

**SAMTRANS**  
**CORRESPONDENCE**  
**as of 8-9-2024**

**From:** [SamTrans BOD Public Support](#)  
**To:** [DOUG ECKLES](#)  
**Cc:** [Jan Alexis Salandanan; Board \(@samtrans.com\)](#)  
**Subject:** Re: Bus Routes 60 and 67  
**Date:** Friday, August 9, 2024 1:19:43 PM

---

To Doug Eckles,

Thank you for contacting SamTrans. Your comments and concerns regarding our service through Barkentine were forwarded to our Operations Planning team for review. A copy of this correspondence will also be provided to our Board of Directors.

However, as noted with your earlier request, while Operations Planning intends to explore alternate routing for the 60 and 67 bus lines for the 2025-2026 school year, they have no plans to do so for the 2024-2025 school year. Both bus routes have high ridership, including a number of passengers that board/alight along Barkentine. We understand you are concerned about the safety of our operations down Barkentine, but, as you noted, the 60 and 67 have had these same routes for years.

Of course, we are not simply relying on precedent. Rest assured, we are aligned with you when it comes to concerns over safety; it is a top priority for us, in fact. This is why we closely and carefully monitor the performance of our service, and why we take appropriate action to address issues we identify. It is why our operators receive extensive training when it comes to driving their coaches and routes. And it is why we remain open to reevaluating the shape of our service in accordance to the changing needs of our community.

We understand you may find this last statement in conflict with our current stance on the 60 and 67, but please keep in mind we are also considering the needs of our riders relying on these routes. Again, we intend to explore alternatives come the next school year. However, such changes will affect multiple levels of our service as well as multiple passengers relying on our service; it is not something we can take lightly, which also means it is not something we can just do without preparation. It is something that will take time.

Once more, thank you for sending us your feedback. And thank you for your patience as we work towards our goal of providing a public transit system better matched to the needs of our community.

Your SamTrans BOD Public Support Team

---

**From:** DOUG ECKLES <doug.eckles@comcast.net>

**Sent:** Monday, July 29, 2024 7:34 PM

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

**Cc:** Jan Alexis Salandanan <salandananJ@samtrans.com>

**Subject:** Bus Routes 60 and 67

You don't often get email from doug.eckles@comcast.net. [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 Sam Trans Board of Directors:

On June 16, 2024 I wrote to Jan Alexis Salandanan of the customer service department. I am extremely concerned about the large buses and articulating buses that travel on Cringle / Barkentine Ln in Redwood Shores during school days. This route, 60 / 67 only drives on these two residential streets throughout the route. Why? There is a designated stop on Redwood Shores Parkway that could accommodate the students.

On July 11, 2024, during a non-school day (summer), there was an articulating "training" bus travelling west on Barkentine about to make the curve just past 465 Barkentine Ln. I was travelling the opposite direction and was almost struck by the bus. I swerved to the extreme right and had to stop because of garbage cans in front of me. The articulating bus (Asian female driver with 2 others on board) was on the wrong side of the road, setting up to make the 90 degree right turn. I stopped and was face to face with the driver. I waved for her to go, and she shook her head no. I was stuck. I pointed to the garbage cans in front of me. The trainer(?) checked for clearances and told her to go.

My point is these are not streets to be driving large buses on. I wrote a letter to your customers service representative and have included my letter and his response.

Please do something this year. I have stayed silent all these years but I am fed up with the shaking on the street when these overweight buses travel by, driving on wrong side of the road to set up for the turn and their continual excessive speed.

**My letter to Jan Alexis Salandanan was as follows:**

I would like to discuss bus routes 60 and 67. As you are aware, these are the bus routes that service Redwood Shores students for Carlmont high school and Ralston middle school, among others long the route. I am trying to understand why these two routes have the buses coming onto Cringle, Barkentine Ln and Tiller before heading back to the main thoroughfare. These are residential streets.

This part of the route is the only deviation from main bus worthy streets. Why did this route get implemented in the first place? These residential streets are not a main thoroughfare. As such, the buses all travel on the wrong side of the road down the street. They also go faster than they should given the residential neighborhood and size of the vehicle. When they make the right turn starting (just past 465 Barkentine) on the wrong side of the road.

When a car going the opposite direction gets to that corner they are confronted by a bus in their lane. I find this extremely dangerous and unacceptable. I am asking for the number of riders that are picked up at Barkentine near Cringle and Barkentine just before Tiller. From my visual observations over the past few years, not very many. The buses go past my house and most appear empty. These buses have already gone around the entire Shores before getting to my house. Why so many buses? Some of these buses don't have anyone on board as they go past my house. Can't you reduce the amount of buses through Redwood Shores if they aren't full? You already have a bus stop on Redwood Shores Parkway between Cringle and Bridge. Why not use that already existing stop for student pick up. There is a cut out in the roadway already there. This allows for safe entrance and exit for the students. I know the argument will be that might be a further distance for the student to walk. Let me say this, most of the students are driven to these two locations by parents. They could just drive to Redwood Shores Parkway and do the same thing. I have watched this happen every day.

How do I know? A majority of the parents use my driveway as a U-turn spot after they have dropped off their child. Use of these buses on residential streets cause undue wear and tear as well as the increase in noise, speed and wrong side of the road travel. It is even more challenging for the articulating buses.

I do have other thoughts and suggestions. Feel free to contact me at any time. I await your response to the information requested above.

**The response from Jan Alexis Salandanan was:**

To Doug Eckles,

Good evening. As noted prior, Customer Service had logged your feedback and forwarded your comments to our Operations Planning team for further handling. Operations Planning has had a chance to review your feedback, and the response they provided is as follows:

Route 60 and 67 have had these routings for years. They have some of the highest ridership out of all school-oriented routes. This past May, route 60 had approx. 9,500 boardings (averaging 45 riders per trip), and route 67 had 8,000 (averaging 49 riders per trip). For perspective, the median school-oriented trip had 26 riders.

To accommodate all the ridership, route 60 had 3 morning trips and 4 afternoon trips, and route 67 had 3 morning trips and 2 afternoon trips this past school year. In May, an average of 10 students were getting on at Barkentine/Tiller and 8 were getting on at Barkentine/Cringle. These stops are at the beginning of the route, hence why the author may not see a lot of ridership on the bus.

There are no plans to revise route 60 or 67 for the 2024-2025 school year. Operations Planning will explore alternative routings for the 2025-2026 school year.

I understand that this is likely not the answer you were hoping for regarding possible future changes to these bus lines, and I am sorry for the trouble. However, I do have some potentially positive news for you on this front. As you may be aware, you are not alone in your concerns about our buses on Barkentine, so Operations Planning have had several opportunities to hear and consider comments from other residents in the neighborhood. As such, Operations Planning staff have already been looking into the possibility of keeping the buses on Redwood Shores Pkwy for a future service change. However, this possibility is unfortunately not in the near future; as noted in the aforementioned response, for the time being, there are no plans to revise the 60 or 67.

Your response is appreciated.

Doug Eckles

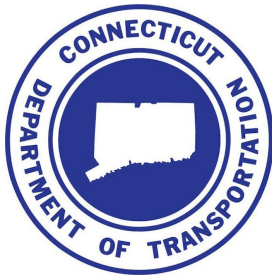
Redwood Shores Resident for 42 years.

[doug.eckles@comcast.net](mailto:doug.eckles@comcast.net)

**From:** [Mass Transit](#)  
**To:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))  
**Subject:** 8/8/2024 Transit Bids  
**Date:** Thursday, August 8, 2024 11:43:05 AM

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

Transit Bid Tracker | [View online](#)



**CSO #2464 ADA Title II Municipal Support Services**  
From Connecticut Department of Transportation (CTDOT)

The Connecticut Department of Transportation (Department) is seeking to retain one (1) consultant firm to provide services to support the Department in the development and implementation of an Americans with Disabilities (ADA) Municipal Program...



**Dispatching Software**  
From Washington State Department of Transportation (WSDOT)

We are pleased to announce the upcoming release of the Request for Proposals (RFP) for the Washington State Ferries Division Dispatch Replacement Project. We invite all interested vendors to participate in this exciting opportunity. Washington...

**TRANSIT ROUTE SCHEDULING/RUNCUTTING SOFTWARE SYSTEM**  
From The Grant Transit Authority (GTA)

TRANSIT ROUTE SCHEDULING/RUNCUTTING SOFTWARE SYSTEM (RFP) #24-01 Grant Transit Authority (GTA), the public transportation provider in Grant County, Washington, is seeking a qualified contractor or vendor with substantial experience...

**RFP Title IFB: Bus Stop Shelters**  
From Bloomington Public Transportation Corporation

IFB: Bus Stop Shelters Bloomington Public Transportation Corporation hereby invites bids from qualified vendors for the provision of multiple bus shelters of similar style and size to existing shelters. For more info: <https://bloomingtontransit...>

**RFP S24125 Customer Code of Conduct Program**  
From Santa Clara Valley Transportation Authority (VTA)

RFP S24125 Customer Code of Conduct Program VTA is looking for a qualified facilitator to help our advisory committee develop a Customer Code of Conduct Program. This position would guide the committee in developing a mission and goals...

## **RFP 24-07-503 IndyGo Fiscal Sustainability Study Project Summary**

From Indianapolis Public Transportation Corporation (IndyGo)

RFP 24-07-503 IndyGo Fiscal Sustainability Study Project Summary: IPTC needs to ensure its internal operations respond to changes in ridership and, correspondingly, changing revenue levels. Therefore, IPTC is seeking support in improving the...

## **Low / Zero Emission Study, Infrastructure Assessment & Transition Plan**

From South Bend Public Transportation Corporation (TRANSPO)

Transpo is seeking proposals for a Low/Zero Emission Study, Assessment & Transition Plan. Interested firms may request a copy of the proposal by emailing [ahill@sbtranspo.com](mailto:ahill@sbtranspo.com). Proposals are due September 25, 2024.

## **24-R12 International Drive Transit Project National Environmental Policy Act (NEPA) Preliminary Engineering and Federal Transit Administration (FTA) Small Starts Project Development**

From Central Florida Regional Transportation Authority (Lynx)

REQUEST FOR PROPOSAL (RFP) 24-R12 International Drive Transit Project National Environmental Policy Act (NEPA) Preliminary Engineering and Federal Transit Administration (FTA) Small Starts Project Development [https://www.demandstar.com/...](https://www.demandstar.com/)

**To post a RFP, please contact Amy Stauffer**

This email is being sent to [board@samtrans.com](mailto:board@samtrans.com).

Please add [news.southcommmail.com](mailto:news.southcommmail.com) and [mail.southcommmail.com](mailto:mail.southcommmail.com) to your address book or safe sender list to receive our emails in your inbox.

[Unsubscribe](#) | [Manage Newsletter Subscriptions](#) | [Forward to a Friend](#) | [Customer Service Center](#) | [Read Privacy Policy](#)

If this email was forwarded to you and you are interested in subscribing, please [click here](#) to sign-up.

If you have trouble with any of these methods, you can reach us toll-free at 800-547-7377.

Mass Transit  
Endeavor Business Media  
30 Burton Hills Blvd., Suite 185  
Nashville, TN 37215