

SAMTRANS
CORRESPONDENCE
as of 3-24-2023

From: [Brook, Jean](#)
To: [Board \(@samtrans.com\)](#)
Subject: FW: Message for the Board from Online Feedback Form
Date: Friday, March 24, 2023 2:49:32 PM

Sent: Monday, March 20, 2023 11:02 AM
To: Brook, Jean <BrookJ@samtrans.com>
Cc: Nabong, Sarah <nabongs@samtrans.com>
Subject: Message for the Board from Online Feedback Form

To Jean,

Good morning.

Customer Service received some feedback from an anonymous resident over the weekend directed to the SamTrans Board of Directors concerning Measure W. Here is what they had to say:

Dear Board Members,

I am writing to urge you to consider reallocating Measure W funds towards providing free, safe, and equitable public transportation for all residents. A Harvard University study has shown that providing free public transportation can have numerous benefits for both individuals and communities, including reduced traffic congestion, improved air quality, and increased accessibility for low-income residents.

To make this possible, I suggest reallocating funds currently being spent on marketing, social media, fare collection, and the marketing department towards providing better service. By reallocating these funds, we can improve the overall quality of our public transportation system, making it more efficient and reliable for our riders. This would help to further increase ridership and ultimately contribute to a more sustainable and equitable future for our community.

Eliminating spending on marketing, social media, fare collection, and the marketing department would not only free up funds for providing free public transportation, but it would also streamline the system and make it more accessible for all riders. With a more efficient and reliable system in place, we can encourage more people to use public transportation and reduce our dependence on cars, ultimately leading to a more sustainable future for our community.

In addition, I urge the board to begin thinking about more progressive ways to fund our transit system. Public transportation is a vital service that benefits the entire community, and it is essential that we find sustainable ways to fund it. By exploring new funding options, we can ensure that our transit system remains accessible and equitable for all residents.

In conclusion, I strongly urge you to consider reallocating Measure W funds towards providing free, safe, and equitable public transportation and using the funds currently being spent on marketing to improve the overall quality of service. Thank you for your time and consideration.

Sincerely,
San Mateo County Tax Payer

As this is directed to the Board and as Customer Service does not really have any particular contacts we would send this feedback to, is this something we can just pass along to you for inclusion as a comment to the Board? Should we pass it through the board@samtrans.com email?

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

From: [Mass Transit Board \(@samtrans.com\)](mailto:Board (@samtrans.com)@samtrans.com)
To: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com)@samtrans.com)
Subject: Career Opportunities Await--Visit Mass Transit's Career Center
Date: Wednesday, March 22, 2023 11:02:23 AM

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