

**SAMTRANS**  
**CORRESPONDENCE**  
**as of 8-11-2023**

**From:** [Jan Alexis Salandanan](mailto:Jan.Alexis.Salandanan@smctd.com)  
**To:** [esellison97@gmail.com](mailto:esellison97@gmail.com)  
**Cc:** [Board \(@samtrans.com\)](mailto:Board@samtrans.com)  
**Subject:** Samtrans Comment - 896112  
**Date:** Wednesday, August 9, 2023 6:40:37 PM

---

To Simone Ellison,

Thank you for reaching out. SamTrans takes feedback from our customers seriously, and we appreciate you taking the time to send us your feedback for our Route FCX. Your request to increase Route FCX service was forwarded to our Operations Planning team for consideration. A copy of this correspondence will also be sent to our Board of Directors.

We do have some good news: Operations Planning intends to restore Route FCX's service levels to those seen back in 2019. However, this will happen during the later phases of service updates proposed by our Reimagine SamTrans study. For the time being, Route FCX will continue to run its under its current frequency due to resource limitations.

We sincerely apologize for the inconvenience. Operations Planning will be exploring other options in the interim, such as using larger buses on Route FCX to accommodate increased ridership. Know that it remains our goal at SamTrans to provide our community with the best service we can, and we are constantly reviewing the state of our service to see how we can improve depending on current circumstances.

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](http://www.smctd.com)

**From:** [R.A. Ratcliff](#)  
**To:** [cacsecretary \[@samtrans.com\]](mailto:cacsecretary [@samtrans.com]); [Board \(@samtrans.com\)](#)  
**Subject:** SamTrans 278  
**Date:** Wednesday, August 9, 2023 10:09:49 AM

---

Some people who received this message don't often get email from [rwcliff@atgmail.com](mailto:rwcliff@atgmail.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.

Dear Directors and Committee Members,

Please put the 278 on neighborhood streets and take it OFF the freeway. Mornings the 278 skips local streets westbound and afternoons it skips local streets eastbound.

My son would take the 278 to his afternoon work, but because it runs on the freeway rather than local streets half the time, he would have to walk up to the top of Cañada College to catch the bus. This walk adds too much time, as well as misery in the heat, to make the bus practical, so we drive him.

When I ask **why** the 278 runs on the freeway at all, SamTrans staff have told me 'it's always been that way' -- but the 278 started when the 274 still served local streets both directions all day. Now that the 274 no longer exists, the area from Cañada College through Alameda de las Pulgas remains inadequately served.

Please note that the 278 has at least a dozen stops on local streets between the Woodside/Alameda intersection and Cañada College. In contrast, the 278 passes NO STOPS between the Woodside/Alameda intersection and Cañada College when the bus takes the freeway.

Please serve SamTrans riders by returning bus service to local neighborhoods.

Thank you,

Rebecca Ratcliff

**From:** [Randol White](#)  
**To:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))  
**Subject:** SamTrans Next Stop newsletter  
**Date:** Thursday, August 3, 2023 8:49:51 AM

You don't often get email from whiter@samtrans.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.

[View this email in your browser](#)

# samTrans



## Next Stop eNews

---

Your destination for the latest San Mateo County  
Transit District news and information

Stay connected

**UPDATE: The future of our fleet is ready to roll!**



## Have you heard?

A new generation of **Zero-emission** buses at SamTrans is now arriving.

If you have questions about the Emission Zero rollout, we're here to break it all down for you.

[Learn what it takes to make the switch!](#)

## Free rides extended through October



## It's a great time to sample Ride Plus!

Check out the new ride-hailing service from SamTrans — **free of charge** — during our extended Ride Plus promotional period in both service zones: East Palo Alto/Belle Haven and Half Moon Bay.

[Experience Ride Plus](#)

## You can help set a transit record



## Hop on board SamTrans and join a growing movement.

**All Aboard Bay Area Day** is coming —one of several **Transit Month** activities. SamTrans and other regional agencies are showing up to make this the best transit celebration yet.

[Learn more about Transit Month](#)

## Envisioning complete streets on ECR



## Bus, bike and pedestrian design options are now on display.

This temporary demonstration in South San Francisco highlights several possible changes for El Camino Real including this **SamTrans boarding platform**.

How long will it last?

## Bay Area Transit Woman of the Year





## **The head of SamTrans will be honored in September.**

*"I am proud to lead an organization that is committed to providing safe, reliable, and affordable transportation to the communities we serve."*

— SamTrans GM/CEO April Chan

[Find out more about this prestigious award](#)

## **Your transit career is waiting for you!**



## Applications are picking up.

Significantly more people are signing up to be a **bus operator** at SamTrans.

Did you know we offer an incentive **bonus** that's larger than any other Bay Area transit agency?

Drive with us!

Randol White, Next Stop editor

650-647-3489

WhiteR@SamTrans.com



*Copyright (C) 2023 San Mateo County Transit District. All rights reserved.*

Our mailing address is:  
1250 San Carlos Ave. San Carlos, CA 94070

Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe](#)

---