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**as of 10-18-2024**

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**samTrans**



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1250 SAN CARLOS AVENUE  
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(650) 508-6200

October 9, 2024

Metropolitan Transportation Commission  
Bay Area Metro Center  
375 Beale Street, Suite 800  
San Francisco, CA 94105-2066

**Re: Regional Measure 3 Safe Routes to Transit & Bay Trail Competitive Grant Application**

To Regional Measure 3 Grant Program Reviewer(s),

I am writing on behalf of San Mateo County Transit District (SamTrans) and the Transportation Authority (TA) to express our enthusiastic support for the Regional Measure 3 (RM3) Safe Routes to Transit & Bay Trail Competitive Grant application being submitted by the City of Millbrae for the Spur Trail to Bay Trail Connections Project.

The Millbrae – Spur Trail to Bay Trail Connections Project will involve preliminary engineering and environmental review of a two-mile-long bicycle and pedestrian facility. This proposed link will provide an important connection to the Millbrae Transit Center, including BART, Caltrain, and SamTrans, and the Bay Trail. It will also connect to several parks and schools within the City of Millbrae, offering alternative modes of transportation to residents. The project will evaluate bicycle and pedestrian facilities to connect the Spur Trail to the Bay Trail, enhancing connectivity and providing safe, accessible pathways for cyclists and pedestrians.

This project closes a critical gap in the city's bicycle network from Lomita Trail to Spur Trail and will provide safe and direct routes for cyclists and pedestrians to access transit at the Millbrae BART and Caltrain stations, parks, schools, and other key destinations throughout Millbrae. The project will consider various alignments to connect to the transit center, and to continue connectivity across the US 101/Millbrae Avenue overcrossing to reach the Bay Trail. Additionally, this project will connect at Aviador Avenue to another proposed project, the SFO Bay Trail Gap Closure project, thereby providing connectivity to SFO and the Bay Trail along an alternate path.

This project demonstrates Millbrae's dedication to improving mobility, multimodal safety, and employment outlooks, while providing community forward solutions to traffic concerns and supporting regional planning initiatives. This initiative embodies the RM3 vision for a more vibrant, sustainable, and accessible transportation network.

SamTrans and the TA believe that RM3 funding will allow the City of Millbrae to facilitate a much-needed project in the area. They have the experience and resources needed to implement the project, improve quality of life for the

Metropolitan Transportation Commission

October 9, 2024

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communities they serve and foster a healthier and more sustainable future for the region. They will be an effective and responsible steward of every grant dollar received from the program.

Thank you for your consideration of the City of Millbrae's RM3 Grant Program application and the impactful project it supports.

Please contact Government Affairs Director Jessica Epstein at [Epsteinj@samtrans.com](mailto:Epsteinj@samtrans.com) if you have any questions.

Respectfully,



April Chan

General Manager/CEO, Executive Director

CC: San Mateo County Transit District Board of Directors  
San Mateo County Transportation Authority Board of Directors

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**Re: Regional Measure 3 Safe Routes to Transit & Bay Trail Competitive Grant Application**

To Regional Measure 3 Grant Program Reviewer(s),

I am writing on behalf of the San Mateo County Transit District (SamTrans) and the Transportation Authority (TA) to express support for the Regional Measure 3 (RM3) Safe Routes to Transit & Bay Trail Competitive Grant application being submitted by the City of East Palo Alto for the East Bayshore Pedestrian Safety Project.

The East Palo Alto – East Bayshore Pedestrian Project will address serious safety and accessibility challenges along East Bayshore Road in East Palo Alto between Euclid Avenue and Menalto Avenue. Currently, East Bayshore Road has incomplete sidewalk coverage, no bicycling facilities, and several locations at which the frontage of the roadway is continuous, open-access parking lots; much of the right-of-way is characterized by unregulated parking. In recent years, two pedestrians who were using the public right-of-way were struck and killed by motorists.

The Project proposes the completion of sidewalks and curb ramps along Bayshore Road as well as the addition of Class II bike lanes, parking regulation, and access management elements. Furthermore, the project will directly connect East Bayshore Road to the Class I bike/ped crossing of Bayshore Freeway (US 101) that is currently under development, provide a meaningful link to other regional bikeways, and connect to multiple transit services, including transit services that provide toll-free crossings of the Dumbarton Toll Bridge.

This project demonstrates East Palo Alto's dedication to improving mobility, multimodal safety, and employment outlooks while providing community forward solutions to traffic concerns and supporting regional planning initiatives (e.g., Circulation Element of the San Mateo County 2040 General Plan). This initiative embodies the RM3 vision for a more vibrant, sustainable, and accessible transportation network.

SamTrans and the TA believe that RM3 funding will allow the City of East Palo Alto to facilitate a much-needed project in the area. They have the experience and resources needed to implement the project, improve quality of life for the communities they serve, and foster a healthier and more sustainable future for the region. They will be an effective and responsible steward of every grant dollar received from the program.

Metropolitan Transportation Commission

October 9, 2024

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Thank you for your consideration of East Palo Alto's RM3 Grant Program application and the impactful project it supports.

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

Respectfully,



April Chan

General Manager/CEO, Executive Director

CC: San Mateo County Transit District Board of Directors

San Mateo County Transportation Authority Board of Directors

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**Re: Regional Measure 3 Safe Routes to Transit & Bay Trail Competitive Grant Application**

To Regional Measure 3 Grant Program Reviewer(s),

I am writing on behalf of San Mateo County Transit District (SamTrans) and the Transportation Authority (TA) to express support for the Regional Measure 3 (RM3) Safe Routes to Transit & Bay Trail Competitive Grant application being submitted by the City of Redwood City for the Bay Trail Gap Closure Project.

The Bay Trail Gap Closure Project focuses on the construction phase for a two-mile Class I bike path, providing a fully separated, shared-use facility for cyclists and pedestrians. This trail will extend from the existing Bay Trail connection at Bayfront Park to Seaport Boulevard, ending at Pacific Shores Centre, closing critical gaps in the Bay Trail, bicycle and pedestrian access to Redwood City's Downtown, and providing first and last mile bicycle access to the future Redwood City Ferry Terminal.

The project will improve pedestrian access at three key intersections along the route, creating safer and more direct connections for residents, visitors, and workers in the area. It will integrate with the adjacent US 101/State Route 84 (SR 84) interchange improvements, merging into the Bay Trail gap closure.

The interchange project, currently in the final stages of design, includes the construction of a 1,300-foot Class I shared-use path along SR 84 between Broadway and East Bayshore Road/Blomquist Street, where the proposed Gap Closure project will provide connectivity. The interchange reconstruction will also include 1,300 feet of Class II bike lanes and 1,200 feet of Class IV cycle tracks on SR 84 and Seaport Boulevard, further enhancing the overall connectivity and safety of the transportation network and providing connectivity from the proposed Gap Closure project to Redwood City's downtown core, including the Redwood City Caltrain station.

This project will implement essential safety features such as high-visibility crosswalks at key intersections to improve pedestrian safety, and clear signage to enhance trail usability. The inclusion of wide, smooth pathways ensures that the trail accommodates users of all ages and abilities, promoting outdoor activities and providing a safe, accessible environment for all.

Metropolitan Transportation Commission

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This project demonstrates Redwood City's dedication to improving mobility, multimodal safety, and employment outlooks while providing community forward solutions to traffic concerns and supporting regional planning initiatives (e.g., Circulation Element of the San Mateo County 2040 General Plan). This initiative embodies the RM3 vision for a more vibrant, sustainable, and accessible transportation network.

SamTrans and the TA believe that RM3 funding will allow the City of Redwood City to facilitate a much-needed project in the area. They have the experience and resources needed to implement the project, improve quality of life for the communities they serve, and foster a healthier and more sustainable future for the region. They will be an effective and responsible steward of every grant dollar received from the program.

Thank you for your consideration of Redwood City's RM3 Grant Program application and the impactful project it supports.

Please contact Government Affairs Director Jessica Epstein at [epsteinj@samtrans.com](mailto:epsteinj@samtrans.com) if you have any questions.

Respectfully,



April Chan  
General Manager/CEO, Executive Director

CC: San Mateo County Transit District Board of Directors  
San Mateo County Transportation Authority Board of Directors

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I am writing on behalf of the San Mateo County Transit District (SamTrans) and the Transportation Authority (TA) to express support for the Regional Measure 3 (RM3) Safe Routes to Transit & Bay Trail Competitive Grant application being submitted by the City of San Bruno for Segment II of the Huntington Avenue Bicycle and Pedestrian Improvement Project.

Segment II of the Huntington Avenue Bicycle and Pedestrian Improvement Project will construct a two-way separated Class IV cycle track approximately 1/3 mile long on the east side of Huntington Avenue between the San Bruno BART Station and the San Bruno Caltrain station.

The project closes a critical gap in the City's all-ages and all-abilities biking network by connecting the Centennial Way Trail and San Bruno BART station to the north to a Class IV cycle track and the Caltrain station to the south. Segment I of the bikeway is currently under construction south of Herman St, and Segment III will be constructed as part of the Southline development in progress northeast of the project area.

The City of San Bruno is dedicated to improving mobility, multimodal safety, and employment outlooks, while providing community forward solutions to traffic concerns and supporting regional planning initiatives. This initiative embodies the RM3 vision for a more vibrant, sustainable, and accessible transportation network.

SamTrans and the TA believe that RM3 funding will allow the City of San Bruno to facilitate a much-needed project in the area. They have the experience and resources needed to implement the project, improve quality of life for the communities they serve, and foster a healthier and more sustainable future for the region. They will be an effective and responsible steward of every grant dollar received from the program.

Thank you for your consideration of the City of San Bruno's RM3 Grant Program application and the impactful project it supports.



Metropolitan Transportation Commission  
October 9, 2024  
Page 2 of 2

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

Respectfully,



April Chan  
General Manager/CEO, Executive Director

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To Regional Measure 3 Grant Program Reviewer(s),

I am writing on behalf of the San Mateo County Transit District (SamTrans) and the Transportation Authority (TA) to express support for the Regional Measure 3 (RM3) Safe Routes to Transit & Bay Trail Competitive Grant application being submitted by the City of San Mateo for the 19<sup>th</sup> Avenue/Fashion Island Boulevard Complete Street Project.

The 19th Avenue/Fashion Island Boulevard Complete Street Project involves constructing a two-way separated bike facility along Fashion Island Boulevard and 19th Avenue, with pedestrian access improvements at four intersections, including the US 101/SR 92 highway ramps. This mile-long bikeway will connect San Mateo and Foster City to the Hayward Park Caltrain Station and the planned US 101 Express Bus service, offering new travel options for residents, visitors, and workers.

The project will enhance safety and efficiency for all transportation modes through features like high-visibility crosswalks, protected bicycle intersections, ADA-compliant curb ramps, signal timing upgrades, pedestrian-scale lighting, and stormwater treatments.

This project demonstrates San Mateo's dedication to improving mobility, multimodal safety, and employment outlooks, while providing community forward solutions to traffic concerns and supporting regional planning initiatives. This initiative embodies the RM3 vision for a more vibrant, sustainable, and accessible transportation network.

SamTrans and the TA believe that RM3 funding will allow the City of San Mateo to facilitate a much-needed project in the area. They have the experience and resources needed to implement the project, improve quality of life for the communities they serve, and foster a healthier and more sustainable future for the region. They will be an effective and responsible steward of every grant dollar received from the program.

Thank you for your consideration of the City of San Mateo's RM3 Grant Program application and the impactful project it supports. I urge you to consider it for funding.

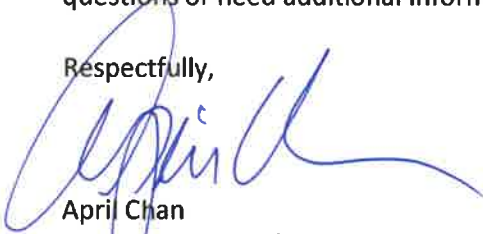
Metropolitan Transportation Commission

October 9, 2024

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

Respectfully,



April Chan

General Manager/CEO, Executive Director

CC: San Mateo County Transit District Board of Directors

San Mateo County Transportation Authority Board of Directors

**From:** [Just Mike 650](#)  
**To:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))  
**Subject:** Re: Automatic reply: Update  
**Date:** Saturday, October 12, 2024 4:26:57 PM

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

## Add on photos

Hello – We have received your correspondence addressed to the SamTrans Board of Directors. For your reference: all correspondence is reviewed and typically referred to Customer Service Team Experience for a response before being sent to the Board of Directors and all public correspondence received is routinely posted online weekly under each Board meeting Documents tab: [SamTrans Meetings | SamTrans](#)

Additionally, all correspondence received up to 24 hours before a scheduled Board meeting is provided to the Board of Directors and posted online. The Board of Directors values your input and appreciates your support for the transportation system in our community.

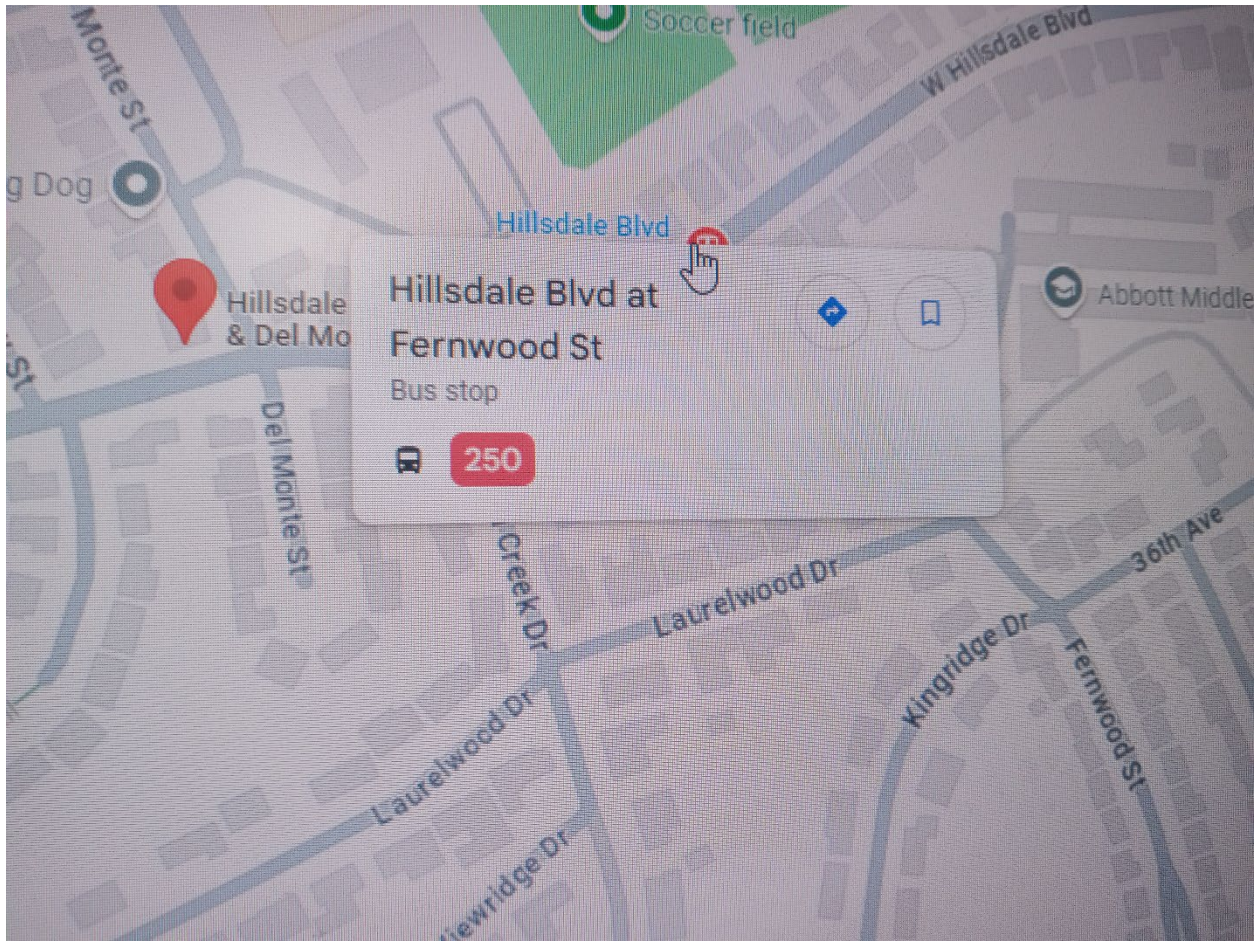
For your reference:

SamTrans Customer Service: 1-800-660-4287

Information for hearing impaired: (TTY) 650-508-6448

Office Address: [1250 San Carlos Avenue, San Carlos, CA 94070](#)

Office Phone: 650-508-6200



Hillsdale Blvd at  
Fernwood St

Bus stop



250





**From:** [Just Mike 650](#)  
**To:** [SamTrans BOD Public Support](#); [Board \(@samtrans.com\)](#)  
**Cc:** [Brooks, Jordan](#)  
**Subject:** Update  
**Date:** Saturday, October 12, 2024 4:06:48 PM

---

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

Thank you for your latest email.

Would you please give the following information to the most germane department?!

On October 10th I attended a class at CSM. I departed campus at the Transportation Hub at 213 pm. About 9 passengers were on this 213 Pm Route 250 - small carriage bus.

Route 250 was heading southeast down West Hillsdale Blvd

When our bus got to West Hillsdale and Fernwood Drive it appeared that 40-75 students boarded from nearby Hillsdale HS.

Minutes later my get off stop was Hillsdale Mall. Most of us who needed to go off-board - barely were able to exit due to the amount of riders on this particular bus at this particular time.

**Thought you would want to know.**

A quick suggestion or quick fix may be to designate a 60 foot articulated bus on the 250 out of CSM at 213pm and 243pm.

Best regards

Michael Chanteloup  
\* Justin Michaels

**"See Something Say Something"**

On Fri, Jun 14, 2024 at 5:49 PM SamTrans BOD Public Support  
<[SamTransBODPublicSupport@samtrans.com](mailto:SamTransBODPublicSupport@samtrans.com)> wrote:

To Justin Michaels,

Thank you for contacting SamTrans. We are sorry for the trouble you have had with several of our operators recently, but we appreciate you taking the time to share your experiences with us. Know that your concerns were forwarded to the proper parties for review.

Regarding your ride with Operator 1761, during which you had an encounter with another passenger who threatened you, please rest assured that this incident was provided to both Bus Operations management and the Transit Police. As part of their investigation of the incident, Bus Operations did pull the digital video recording from the bus to review whether the driver's actions were in line with District protocol when handling this situation. We understand this situation had been disturbing to you; we apologize, and we assure you that SamTrans is still very much committed to maintaining a safe environment onboard our services.



In pursuit of that same goal, Bus Operations also reviewed your trip with Operator 1402. As before, a manager handled investigating the incident, including viewing the digital video recording from the bus, to ensure this operator is following protocol for safely picking up passengers. Thank you for providing feedback on your experiences; Bus Operations will determine what action may need to be taken so that SamTrans can continue to provide our riders with safe and reliable transit service.

Regarding your ride with Operator 1821, Bus Operations noted this driver will be counselled on the kneeling function of his coach. We sincerely apologize for the trouble you had both boarding and disembarking on your travels with this driver. We also apologize for the lack of information displayed on the bus scroll that day. However, while we understand your skepticism, the operator was telling the truth about the issues he had been facing: mechanical issues with the bus prevented the driver from being able to log on, which also prevented him from being able to properly activate and display the bus scroll.

Regarding your ride with Operator 1214, Bus Operations found that the driver did kneel the bus as per your request. Additionally, according to their service records, the bus was not laying over at 2:27 PM at our Alameda & Ralston stop (ID 342012) but still in service. That aside, rest assured that your feedback on how operators should address their riders was provided to Bus Operations. SamTrans expects staff to remain professional at all times and will work to ensure this indeed remains the case.

Finally, regarding your ride with Operator 1412, thank you for taking the time to let us know that our operator provided a pleasant ride while operating the coach safely. And, of course, thank you for riding SamTrans.

Your SamTrans BOD Public Support Team

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**From:** Board (@[samtrans.com](mailto:samtrans.com)) <[Board@samtrans.com](mailto:Board@samtrans.com)>  
**Sent:** Monday, June 03, 2024 9:40 AM  
**To:** Board (@[samtrans.com](mailto:samtrans.com)) <[Board@samtrans.com](mailto:Board@samtrans.com)>  
**Subject:** FW: PLEASE PULL THE TAPE ON THIS BUS DRIVER

---

**From:** Just Mike <[justmike650@gmail.com](mailto:justmike650@gmail.com)>  
**Sent:** Friday, May 31, 2024 4:14 PM  
**To:** Jan Alexis Salandanan <[salandananj@samtrans.com](mailto:salandananj@samtrans.com)>; Board (@[samtrans.com](mailto:samtrans.com)) <[board@samtrans.com](mailto:board@samtrans.com)>  
**Subject:** PLEASE PULL THE TAPE ON THIS BUS DRIVER

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

BTW

This terrible Sam Trans bus driver let the Asian man yell to me THREE times in front of a FULL bus of passengers:

F\*\*k you

F\*\*k you

F\*\*k you

How would you all feel if this happened to you?

The operator did nothing.

I told him to push the transit police button. He refused.

I had to take over the bus and tell the perpetrator to sit down.

I am DISGUSTED.

----- Forwarded message -----

From: **Justin Michaels** <[justmike650@gmail.com](mailto:justmike650@gmail.com)>

Date: Fri, May 31, 2024, 11:53 AM

Subject: PLEASE PULL THE TAPE ON THIS BUS DRIVER

To: Salandanan, Jan Alexis <[salandananj@samtrans.com](mailto:salandananj@samtrans.com)>

Cc: <[Board@samtrans.com](mailto:Board@samtrans.com)>

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 paying 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:** [Martin J Sommer](#)  
**To:** [Todd Douglas](#)  
**Cc:** [Board \(@caltrain.com\)](#); [Board \(@samtrans.com\)](#)  
**Subject:** Re: Caltrain Horns  
**Date:** Monday, October 14, 2024 8:34:57 PM

---

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

Hi Todd,

Thanks for your response. According to FRA document 222.21 When must a locomotive horn be used?, " ... the locomotive horn on the lead locomotive of a train ... shall be sounded when such locomotive or lead cab car is approaching a public highway-rail grade crossing".

The significant part here, is "grade crossing". When it comes to sounding a horn or bell at stations, it boils down to two issues: a) is the station "at grade" with the tracks, and/or b) is there an imminent hazard of death or injury to a person or persons.

University Ave. Station in Palo Alto, is grade-separated, and thus the only validation for ringing a bell or blowing the horn, is if someone has jumped or fallen onto the tracks, and is in "imminent danger".

The idea of the new electric trains ringing their bell on every entry and exit of the University Ave. Station, is not required, and is creating public noise pollution ... something we worked so hard to eliminate, in electrifying Caltrain.

Please stop sounding the bell and/or horn, every time a train enters or exists University Ave. Station in Palo Alto!!

Ref: <https://www.ecfr.gov/current/title-49/section-222.21>

Martin

On 10/14/24 3:24 PM, Todd Douglas wrote:

**Hello Martin Sommer,**

**Thank you for taking the time in contacting Caltrain with your comments concerning horn noise in your area. Your comments were sent to Rail Operations for further handling.**

**The application of a train's horn/bells is governed by Federal and State law. One of the locations where they must sound their horn is when the tracks cross a street and also pull into the station.**

**I can tell you we frequently inspect the volume of these systems to ensure they**

**fall within the mandated decibel range for this type of equipment.**

**We are sorry the sound has been disturbing you, and will maintain our programmed monitoring of these systems to ensure they are only as loud as necessary.**

**Again, thank you for your comments.**

**Regards,**

**Todd Douglas**

San Mateo County Transit District

Customer Service Dept.

1250 San Carlos Avenue

San Carlos, CA 95070-1306

1-800-660-4287

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

--

Martin Sommer

650-346-5307

[martin@sommer.net](mailto:martin@sommer.net)

[www.linkedin.com/in/martinsommer](http://www.linkedin.com/in/martinsommer)

"Turn technical vision into reality."

**From:** [Wen-Chin Chen](#)  
**To:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))  
**Subject:** FCX  
**Date:** Thursday, October 17, 2024 9:49:49 AM

---

You don't often get email from wen2368@hotmail.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.

To Board of Directors,

I have been taking FCX express bus from Foster City to San Francisco for work 5 days a week.

Starting August, SamTrans cancelled all the stops on Mission St. and has only one stop at Salesforce center which is on the east end of Market ST in San Francisco. For those who do not work around Salesforce (1st/Mission St), we were told there were options.

Walking, biking and taking Muni prove to be very challenging and stressful especially winter is coming and it gets dark earlier. One rider got seriously injured and had to have surgeries 2 weeks ago because there is no bike lane.

Samtrans claims the new change is because

SalesForce has more lights and restrooms for drivers. New route with one stop can cut back the time since it is express. Samtrans also did a survey a while back with 31 % supported.

I like to encourage the board to look into the fairness of that survey. The survey did not mention about canceling all the stops in SF. One day in July while waiting for the bus on 9th/Mission, I asked 6 other riders waiting there and none of them knew about the survey. New route takes more time circling inside Salesforce and stuck on the local street traffic and highway entrance. We got more than 90% of riders signed the petition for FCX going down the Mission St like Bus 292. Some riders said this new change does not save them time. Why not going down the Mission to pick up more riders.

I do understand that there are quite a lot of riders working around Salesforce. But FCS is not a special bus line to serve that group only, right? More people will be coming back to work on site. One way to encourage people taking buses is to make it more convenient. Transferring discourages people from taking the buses. SamTrans tried it years ago and it did not work. I hope the board members can look into this and make some changes to meet people's needs.

Thank you.

Wen

FCX rider



**From:** [Davina Nazarian Chall](#)  
**To:** [Board \(@samtrans.com\)](#); [Public Comment](#)  
**Cc:** [Ashley Kline](#)  
**Subject:** Samtrans Route 46 Safety Concerns, and request for inclusion in board meeting agenda  
**Date:** Friday, October 18, 2024 1:04:12 PM

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Dear SamTrans Board,

We are a collective of parents of middle school students at Burlingame Intermediate School in Burlingame, and are writing to express our concern regarding the safety on Samtrans Route 46. As you may know, Route 46 is overcrowded and increasingly unsafe for riders, bus drivers, and the community at large.

The student riders, who are aged 11-13, have experienced bullying, theft, and physical harm on this route as a result of chronic overcrowding. Nearly every student who rides the bus has a horror story to share, and a number have stopped riding the bus this school year due to the unsafe environment created by record ridership on Route 46.

As a community, we are asking for timely attention to this challenge, which has been chronic but has worsened this school year. Many of us attended a joint meeting with the School District, SamTrans and the San Mateo County Sheriff's Office following a violent fight on the bus in May 2023.

The problem of bus overcrowding has continued to get worse, and with ridership at new highs this fall, the situation has now reached a tipping point.

An additional bus for Route 46 is immediately needed to accommodate ridership demand and ensure rider and community safety, both for the morning service and afternoon service.

Here is some additional background, for Board Members who may not be familiar with the recent challenges:

**1. BUS CROWDING:** According to BIS Principal Greg Land, ridership seems to be up 70% this year (student enrollment is also at a record high), but no additional bus capacity has been added. Anecdotally, bus ridership seems to regularly exceed the 1.5 persons per available seat maximum. We have requested a ridership audit, as well as an explanation on methodology. We await those results. Nevertheless, it is possible that the lower weight of the students, paired with aggressive boarding



behavior and crowding onto the bus, may result in undercounting if the footplate methodology is used.

Our hand-counts of a 60-foot articulated bus over a weeklong period show that the bus regularly had more than 80 passengers.

As a related issue, we question the appropriateness of using the same 1.5 riders-per-seat metric for the school-oriented routes that is applied to routes oriented towards adults. The students carry large backpacks and are less mature than adults, resulting in behavior issues that stem from too many riders standing in the aisles.

**2. DANGEROUS ENVIRONMENT PRE-BOARD:** The lack of capacity on the buses has resulted in many students seeking to get a seat by boarding at the first stop for “Bus 1” on the route, Arundel Road and Howard Avenue (Washington School). This stop is very crowded and rowdy, with typically an estimated 150-180 students jostling for a place in line in hopes of getting a seat on one of the 2 articulated buses that serve the route daily.

We have observed students rushing towards the buses while wheels are still in motion, shoving other kids out of their way, and banging on bus doors. It is our great fear that a student could fall or be pushed into the path of the bus.

Our community has been trying to improve the situation with neighborhood involvement. Two Burlingame Intermediate School fathers often buy donut holes and offer them to students while supervising the bus stop, in an attempt to encourage a more orderly pre-boarding and boarding environment. This is a kind gesture, but not a sustainable solution when the root cause is a lack of sufficient capacity on the route.

The buses are scheduled to make additional stops, but both buses are often at-or over-capacity before leaving the first stop.

**3. DANGEROUS ENVIRONMENT ON-BOARD:**

The bus ride across town is about 20 minutes, and it is unsupervised. Due to the large number of riders, fight for seats, and packed aisles, there is a high level of undesired physical contact on the bus. This has resulted in aggressive behavior including fights, racial slurs, sexual harassment, and stealing, all of which can be readily viewed on the bus footage available to the Board.

The classic advice to move away from an unsafe situation becomes challenged when the students are shoulder-to-shoulder and physically have nowhere to go.

On September 13, 2024, one of the Route 46 buses had to stop prematurely near Broadway Avenue and call for Sheriff support due to unsafe conditions on the bus. The students disembarked and our community of parents banded together to get many of the student riders home safely in cars.

**4. OVERALL SAFETY:** It is our sincere belief that there are dire safety concerns and potential associated legal liability that makes this a critical issue for immediate action.

We are eager to understand what steps might be necessary to make a speedy decision that could improve bus capacity and overall conditions on Route 46. Please confirm that this topic has officially been added as a public comment, as well as included on the upcoming board meeting agenda. Additionally, would appreciate it if you can please share details on the next board meeting including location, date and time.

THANK YOU!

Parent Community of Burlingame Intermediate School



OCTOBER 17, 2024

### **RABA Public Notice**

From Redding Area Bus Authority (RABA)



Notice is hereby given that sealed Proposals are requested by Redding Area Bus Authority, (RABA), a Joint Powers Authority, for the Operations and Maintenance of RABA's Transit System. All Proposals shall be submitted in response to the...

### **WSF – Scheduling System**



The Washington State Department of Transportation (WSDOT), Ferries Division <http://www.wsdot.wa.gov/ferries/> was created in 1951 and operates the largest ferry fleet in the United States, The Washington State Ferries (WSF) Scheduling System...

### **The Wave Transit System Maintenance Shop Gutter Repairs and Roof Coating Project**

From Wave Transit

Project Number: WTS-01GRRC-2024 Transit Management of Mobile d/b/a The Wave Transit System (The Wave) is seeking bids from qualified contractors for maintenance shop gutter repairs and roof coating at The WAVE's Maintenance and Operation Building...

### **Buy America Compliant Components**

From North County Transit District (NCTD)

NCTD operates the SPRINTER hybrid rail service using Siemens Desiro VT642 diesel multiple unit (DMU) rail vehicles. NCTD is seeking vendors capable of supplying Buy America-compliant replacement parts for the Siemens DMU rail vehicles. Please...

### **RFP 2024-14 Maintenance Building CNG Renovation**

From Lextran

Lextran is issuing this Request for Proposals (RFP) to award a competitive contract to a firm for general contractor services to provide a partial renovation to Lextran's existing maintenance facility. (CNG Safety Airflow) The RFP for the project...

### **RFP-1-24 CHQT Transit Scheduling Software**

From Chautauqua County

CHQ TRANSIT is a division of Chautauqua County Department of Public Facilities and is the county's public transportation. In 2023 CHQ Transit went through a rebranding changing their name from CARTS to CHQ Transit. In 2023 CHQ Transit...

## IndyGo Notice to Bidders

From Indianapolis Public Transportation Corporation (IndyGo)

Indianapolis Public Transportation Corporation (IPTC) NOTICE TO BIDDERS The Indianapolis Public Transportation Corporation d/b/a IndyGo (“IPTC”) will be releasing an Invitation for Bid and related Bid and Contract Documents (&ldquo...

## RFP: OPERATION OF FIXED ROUTE TRANSIT SERVICES

From Antelope Valley Transit Authority

RFP NOTICE: Notice is hereby given that sealed proposals shall be received by the Procurement and Contracts Office, 42210 6th Street West, Lancaster, California, 93534 until 3:00 p.m. Pacific Standard Time. RFP DESCRIPTION: The Antelope...

## Arup Requesting Statement of Qualifications from Small Businesses for Train Energy Load Modeling

From Arup

Requesting Statements of Qualifications (SOQ) from firms with California SB/SB-PW/MB/DVBE or Federal DBE certification for: QA/QC OpenTrack Model, QA/QC OpenPowerNet model, and provide recommendations to resolve issues identified in model.

...

To post a RFP, please contact Amy Stauffer

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

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