

SAMTRANS
CORRESPONDENCE
as of 7-19-2024

From: [Wen-Chin Chen](#)
To: [SamTrans BOD Public Support](#)
Cc: [Board \(@samtrans.com\)](#)
Subject: Re: FCX route change concerns
Date: Friday, July 19, 2024 9:20:15 AM
Attachments: [current_passengers signature.pdf](#)
[worker"s and family signatures.pdf](#)

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

Hi,

Thank you very much for forwarding the information to the proper parties for review and detailed explanation. I have a few points to make regarding your information.

1. Bus can have less traffic on Bryant which could be true because there are no companies on that streets. I have been taking FCX bus 5 days a week for years. The traffic is more on the entrance to Highway 101 and on 101. Also, the bus drivers are supposed to take the newly expanded fast trac lane which they do not. We were stuck on the traffic on regular lanes for a long time. This happens at least 3 days a week. Do people complain to you that the bus stops and goes on 101, not as you said that bus can go 45 miles per hours all the way to San Mateo.? So, if the bus goes down Mission St. which takes 10 more minutes, does it really matter that much? Quicker and more consistent? No one can guarantee and people do understand. Enclosed is a petition with more than 60 signatures from Wednesday and Thursday riders that support bus going down the Mission and have a few stops.
2. Salesforce Transit Center is a nice place as a transit hub. I totally agree. I hope drivers can take a break there safely. Drivers are very important and I appreciate that. But, I do not see why no other stops along the way to Highway 101. You do like more people taking the bus. If people have to transfer, the chance for them to take the bus is less because transfers take time.
3. For the surveys, we asked the riders on the first bus in the afternoon and the 7 passengers getting on the bus on 9th/Mission, no one was aware of the survey. Did you survey the riders taking FCX or just general public. I think the surveys are unfair. Enclosed is a petition with more than 60 signatures from Wednesday and Thursday riders that support bus going down the Mission and have a few stops. A lot of them were not aware the route changes and they were very surprised that there were no stops along the way. Some riders did get on earlier stops and said they want to support to go down Mission and having some stops. Please see the enclosed. If you conduct a survey, please let me know. We will go talk to all the passengers on the bus to fill out the surveys to be fair.
4. I agree that more passengers boardings on east side of Mission St. But, FCX is supposed to serve passengers working in that area, not just Embarcadero area. How about those

potential passengers that you hope will take the bus in the future? If you ask people if they have to transfer, will they take the bus? I believe you know the answers.

On the second attachment was from 2 workers that just learned about this possible change. They could not believe it and talked to their supervisors and coworkers who said they could not change the schedules to meet the bus schedules. So, the supervisors and coworkers signed the petition.

We do encourage people to take bus and think to make it better/faster, we suggest for the bus to start from Salesforce and go down Mission (like 292) and only make 2 stops (suggest 5th/Mission and 9th /Mission) so people working along Mission street will be able to catch the bus.

Please turn in this information to the proper parties ASAO. As I mentioned before, I am very happy to take a day off work to go in to discuss with you face to face. Some fellow riders are also happy to do that.

Again, thank you very much for all your help and wish you have a nice weekend.

Wen
FCX/local bus riders

From: SamTrans BOD Public Support <SamTransBODPublicSupport@samtrans.com>
Sent: Thursday, July 18, 2024 4:21 PM
To: Wen-Chin Chen <wen2368@hotmail.com>
Cc: Board (@samtrans.com) <Board@samtrans.com>
Subject: Re: FCX route change concerns

To Wen-Chin Chen,

Thank you for taking the time to send us your feedback. Know that your comments concerning our planned Route FCX update was forwarded to the proper parties for review, including your concerns and recommendations regarding the bus line's limited service within San Francisco. A copy of this correspondence will also be sent to our Board of Directors.

As you noted, moving the FCX's route from Mission St to Bryant St and Harrison St will mean the bus will meet with less traffic. During morning and afternoon peak periods, travel to and from downtown San Francisco is slow due to traffic, which is a challenge the FCX regularly contends with due to its nature as a commuter express service. This proposed change will mean Route FCX's travel through downtown San Francisco will be quicker and more consistent.

And as you also noted, the Salesforce Transit Center offers a clean and safe facility with a number of amenities and services riders can utilize while waiting. In addition to this, the Salesforce Transit Center is—as its name implies—a transit hub; from there, Route FCX riders will have better connections with other transit providers, such as AC Transit or Muni. Though riders will no longer be able to disembark along Mission St, they will have a variety of options for travel from the Salesforce Center to get them where they need to go.

We realize you may not feel confident in our current plans, but this decision was not made without consideration or input from our riders. SamTrans surveyed FCX passengers about this proposal between April 19th and May 10th of this year. 31% of those who responded were in support of this change and 35% somewhat supported it. While we understand this is not universal support for the proposal, a majority of those who responded agreed with the update at least in part.

Additionally, looking further into the data we had gathered for Route FCX ridership, we found that the majority of boardings and alightings within San Francisco occurred between Drumm St & Clay St and Mission St & 3rd St. We recognize there are still a number of riders who board and disembark further away, but they still will have transit options to connect with the FCX—and other modes of transportation. For example, for those riders further along Mission St, they have Muni's 14 Mission bus line that runs roughly every 8 to 12 minutes.

Thank you again for taking the time to send us your feedback. We hope to continue providing you and the rest of our community with a safe, reliable, and effective transit system.

Your SamTrans BOD Public Support Team

From: Wen-Chin Chen <wen2368@hotmail.com>
Sent: Thursday, July 18, 2024 9:46 AM
To: SamTrans BOD Public Support <SamTransBODPublicSupport@SamTrans.com>
Subject: FCX route change concerns

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

To Whom It May Concern:

Out of frustration, I emailed you yesterday with some concerns about FCX services. You have authority and I do appreciate your taking time to read my email. As a strong supporter for public transportation and taking buses for work and visits for years, my fellow riders and I taking FCX on weekdays to go to work appreciate your looking into this issue seriously.

SamTans is “exploring” to change route of FCX and cancel all the stops in San Francisco except the final destination, Salesforce building starting August 4th 2024. Fellow riders are against this because

1. Most companies are along Mission and that was why FCX has been taking Mission to drop off passengers along the way. Now it is going to reroute to Bryant where no companies are located.
2. Cancelling all the stops along the way is a very bad idea. A lot of us are working around City Hall which is 1.5 miles from Salesforce Building. How many riders will walk every day to and from Salesforce ?

I saw bus 292 is going to change route to and will go from Salesforce to Mission to pick up passengers. I wonder if FCX can do the same thing from Salesforce to Mission. To make it more effective, you can cut back on the number of stops to make it more express. I suggest to add 2 stops, 5th/Mission and 9th/Mission so people working closer to those stops will keep taking the bus. 1.5 miles is a long walk and it is too extreme to cancel all the stops. This will benefit both passengers and SamTrans. I do believe you like to run the bus services for having more passengers.

Thank you for your consideration. Most riders have FCX as the only transportation for work if they do not drive.

Wen
FCX rider

To whom it may concern:

As passengers, we are collectively writing with concern for the upcoming route change for local Sam Trans FCX that runs between Foster City and San Francisco.

Per SamTrans' website, in August 2024, "Routes FCX and EPX would be realigned to serve the Salesforce Transit Center via Harrison and Bryant streets in San Francisco. **Routes FCX and EPX would no longer serve stops on Mission Street or 9th and 10th Streets.**" Per this announcement, we will need to get off at San Francisco Salesforce Transit Center and find other ways to get to our offices.

Many of us work near Mission and Markt street in San Francisco. Currently, most of us can walk conveniently to FCX stops on Mission streets and 1st, 2nd, 4th, 5th, 7th, 8th, 9th streets to take the bus. If the stops are eliminated from Mission Street, it leaves the passengers vulnerable to finding other city transport or walking long distance to our destinations. We are very concerned about safety, especially walking in San Francisco in dark mornings in winter.

We are calling on Sam Trans:

Please keep your passengers safe.

Please save your passengers' time.

Please keep to the current FCX route and do not bring more hassle to your passengers.

Thank you for your consideration.

Your immediate attention is very appreciated.

Sincerely,


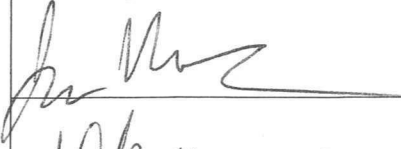
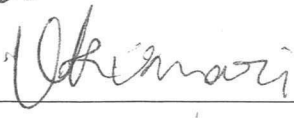
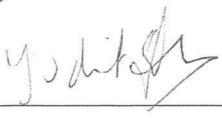
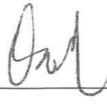
FCX Passenger

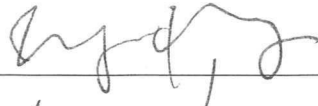
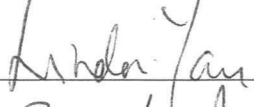
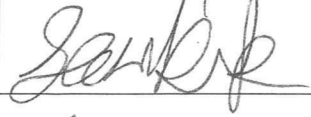

Please see the attached signature signed by FCX passengers.

FCX Route Passenger 's Signature:

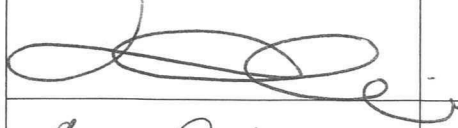

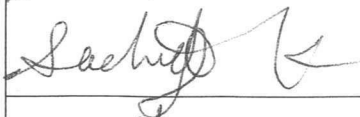

Abdul Caralek	Aliy	Wan
Aliy	Aliy	Vincent Fald
Muhammad	Aliy	Aliy
Abdul Karim	Aliy	Rizkiyanti
Wang Yang	Aliy	Aliy
Husein	Aliy	Edy
Sir Was	Aliy	R. Deley
Aliy	Park Yun	Aliy
Aliy	Aliy	Aliy
Aliy	Aliy	Lucy Chen
Aliy	Mini Bus	Wijana Cahya
Ramuly	Aliy	
Aliy	Aliy	
Abusalam	Abusalam	
AlDita	Aliy	

FCX Route Passenger 's Sig

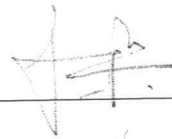
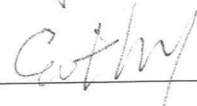
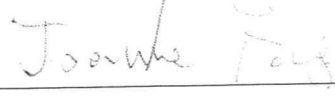



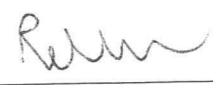
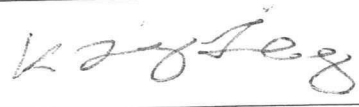








FCX Route Passenger 's Signature:

FCX Route Passenger 's Signature:

FCX Route Passenger's Signature:

		
Ryan Siu		
		
Paul Chan		
Dylan		
		
		
²⁰²⁰ Bob Chen		
Julie		
Jenny ..		
		
Alex Leung		

From: [Gina Sheridan](#)
Cc: [Jennifer Valdez](#)
Subject: Invitation to Undersheriff Daniel Perea's Swearing In
Date: Thursday, July 18, 2024 6:04:05 PM

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On behalf of Sheriff Christina Corpus, please see the attached invitation to the swearing in of Undersheriff Daniel Perea on July 25, 2024, 2:00 p.m. at the Uplands Mansion, 400 Uplands Drive, Hillsborough.

Please RSVP to Jennifer Valdez, jvaldez@smcgov.org, with the names of the executives (City/Town Managers, Directors, Council Members, Board Members, etc.) who will attend.

Thank you.



Gina Sheridan, Executive Analyst

San Mateo County Sheriff's Office

Sheriff's Administration

330 Bradford Street, 5th Floor

Redwood City, CA 94063

650-599-1664

www.smcsheriff.com

PEOPLE FIRST – SERVICE ABOVE SELF

My current work schedule is Monday – Thursday, 7 a.m. – 5 p.m.

YOU ARE INVITED
TO THE
SWEARING-IN CEREMONY OF



Undersheriff
Daniel Perea

JULY **25** 2024

2:00 PM

THE UPLANDS MANSION
400 UPLANDS DRIVE,
HILLSBOROUGH, CA 94010

From: [Wen-Chin Chen](#)
To: [SamTrans BOD Public Support Board \(@samtrans.com\)](#)
Subject: Re: FCX route change concerns
Date: Thursday, July 18, 2024 4:46:55 PM

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Hi,

Thank you for your detailed explanation. I do understand that traffic is lighter on Bryant. But, all the riders do understand the traffic issues in downtown. Your surveys are misleading and did not ask the current riders. Riders also support for the buses to go down Mission and have some stops along the way because we do understand about the traffic. The traffic is on the entrance to Highway 101. We are always stuck there for 10 minutes. The traffic on Mission is more because of the traffic lights. Going down on Bryant will not save too much time because the buses will be stuck on the entrance to 101.

I have already collected lots of signatures from the current passengers which support for buses to go down Mission and have some stops along the way. If the riders do not mind spending a little more time on bus going down the Mission street, why change? This decision will keep the people working closer to 9th-5th street from taking the bus. Yes. There is transportation to go to SalesForce. But, do you know how long it will take? Do you know how you will feel if it will take you 2 hours one way to go to work and another 2 hours to go home?

For waiting at SalesForce, everyone will be trying to go to work or go home. Who is going to stay there to enjoy the waiting? Everyone will go to the stop 5 minutes before the bus arrives. When they arrive at SalesForce, they will hurry to go to work. Who is going to stay there?

Our ridership is not back to before pandemic. There are a lot of people trying back to work and the bus schedule does not work. For getting more people to take the bus, you need to come up a plan to make people feel like taking the bus. Now, this plan is trying to tell people not to take the bus.

I do ask board to re-consider the decision. Need stops on 9th/Mission or Bryant.

Thank you for passing this information to the board.

Wen

From: SamTrans BOD Public Support <SamTransBODPublicSupport@samtrans.com>

Sent: Thursday, July 18, 2024 4:21 PM

To: Wen-Chin Chen <wen2368@hotmail.com>

Cc: Board (@samtrans.com) <Board@samtrans.com>

Subject: Re: FCX route change concerns

To Wen-Chin Chen,

Thank you for taking the time to send us your feedback. Know that your comments concerning our planned Route FCX update was forwarded to the proper parties for review, including your concerns and recommendations regarding the bus line's limited service within San Francisco. A copy of this correspondence will also be sent to our Board of Directors.

As you noted, moving the FCX's route from Mission St to Bryant St and Harrison St will mean the bus will meet with less traffic. During morning and afternoon peak periods, travel to and from downtown San Francisco is slow due to traffic, which is a challenge the FCX regularly contends with due to its nature as a commuter express service. This proposed change will mean Route FCX's travel through downtown San Francisco will be quicker and more consistent.

And as you also noted, the Salesforce Transit Center offers a clean and safe facility with a number of amenities and services riders can utilize while waiting. In addition to this, the Salesforce Transit Center is—as its name implies—a transit hub; from there, Route FCX riders will have better connections with other transit providers, such as AC Transit or Muni. Though riders will no longer be able to disembark along Mission St, they will have a variety of options for travel from the Salesforce Center to get them where they need to go.

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they have Muni's 14 Mission bus line that runs roughly every 8 to 12 minutes.

Thank you again for taking the time to send us your feedback. We hope to continue providing you and the rest of our community with a safe, reliable, and effective transit system.

Your SamTrans BOD Public Support Team

From: Wen-Chin Chen <wen2368@hotmail.com>

Sent: Thursday, July 18, 2024 9:46 AM

To: SamTrans BOD Public Support <SamTransBODPublicSupport@SamTrans.com>

Subject: FCX route change concerns

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To Whom It May Concern:

Out of frustration, I emailed you yesterday with some concerns about FCX services. You have authority and I do appreciate your taking time to read my email. As a strong supporter for public transportation and taking buses for work and visits for years, my fellow riders and I taking FCX on weekdays to go to work appreciate your looking into this issue seriously.

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Thank you for your consideration. Most riders have FCX as the only transportation for

work if they do not drive.

Wen
FCX rider

From: [William Walker](#)
To: [SamTrans BOD Public Support](#)
Cc: [April Chan](#); [Board \(@samtrans.com\)](#); [Canepa, David \[dcanepa@smcgov.org\]](#); [cacsecretary \[@samtrans.com\]](#); [citycouncil@dalycity.org](#); [juslyn@juslynmanalo.com](#); [schan@dalycity.org](#); [wslocum@smcgov.org](#)
Subject: Re: ECRO Passup 7/14 1:16am
Date: Wednesday, July 17, 2024 6:39:20 PM

You don't often get email from wiyum@wiyum.org. [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 would like a response from the operations manager please on why the operator was allowed to pass up a regular stop without penalty. I want to know why parking is allowed by Daly City in this bus zone the 40 years I have taken Mission St-El Camino buses. I want to know if there is a plan to bulb out this intersection. Or if there is a plan to delete the stop.

I want the CAC to also receive updates on my complaint.

Thank you,

William Walker
Researcher, Blogger
California Transportation Equity Committee Chair
1728 Ocean Ave #258
San Francisco, CA 94112
Tel. 415.260.2069
transitequity.substack.com
wiyum@wiyum.org | wwalker@uci.edu | wwalker@g.ucla.edu

On Wed, Jul 17, 2024 at 5:40 PM SamTrans BOD Public Support
<SamTransBODPublicSupport@samtrans.com> wrote:

To William Walker,

Thank you for taking the time to share your experience with us, as unpleasant as it may have been. Know that your concerns about this incident were forwarded to the proper parties for review and remediation. A copy of this correspondence will also be provided to our Board of Directors.

As you noted, San Jose Ave & Bepler St is still an active stop for our Route ECRO. Our operators are well aware of their responsibility as public transit drivers, and SamTrans as a whole understand our role in our community as a public transit agency. We certainly do not want to leave behind our riders, and you can be sure we will take appropriate steps in order to continue providing our customers with safe and reliable service—least of all by ensuring we actually pick them up.

We know this does not change what happened to you this past Sunday. Nevertheless, for what it is worth, we apologize for the trouble. As noted earlier, SamTrans will work to improve, and it is our sincere hope your travels with us moving forward prove themselves much more positive experiences.

Your SamTrans BOD Public Support Team

From: William Walker <wiyum@wiyum.org>

Sent: Sunday, July 14, 2024 2:02 AM

To: SamTrans BOD Public Support <SamTransBODPublicSupport@samtrans.com>; April Chan <chana@samtrans.com>; citycouncil@dalycity.org <citycouncil@dalycity.org>; Canepa, David [dcanepa@smcgov.org] <dcanepa@smcgov.org>; juslyn@juslynmanalo.com <juslyn@juslynmanalo.com>; wslocum@smcgov.org <wslocum@smcgov.org>

Subject: Re: ECRO Passup 7/14 1:16am

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

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Here are photos of the stop:







William Walker
Researcher, Blogger
California Transportation Equity Committee Chair
[1728 Ocean Ave #258](#)
[San Francisco, CA 94112](#)
Tel. 415.260.2069
transitequity.substack.com
wiyum@wiyum.org | wllwalker@uci.edu | wllwalker@g.ucla.edu

On Sun, Jul 14, 2024 at 1:48 AM William Walker <wiyum@wiyum.org> wrote:
Hi Board of Directors and CEO Chan:

I'm a 40 year SamTrans rider and former Caltrain CAC member. An operator passed me up this morning at San Jose Avenue and Bepler, causing me to wait an additional hour for a bus. I may miss my flight. I'm a bit upset. I wanted to share this with you. I hope operators can be more considerate especially of riders at a signed stop for the ECR and ECRO.

If the issue is the cars that are constantly, illegally parked in this bus zone, daily, please change the zone or delete the stop. People have parked in the bus zone there the entire 40 years I have taken SamTrans.

Thanks,

William



William Walker

[@wwalkerca](#)



[@SamTrans](#) [@flySFO](#) bound ECRO at 1:16am today passed me up at a scheduled stop: San Jose and Bepler. According to the SamTrans website it's a stop. The operator passed me up. I'll now wait an hour in the cold for the next trip. It wasn't a safety issue. I was at a signed stop. pic.twitter.com/L6CBZnSgs9

7/14/24, 1:25 AM

Sent from my iPhone