

SAMTRANS
CORRESPONDENCE
as of 8-2-2024

From: [SamTrans BOD Public Support](#)
To: [Ashley Choi](#)
Cc: [Board \(@samtrans.com\)](#)
Subject: Re: Concerning FCX Route Change
Date: Tuesday, July 30, 2024 5:05:37 PM

To Ashley Choi,

Thank you for taking the time to reach out to us with your concerns about our upcoming update for the FCX. Know that your feedback was provided to our Operations Planning team for review. Additionally, a copy of this correspondence will be provided to our Board of Directors.

We understand this change will pose a challenge to your commute, and we apologize for the trouble. We at SamTrans want to provide our riders with effective transit service, not inconvenience them. However, this update is intended to improve the overall performance of the FCX for a majority of the bus line's riders. 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 change will mean Route FCX's travel through downtown San Francisco will be quicker and more consistent.

Regarding providing notice of this update, SamTrans always posts information about service changes two weeks before they go into effect. The update on August 4th was no exception: we put up temporary bus stop info signs, posted to social media, and updated the website back on July 22nd. And before planning this update, SamTrans surveyed FCX riders about this proposal between April 19th and May 10th of this year. While there was opposition to the proposal, the majority of riders surveyed at least somewhat supported the shift to the Salesforce Transit Center.

We understand there are riders who board and disembark across all of our San Francisco stops, but we found that the majority of boardings and alightings within San Francisco occurred between Drumm St & Clay St and Mission St & 3rd St, which would be within walking distance of the Salesforce Transit Center. For FCX riders who utilized stops further away, they still have travel options with San Francisco's primary public transit provider, Muni. For example, there is Muni's 14 Mission bus line, which runs roughly every 8 to 12 minutes.

Again, thank you for taking the time to send us your feedback. We understand you may not feel confident in our current plans, but SamTrans will be monitoring the performance of our service. It is our sincere intent and hope to provide you and the rest of our FCX riders with a better transit experience moving forward.

Your SamTrans BOD Public Support Team

From: Ashley Choi <asychoi1@gmail.com>

Sent: Tuesday, July 23, 2024 8:34 PM

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

Subject: Concerning FCX Route Change

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

Good evening,

I am a Foster City resident that relies on the FCX Commuter bus. The updated bus schedule which goes into effect August 4th would be greatly detrimental for myself and many other commuters who rely on the current bus route. The new schedule which would only service directly to the Salesforce Transit Center would greatly increase my time spent commuting and make the FCX bus less convenient. With the limitations of the new bus schedule, it would also make my commute more costly. As an employee who works around SF City Hall with strict working hours, this new schedule forces me to spend more time traveling and waiting, unnecessarily extending my work day.

Furthermore, it was very difficult to find information about the updated bus schedule until very recently (even then, no visible notices were posted or any updates on the SamTrans site), which had made it more challenging to find alternative options or share my concerns quickly. I urge you to please consider servicing more stops along the way, especially stops along Mission Street. As a strong supporter of public transportation, this development and lack of transparency is extremely disheartening.

Thank you for your time and consideration.

Best,

Ashley Choi

From: [SamTrans BOD Public Support](#)
To: [Annabel Li](#)
Cc: [Board \(@samtrans.com\)](#)
Subject: Re: SamTrans FCX Bus Route Change
Date: Tuesday, July 30, 2024 5:05:23 PM

To Annabel Li,

Thank you for taking the time to reach out to us with your concerns about our upcoming update for the FCX. Know that your feedback was provided to our Operations Planning team for review. Additionally, a copy of this correspondence will be provided to our Board of Directors.

We understand this change will pose a challenge to your commute, and we apologize for the trouble. We at SamTrans want to provide our riders with effective transit service, not inconvenience them. However, this update is intended to improve the overall performance of the FCX for a majority of the bus line's riders. 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 change will mean Route FCX's travel through downtown San Francisco will be quicker and more consistent.

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We understand there are riders who board and disembark across all of our San Francisco stops, but we found that the majority of boardings and alightings within San Francisco occurred between Drumm St & Clay St and Mission St & 3rd St, which would be within walking distance of the Salesforce Transit Center. For FCX riders who utilized stops further away, they still have travel options with San Francisco's primary public transit provider, Muni. For example, there is Muni's 14 Mission bus line, which runs roughly every 8 to 12 minutes.

Again, thank you for taking the time to send us your feedback. We understand you may not feel confident in our current plans, but SamTrans will be monitoring the performance of our service. It is our sincere intent and hope to provide you and the rest of our FCX riders with a better transit experience moving forward.

Your SamTrans BOD Public Support Team

From: Annabel Li <annabelrc8@gmail.com>

Sent: Tuesday, July 23, 2024 6:27 PM

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

Subject: SamTrans FCX Bus Route Change

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Hello Board of Directors,

I'm a commuter that takes the FCX bus from Foster City to San Francisco. I learned very recently that SamTrans is planning to remove all of the San Francisco stops and only stop at Salesforce tower. This change will make my commute significantly longer, more expensive, and more inconvenient. FCX is currently one of the best public services that San Mateo/Foster City offers, and it is very disappointing to see this initiative to dismantle this service and create difficulty for the community. Additionally, it is extremely disappointing how practically no notice was given to FCX riders of this change. It was very difficult to find any information about this initiative - there are no posters on the bus, no announcements, no notices on websites or in the mail. This prevented most riders from voicing their concerns about the change.

I urge you to please consider maintaining service to more stops in San Francisco. When I ride FCX, there are people who get off at every single stop in San Francisco. I will be among the numerous citizens who will experience a much longer commute time and for whom it may become infeasible to commute from Foster City to SF.

Thank you for your time and consideration.

Sincerely,

Annabel Li

From: [SamTrans BOD Public Support](#)
To: [William Walker](#)
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: Friday, July 26, 2024 4:10:09 PM

To William Walker,

Apologies if it was unclear in the earlier correspondence, but the intention was not to imply this operator was simply allowed to pass up an active stop without penalty. As noted earlier, this incident was forwarded to the proper parties for review and remediation. In this case, said party was Bus Operations, and the manager who handled this case did note that this operator was addressed on this incident. Please rest assured that SamTrans is committed to providing our community with safe and reliable transit service, and we do take appropriate action on reported incidents to ensure that remains the case.

Of course, no matter how diligent these efforts may be, it does not deal with the concerns you raised about the bus stop itself and its surrounding area. SamTrans does not currently have plans to move this stop to a new location or to remove it from active service. However, your feedback about this stop was given to our Operations Planning team for further handling. While it has yet to be determined what action may need to be taken for San Jose Ave & Bepler St, please rest assured that SamTrans staff have been working to identify bus stop features and amenities that SamTrans riders, local governments, and community members value in order to lay out a plan for improving bus stops across the SamTrans network. Depending on the unique conditions of a given bus stop, improvements could range from simply installing seating to—more topically—moving or removing the bus stop.

As to why vehicles have been allowed to illegally park in this area for the past several decades, apologies, but we cannot really weigh in with much authority on this matter. This would fall under the purview of either the local police department or the City of Daly City. SamTrans does, of course, work with local jurisdictions in pursuit of our goal to provide our community with safe and effective transit service, but only within our capacity as a public transit agency.

Your SamTrans BOD Public Support Team

From: William Walker <wiyum@wiyum.org>
Sent: Wednesday, July 17, 2024 6:36 PM
To: SamTrans BOD Public Support <SamTransBODPublicSupport@samtrans.com>
Cc: April Chan <chana@samtrans.com>; Board (@samtrans.com) <Board@samtrans.com>; Canepa, David [dcanepa@smcgov.org] <dcanepa@smcgov.org>; cacsecretary [@samtrans.com] <cacsecretary@samtrans.com>; citycouncil@dalycity.org <citycouncil@dalycity.org>;

juslyn@juslynmanalo.com <juslyn@juslynmanalo.com>; schan@dalcycity.org <schan@dalcycity.org>;
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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I would like a response from the operations manager please on why the operator was allow 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 | wlwalker@uci.edu | wlwalker@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

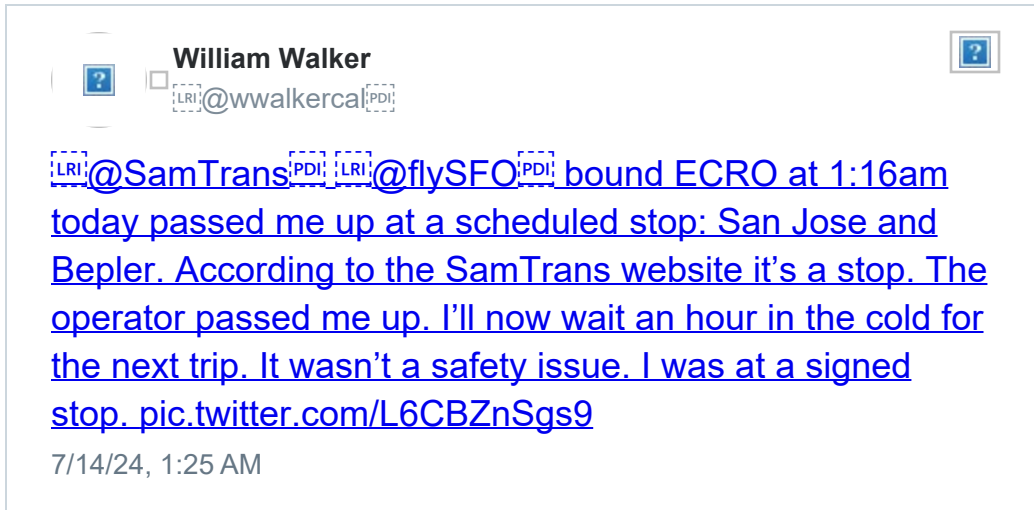
On Sun, Jul 14, 2024 at 1:48 AM William Walker <wiyum@wiyum.org> wrote:
Hi Board of Directors and CEO Chan:

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



Sent from my iPhone