to me because it gives me a one-seat ride to SFO. I would be sad to see it go.
  - I like the reliability and speed of this route when I need to get to and from the airport from Belmont
  - This makes me sad. I would return to this route when my office reopens, but with these changes I won't ride it again
  - We need to have a good connection to SFO because Caltrain & BART is not alternative. Just check how long it will take me to go from RWC to SFO by Caltrain to Millbrae and then by BART from Millbrae to SFO on any Weekend (to any domestic terminal of SFO). That will be at least 1 hour longer than by 398 and \$6 more per person (BART fare \$4.80 and Caltrain fare \$3.75 = \$8.55

## Appendix C: Public Comments on Alternatives

- compared to \$2.25 for SamTrans 398. For a family of 3 it will be cheaper to take a cab to SFO than to use public transportation. Is this an improvement?
- The 398 operates as a legacy line to the old KX between San Francisco and Palo Alto Caltrain via SFO Airport and El Camino Real. If this route is to be truncated to serve San Bruno BART only and not further to San Francisco, then 292 would be the only link between San Francisco and SFO Airport, which can be problematic since it takes around 60 minutes to get between the two while the 398 takes around half the time. (In comparison, a BART ride costs \$9.65 one way between Downtown SF and SFO Airport, which can be expensive for workers traveling between SFO and San Francisco.) If the resources of the old ECR Rapid is to be reallocated to the 398, perhaps making it into a limited-stop service along El Camino Real would be a superior option to make it a faster way to travel between Hillsdale and Redwood City (if not revive service to Palo Alto Caltrain).
  - Keep route 398 as an express option for passengers needing to go into/out of the city. SamTrans has already axed route KX in the past. I work at the airport and rely heavily on this route to get me to work without having to go through all the little stops that route 292 makes. There are a lot of tourists, airport and airline workers that rely on this route in the city. Please do not eliminate this route like the KX. I need Alternative 3 to stay as currently is and extend into San Francisco.
  - Route 398 was originally conceived to succeed the old Route KX linking San Francisco with Palo Alto Caltrain, with limited stops between San Francisco and SFO Airport. However, due to the introduction of the ECR Rapid and increased service on the ECR, the 398 was relegated to provide service between San Francisco and Redwood City Transit Center. Making the 398 a limited-stop service along El Camino should have been implemented when it was originally conceived upon learning that the KX was to be eliminated, and I believe that making the 398 a limited stop service now should help reduce the need for SamTrans to implement a Rapid service along El Camino Real unless it is absolutely necessary to do so. Further, if a limited-stop variant along El Camino is done with this route, it should be timed similarly to the old ECR Rapid so that commuters can have more choices traveling along the corridor, especially when Caltrain and BART can be more expensive than the buses. I would definitely support retaining the 398 as is now as it provides complementary service alongside the 292, but shift the resources away from the ECR Rapid and give it to limited-stop service on this line.
  - I travel from San Francisco to SFO for work. The 292 and 398 are great ways to get there. For me, the 3rd choice maintains the current routes.
  - I use SamTrans to commute to the airport, and Alternative 3 is the only route that preserves 398. EPX does not come remotely near my house. This would lengthen the amount of time to get to/from the airport considerably and would probably result in my increased use of shuttles for early/late flights. I ranked all 3



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routes by how I thought it would be most to least coverage for hard-to-access areas. I live 4 blocks from a SamTrans stop on El Camino Real, which was deliberate, as I was commuting by bus and, in non-COVID times, still used the bus a fair amount. I hope you're going to analyze the results by location or do outreach to areas and local businesses in commute hubs that will gain or lose service in 1 alternative to gauge interest. Some people will be much more affected by the decision than me, and they should have the greatest voice.

- by eliminating route 398 you (as suggested by Alternatives 1 & 2), you would cut whole area between Palo Alto and Hillsdale from accessing the SFO. You don't need to mention Caltrain & BART to those passengers with 50lb bags- just try lifting 50lb to Caltrain. In addition, the 398 costs \$2 while BART alone from Millbrae to SFO costs \$4.80 for a 4 min long ride (!!!) and on the weekends I'd need to make a connection at San Bruno BART in order to get from Millbrae to SFO. It's totally bad idea to eliminate 398. And how about commuters going to and from SF every day? Do you suggest to use Caltrain and then walk 30 min from 4th & King to the downtown SF (the 398, as opposite, goes all the way to Downtown SF). There is no alternative to busses for San Mateo County residents to go to SFO and to the city. Caltrain is more expensive, and BART is even more expensive. In addition, the arrival/departure schedules of BART/Caltrain aren't coordinated. I can spend very long time on connections, and then I'll end up at a single SFO BART stop (compare to 4 stops a Bus makes at SFO). Leave 398 operating the usual route.
- I rely on the 398 to get from Belmont to SFO. Plan 3 is the only one that doesn't get rid of this route.
- Only #3. I want 398.

Spanish Comments	English Translations
Es una alternativa mas en la rutas para San Francisco. Puesto que solo tenemos in solo bus (ECR).	It is one more alternative on the routes to San Francisco. Since we only have a single bus (ECR).
Que no muevan el 398 a San Francisco	Don't move 398 to San Francisco
Pasa por su trabajo	Stops by his work

**Survey, non-rider**

- I think it's vital to have more ridership on BART, and the 292, plus Caltrain would provide a faster service to downtown SF, plus, SMX might help those who are living in the residential areas of San Mateo for a direct connection to Downtown San Francisco.
- Need to provide access to SFO from the south, BART can't service the north.

- It's quite cumbersome to get to SFO and back from Belmont - you need to do a lot of hops.

## Comments from those who did not select an alternative

### Survey, rider

- None are satisfactory. BART going thru the airport charges a higher fare. I prefer SamTrans to SF rather than transferring to BART.
- Man I will miss this route. Picked it up on El Camino and took me to the airport and the city. Keep 398 alive to San Francisco!
- None of the 3 alternatives. 398 takes me from home in Redwood City to work at SFO and to Chinatown SF and the bus ride is good. Please don't cancel it. Leave 398 from Redwood City to SFO and SF thank you
- None of them. I'd like to save this route.
- Please retain the 398 route from SF Downtown to Redwood City and Redwood City to SF Downtown. I live in SF Downtown and working in San Carlos. I just walk to Mission Street 5th to ride o SamTrans 398 bus.
- If ridership is low on this route it's because it's inscrutable. Apparently it's actually at least 2 different routes. When I moved to San Bruno from SF I had no idea what I'd be giving up for my everyday transit needs.
- None. Keep as is. Wants route to serve SF.
- Please consider keeping Route 398 from Redwood City to San Francisco. I use 398 very often from my home in South County to my job in San Francisco and it costs considerably less to ride SamTrans than Caltrain or transferring to BART. I read and catch up on work while on the bus, and it also stops at places I like to go in San Mateo County (Tanforan, SFO, Hillsdale Mall, and places on El Camino in San Mateo, Belmont, San Carlos and Redwood City. It will break my heart and the hearts of other commuters to lose 398 to SF. It has been a great route and the only thing I would change is instead of getting tied up in traffic jams from Caesar Chavez into the 9th St off ramp of 101, I would reroute the SF only portion to 280 and have a 4th and King stop, then along The Embarcadero connecting eventually with Market in the Financial District (or up 3rd St in SF, connecting with Market St.). This is an extremely important route to me and I hope you will keep it from South County to SF.
- Remember the BART strike. We need ways of getting into the city that does not depend on BART.
- I don't like any of these options. 398 is still a good service that I use for morning commutes. The stop in San Bruno makes this route painfully long. I miss the KX.
- I prefer the 398 keep the San Francisco route

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- I live on San Mateo and I work on Bayshore in San Francisco by toland. The easiest way for me to get to work is the fcx across the st from my house and after I take the 19. If that is not available I take the 292 or the 308 and they both leave me really close. The Caltrain does not stop in San Mateo to take me to 22nd st. It has changed the schedule. If you get rid of the 398 and fcx i wont have a way to get to and from work!
- Working in Redwood Shores and going to the city often, I hope you'll consider retaining the 398 and bringing back FCX more frequently. I am eager to use EPX and am happy you routed it through Redwood Shores

### Survey, non-rider

- I live in Belmont close to El Camino Real and 398 route conveniently takes me to SFO and back. So I'm opposed removing it. Between other two options, I chose the one that covers more of Belmont area as much as I can tell although it is quite hard to say for sure which option is better.
- My priority is a one-seat ride from Redwood City (preferably from Caltrain or El Camino Real) to SFO airport, 7 days a week, 24 hours a day (for early/late flights). So for me the existing 398 is the best option. None of the alternatives seems \*great\* but EPX is a possibility (no weekends though :- ( ) otherwise more frequent 292 connections to Caltrain. Overall it looks like SFO access still sucks though, which is too bad.
- I like the new changes, they look pretty good. The discontinuation of the 398 would definitely clear things up and bring new service, but for a student about to travel to CSM from West SF, I would like a faster route to College of San Mateo, which would also benefit students from the North San Mateo County (Daly City, Colma, South SF, and San Bruno) to be able to get to places such as San Mateo, Berkeley, and other places along the way. I would like to see the 120 extended to SFO for a proper and cheaper way to the Airport, and a new connection would be vital to people heading to the Southwest corner of San Francisco, but that would mean the SFO airport shuttle will have to be deleted, making ridership on BART on the Purple. Also, if we Discontinue service on the 112, then that might overcrowd the 110 in Pacifica, in that case, I think shortening the 112 is better than just deleting it. I think removing SFO from service would be smarter because it would provide more available vehicles for the proposed changes. The new 120 would be great for a direct bus connection to SFO (Airport/ Linden), but my question is- how crowded are the other lines going to get if 120 dosent serve Serramonte TC, and what route would be proposed if the 120 no longer serves those areas?

## General Comments

### Website Comments

- Caltrain is a good substitute for this service. Therefore, I support its elimination.
- Just read option 2!!!

Deleting route 398 is a VERY bad idea unless you improve the connectivity of mid-peninsula to airport!

Facts;

1- no Caltrain in early AM or late evening

2- Caltrain-BART-Airport interconnectivity when coming from mid-peninsula is horrible

3- route 398 takes one from Belmont to airport in about 20-min ... the alternative proposed with Caltrain-Bar-Airport does not exist for all airport hours

4- when available; the Caltrain-BART-airport route adds a 30 or more minute delay due to complex route when coming from mid-peninsula

- I oppose any plan that does not include an option of reaching San Francisco that has an average Clipper fare lower than \$3.50 and utilizes the 101 freeway 7 days a week from 6am to 11pm.

Please keep the 398. The 292 does not use the 101 freeway and is way too slow. Transferring to Muni, BART, or Caltrain leads to slower travel time and much higher fare.

None of the alternatives provide a full day service using the 101 freeway and the future 101 freeway express lanes. That is not acceptable. People unable to afford a car should still have freeway access at local / San Francisco zone fares.

## SCHOOL ROUTES

### ROUTES 16 AND 49

#### Survey: “With these changes, the service would still work for my family”

- My child needs a bus from TNHS to a home in Pacifica, so it seems this would work for us.
- They would still work for MY family, but I have friends and people I know that live near skyline so if they couldn't take their bus it would be bad for them.

## Appendix C: Public Comments on Alternatives

- There is no other alternative for Brisbane kids to get to Terra Nova so even with these changes it will still work. Although it's a very long ride which takes about 1hr or more if there is traffic so it's not ideal that the route would take even longer. It makes for a very long day with two way ride. Brisbane residents are grateful to have this option but if there is any way to reduce the route time we would greatly appreciate.
- We are located at Hickey Blvd & Skyline Blvd next door to the Fairmont Shopping Center. My son has to get to Terra Nova High School weekdays during school year. 16/49 combined would work!
- I'm just concerned about people using the 16. If they live near the end of the route now, no problem. However is they are already walking a 1/2 mile to get to the start of the route, this won't work for them, but you will barely register it because the group you are abandoning will be very small. No problem right? Can't serve everyone. Except if you do this process iteratively, each time the best answer will be to shrink the service area because only a few people will be lost and the remaining majority preserved at greater efficiency. Only problem is, you will eventually find you are too small to perform your function and don't have a sufficient ridership to continue. Beware of the "smart" decision. Focus on your mission to serve as many people as possible, then you will eventually expand your service and with it the market demand and funding. Shrink and die.

### **Survey: “These changes would not work for my family”**

- My son would need to take the bus from the Crespi area to Terra Nova on the 49
- I live along Monterey Road and the reason no one uses it anymore is the service is so infrequent that it doesn't fit the needs of anyone that comes to help me and who uses that line. The area connects and is in a lower socioeconomic area and I believe SamTrans should study more why no one is taking the line instead of assuming it is lack of need.

### **Comments from those who chose “I'm not sure if the service would work for my family”:**

- grandson needs to be able to get from his home near Terra Nova HS over to IBL middle school
- we will have to walk a couple extra blocks to get to the stop at manor and Hwy One but it might not be too bad as long as there is an early bus. Will there be one that arrives in TN at 7 AM 0 period?
- Why is there no stop for Summit Shasta High School in Daly City.

## General Comments

### Survey

- I need my 2 sons to get to their schools by SamTrans. We are very north end of Pacifica next to Fairmont Shopping Center at Hickey Blvd & Skyline Blvd. 1 son needs 112 Bus to go to Ingrid B. Lacy Middle School. 1 son needs 16 bus again to take him to Terra Nova High School directly again.

## ROUTES 37 AND 39

- No comments

## ROUTES 53 AND 55

### Survey: “With these changes, the service would still work for my family”

- Route 53 remains the same.
- We use the existing 53 service and combining them both would not increase the time for riding the bus.
- The Delaware stops would be within 2-3 blocks of our home. It would be great.
- logistics for family
- we live in Fiesta Gardens so our route wouldn't change
- Route 46 Burlingame!!!!

### Survey: “These changes would not work for my family”

- I need to get my kids from Aragon/Borel to San Mateo Highlands after school. Please help!
- We live by El Camino & Crystal Springs Rd, and the new and improved route skipped our area entirely. May we suggest the NEW route to stretch and do a loop, instead of ending at Poplar/El Camino. Please extend the route to circle back to El Camino to pass by downtown San Mateo/El Camino Real.

## Survey: “I’m not sure if the service would work for my family”

- This is ridiculous that you are serving San Mateo Park when they can afford private transport for their kids. Most have abandoned the public school system. Let’s not provide service to those who do not need it.
- Will my kids get to school on time? How early do they need to be ready for the bus? How late will they be dropped at their home bus stop?
- I do not know where else to comment this but please bring back the bus from Highlands to Borel. My son cannot get to school if we do not have bus.
- Graduate from this school

Spanish Comments	English Translations
porque tal vez tarde más el bus en llegar a la escuela	because it might take longer for the bus to get to school

## ROUTES 61 AND 95

### Survey: “With these changes, the service would still work for my family”

- Our bus stop is still on the route
- I think the changes make sense. I also think making the 61 run more often (like the 46b used to) throughout the day could begin to train people in San Carlos to ride the bus to the train station, school, downtown, and neighboring towns. And buses have to be able to have priority at signals and even stop signs. They should be able to bypass a line of cars at a stop sign, perhaps by making the street parking lane a bus-only lane right around intersections. Perhaps a shared bus/bike lane?
- I think this makes sense. I would just like to suggest moving toward a full-day/evening schedule that runs the #61 hourly (like the old 46b used to) and more often during busy commute times, as well as combining it with a very robust community outreach campaign. I am happy to help residents find out about potential bus route changes or more frequent service. I'd be happy to help distribute flyers to homes along bus routes, etc. --Sonia Elkes (415) 806-4632
- That map is tough to read but as long as there’s pickup around the Burton park area that goes to Carlmont it would work. I hope there are a couple morning routes and several in the afternoon at different times.

## Appendix C: Public Comments on Alternatives

- My kids final stop is at Caltrain station San Carlos
- Please just keep Route 61 for the students living in the San Carlos Hills. This is the best transportation for them to get to school.
- It appears that the service would be the same for my kids who take it to Tierra Linda and Carlmont. Thank you for providing this service.
- It's a long walk to the bus, but is doable and still serves both our high school student and middle school student. While I understand the focus is on high school students, the 61 and 95 also serve 3 elementary and 2 middle schools along the route just in San Carlos alone. I'm not sure how many Belmont schools are served. The 61 route was so popular pre-COVID, it required two buses along the same route To accommodate all of the student riders. It removed so many cars off the road during peak commute times as parents didn't have to drive kids to school. It also took students from school to after school sports practices at Burton, Crestview and Highlands park
- The route we take is virtually unchanged with this recommendation. However, would like to keep it only during school hours and when school is in session. DO NOT want expanded service of this route. Many streets on this route are very narrow, single lane and twisty. Large buses going on the, throughout the day will hamper other neighborhood activities like biking, walking etc
- Not clear if the am to school route will change as well?
- Preserves access to Carlmont and Tierra Linda MS from the hills loop to Crestview. Given the hills children otherwise have no way to school with out driving as steepness and distance prevents walking/riding.
- My daughter travels from Alameda de las Pulgas to Mariposa Upper Elementary.
- if there are more rides children will be able to get to school on time
- My child would still be able to get to San Carlos Charter Learning Center which is on the Tierra Linda middle school campus. It is critical to keep these bus routes stable, regular and timed with the various start and end times of the 4 schools in this area. Otherwise the traffic in the area becomes gridlocked if everyone is driving.
- Would use service between Crestview/Brittan and Carlmont/Tierra Linda/Mariposa schools.
- This change would allow more direct access to Carlmont for my family.
- We use the Melendy, Crestview, Brittan loop
- We are on the Brittan/Crestview/Melendy route to and from Carlmont which seems u affected BUT the bus stop times would need to coincide with both Tierra Linda and Carlmont school bell schedules.



- We live on Melendy Drive and looks like our kids will still be able to get to and from school.
- 10 minutes is not that big of a deal to us.
- Smart to cut underutilized routes.

### **Survey: “These changes would not work for my family”**

- the change does not serve Central or Sequoia schools and others in between. DO NOT COMBINE the routes. INSTEAD, improve the schedule to improve ridership
- I hope in CSM get more busses
- This gets kids from San Carolos Caltrain to Carlmont but I need a route from redwood shores to Ralston.
- We (along with 3-5 other kids) use the stop at laurel/Brittan. Eliminating that stop would make the service unusable for us
- I am on cedar and these changes would make bus service unusable
- once Carlmont starts again I need transportation from the hills to Carlmont for my son. I am a sole parent of 2 and need help
- I don't see anything in Ralston Ave connecting with Alameda.
- We are at Alameda and Brittan and want to have the most direct route to school. Any delays would be detrimental to our routines.
- Actually trying to use for Mariposa Upper Elementary
- Doesn't Stay on the school route to school

### **Survey: “I'm not sure if the service would work for my family”**

- I think this would work as long as the drop off and pick up times are consistent/agreeable with beginning and ending of school day.
- I don't know
- I hope the bus schedule aligns with the Mariposa and Tierra Linda bell schedule (especially on Wed., which are shorter days), which it did not during the 2019-2020 academic year, and young children were waiting for a long period of time on busy road (Club/Alameda). Also, during the 2019-2020 academic year, the buses were unsafe because too many children were on the bus resulting in kids standing by the bus driver, which is super dangerous.
- My kids have to cross a very busy street (San Carlos Ave) to meet the bus in the morning.

## Appendix C: Public Comments on Alternatives

- We board at Cedar and San Carlos Ave. This turns a 10-minute bus ride into a 20-minute ride. We could walk this distance in 30 minutes, so waiting 5 minutes for a bus that takes 20 minutes does not make sense.
- I understand that there is interest in a route that will carry students from San Carlos to Sequoia High School. The southern half of San Carlos is in the Sequoia HS attendance boundary, rather than in the Carlmont HS attendance boundary.
- Our family needs an earlier pick up time in the Crestview Ave area like at 7am.
- This is not a terrible idea, but one must keep in mind that these routes serve different schools with different start times. Route 95, which historically served the "boundary less" K-8 CLC , might carry younger elementary students whose parents might not allow them to walk as far to reach a bus stop, and would definitely not allow kids to be delivered to school 30 minutes before start times. The 61 would continue to serve 4-8th grade students zoned to Mariposa and TL, and then to Carlmont --which has demonstrated success. Please ensure discussion with CLC's director, as the school is operated independently from SCSD.
- We live in Belmont so this doesn't affect us.
- A 10 minute longer ride may be difficult to convince the child to ride the bus
- We don't know what time bus will get kids to Charter Learning Center. If the time does not work out, then we won't be able to use the service. If the bus will get my kids to school on time, we're in!
- The neighborhood by the Youth Center doesn't even go to Carlmont. It goes to Sequoia. So I'm not sure how this helps.

### Survey, riders

- Please keep route 61 during school hours! San Carlos kids need this opportunity to get to and from school independently. These buses are always full of kids and are really needed. Other services do not need more buses as they are not overfilled, but it is very important to keep the wide geographic coverage.
- Please keep route 61 as the communities near Brittan Ave and Melendy/ Crestview in San Carlos don't have any options for connectivity otherwise.
- I need coverage up in the San Carlos hills, by Brittan and Crestview (route 61) so my kids can get to school. Many neighborhood kids rely on that bus line to get to and from school every day.
- We like the 61 proposal - please ensure that children West of Alameda can ride the bus to Terra Linda and Carlmont.

- Heavy user of a single bus route to get kids to school (95). Want to make sure kids have routes before and after school.
- Pre-COVID my kids rode Route 95 to school everyday. It was great for our family and reduced traffic along that corridor.
- We like the 61 proposal - please ensure that children West of Alameda can ride the bus to Terra Linda and Carlmont.

## ROUTE 72

### TEAMC Workshops (external) (5/26/21)

- While not highlighted in the Reimagine SamTrans plan, youth insisted on a restoration of this route as soon as possible. There is a big reliance on route 72 from students. After the route was cut, students were unable to get to their afterschool programs from school. Youth need bus lines that directly lead to Redwood High School. Currently, the closest stop to Redwood High School would be Sequoia High School.

## ROUTES 80

No comments

## ROUTES 82, 83, AND 84

### Survey: “With these changes, the service would still work for my family”

- These changes would not affect my location, so I would be in favor of the changes and making the routes more efficient.
- These changes retain service from Bay Rd @ Ringwood in Menlo Park to both Upper Laurel Elementary and to Hillview Middle School, the two schools that our neighborhood is zoned for, but is not walking-friendly to (30 min and 60 min, respectively, on foot). Please keep Route 83 as is. (And if there is a chance to add a wider service time window to Route 83, that would be even more spectacular...)
- The route still passes directly in front of my house on Menalto Avenue. I have a student attending Hillview starting next year and he will use Route 83.

## **Survey: “I’m not sure if the service would work for my family”**

- TIDE Academy, the new SUHSD small High School is at 150 Jefferson Ave., on the east side of 101, between Marsh and Willow. TIDE is enrolling its 3rd class for the 2021-2022 school year, to reach 3/4 of its capacity. The majority of students come from North Fair Oaks, East Palo Alto, Belle Haven, and Menlo Park, while others could ride Caltrain to either Menlo Park or Sequoia Station in Redwood City, and connect to a SamTrans bus to TIDE. Whether it is the 82/83/84 family that would connect TIDE to the endpoints, or a new route, this service is needed going forward. This new route would also carry workforce to and from this transforming technology / mixed used park.
- Does not serve East Palo Alto
- The ridership is low because the service already sucks. A bus service to school needs to be reliable, predictable and offer options for various start times.
- I am interested in route 81. But that was not a choice. I am interested in 81 going from Menlo Atherton High school to

## **ROUTES 85**

### **Survey: “With these changes, the service would still work for my family”**

- Is it a complete waste of taxpayer dollars to send a SamTrans bus to Ormondale elementary school. This should be firmly cancelled. Almost no one rides this route. It is an environmental disaster to send a huge bus for 1 or 2 kids. In today's day and age, many many alternatives are available to get kids to school. Running a dedicated bus and wasting taxpayer funds should not be a consideration.
- We don't use the bus because it is not convenient to where we live.

### **Survey: “These changes would not work for my family”**

- Please ensure this service is not discontinued
- I feel public transportation to this elementary school should be available for reasons of equity.
- We rely on the Orm pickup at least 3 days a week. Without it, we don't have transportation for our youngest child.

## Appendix C: Public Comments on Alternatives

- Our son will use the bus to come home every day. We count on the bus route 85. Please don't cancel this service.
- How are kids getting to Woodside High school from Portola valley?
- My children will be starting school in ormandale and will need to use the route 85 to get home and school safely.
- Kids need to get to school.
- We live on the top of the mountain, there is NO other service here.
- None of the alternatives afford service to my area (west of Rt. 280). We are left out. While you focus on equity as an explanation why, discontinuing public school bus routes goes too far. If you need to reduce service for this route, PLEASE keep the afternoon bus route. Many children use that route after school and next academic year all children will be back on campus. Thanks for your consideration.
- Our family would like it if our child could take the bus from Corte Madera school while we are at work.
- We use this route to return from school
- This service is critical for working families in the country whose children attend Ormondale and Corte Madera Schools. We rely on the bus service to get our kids to and from school when workplaces reopen.
- My children will no longer be able to use public transportation to / from school and home/friends homes.
- The 4500 residents and 1800 homes deserve to allow their kids to get to town center/library after school. It's ok to combine on one bus 3 age level from 3 schools! I don't see bus 87 listed here to comment on. ( previous page)! Freshman & sophomore year it relieves parents to come home on the bus if you are working. It allows children to gain independence taking a bus!
- We need the before and after school buses because PVSD has many dual working families who need the bus service to get their kids home from school. It reduces and calms afternoon traffic. And it's a rite of passage for kids to have the ability to leave school and get to the Town Center or library independently by riding the bus home on their own.
- I am concerned that they are ending
- You sent this survey to the Portola Valley School District Office. Our families rely on Route 85, and there may not be many of them, but they depend on the bus service.
- Route 85 provides school children with a safe way to get home or to the library, which is very important to working families. Not having that option is very risky, especially for younger kids.

## Appendix C: Public Comments on Alternatives

- Our decision to live in this area was reliant on bus service to school for our children. This is a critical service for working families with young children. As parents reiturn to the work place, we need to have reliable bus service to take our children to/from school.
- Because the alternative to call you every time these riders need a ride is less efficient than keeping the route
- Students need to have access to this bus to get to school.
- How will kids get to school? Many families have dual-working parents and driving them is not an option.
- Canceling would eliminate the option for my kids to ride.
- Children need transportation from school to the library or home.
- I rely on SamTrans for my kids to go from Corte Madera School in Portola Valley to the Portola Valley Town Library. I work full time and am a single mom. This would be a financial hardship for me to take the bus service away.
- My son will go to middle school at Corte Madera in two years and the bus service would be very helpful.
- I would have no way to transport my children to school
- The school service connecting Ormondale and Corte Madera to town center is critical as many children use this for after school activities at Portola Valley's town center. The connection to Grandview/La Honda is critical as it serves a disadvantaged community and is utilized predominantly by children of dual-income earner families who have no alternatives to pick up their children in the middle of the afternoon
- Please preserve the Ormondale route so that students can get to and from school.
- We rely on this service for our children to go to elementary school. This would have a devastating impact on our family and many other children.
- I need to pick up for my child to go to Ormondale
- My kids used the bus to get to school in Menlo Park. It is already awkward. Removing this service would make it impossible to use public transport.
- Some students depend on public transit to attend elementary school. This should be a government entity's priority.
- This is a critical route for Portola Valley families. It allows parents to have a safe way for kids to get to after school activities and the library at Portola Valley Town Center. By eliminating this service, you are increasing traffic because someone will have to drive and pick up kids at both Ormondale and Corte Madera and drive kids to Town Center. This not only increases traffic but either requires parents to leave their job for a minimum of 1 hr to get back

## Appendix C: Public Comments on Alternatives

to Portola Valley, do the school pick up, and then drive kids to Town Center/library/after school activities or hire a nanny just to do school pick up. For families that have 2 kids, the driving is double and the traffic/pollution is also double.

- It is the only way my kids can come back home from school if I cannot pick them up.
- Pre-pandemic, i volunteered in the Portola Valley Library. There was a crowd of kids who would take the bus from school to the library. If you take this service away, their parents will have to hire someone to pick them up. It seems unfair that PV residents pay so much tax and get no transportation services. I urge you not to remove this route but figure out a lower cost way -- maybe a smaller bus?
- There is no other school bus to take our children from our area (84 and Skyline) to Ormondale School. Based on our work schedules and commutes, we were planning on relying on the 85 for our son to go to school this fall. Perhaps the route can be kept to have one bus going down the hill in the morning to take the children to school, and one or two after school to bring them home?
- When my son attends Ormondale Elementary, starting this upcoming school year, our plan is for him to take the 85 from Skywood. We live in the adjacent Skylonda neighborhood. Eliminating this route, without an adequate alternative will add miles and time to the schedule of exhausted parents of two. Both of our work commutes are in the opposite direction of Ormondale (South San Francisco, and Union City). We moved to the Skylonda neighborhood three years ago, confident that bus service would be available. PLEASE reconsider as if you were the already tired and burnt out parent depending on the 85, who would be impacted by this change to the tune of 2.5 hours per week.
- While our kids don't use the bus every day, the days they do they have no other alternative. And with Covid running around, just asking a neighbor or classmates parents to take our kids doesn't work at all.
- For Route 85, we ABSOLUTELY need to continue the bus immediately before and after school - especially after. You can discontinue any other runs of that bus, as far as I'm concerned - just keep the one that delivers kids to school in the morning and picks them up immediately after. The after school bus especially is needed for working parents. Plus it gives kids some independence and some free range to go to the library after school. My observation is that the after-school bus to the library is often jam packed full. Why would you stop that service if it's so popular? Our kids needs the independence of a bus to take them places after school!

## Appendix C: Public Comments on Alternatives

- Because you are cancelling the route - this is a very important route where there is no alternative transportation.
- Eliminating this service would result in my children not being able to take the bus home from school. They and their classmates take the bus from school to Skywood and/or Trading Post (84 and 35 intersection). This is extremely helpful for working parents. Cessation of this service would place significant burden on families. IT WOULD BE WONDERFUL to also have bus service for WOODSIDE HIGH SCHOOL for families that live on 84 and at 35 Skyline.
- As a working parent the only way for my kids to get to and from school is the 85 bus. It is important that kids also have rides to the library after school.
- As working parents, with both children attending in person school, it is very difficult to get our children safely to and from school. The bus from Skylonda allows for our children to have reliable, on time transportation and for both parents to work full time.
- This is a crucial route for kids to and from school. My kids have used it at various times when they can't get a ride. Other kids use it regularly. It only runs twice a day, not a high cost for a really important service. Not sure why 92 is worth the trip but 84 is not. We have more stops and residents on 84 going up to Skyline and the coast.
- Our children rely on the bus for school
- Getting from schools to the public library is good for everyone. The library has essential after school programs, reading incentives, etc!
- As a Skywood resident, I am aware that many of my neighbors' children depend on this service to get to school. It would be disastrous to them to discontinue this route.
- My 2 kids take the bus every day to come home from Ormondale to skywood trading post (skylonda). We need the bus! I understand that at the terminus there are not much kids but my family needs the bus!
- School gets out long before I get off work. There's no other way for my child to get home (Rte 85 all the way to Skyline Hwy 35) or at an absolute minimum to the Portola Valley Town Center and Library. Personally I could live without the morning service because I can drop my child en route to work; but the afternoon service is absolutely essential.

### **Survey: "I'm not sure if the service would work for my family"**

- I did not see it at all on the proposed plan.
- Many kids rely upon this route to get home while parents are working.



- Some children need this option
- I do not yet have a school-age child, but I think for a public school, it's important to have low-cost and easily available transit options. The removal of Route 85 would significantly impact my neighborhood. If a bus route is cancelled, then an "on demand" or van-pool solution should be proposed.
- This is an important community support system for families here
- We would like to keep this route to enable kids to go to library afterschool and move between school sites
- Route 87 is by far the most important one: it keeps high schoolers off the streets, makes for safer driving for everyone, and builds long-term customers for SamTrans!

## General Comments

### Survey, rider

- We care about the route in Portola Valley for connecting schools with the town center.
- Want to preserve the route for the Portola Valley School District
- None of the alternatives represents our need for transportation, we need the bus that connects skylonda with the schools in Portola valley.
- We use and need Route 85 to Ormondale and Corte Madera School, please keep it.
- We live near the intersection of Highway 84 and Skyline. Our son is set to start school at Ormondale Elementary, and there is no school bus from the area to the school. Our neighborhood families rely on the 85 to pick up our children at Skywood Trading Post and take them to school. Whatever alternative is chosen, please preserve this route, at the very least to support the school commute. Removing this route would be highly problematic for the families in the area.
- We must continue to have bus service in areas that rely on them. The 85 route that takes children to school from the 35/84 intersection is a critical service for families with school age children who live in the area.
- None of the above. I'm writing in support of keeping route 85 (school for Ormondale). My children take this route on the way home from school in the afternoons.
- I left them ranked as default, because none show a route through Portola Valley, from the Corte Madera Elementary school to the Portola Valley Library.
- I care about school service 85

## Survey, non-rider

- Would like to keep Ormondale school service in Portola Valley
- we rely on route 85 and need it to continue to be offered
- Route 85 to PV schools is vital for our community as there is no other public transportation available in the area for school age kids.
- I want to maintain service on Route 85 so my child can take the bus after school. He attends Corte Madera school.
- I want Route 85 service tickets continue so my child can take the bus after school (at Corte Madera School).
- It is not fair to eliminate bus service for some and provide more service for people that have other options. By eliminating service in some areas, they have NO access to public transportation. Furthermore, we ask that you please keep Route 85, School Related bus from Ormondale. It is a highly valuable route for the Portola Valley school community and the only public transportation available to our community.
- It is important to keep the 85 bus route. Kids need it to attend school. With all that's been going on kids need to have a priority in planning for the future.
- Please keep route 85 serving Ormondale School for commuting students.
- Route 85 should not be removed from the system because PVSD families depend on the service.
- My child will be going to Woodside high school & I want continual coverage
- The routes in Portola Valley should not be eliminated, they provide important ways for high school students to get to/from school when parents are working and they do not drive.
- MUST keep the Portola Valley school bus service - please
- We need bus service in Portola Valley to give kids a safe way to get to and from school. None of the options include bus service for Portola Valley students. Please add this.
- Portola Valley, don't eliminate route 85. Keep route 87. It's fine to combine Woodside high school students, Corte Madera middle school, Ormondale elementary students on one bus is fine. Kids need to get to library or alpine hills club to wait for parents after school. - this happens lots in town. We pay taxes, please work with our schools to make sure proper marketing is done in our community.
- School coverage for portola valley!
- Bus service to Woodside High School and Ormondale/Corte Madera school is my top priority.

### **Survey, rider status unknown**

- We must continue to have bus service in areas that rely on them. The 85 route that takes children to school from the 35/84 intersection is a critical service for families with school age children who live in the area.
- Please keep route 85 serving Ormondale School for commuting students.
- Please ensure that Route 85 service to Ormondale School in Woodside/Portola Valley is not discontinued.
- None of the above. I'm writing in support of keeping route 85 (school for Ormondale). My children take this route on the way home from school in the afternoons.
- I left them ranked as default, because none show a route through Portola Valley, from the Corte Madera Elementary school to the Portola Valley Library.
- None of the alternatives represents our need for transportation, we need the bus that connects skylonda with the schools in Portola valley.
- I care about school service 85

### **Website Comments**

- Please KEEP Route 85. This is a very important route for families that have kids that go to Ormondale or Corte Madera. First, many families rely on the bus so we don't have to return to Portola Valley in the middle of the work day for school pickup and then immediately drive them to Town Center (after school programs and library) and then return to work. Secondly, It is also helpful to reduce traffic & pollution within Portola Valley. For parents that do school pickup, the bus allows siblings who go to Ormondale to meet their siblings at Corte Madera so parents are only driving to one school to pick up both kids rather than driving to 2 different schools. Thirdly, this allows kids to go to school friends' houses that live in the Woodside section of the bus route after school which increases social play and reduces traffic for multiple families. Lastly, the afternoon bus leaving Corte Madera is very popular and makes it a safe way to teach responsibility and independence to elementary and middle school kids. Again, we respectfully request that you do not deprive our community the opportunity to have access to public transportation for our children. Thank you.
- Please do not discontinue the 85 route from skylonda to ORM/CMS!
- Route 85 should not be eliminated - our students and families depend on it.
- route 85 is important to our family

### **Portola Valley Town Council presentation (5/12/21)**

- Asked if we could keep PM trips on 85 (Ormondale) or if we could combine ES and HS routes/trips.

## **Portola Valley School District (5/18/21)**

- concerns about impact to school district for elimination of Route 85. Plea for reconsideration and creative thinking.

## **ROUTES 87**

### **Survey: “These changes would not work for my family”**

#### **Survey, rider**

- We care about the route in Portola Valley for connecting schools with the town center.
- Want to preserve the route for the Portola Valley School District
- None of the alternatives represents our need for transportation, we need the bus that connects Skyland with the schools in Portola Valley.

#### **Survey, non-rider**

- The routes in Portola Valley should not be eliminated, they provide important ways for high school students to get to/from school when parents are working and they do not drive.
- MUST keep the Portola Valley school bus service - please
- We need bus service in Portola Valley to give kids a safe way to get to and from school. None of the options include bus service for Portola Valley students. Please add this.
- Portola Valley, Don't eliminate route 85. Keep route 87. It's fine to combine Woodside high school students, Corte Madera middle school, Ormondale elementary students on one bus is fine. Kids need to get to library or Alpine Hills Club to wait for parents after school. - this happens a lot in town. We pay taxes, please work with our schools to make sure proper marketing is done in our community.
- School coverage for Portola Valley!
- Bus service to Woodside High School and Ormondale/Corte Madera school is my top priority.
- It is important to connect to school and work. It is critical that the Portola Valley connections to Woodside High School and Menlo Atherton remain as well as connection from Portola Valley to Caltrain.

### **Survey, rider status unknown**

- Would like to see Portola Valley has bus service.
- Important route for kids to get to school. Hard to assess this route when school has been virtual for more than a year.
- EVERYBODY MATTERS!!!! Honestly it's not only 1 person who shows up for that specific bus, the next week it could be 10. Then is SAMTRANS is for the public then you NEED TO PROVIDE SERVICE FOR EVERYONE. Do you think it's not important all because of 1 person who cant get to their designation on time. This is typical politics and it's all about the money.
- My daughter started with Woodside this year & we did so because we thought, in part there would be bus service. You can't have an accurate count now because Of the pandemic - I think you should wait another year at least
- Please ensure that transportation to schools is not eliminated.

### **Website**

- Please keep the school bus routes from Portola Valley to Woodside High School (Route 87).
- PLEASE PLEASE RE-ESTABLISH Route 87 from PV to Woodside HS.
- There are routes from Ladera to Menlo-Atherton: it's a matter of simple equity to make sure that kids from Woodside/ PV can access their high schools, too.
- PV is fairly remote, and keeping Route 87 means fewer cars on the streets and I-280, greater safety for the kids, and better environmental outcomes.
- Please, please, please keep bus route 87. We use it almost daily during the school year.
- Please do not eliminate my son's route from Ladera (off Alpine) to Woodside high school.