

SAMTRANS
CORRESPONDENCE
as of 9-23-2022

-----Original Message-----

From: OrI Nerd <fairytail12290@gmail.com>
Sent: Tuesday, September 20, 2022 11:18 AM
To: Board (@samtrans.com) <Board@samtrans.com>
Subject: Route 140 Eliminated

[You don't often get email from fairytail12290@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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

Dear SamTrans Board,

I am unhappy with the decision to eliminate route 140, it was the only direct rote to get to tanfran mall and easier way to get to skyline college.

Sent from my iPhone

From: Salandanan, Jan Alexis
<SalandananJ@samtrans.com> **Sent:** Wednesday,
September 21, 2022 10:57 AM
To: OrI Nerd <fairytail12290@gmail.com>
>
Subject: RE: Route 140 Eliminated

Hello.

This has been added to IndustrySafe as CR 861014.

Good morning.

Thank you for reaching out. SamTrans takes feedback from our customers seriously, and we appreciate you for bringing your concerns about the elimination of Route 140 to our attention.

Know, though, that we did not make the decision to remove Route 140 lightly. The new Board-approved network was a recommendation from a multi-year long transit planning study, Reimagine SamTrans. The study 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. The new network emphasizes service to the communities that rely on and utilize the SamTrans service the most. 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.

We at SamTrans recognize that there are transit needs throughout the County. Unfortunately, we do not have the resources to provide service everywhere. In fact, in order to make the service improvements the Reimagine SamTrans study identified, some trips on routes and segments of routes with low ridership in non-equity priority areas were reallocated to high need communities. 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.

We of course prefer providing service without having to reshuffle or cut trips, but, with limited resources, this becomes a hard choice where SamTrans considers multiple factors. However, rest assured that 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.

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



2022 BOARD OF DIRECTORS

PETER RATTO, CHAIR
JOSH POWELL, VICE CHAIR
MARINA FRASER
CAROLE GROOM
ROSE GUILBAULT
DAVE PINE
CHARLES STONE
JEFF GEE
RICO E. MEDINA

CARTER MAU
ACTING GENERAL MANAGER, CEO

September 22, 2022

The Honorable Pete Buttigieg
Secretary
U.S. Department of
Transportation 1200 New
Jersey Avenue, S.E.
Washington, D.C. 20590

Re: City of Burlingame – Broadway Grade Separation Project

Dear Secretary Buttigieg,

On behalf of the San Mateo County Transit District (SamTrans), I write in support of the City of Burlingame's grant application for the Broadway Grade Separation Project (Project). With over 10,000 at-grade railroad crossings throughout the State of California, the Broadway at-grade railroad crossing in Burlingame remains the top priority on the California Public Utilities Commission's Grade Separation Priority List. Final engineering design is now well underway, environmental clearance has been secured, and the Project is ready for construction.

SamTrans understands that grade separations are an important safety and quality of life feature for the cities in San Mateo County. These projects improve safety for people walking, biking, or driving across the railroad, help to relieve congestion on our local streets, and improve transit connectivity. In particular, this project will help improve bus travel times and reliability in this corridor for SamTrans operations. Unfortunately, with the average grade separation cost over \$200 million, there are limited federal, state, and local resources available to help finance these projects.

Last year, an incident at the Broadway crossing reminded us of just how dangerous the crossing remains. Unsafe situations arise at the crossing daily, and grade separation presents the best opportunity to solve the issue by completely and permanently separating the railroad from all vehicular and other traffic.

In addition to addressing the dangers associated with this crossing, the Project will improve traffic flow and the overall quality of life in and around the Project area. Broadway is the only gateway to Burlingame from U.S. 101, connecting the freeway to two vital business districts, growing tech campuses, numerous small and large businesses, and 11 San Francisco International Airport-serving hotels. Over 100 commuter and freight trains pass through the Broadway at-grade railroad crossing daily. When trains cross Broadway, all other transportation comes to a halt, resulting in congestion, trip delays, air quality impacts, and impacts on local and regional businesses.

///

The Honorable Pete Buttigieg

September 22, 2022

Page **2** of **2**

With the support of the U.S. Department of Transportation, this new critical infrastructure will improve public safety, reduce traffic, facilitate active transportation modes, and invigorate the economic vitality of Burlingame and the region while allowing train service to increase and meet statewide and regional mobility needs. We urge you to approve it for funding.

Sincerely,



Carter Mau

Acting General Manager/

CEO

Cc: San Mateo County Transit District Board of Directors

SamTrans Board of Directors
1250 San Carlos Ave.
P.O. Box 3006
San Carlos, CA 94070-1306

Dear Chair Ratto and SamTrans Board of Directors,

We are current and future parents of Menlo-Atherton High School students, most of whom live in Ladera (an independent, unincorporated community, adjacent to Portola Valley and Menlo Park, comprised of approximately 535 homes), and have an urgent issue that we are petitioning you to help find a solution. Our transportation to and from school along SamTrans Route 286 was terminated without warning, and without any communication to the school or the community. The termination of bus route 286 is causing significant hardship for the students and the families who rely on this service to get to and from school, and impacts the rest of the community members who chose to live in a neighborhood that feeds into Menlo-Atherton High School.

On August 12, 2022, two working days before the first day of school, we received a "Back to School" email from M-A with the following notification on page 3:

Please note that effective 8/7/22 SamTrans will discontinue all service along the Alpine Road corridor because of low ridership, and based on a recommendation from a multi-year long transit planning study called Reimagine SamTrans. We were notified of this sudden change only recently, and without warning; we regret the timing and inconvenience and will seek ways to serve affected families. We will communicate updates as they come.

Since then, families whose students attend M-A have had to scramble to piece together unsustainable transportation solutions for their children. Thus far, appeals to the school and the school district to help resolve the situation have resulted in families being told that SamTrans is the only solution.

Currently, we have between 14 and 16 students who have no transportation to our zoned public high school, Menlo-Atherton High School each day. We also have many prospective students currently in middle school, whose parents are equally concerned. We see two options for providing transportation to and from school for these students. The first is for SamTrans to restore the historical Route 286 which runs between M-A and Ladera/ Portola Valley. A second option, at least for the afternoon, is to coordinate the current SamTrans bus 87 from Woodside High School that still runs to Portola Valley (despite it not being our zoned school) so that our students could take Bus 86 to Sharon

Heights from M-A and then transfer to Bus 87 to bring them home to Ladera. We would then still need a solution for the morning.

We are urging Sam Trans to provide a quick solution to allow our children to travel safely to and from school, either by reinstating Route 286 or by instituting a separate route that connects to Route 86 or 87. We plan to be at the board meeting on September 7th, and request that this issue be brought before the board at that time.

Signed,

Signed by current MA parents as well as prospective MA parents

Avni Shah
Rajiv Mahadevan
Christie Trott
Brad Adelberg
Josh Richman
Ayça Alemdaroglu
Jan Skotheim
Jordana Weiss
Jamie Rosen
Michael Rosen
Andy Pflaum
Ben Weiss
Deepa Kalani
Vivasvat Keswani
Emi Sato
Tohru Sato
Diane Schrader
Mehmet Göker
Ozge Göker
Sharon Chen
Anh Nguyen
Sinda Chun
Dave Chun
Bree Connally
Jonathan Shipman
Rosemary Hintz
Greg Hintz

Kristy Cox
Eric Cox
Amber Maletis
Peter Maletis
Sam Balakrishnan
Karthik Balakrishnan
Ann Cullen
Patrick Cullen
Sandy Schroedel
Jason Schroedel
Carrie Friedberg
Jason Friedberg
Laura Hamilton
Paul Conley
Vera Conley
Anna Ralston
John Ralston
Pauline Becker
Kate Bartow
Nicole Bartow
Marcia Hakanson
Kent Hakanson
Leslie Anglada
Rob Matthews
Gretchen Matthews
Sarah Arnold
Peter Young
Vinita Narishima

Ajay Narishima
Meg Thomas
Calin Thomas
Dana Shank
Jon Shank
Julie Carr
Mike Carr
Christine Martens
Linda Fornaciari
Jennifer Hipple
James Mack
Lena Perkins

Dana Shank
Jon Shank
Diane Bradley
David Bradley
Anna Buxbaum
Darin Buxbaum
Greg Hintz
Rosemary Hintz

Cc:
Assemblyman Marc
Berman
Senator Josh Becker
County Supervisor Don
Horsley



BOARD OF DIRECTORS 2022

PETER RATTO, CHAIR
JOSH POWELL, VICE CHAIR
MARINA FRASER
JEFF GEE
CAROLE GROOM
ROSE GUILBAULT
RICO E. MEDINA
DAVE PINE
CHARLES STONE

CARTER MAU
ACTING GENERAL MANAGER/CEO

September 22, 2022

Nick Muys, Administrative Vice-Principal
Menlo-Atherton High School
555 Middlefield Road
Atherton, CA 94027

Dear Mr. Muys,

We are writing in response to your 9/7 email to the SamTrans Board of Directors. Our sincerest apologies for the delay in providing a response. Staff has looked into the request to connect the 86 and 87 in order to facilitate a transfer for Ladera students to/from Menlo Atherton High School. Unfortunately, those two routes have different schedules that align with different bell times, and reliably connecting the two would be impossible without additional resources which we do not have at this time.

We have taken a deep dive into what happened and it appears that our communications on this specific service elimination on Route 286/86 indeed fell short. The elimination of the former Route 286 deviation/new Route 86 from Ladera to Menlo/Atherton High School was not specifically called out in the materials provided by our consultant as the other service reductions were, and this went unnoticed by staff. While the new 86 map and description was accurate in our outreach materials for both those phases, the removal of the Ladera deviation wasn't explicitly labeled/called out and as a consequence, we didn't receive any comments during our outreach phases. This is an unfortunate situation. Thankfully, after a thorough review of our complaints, this appears to be an isolated incident.

That said, based on that segment's ridership both pre-pandemic and during the last two years, as well as not being in an equity-priority area, even if comments were received during outreach phases staff would have recommended eliminating that deviation, as we did with all comparable service identified for reduction/elimination.

We share this information with you in a transparent fashion so that we may continue to build our partnership and work together on transportation solutions for your student riders. We will be closely monitoring the performance of all our routes throughout the year and will be prepared to make adjustments, as necessary and in preparation for the 23/24 school year.

Sincerely,

Carter Mau
Acting General Manager/CEO

Peter Ratto
Chair, Samtrans Board of Directors

Cc: SamTrans Board of Directors