

**SAMTRANS**  
**CORRESPONDENCE**  
**as of 5-31-2024**



**BOARD OF DIRECTORS 2024**

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May 24, 2024

APRIL CHAN  
GENERAL MANAGER/CEO

The Honorable Kevin Mullin  
U.S. House of Representatives  
1404 Longworth House Office Building  
Washington, DC 20515

Dear Representative Mullin:

On behalf of the San Mateo County Transit District (SamTrans), I am writing to thank you for submitting a funding request for the SamTrans Bus Stop Amenity Improvements Project as part of the FY 2025 Transportation, Housing and Urban Development Appropriations Bill.

This project will enhance facilities and amenities at 20 SamTrans bus stops in the Cities of San Mateo, South San Francisco, San Bruno, East Palo Alto, Belmont, Redwood City, and Daly City. These improvements are part of SamTrans' Bus Stop Improvement Plan (BSIP), which identified over \$50 million in near-term improvements to bus stops throughout SamTrans' bus network in San Mateo County, California and parts of San Francisco and Santa Clara Counties.

In 2019, SamTrans began *Reimagine SamTrans*, a project to evaluate and refresh the entire SamTrans bus system. This effort, which included three rounds of large scale multilingual public outreach, established bus stop improvements as a priority request from riders and the community as a whole. As a result, SamTrans committed to providing a comfortable, convenient, and dignified experience for riders at bus stops.

SamTrans is prioritizing stops that have the highest ridership levels and are in most need of improvement. Amenities proposed to be installed include shelters or shade structures, upgraded signage, system maps, route schedules and real time information signage—all of which were identified by riders as top priorities. These enhancements will help address the needs of a significant portion of SamTrans riders, 64% of whom are at or below the Federal Poverty limit and nearly 75% of whom are without access to a car.

Thank you for your unwavering support for public transit and transportation projects in our region. We look forward to working with you to secure final approval of this funding as part of the FY 2025 appropriations cycle.

///

**SAN MATEO COUNTY TRANSIT DISTRICT**  
1250 San Carlos Ave.  
San Carlos, CA 94070 (650) 508-6200

The Honorable Kevin Mullin

May 24, 2024

Page 2 of 2

Please contact SamTrans Government and Community Affairs Director Jessica Epstein at [epsteinj@samtrans.com](mailto:epsteinj@samtrans.com) if you have any questions or need any additional information.

Sincerely,



April Chan  
General Manager/CEO  
San Mateo County Transit District

Cc: San Mateo County Transit District Board of Directors

**From:** [Justin Michaels](#)  
**To:** [Jan Alexis Salandanan](#)  
**Cc:** [Board \(@samtrans.com\)](#)  
**Subject:** PLEASE PULL THE TAPE ON THIS BUS DRIVER  
**Date:** Friday, May 31, 2024 11:54:05 AM

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

Today I boarded a 295 from SC stop #343108 San Carlos and Laurel Street  
RIGHT IN FRONT OF 1250 SAN CARLOS AVE

I have NEVER had to STAND on a 295 but driver 1761 had completely lost control of his carriage.

**POSSIBLY BUT NOT SURE BUS ID 629**

There was an Asian man with a LARGE cart - occupying all four seats up front in the senior/handicapped area.

I wanted to sit there as standing is not good for me.

Again, the driver was incompetent.

Soon the Asian man started asking / bothering other riders with questions about his own phone.

They all ignored him because he was high on drugs or alcohol.

He was standing and walking around the bus when he yelled at me a question about his phone.

Again, PLEASE - the driver was in over his head!!!

I said to him SIT DOWN.

Then he got belligerent and twice threatened me.

**FOR GOD SAKE: PLEASE PULL THE TAPE From the 12+ cameras on your bus!!!!!!!!!!**

He and others got off at San Carlos Ave and Dartmouth road.

He again threatened me verbally and once OFF the bus with his larger than life cart he tried to get back on the bus and physically harm me.

What the F-K is going on, may I please ask.

**Why should normal, fare paring riders have to PUT UP WITH CRAP?**

Please dear GOD - DO NOT START out with some hollow/naked apology.

My experiences on Sam Trans over the last 17 years have been horrendous.

The board passes the buck, Customer service reps just tell you what they think you want to hear and those answering the 800-660-xxxx phones at 1250 San Carlos ave are way way below incompetent.

They've lied to me and or given me FALSE and WRONG info about 25 times.

**PLEASE DEAR GOD PULL THE F-KING TAPE ON MY RIDE TODAY.**

I boarded at 343108 and got off at El Verano. Driver 1761 couldn't even LOOK me in the face.

295 west/northbound to San Mateo around 930-945 a.m.

What a DISGRACE.

Justin Michaels

Friday May 31st 2024

Email sent at 1150 a.m.

**From:** [Just Mike 650](#)  
**To:** [Jan Alexis Salandanan](#)  
**Cc:** [Board \(@samtrans.com\)](#)  
**Subject:** Re: Pathetic  
**Date:** Friday, May 31, 2024 8:50:44 AM

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Edit

Auto correct put Jason

Should be

Justin

Alexis

I boarded an ECR southbound at 342052 around 815 am

\*NO driver \*

Bus either 840 or 834

I was appalled when some disheveled woman got on asking for a FREE ride.

I ask you and the board, WHAT ABOUT US OTHER PEOPLE WHO PAY OUR FAIR SHARE??

As if that wasn't BAD ENOUGH THE DRIVER slipped her a free DAY PASS as she walked by.

Not happy.  
Disgusting.

Jason  
Friday  
May 31st  
2024

Email sent  
@ 845 am

**From:** [AC Transit eNews Board \(@samtrans.com\)](#)  
**To:** [AC Transit eNews Board \(@samtrans.com\)](#)  
**Subject:** We need your input: Realign Draft Plan  
**Date:** Thursday, May 30, 2024 4:31:14 PM

You don't often get email from [actransit@service.govdelivery.com](mailto:actransit@service.govdelivery.com). [Learn why this is important](#)

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## General Information

**Scroll down for translations in other languages. | Desplácese hacia abajo para ver traducciones en otros idiomas. | 请向下滚动查看其他语言的翻译**



### **We need your input: Realign Draft Plan**

After a year of gathering feedback from riders and the community, AC Transit has formulated the Realign Draft Plan, outlining the vision for an all-new network. The Plan is available for review and the comment period closes on **June 5**.

The Draft Plan is carefully crafted to optimize current service and provide opportunities for future expansion without exceeding budgetary constraints. Review and comment online, in person, or at a local library. Find the plan, the feedback from, and a list of local libraries where you can review and comment at [actransit.org/realign](https://actransit.org/realign).

**Please join AC Transit at our public Board of Directors meeting:**

**Date:** Wednesday, June 5

**Time:** 5 pm

**In-person:** AC Transit General Office, 1600 Franklin Street, 2nd Floor Board Room, Oakland, CA 94612

**Zoom:** <https://actransit.zoom.us/j/98487175063>

**Phone:** (669) 900-6833

**Webinar ID:** 984 8717 5063

For the Draft Plan and more information about Realign, go to [actransit.org/realign](https://actransit.org/realign).



**Take AC Transit to Raimondi Park!**

Let AC Transit take you out to the ballgame! Oakland's newest team, the Ballers, start their first homestand and we can get you there. [Plan your trip now.](#)

**Necesitamos su opinión: Borrador del Plan de Realign**

Después de un año de recopilar comentarios de los pasajeros y la comunidad, AC Transit ha formulado un Borrador del Plan de Realign que describe la visión de una nueva red. El Plan está disponible para su revisión y el periodo de comentarios se cierra el **5 de junio**.

El Borrador del Plan está cuidadosamente elaborado para optimizar el servicio actual y brindar oportunidades para la expansión futura sin exceder las restricciones presupuestarias. Revise y comente en línea, en persona o en una biblioteca local. Encuentre el plan, los comentarios y una lista de las bibliotecas locales donde puede consultarlo y hacer comentarios en [actransit.org/realign](https://actransit.org/realign).

**Únase a AC Transit en nuestra reunión pública de la Junta Directiva:**

**Fecha:** miércoles 5 de junio

**Hora:** 5:00 p. m.

**En persona:** Oficina General de AC Transit, 1600 Franklin Street, Sala de Juntas del 2do Piso, Oakland, CA 94612

**Zoom:** <https://actransit.zoom.us/j/98487175063>

**Teléfono:** (669) 900-6833

**ID del seminario web:** 984 8717 5063

Para obtener el Borrador del Plan y más información sobre Realign, visite



[actransit.org/realign](http://actransit.org/realign).



## ¡Viaja con AC Transit hacia Raimondi Park!

¡Deja que AC Transit te lleve al juego de béisbol! Los Oakland Ballers comienzan a jugar y podemos ayudarte a llegar hasta ellos. [Planifica tu viaje ahora](#).

## 我们需要您的意见：Realign 计划草案

经过一年征集乘客和社区的反馈意见，AC Transit 制定了 Realign 计划草案，概述了对全新网络的构想。该计划可供评论，意见征集期截止到 **6月5日**。

我们精心编制了该计划草案，旨在优化当前的服务，并在不超过预算限制的情况下为未来的扩展提供机会。线上、线下或在当地图书馆查看计划草案并发表意见。请访问 [actransit.org/realign](http://actransit.org/realign)，查看该计划、反馈意见以及您可以查看和发表意见的地方图书馆列表。

请参加 **AC Transit** 董事会公开会议：

日期：6月5日星期三

时间：下午5点

线下：AC Transit General Office, 1600 Franklin Street, 2nd Floor Board Room, Oakland, CA 94612

**Zoom:** <https://actransit.zoom.us/j/98487175063>

电话：(669) 900-6833

网络研讨会 ID：984 8717 5063

关于计划草案和 Realign 的更多信息，请访问 [actransit.org/realign](http://actransit.org/realign)



## 乘坐 AC Transit 前往 Raimondi Park!

让 AC Transit 带您去看球赛！Oakland Ballers 即将开始比赛，我们可以带您观赛。 [现在就计划行程吧!](#)

 SHARE

### CONNECT WITH US:

[Website](#) | [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#) | [YouTube](#)

### CUSTOMER SERVICE:

For questions or feedback related to AC Transit, visit [actransit.org/feedback](https://actransit.org/feedback) or call (510) 891-4777, option 2.

Do not reply to this email.

**SUBSCRIBER SERVICES:**

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(510) 891-5470 / Free language assistance / Asistencia gratuita en el idioma / 免費語言協助 / Libreng tulong para sa wika  
Hỗ trợ giúp thông dịch miễn phí / 무료 언어 지원 / मुफ्त भाषा मे सहायता / मदत माँ भाषा नी मदत / 無料の言語支援  
زبان سے متعلق مفت اعانت / مفت لمسانی معاونت / مساعده لغويه مجانيه / Assistance linguistique gratuite / Assistència gratuita para idiomas  
Бесплатная языковая помощь / မကုန်ဘူဝါးကူညီပံ့ပိုးမှု / ການຊ່ວຍເຫຼືອດ້ານພາສາທີ່ບໍ່ສອຍຄ່າ

This email was sent to board@samtrans.com using GovDelivery Communications Cloud on behalf of: Alameda-Contra Costa Transit District (AC Transit), 1600 Franklin St., Oakland, CA 94612.



**From:** [SamTrans BOD Public Support](#)  
**To:** [Just Mike 650](#)  
**Cc:** [Board \(@samtrans.com\)](#)  
**Subject:** Re: Sam trans operator 1250  
**Date:** Thursday, May 30, 2024 11:07:28 AM

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To Justin Michaels,

Thank you for taking the time to reach out to SamTrans to share your comments and concerns with our service. Your feedback was, in turn, shared with the proper parties to ensure we can continue providing our community with safe and reliable transit service.

Your concerns with Operator 1250 were given to Bus Operations for review. SamTrans expects our drivers to be professional at all times, especially when it comes to the safe operation of their vehicle and obeying the rules of the road. As you noted, SamTrans has a number of tools at our disposal to investigate reported issues, such as the digital video recording taken by our buses during the course of service; if Bus Operations discovers anything in violation of our policies and procedures—let alone the law—you can rest assured that they will take appropriate action.

This also holds true for your concerns about the level of ridership you have witnessed while on our Route 67. Per the SamTrans Service Policy Framework, our load capacity guideline is 150% of the seats on the bus. Please note that this meets transit industry standards, including the expectation of the possibility that some riders may need to stand. However, safety is still our top priority, and we do monitor our service to see if routes may need additional support so as to not exceed this limit. As such, while Bus Operations wanted to apologize for the trouble you had with our service, they also wanted to thank you for taking the time to provide us with information about your travelling experience.

Again, safety is our priority, and we appreciate you sharing your concerns about a number of items you have observed while travelling with us, such as our buses leaving their tail end out onto the El Camino Real when pulled into a stop or passengers being allowed to bring food items onboard. Please note, though, that our operators may be required to leave the end of their buses out of a bus stop for the sake of safety on occasion. We understand this may appear alarming, but our operators are trained to recognize safety hazards, and to adjust themselves appropriately to minimize risk to our riders and the community.

Similarly, we understand it is frustrating when other passengers do not adhere to SamTrans policy. Food and drink are indeed prohibited onboard our buses, and we already have this stipulation noted on our website and on signage onboard our buses. Our drivers should be mindful of their passengers and our policy, but their main focus is the operation of their vehicles: safely driving their buses and safely loading and unloading their passengers. Nevertheless, Bus Operations will remind their operators to clearly state our policy on food

and drink to riders attempting to board with such items and to radio dispatch as necessary if they believe there is a danger to other passengers.

Lastly, please keep in mind that SamTrans is a fare-based transit service and our buses are public access vehicles, meaning our operators cannot deny passengers boarding if they have paid appropriate fare. Of course, there are limits to this; passengers cannot, for example, bring potentially hazardous items onboard, like bikes with gas engines. If space is a consideration, even items that would normally be allowed may also be denied. Our operators will be watching for such scenarios, but, as already noted, their focus will be on the road. If you feel certain passengers are excessively disruptive, please do not hesitate to notify the driver.

Thank you again for the information, for taking the time out of your day to let us know of your experiences. SamTrans will continue to strive towards our goal of providing our community with safe and reliable public transit.

Your SamTrans BOD Public Support Team

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**From:** Justmike650 <justmike650@gmail.com>

**Sent:** Monday, May 13, 2024 8:46 AM

**To:** Board (@samtrans.com) <board@samtrans.com>

**Cc:** Simon Oh <OhS@samtrans.com>; WegenerC@samtrans.com; Jan Alexis Salandanan <salandananj@samtrans.com>; dubostt@samtrans.com; Joan Catania SamTrans <cataniaj@samtrans.com>; sam trans <bowers@samtrans.com>; Just Mike <justmike650@gmail.com>

**Subject:** Sam trans operator 1250

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

All

Number one thing for all of you to do is:

PULL THE TAPE on this operators Data.

12 cameras on board plus the computers Data System.

Between ECR Southbound at ECR/5th avenue and ECR and SC Avenue/ECR, the bus was OUT OF CONTROL.

Had a passenger pulled the CORD for off boarding at ECR and 5th Ave operator 1250 would not have been able to bring the bus to a stop.

I have used the contact web site about four times on this operator.

He is going to KILL passengers at the high rate of speed which he chooses to drive his bus.

Monday morning his bus peaked at 65 mph and he could hardly control coming to a stop when the Cord was pulled.

There was HORROR on the looks of passengers.

He needs to partake in REMEDIAL training, be demoted, be suspended or be relieved of his current duties.

I've written via the web site about 4-5 times but administration appears to not care.

Latest incident  
Monday  
May 13, 2024  
810 am  
ECR Southbound  
Operator 1250  
Bus 900

Regards  
Justin Michaels  
[justmike650@gmail.com](mailto:justmike650@gmail.com)  
6506785716

**From:** [Blair MacDonald](#)  
**To:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))  
**Subject:** The Bay Area Deserves better transit-- support SB 1031, the Connect Bay Area Act.  
**Date:** Thursday, May 30, 2024 8:41:35 AM

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SamTrans Board of Directors Board of Directors,

Bay Area transit needs to be much better, but is at risk of becoming much worse due to funding shortfalls. For the region to meet its climate, economic growth, affordability, air quality, public health, and justice goals we need drastically improved transit service.

In order for all Bay Area residents to have affordable, abundant, accessible mobility, each of our 27 transit agencies needs to provide significantly more service. That means more frequency, more routes, more hours of service, and better coordination between agencies. Bay Area residents deserve to be able to depend on transit for all their various mobility needs in their neighborhood and throughout the wider community.

Bay Area voters must be given the opportunity to vote for additional funding for transit agencies to provide the high quality transit services our communities deserve. The State and Federal governments also need to step up and provide funding for transit service, but we can't wait for help from above.

I urge you to support SB1031 (Wiener/Wahab), the "Connect Bay Area Act." It would authorize putting a critically important regional public transportation measure on the 2026 ballot that would enable voters to provide the funding needed to stop service cuts to Caltrain, BART, and Muni, and fund service improvements in VTA's visionary network, SamTrans, as well as all 27 Bay Area transit agencies.

The measure would also strengthen service coordination among the agencies. As Bay Area residents and workers, our lives take us across city and county lines. But unlike the seamless driving experience that connects all local, county and state roads, our transit experience is far from smoothly coordinated. Lack of coordination makes transit unnecessarily difficult, holds back ridership, and puts a heavy toll on people who depend on transit and those with long commutes due to our region's housing affordability crisis.

The bill can and should be strengthened— for example, highway expansion is unnecessary, and it should prioritize progressive revenue sources. Please work with the bill authors, transit agencies and community stakeholders to make this essential bill the best it can be for our communities, climate, and economy.

But efforts to strengthen the bill should not threaten its viability. Without this bill, no Bay Area transit agency will be able to offer the coordinated service our communities need. Also, without this bill, many transit agencies will be forced to slash service: stranding riders, clogging our

roads, fouling our air, and stalling our economy.

I urge you to support SB 1031, the Connect Bay Area Act.

Sincerely,

Blair MacDonald

Blair MacDonald

saw.13037@gmail.com

111 N Rengstorff Ave. Apt 173

Mountain View , California 94043

**From:** [Anthony Snyder](#)  
**To:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))  
**Subject:** The Bay Area Deserves better transit-- support SB 1031, the Connect Bay Area Act.  
**Date:** Thursday, May 30, 2024 1:15:14 AM

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

SamTrans Board of Directors Board of Directors,

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roads, fouling our air, and stalling our economy.

I urge you to support SB 1031, the Connect Bay Area Act.

Sincerely,

Anthony Snyder  
afsnyder@gmail.com  
1010 16th St  
San Francisco, California 94107

**From:** [Just Mike 650](#)  
**To:** [Jan Alexis Salandanan](#)  
**Cc:** [Board \(@samtrans.com\)](#)  
**Subject:** Please find out her name  
**Date:** Wednesday, May 29, 2024 3:50:11 PM

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

I called the 800 number today to complain about not being picked up and I have her the 342097 ECR Ralston designation and she had the gall to tell me that the stop is not called that.

I'm so sick of your fellow employees not knowing logistics.

Justin  
Wed  
May 29th  
Email sent  
@ 349 pm

**From:** [Just Mike 650](#)  
**To:** [Jan Alexis Salandanan](#)  
**Cc:** [Board \(@samtrans.com\)](#); [WegenerC@samtrans.com](#)  
**Subject:** ECR and Ralston  
**Date:** Wednesday, May 29, 2024 3:44:03 PM

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Alexis

There's a real BAD dilemma in the mornings either at the 730 am hour on Monday Tuesday Thursday Friday or the 930 am hour on Wednesdays at ECR and Ralston then the first two bus drivers DO NOT pull forward at stop 342097.

When they don't then buses 3-7 cannot FIT behind the first two.

I've written this up 5 times and you've passed it to the proper Depts.

I've seen supervisors out there in their white SUVs.

Things NEVER change.

WHY is that?

Justin  
Wednesday  
May 29th  
Email sent  
@ 341 pm

**From:** [Maggie Trinh](#)  
**To:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))  
**Subject:** The Bay Area Deserves better transit-- support SB 1031, the Connect Bay Area Act.  
**Date:** Wednesday, May 29, 2024 3:27:06 PM

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SamTrans Board of Directors Board of Directors,

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roads, fouling our air, and stalling our economy.

I urge you to support SB 1031, the Connect Bay Area Act.

Sincerely,

Maggie Trinh

maggie.trinh@gmail.com

606 Magnolia Dr San Mateo CA

San Mateo, California 94402

**From:** [Nickie Irvine](#)  
**To:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))  
**Subject:** The Bay Area Deserves better transit-- support SB 1031, the Connect Bay Area Act.  
**Date:** Wednesday, May 29, 2024 3:23:28 PM

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SamTrans Board of Directors Board of Directors,

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The bill can and should be strengthened— for example, highway expansion is unnecessary, and it should prioritize progressive revenue sources. Please work with the bill authors, transit agencies and community stakeholders to make this essential bill the best it can be for our communities, climate, and economy.

But efforts to strengthen the bill should not threaten its viability. Without this bill, no Bay Area transit agency will be able to offer the coordinated service our communities need. Also, without this bill, many transit agencies will be forced to slash service: stranding riders, clogging our

roads, fouling our air, and stalling our economy.

I urge you to support SB 1031, the Connect Bay Area Act.

Sincerely,

Nickie Irvine

[nickieirvine@gmail.com](mailto:nickieirvine@gmail.com)

632 Dorchester Road

San Mateo , California 94402

**From:** [AJ Cho](#)  
**To:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))  
**Subject:** The Bay Area Deserves better transit-- support SB 1031, the Connect Bay Area Act.  
**Date:** Friday, May 24, 2024 11:55:34 PM

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SamTrans Board of Directors Board of Directors,

Bay Area transit needs to be much better, but is at risk of becoming much worse due to funding shortfalls. For the region to meet its climate, economic growth, affordability, air quality, public health, and justice goals we need drastically improved transit service.

In order for all Bay Area residents to have affordable, abundant, accessible mobility, each of our 27 transit agencies needs to provide significantly more service. That means more frequency, more routes, more hours of service, and better coordination between agencies. Bay Area residents deserve to be able to depend on transit for all their various mobility needs in their neighborhood and throughout the wider community.

Bay Area voters must be given the opportunity to vote for additional funding for transit agencies to provide the high quality transit services our communities deserve. The State and Federal governments also need to step up and provide funding for transit service, but we can't wait for help from above.

I urge you to support SB1031 (Wiener/Wahab), the "Connect Bay Area Act." It would authorize putting a critically important regional public transportation measure on the 2026 ballot that would enable voters to provide the funding needed to stop service cuts to Caltrain, BART, and Muni, and fund service improvements in VTA's visionary network, SamTrans, as well as all 27 Bay Area transit agencies.

The measure would also strengthen service coordination among the agencies. As Bay Area residents and workers, our lives take us across city and county lines. But unlike the seamless driving experience that connects all local, county and state roads, our transit experience is far from smoothly coordinated. Lack of coordination makes transit unnecessarily difficult, holds back ridership, and puts a heavy toll on people who depend on transit and those with long commutes due to our region's housing affordability crisis.

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I urge you to support SB 1031, the Connect Bay Area Act.

Sincerely,

AJ Cho

[amenoartemis@gmail.com](mailto:amenoartemis@gmail.com)

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San Leandro, California 94579-1963