

SAMTRANS
CORRESPONDENCE
as of 8-26-2022

From: [Brook, Jean](#)
To: [Board \(@samtrans.com\)](#)
Subject: Fwd: Bus Route Comments
Date: Friday, August 26, 2022 1:30:08 PM

From: Salandanan, Jan Alexis <SalandananJ@samtrans.com>
Sent: Friday, August 26, 2022 1:23 PM
To: Epstein, Jessica <EpsteinJ@samtrans.com>; Nabong, Sarah <nabongs@samtrans.com>
Cc: Petrik, Michaela <PetrikM@samtrans.com>; Brook, Jean <BrookJ@samtrans.com>
Subject: RE: Bus Route Comments

Entered into IndustrySafe as CRs 856495 and 856496.

Sent out the responses below:

To Deepa Kalani,

Thank you for reaching out. SamTrans takes feedback from our customers seriously, and we appreciate you bringing your concerns to our attention.

The service change on Route 286, now Route 86, was a recommendation from a multi-year long transit planning study called Reimagine SamTrans, which examined ridership data, transit needs in areas of the County with high transit dependency, as well as feedback from our community over the course of several years. Reimagine SamTrans considered pre-pandemic ridership, ridership as schools reopened, and most recently, ridership data from Fall 2021. The Reimagine SamTrans final plan was adopted by our SamTrans Board of Directors in March 2022.

The new Board-approved network emphasizes service to the communities that rely on and utilize the SamTrans service the most. Additionally, the network aims to create faster and more direct routes, simpler and easier to understand routes, and improved frequency. In order to make the service improvements the plan identified, some trips on routes and segments of routes with low ridership in non-equity priority areas were reallocated to high need communities. The portion of Route 286 that served Portola Valley underperformed compared to other school-focused routes, and this route does not serve residential areas designated as equity priority areas.

We recognize that there are transit needs throughout the County, but we unfortunately do not have the resources to provide service wherever it is wanted. With limited resources, this becomes a hard choice where SamTrans considers multiple factors. Rest assured, however, our planning process is dynamic and we continuously assess information about increased demand, as well as overall ridership, rider and operator feedback, system efficiency, and on-time performance to ensure our resources are in the right places.

Kind regards,

Alexis Salandanan
San Mateo County Transit District
Customer Service Dept.
1250 San Carlos Avenue
San Carlos, CA 94070-1306
1-800-660-4287
www.smctd.com

To Michael Rosen,

Thank you for reaching out. SamTrans takes feedback from our customers seriously, and we appreciate you bringing your concerns to our attention.

The service change on Route 286, now Route 86, was a recommendation from a multi-year long transit planning study called Reimagine SamTrans, which examined ridership data, transit needs in areas of the County with high transit dependency, as well as feedback from our community over the course of several years. Reimagine SamTrans considered pre-pandemic ridership, ridership as schools reopened, and most recently, ridership data from Fall 2021. The Reimagine SamTrans final plan was adopted by our SamTrans Board of Directors in March 2022.

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We recognize that there are transit needs throughout the County, but we unfortunately do not have the resources to provide service wherever it is wanted. With limited resources, this becomes a hard choice where SamTrans considers multiple factors. Rest assured, however, our planning process is dynamic and we continuously assess information about increased demand, as well as overall ridership, rider and operator feedback, system efficiency, and on-time performance to ensure our resources are in the right places.

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1-800-660-4287
www.smctd.com

From: [Brook, Jean](#)
To: [Board \(@samtrans.com\)](#)
Subject: FW: Sam Trans School Transportation Problem
Date: Friday, August 26, 2022 10:08:03 AM

From: Salandanan, Jan Alexis <SalandananJ@samtrans.com>

Sent: Thursday, August 25, 2022 5:09 PM

To: Epstein, Jessica <EpsteinJ@samtrans.com>; Brook, Jean <BrookJ@samtrans.com>

Cc: Nabong, Sarah <nabongs@samtrans.com>; Petrik, Michaela <PetrikM@samtrans.com>

Subject: RE: Sam Trans School Transportation Problem

To Jessica,

This person submitted a report back at the beginning of August, CR 851915. We responded August 10th, which I think was before we had the current response. We sent this:

To Jamie Rosen,

Thank you for contacting SamTrans with your concerns about our timetable update for Route 86. We are very sorry if this has caused you and your family trouble. Please rest assured, though, that we are not making these decisions lightly.

The reason Route 86 does not currently serve Portola Valley is due to the performance of its predecessor, Route 286. Reimagine SamTrans considered pre-pandemic ridership, ridership as schools reopened, and most recently, ridership from Fall 2021. The 286 deviation that served Portola Valley underperformed compared to other school-focused routes and is not in an equity-priority area. Due to limited resources, we had to prioritize areas with the greatest transit needs in order to ensure our service is distributed as effectively as possible

Staff will closely monitor the performance of the new network alongside community and operator feedback. To that end, know that your comments regarding this change was forwarded to the proper parties. However, as noted earlier, while we carefully consider feedback we receive, please keep in mind that we are working with limited resources. But to hopefully provide you with some measure of reassurance, know that our goal at SamTrans is still the same: to provide our community with the best and most equitable service we can possibly offer.

Kind regards,

Alexis Salandanan
San Mateo County Transit District
Customer Service Dept.
1250 San Carlos Avenue
San Carlos, CA 95070-1306
1-800-660-4287
www.smctd.com

From: Jamie Rosen <jamie.rosen@alumni.duke.edu>
Sent: Thursday, August 25, 2022 2:40 PM
To: Board (@samtrans.com) <Board@samtrans.com>
Subject: Sam Trans School Transportation Problem

You don't often get email from jamie.rosen@alumni.duke.edu. [Learn why this is important](#)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

I am writing because SamTrans has changed one of their routes that allowed the students in our neighborhood to get to and from school. Route 286 used to go through Ladera and then on to Menlo-Atherton High School. It was changed as of August to Route 86 without notifying the school, and has left us parents scrambling trying to piece together rides for our students. There are approximately 12-15 students in our neighborhood who currently have no transportation to and from school. In the mornings, we have been able to drop them along Route 86 in West Menlo Park to get on the bus, but as working parents, we have no way to get them home from West Menlo Park in the afternoons. This is causing a significant hardship for us and our kids.

We plan to be at the board meeting in September to discuss our concerns, but I wanted to make you aware in the meantime.

We appreciate your time and consideration.

Sincerely,
Jamie Rosen

From: [Deepa Kalani](#)
To: [Board \(@samtrans.com\)](#)
Subject: Menlo Atherton HS Bus Transportation
Date: Thursday, August 25, 2022 10:38:19 PM

You don't often get email from dkalani@gmail.com. [Learn why this is important](#)

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Hi,

Our daughter Aarii is a 9th grader at MA this year and we are residents of Ladera. Firstly the community is awesome, the parents have come together and started a carpool to shuttle kids back and forth to/from school and after school activities. While this has been working, many of us have had to change our schedules in order to do this.

So our email to request that we restart the bus service, we would greatly appreciate it !

Thx
Deepa

From: [Michael Rosen](mailto:Michael.Rosen)
To: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: Loss of transportation for HS students from Ladera to Menlo Atherton
Date: Thursday, August 25, 2022 8:50:28 PM

You don't often get email from michael_rosen@post.harvard.edu. [Learn why this is important](#)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Dear SamTrans Board,

I am writing to request reinstatement of a prior Route 286 that served Ladera students commuting to Menlo-Atherton High School. Our daughter, and about 15 other students in the neighborhood had planned to use this public bus route to get to and from school each day as many have in the past. Without this route there is no available school or public option for transportation of our high school students. Neither the school, nor parents, were notified of the elimination of this route this month leaving us all scrambling to find a way to get our students to school. Most of the families have two working parents who are unable to provide transportation both ways to school without seriously impacting their livelihood.

Many of us intend to join the next board meeting to voice our request in person. Thank you for your consideration of this request on behalf of our high school students.

Sincerely,

Michael J. Rosen
421 La Mesa Drive
Portola Valley, CA 94028

--
Michael J. Rosen
Mobile: (615) 887- 0262
michael_rosen@post.harvard.edu

From: [Brook, Jean](#)
To: [Board \(@samtrans.com\)](#)
Subject: FW: Samtrans Comment - 855924
Date: Wednesday, August 24, 2022 4:27:02 PM

From: Salandanan, Jan Alexis <SalandananJ@samtrans.com>
Sent: Tuesday, August 23, 2022 6:32 PM
To: qiuyu2012cuit@gmail.com
Subject: Samtrans Comment - 855924

To Yu Qiu,

Thank you for contacting SamTrans, though we regret it was due to your dissatisfaction with what has been done with Route 140. We sincerely apologize for the inconvenience. Please rest assured, though, that we did not make these decisions lightly. These changes were motivated by the findings of our Reimagine SamTrans Project, which had looked to our own historical ridership data and feedback from our community over the course of several years to guide our decision-making.

Both the 140 and 141 were below average ridership, with Route 140 in particular having the problem of taking a roundabout path to serve its destinations. In order to better utilize the resources invested into these routes, it was determined it would be more efficient to cut Route 140 as a standalone bus line and modify Route 141 to cover portions of the cut service. For the parts of the old Route 140 not covered by the modified Route 141, riders could rely on Routes 110, 112, 118, 121, and the new Route 142.

While we recognize that there are transit needs throughout the County, we unfortunately do not have the resources to provide service wherever it is wanted. Rest assured, however, our planning process is dynamic. We are continuously assessing information about increased demand, as well as overall ridership, rider and operator feedback, system efficiency, and on-time performance to ensure our resources are in the right places.

Kind regards,

Alexis Salandanan
San Mateo County Transit District
Customer Service Dept.
1250 San Carlos Avenue
San Carlos, CA 95070-1306
1-800-660-4287
www.smctd.com

From: [Brook, Jean](#)
To: [Board \(@samtrans.com\)](#)
Subject: FW: Samtrans Comment - 855923
Date: Wednesday, August 24, 2022 4:26:41 PM

From: Salandanan, Jan Alexis <SalandananJ@samtrans.com>

Sent: Tuesday, August 23, 2022 6:58 PM

To: heather@catbert.net

Subject: Samtrans Comment - 855923

To Heather Logan,

Thank you for reaching out. SamTrans takes feedback from our customers seriously, and we appreciate you for bringing your concerns to our attention.

The service reduction on Route 260 was a recommendation from a multi-year long transit planning study called [Reimagine SamTrans](#), which examined ridership data, transit needs in areas of the County with high transit dependency, as well as feedback from our community over the course of several years. Reimagine SamTrans considered pre-pandemic ridership as well as ridership throughout the recovery.

The new Board-approved network emphasizes service to the communities that rely on and utilize the SamTrans service the most. In order to make the service improvements the plan identified, some trips on routes and segments of routes with low ridership in non-equity priority areas were reallocated to high need communities. These communities are equity priority areas where there are higher percentages of minority and low-income residents, as well as persons without access to a vehicle. The portions of Route 260 that served Redwood Shores and the College of San Mateo underperformed compared to other routes and did not serve residential areas designated as equity priority areas. With limited resources, this becomes a hard choice where SamTrans considers multiple factors.

For travel to schools once served by Route 260, Routes 60 and 67 are still running, and both bus lines still serve the previous bus stops in Redwood Shores to get students to Carlmont High School and Ralston Middle School. However, we understand that some students use the removed portion of the western end of Route 260 for school-related travel. SamTrans staff is assessing options to potentially serve these students while minimizing impacts to existing service.

For travel to the College of San Mateo, SamTrans streamlined service on Route 250 and plans to increase frequency on that route. The 250 can be reached via a transfer from Route ECR or Route 295.

We do recognize that there are transit needs throughout the County. Unfortunately, we do not have the resources to provide service wherever it is wanted. Rest assured, however, our planning process is dynamic. We are continuously assessing information about increased demand, as well as overall ridership, rider and operator feedback, system efficiency, and on-time performance to ensure our resources are in the right places.

Kind regards,

Alexis Salandanan

San Mateo County Transit District

Customer Service Dept.

1250 San Carlos Avenue

San Carlos, CA 95070-1306

1-800-660-4287

www.smctd.com

From: [Brook, Jean](#)
To: [Board \(@samtrans.com\)](#)
Subject: FW: Samtrans Comment - 855922
Date: Wednesday, August 24, 2022 4:26:16 PM

From: Salandanan, Jan Alexis <SalandananJ@samtrans.com>
Sent: Tuesday, August 23, 2022 6:42 PM
To: lilye13@gmail.com
Subject: Samtrans Comment - 855922

To E. Harvey,

Thank you for reaching out. SamTrans takes feedback from our customers seriously, and we appreciate you for bringing your concerns to our attention.

The service change on Route 260 was a recommendation from a multi-year long transit planning study called [Reimagine SamTrans](#), which examined ridership data, transit needs in areas of the County with high transit dependency, as well as feedback from our community over the course of several years. Reimagine SamTrans considered pre-pandemic ridership as well as ridership throughout the recovery.

Regardless, we understand that there are students who used the removed portion of the western end of Route 260 for school-related travel. We apologize if this change has caused you and your family trouble. Know that SamTrans staff is assessing options to potentially serve these students while minimizing impacts to existing service.

SamTrans does recognize that there are transit needs throughout the County. Unfortunately, we do not have the resources to provide service wherever it is wanted. Rest assured, however, our planning process is dynamic. We are continuously assessing information about increased demand, as well as overall ridership, rider and operator feedback, system efficiency, and on-time performance to ensure our resources are in the right places.

Kind regards,

Alexis Salandanan
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From: [Brook, Jean](#)
To: [cacsecretary \[@samtrans.com\]](mailto:cacsecretary [@samtrans.com]); [Board \(@samtrans.com\)](#)
Subject: FW: Samtrans Comment - 855921
Date: Wednesday, August 24, 2022 4:25:43 PM

From: Salandanan, Jan Alexis <SalandananJ@samtrans.com>
Sent: Tuesday, August 23, 2022 6:22 PM
To: wtai2002@yahoo.com
Subject: Samtrans Comment - 855921

To Winnie Tai,

Thank you for reaching out. SamTrans takes feedback from our customers seriously, and we appreciate you for bringing your concerns to our attention.

The service change on Route 260 was a recommendation from a multi-year long transit planning study called [Reimagine SamTrans](#), which examined ridership data, transit needs in areas of the County with high transit dependency, as well as feedback from our community over the course of several years. Reimagine SamTrans considered pre-pandemic ridership as well as ridership throughout the recovery.

It has come to our attention that some students use the removed portion of the western end of Route 260 for school-related travel. SamTrans staff is assessing options to potentially serve these students while minimizing impacts to existing service.

We recognize that there are transit needs throughout the County. Unfortunately, we do not have the resources to provide service wherever it is wanted. Rest assured, however, our planning process is dynamic and we continuously assess information about increased demand, as well as overall ridership, rider and operator feedback, system efficiency, and on-time performance to ensure our resources are in the right places.

Kind regards,

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San Carlos, CA 95070-1306
1-800-660-4287
www.smctd.com

From: [Brook, Jean](#)
To: [Board \(@samtrans.com\)](#)
Subject: FW: Samtrans Comment - 855920
Date: Wednesday, August 24, 2022 4:25:07 PM

From: Salandanan, Jan Alexis <SalandananJ@samtrans.com>
Sent: Tuesday, August 23, 2022 6:20 PM
To: scro0004@gmail.com
Subject: Samtrans Comment - 855920

To Justin Smith,

Thank you for reaching out. SamTrans takes feedback from our customers seriously, and we thank you for bringing your concerns to our attention.

The service change on Route 260 was a recommendation from a multi-year long transit planning study called [Reimagine SamTrans](#), which examined ridership data, transit needs in areas of the County with high transit dependency, as well as feedback from our community over the course of several years. Reimagine SamTrans considered pre-pandemic ridership as well as ridership throughout the recovery.

It has come to our attention that some students use the removed portion of the western end of Route 260 for school-related travel. SamTrans staff is assessing options to potentially serve these students while minimizing impacts to existing service.

We recognize that there are transit needs throughout the County. Unfortunately, we do not have the resources to provide service wherever it is wanted. Rest assured, however, our planning process is dynamic and we continuously assess information about increased demand, as well as overall ridership, rider and operator feedback, system efficiency, and on-time performance to ensure our resources are in the right places.

Kind regards,

Alexis Salandanan
San Mateo County Transit District
Customer Service Dept.
1250 San Carlos Avenue
San Carlos, CA 95070-1306
1-800-660-4287
www.smctd.com

From: [Brook, Jean](#)
To: [Board \(@samtrans.com\)](#)
Subject: FW: Complaint from Mr. Harris - Elderly black woman dumped Seton MC & later SSF Grocery Outlet (SAMTRANS involved too)
Date: Monday, August 22, 2022 10:17:57 AM

From: Dubost, Tina <dubostc@samtrans.com>
Sent: Monday, August 22, 2022 9:04 AM
To: Olmeda, David <olmedad@samtrans.com>; Chan, April <chana@samtrans.com>; Rivas, Ana <RivasA@samtrans.com>; Seamans, Dora <SeamansD@samtrans.com>
Cc: Rios, Rona <riosr@samtrans.com>; Brook, Jean <BrookJ@samtrans.com>
Subject: Complaint from Mr. Harris - Elderly black woman dumped Seton MC & later SSF Grocery Outlet (SAMTRANS involved too)

Hi David, April and Dora:

Since Mr. Harris copied several Board members, I wanted to give a quick follow-up.

I spoke to Mr. Harris about the incident. I encouraged him to contact San Mateo County Aging and Adult Services to discuss his concerns about the hospital patient not having an appropriate discharge plan, but he declined. I spoke briefly to Aging and Adult Services, but they said that without more information, there isn't anything that they can do.

I wrote up the complaint in Industrysafe. It is still being investigated.

I mailed him the timetables that he requested.

I will let you know when I have additional information

Thanks

Tina Dubost

Accessible Transit Services

Office: 650-508-6247

Cell: 650-710-6210

From: Dubost, Tina <dubostc@samtrans.com>
Sent: Thursday, August 18, 2022 3:21 PM
To: MICHAEL HARRIS <usmmmh@yahoo.com>
Cc: Rios, Rona <riosr@samtrans.com>; Seamans, Dora <SeamansD@samtrans.com>
Subject: RE: Elderly black woman dumped Seton MC & later SSF Grocery Outlet (SAMTRANS involved too)

Hi Mr. Harris:

I'm sorry to hear about your shoulder.

Which bus routes do you use? I will ask the Customer Service Center to send you the new timetables.

Thanks

Tina Dubost

SamTrans

From: MICHAEL HARRIS <usmmmh@yahoo.com>

Sent: Thursday, August 18, 2022 9:12 AM

To: Dubost, Tina <dubostc@samtrans.com>

Cc: Rios, Rona <riosr@samtrans.com>; Seamans, Dora <SeamansD@samtrans.com>; David Canepa <dcanepa@smcgov.org>; Michael Richardson <mrichardson@smcgov.org>; Tony Bayudan <tbayudan@smcgov.org>

Subject: Re: Elderly black woman dumped Seton MC & later SSF Grocery Outlet (SAMTRANS involved too)

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Thank you Tina,

I called the 800 number.
I left V/M on your extension.

Do you have all new August 2022 schedules.
I picked up the 122 / ECR / Night Owl only.

I left V/M on David Canepa's C/F this morning & his staff member Mike Richardson too.

We were not able to get the bad stretch of road improved very much.
Caltrans did what could. Paul Wilson will try again when he gets a new tree trimmer contract.

Both sides of road need trimming. This area needs a new survey.
Your bus stop at Arlington is dangerous.

I should file a USDOJ ADA complaint.

My right shoulder still hurts this morning.

Mike

On Thursday, August 18, 2022 at 08:30:51 AM PDT, Dubost, Tina <dubostc@samtrans.com> wrote:

Hello Mr. Harris:
Thank you for your email.

We will check to see what we can find out.

Thanks for riding SamTrans

Tina Dubost

SamTrans Accessible Transit Services

Office: 650-508-6247

From: MICHAEL HARRIS <usmmmh@yahoo.com>

Sent: Wednesday, August 17, 2022 6:56 PM

To: David Canepa <dcanepa@smcgov.org>; Pine, Dave [dpine@smcgov.org] <dpine@smcgov.org>

Cc: Tony Bayudan <tbayudan@smcgov.org>; Michael Richardson <mrichardson@smcgov.org>; Michael Callagy <mcallagy@smcgov.org>; jnibbellin@smcgov.org; Scott Campbell <scott.campbell@ssf.net>; ron.carlino@ssf.net; Danny Gil <danny.gil@ssf.net>; Sean Curmi <sean.curmi@ssf.net>; O'Connor Matthew <matthew.o'connor@ssf.net>; Steven Massoni <steven.massoni@ssf.net>; Ken Chetcuti <ken.chetcuti@ssf.net>; Fahmida Murphy <fahmida.murphy@ssf.net>; price@padailypost.com; Jon Mays <jon@smdailyjournal.com>; Board (@samtrans.com) <Board@samtrans.com>; Dubost, Tina <dubostc@samtrans.com>; Rios, Rona <riosr@samtrans.com>; De La Torre, Andria <delatorrea@samtrans.com>; Kathleen Walsh <kathleen.walsh@ssf.net>; Warren Slocum <wslocum@smcgov.org>; Groom, Carole [cgroom@smcgov.org] <cgroom@smcgov.org>; Horsley, Don [dhorsley@smcgov.org] <dhorsley@smcgov.org>; Ken Cole <kcole@smcgov.org>; Jackson JamesP (NBCUniversal) <james.jackson2@nbcuni.com>

Subject: Elderly black woman dumped Seton MC & later SSF Grocery Outlet (SAMTRANS involved too)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

I left Seton MC 1200 exactly.

There were 2 security guards at the front desk.

A third was pushing a wheel chair with an elderly black woman to the SAMTRANS stop.

I asked her which bus she wanted. She told me either one.

The Northbound bus came first.

The driver was no help.

I finally got the woman to say she wanted to go to BART.

I pushed her up the ramp. With my 5 shoulder surgeries, this hurt.

I still deal with my Oct 2007 Kamala Harris crime victim injuries everyday.

My right shoulder hurts as I type this email.

I pushed her into the bus to the handicap area.

I left her for the driver. He went to strap her in.

I waited a long time for the Southbound 122 bus.

I got off at Target & shopped.

I walked to Doller Tree & shopped.

I walked to El Camino.

I boarded the ECR bus.

I left the ECR bus at Hickey.

I walked to the Grocery Outlet store.

The woman was there with GO Manager Dave standing in front of her.

I told Dave that I had helped get her onto the 122 bus for BART.

Dave said she had been dumped. I always say Hi to Dave when he is working.

The SSF FD Paramedics arrived few seconds later.

I told the Paramedics my part of the story.

I want SMC DA Investigator Andrea Higgins to investigate this.

The 3 Seton MC security guards should be fired.

The Samtrans drivers involved should be interviewed.

It appears they were also involved in the dumping.

It appears this elderly black woman was dumped 3 times today.

There is no point going to SSF CC, Kevin Mullin, Josh Becker on this inhumanity.

This incident occurred in DC, SSF, Colma.

The SMC DA should properly handle this.

This woman could have had Monkey Pox with the popped blisters on her face.

She was not really coherent. The wheel chair did not have foot rests.

She was wearing booties.

Mike

From: [Avni C Shah](#)
To: [Board \(@samtrans.com\)](#); [Rajiv Mahadevan](#); [Lila Mahadevan](#); [Avni Shah](#)
Subject: Re: Need for SamTrans service in Ladera Community (Alpine Road)
Date: Saturday, August 20, 2022 6:02:39 PM

You don't often get email from avnicshah@gmail.com. [Learn why this is important](#)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

To whom it may concern:

Our daughter, Lila, just started her freshman year at Menlo Atherton High School. We did not find out till a few days before school started that the SamTrans bus she/we were depending on was cancelled based on their study of its ridership over a three year period. We contacted the school admin, Nick Muys, who suggested we should write to you.

Question:

What years was the 3 yr study done for ridership? If during the COVID years, then please consider the possibility that ridership was low due to school being closed or other concerns of parents/children in riding the bus.

Other Points:

- 1) We have at least 7 kids who require a ride to/from MA HS from the Ladera Community off Alpine Road (border of Menlo Park and Portola Valley). They all have stated (I have a list) they need this Bus.
- 2) My husband and I are scrambling every day to get our daughter to/from HS. This is not sustainable as we both work full time.
- 3) Please see the email my daughter sent out to our community below.

The Ask:

We are asking to please bring back the SamTrans public transportation to our community.

Warmly,
Rajiv, Avni, & Lila

Hello All,

I am going to be a freshman at MA High School this year and was planning on taking the SamTrans public transportation bus to school and back everyday. Unfortunately, MA has recently notified everyone that the route that the SamTrans has usually taken has now changed and no longer includes transport to and from Portola Valley (due to low ridership over the last couple of years).

We have sent an email to VP Nick Muys who handles transportation at MA. He sent this message today: "We are trying to figure out a solution. I will give you a call tomorrow to further hear your concerns and will continue to explore all possible options on my end."

In the meantime, my mom (Avni) and I were brainstorming the following options as

she and my dad work full time and can't take me to and from MA every day and potentially others are in a similar position:

1. If there are enough people who want to take the bus, we were told it may be possible to petition/advocate to get SamTrans to add Portola Valley/Ladera back into their route.
2. If people are interested in creating a carpool system to and from MA, please fill out the same spreadsheet above, which will allow everyone to see different people in need of transportation and people offering rides, as well as phone numbers or emails so you can reach out to someone separately to finalize a carpool arrangement.
3. There are other stops where people can drop off/pick up kids. The closest looks like Sharon Park/Sharon (SamTrans 86) but we can't take it on Thursday AM's as it doesn't leave till 8:40 AM.
4. Any other ideas? advice?

Thanks,
Lila Mahadevan
Avni Shah (Mom)

From: [Josh Richman](#)
To: [Board \(@samtrans.com\)](#)
Subject: FW: Samtrans Comment - 852714
Date: Saturday, August 20, 2022 11:03:01 AM

You don't often get email from joshrichman@gmail.com. [Learn why this is important](#)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hi SamTrans Board,

I sent a message to the customer service email and, after receiving the response below, am now reaching out to you all directly.

My name is Josh Richman and my daughter, Samantha, started as a freshman this week at M-A.

While I understand that you have many equities to balance when planning out routes, I am writing to express my bewilderment that you cancelled the only transportation between Ladera in Portola Valley and Menlo-Atherton High School right before the beginning of the school year. The result of this decision is many students, including mine, being unable to get to/from their public school on their own. As a single parent with a full time job, I simply don't know how I'm going to manage Samantha getting to and from school without a public transportation solution. While the families in Ladera are piecing together very short term solutions on a day to day basis, we need to figure out a longer term resolution ASAP.

The school has been unhelpful to date, pointing to SamTrans as the only entity that can provide a solution. Can you please let me know what would be required to demonstrate the need for a route for students between Ladera and M-A, Monday-Friday?

Thank you,
Josh Richman
650-248-3648

From: "Salandanan, Jan Alexis" <SalandananJ@samtrans.com>
Date: Thursday, August 11, 2022 at 11:25 AM
To: "joshrichman@gmail.com" <joshrichman@gmail.com>
Subject: Samtrans Comment - 852714

To Josh Richman,

Thank you for contacting SamTrans with your concerns about our timetable update for Route 86. We sincerely apologize for the trouble this has caused you and your family. Please rest assured, though, that we are not making these decisions lightly.

The reason Route 86 does not currently serve the Ladera and Portola Valley area is due to the performance of its predecessor, Route 286. *Reimagine SamTrans* considered pre-pandemic ridership, ridership as schools reopened, and most recently, ridership from Fall 2021. The 286 deviation that served Portola Valley underperformed compared to other school-focused routes and is not in an equity-priority area. Due to limited resources, we had to prioritize areas with the greatest transit needs in order to ensure our service is distributed as effectively as possible

Staff will closely monitor the performance of the new network alongside community and operator feedback. To that end, know that your comments regarding this change was forwarded to the proper parties. However, as noted earlier, while we carefully consider feedback we receive, please keep in mind that we are working with limited resources. But to hopefully provide you with some measure of reassurance, know that our goal at SamTrans is still the same: to provide our community with the best and most equitable service we can possibly offer.

Kind regards,

Alexis Salandanan

San Mateo County Transit District

Customer Service Dept.

1250 San Carlos Avenue

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