

2019 SAMTRANS CUSTOMER SURVEY

Systemwide On-Board Bus Survey

VERBATIM COMMENTS

Prepared by

COREY, CANAPARY & GALANIS RESEARCH

447 Sutter Street – Penthouse North

San Francisco, CA 94108

Table of Contents

OVERVIEW	2
COMMUNICATIONS	5
Real Time Departure Sign/App	6
Phone/Website/Internet	8
Signage / Maps / Printed Schedules / Schedule Change Notices.....	9
FARE PAYMENT	10
Fares and Fare Policy	11
OPERATIONS	13
Seat Availability/Crowding/Bigger Buses	14
On-Time Performance/Reliability/Speed	15
Personnel—including driving safety, driving skills	22
Disability/Senior Issues	29
PLANNING	30
Routes—include additional/extend/more direct/more stops.....	31
Schedules – frequency/weekend/earlier/later	33
Transit Connections—including SamTrans, Caltrain, BART, MUNI	37
BUS STOPS AND EQUIPMENT	38
Bus Cleanliness (Exterior and Interior)	39
Bus Overall Condition—including amenities, safety and comfort	42
Enforcement/Security.....	44
Bus Stops—shelters condition/state of repair	46
Homeless Issues.....	48
Strollers, Bikes, Luggage Issues.....	50
Temperature/Ventilation	51
OTHER	52
General Compliments	53
Service-Other	63

OVERVIEW

In total, for the 2019 SamTrans Customer Survey 2,109 completed questionnaires were collected and tabulated. Of these 2,109 respondents, 580 respondents (27%) provided a comment of some type at the end of the survey. These end-of-survey comments were not directed to any particular topic.

These comments have been arranged into categories, and bus numbers provided.

- Weekend riders were more likely to provide a comment (34%) than Weekday Off-peak (26%) and Weekday Peak (23%) riders.
- Riders of route that crossed multiple geographic areas were most likely to provide a comment (30%). Just over a quarter of riders of North routes (27%) were most likely to provide a comment (27%). These were followed by riders on Central, South, and Coastal routes (26%, 25%, and 21%, respectively).
- Riders who rated their Overall SamTrans Experience as Very Satisfied or Somewhat Satisfied (5.0 or 4.0 out of 5.0) were most likely (36% each) to provide a comment. Riders who rated their overall experience as Very Dissatisfied (1.0 out of 5.0) were least likely (2%) to provide a comment.
- The longer a respondent has been using SamTrans, the more likely they were to provide a comment. One in five (22%) of those respondents who have been riding SamTrans for less than a year provided a comment compared to 25% of riders who have ridden between one and three years, 31% of riders who have ridden between four and twenty years, and 33% of those riders who have been riding for twenty years or more.

Among the respondents who provided a comment at the end of the survey, the most common topics raised were:

- General compliment (28%)
- Personnel (16%)
- On-time performance/Reliability (15%)
- Schedules and frequency (9%)
- Bus cleanliness (7%)

Of riders who provided a comment:

- Satisfied riders (riders who rated their Overall SamTrans Experience as 4 or 5 out of 5) were most likely to make a general compliment (35%) or make a comment about personnel (14%), on-time performance/reliability (13%), schedules and frequency (9%), bus cleanliness (6%) or bus stops (4%).
 - Some of the satisfied rider comments about personnel were:
 - Bus driver[number and name removed] was extremely helpful and considerate. He did an outstanding job! Nice easy ride.
 - In my opinion, it is very good transportation. The drivers are experienced and very courteous with passengers.
 - Please have every bus driver to stop at every bus stop without any excuse. Please be mindful. During the rain, I must be inside the bus shelter, but drivers do not stop.

- Neutral riders (riders who rated their Overall SamTrans Experience as 3 out of 5) were most likely to make a comment about on-time performance/ reliability (22%), personnel (22%), schedules and frequency (10%), bus cleanliness (10%), or bus stops (8%). Only 9% made a general compliment
 - Some of the neutral rider comments about on time performance and reliability were:
 - Make sure bus drivers don't leave two minutes early. Those minutes matter.
 - I use the bus to go from home to school. The buses from Skyline College to Manor are never on time! It can be somewhat of an inconvenience. Overall, SamTrans gets me to where I need to go.
 - Timing needs to improve. Always late.
- Dissatisfied riders (riders who rated their Overall SamTrans Experience as 1 or 2 out of 5) were most likely to make a comment about personnel (27%), on-time performance/reliability (18%), schedules and frequency (15%), routes (14%), or cleanliness (13%). A further 13% made a general compliment
 - Some of the dissatisfied rider comments about personnel were:
 - Bus drivers need to practice giving riders a smooth ride. Most don't care or now to drive a bus. I drove for thirty years as an operator. Nowadays, operators' attitudes are sad.
 - Bus drivers can be very abusive to senior citizens.
 - Some drivers are very nasty. They don't want people asking questions about routes and some are nasty to drive.
- Weekday Peak riders were most likely to make a general compliment (29%) or make a comment about personnel (13%), on-time performance/reliability (13%), schedules and frequency (10%), real-time departure signs/app (7%), or bus cleanliness (6%).
 - Some of the Weekday Peak rider comments about personnel were:
 - Newer to relatively "medium" seniority drivers don't seem to see the importance of being punctual. A ban on phones during breaks should be implemented. Too many of those drivers sit past their break on their phone often leading to delays.
 - This bus driver is on time always and very courteous. Driving is excellent.
 - Some drivers are rude, late, and act like they don't want to drive bus.
- Weekday Off-peak riders were most likely to make a general compliment (27%) or a to make a comment about on-time performance/reliability (21%), personnel (16%), schedules and frequency (8%), enforcement/security issues (6%), or bus cleanliness (5%).
 - Some of the Weekday Off-peak rider comments about on-time performance/reliability were:
 - It's hard to connect ECR to other buses because ECR is late a lot.
 - I've used this bus my whole life. Sometimes it runs late, but I think that is because of traffic.
 - On Tuesday this week, the 10:00 am 122 bus never showed up at my stop. Since I would have been late for my meeting, I had to call an Uber.

- Weekend riders were most likely to make a general compliment (28%) or make a comment about personnel (19%), on-time performance/reliability (12%), Bus cleanliness (10%), schedules and frequency (10%), or homeless issues (6%).
 - Some of the Weekend rider comments about personnel were:
 - Some drivers discriminate against Latinos.
 - Some drivers very rude behavior. Some of them speed lots. They don't care about passengers.
 - Some drivers are kind, some are not.
- Riders who took the survey in English were most likely to make a general compliment (26%) or make a comment about personnel (17%), on-time performance/reliability (15%), schedules and frequency (11%), bus cleanliness (7%), and bus stops (5%).
 - Some of the English language rider comments about personnel were:
 - Mostly great operators but, being disabled, I have noticed operators do not wait until we are secured which is very dangerous.
 - All the drivers are friendly. Just keep up the good work and safe driving.
 - Some bus drivers tend to drive fast, others stop and go.
- Riders who took the survey in Spanish were most likely to make a general compliment (37%) or make a comment about on-time performance/reliability (18%), personnel (15%), bus cleanliness (12%), routes (12%), or bus stops (3%).
 - Some of the Spanish language rider comments about personnel were:
 - Many times, the buses do not adhere to the hours.
 - The buses that come from Palo Alto are always late or come two together, especially on Friday.
 - Very clean, but don't always come on time.

Coding of respondent comments was done to provide a department specific or subject specific listing of comments. These department/subject specific categories are listed below. The verbatim response is followed by the bus number on which the verbatim was collected.

Note: Many verbatims address different aspects of SamTrans service, so the same verbatim may be included in more than one category.

COMMUNICATIONS

Real Time Departure Sign/App

Real Time Departure Sign/App

I THINK SAMTRANS IS GREAT FOR HAVING A GOOD PUBLIC TRANSPORT FOR A GOOD PRICE, I JUST HOPE THE PREDICTIONS OF TIME WILL BE MORE ACCURATE.

ROUTE: 28

PRETTY GOOD OVERALL. MY BUS STOPS AND MOST OF THE ONES ON 61 DON'T HAVE ANY OF THE ELECTRONIC SIGNS/BOARDS MENTIONED ON THE SURVEY.

ROUTE: 61

PLEASE INTEGRATE REAL TIME BUS INFO (GPS) WITH 3RD PARTY APPS; "TRANSIT" APP ON IOS.

ROUTE: 110

I WISH BUSES HAD GPS SO WE COULD SEE THEM REAL TIME IN APPS LIKE TRANSIT.

ROUTE: 118

THE ELECTRONIC TRANSIT INFORMATION BOARD HAS BEEN ONE HOUR AHEAD SINCE DAYLIGHT SAVINGS TIME. ALSO, NEED MORE POSTED SCHEDULES, THE 120 SCHEDULE IS NOT POSTED AT DALY CITY BART!

ROUTE: 120

I NEVER REALLY KNOW THE BUS IS GOING TO ARRIVE. THE 511 AND GOOGLE MAPS ARE USUALLY NOT CONNECT

ROUTE: 121

ROUTE 121 BAY 12 STOP ID 33512 NOT IN SERVICE AT COLMA

ROUTE: 121

WOULD BE NICE IF ALL BUS STOPS HAD ELECTRONIC SIGNS TO INDICATE WHEN BUSES WOULD ARRIVE AT STOP

ROUTE: 122

I DEDUCTED POINTS BECAUSE I DO NOT LIKE THE LACK OF ACCURATE LIVE UPDATES FOR MY HICKEY STOP. AS A MINOR STOP, I'VE NOTICED INACCURATE TIMES. I DON'T UNDERSTAND WHY THERE ISN'T BETTER LIVE UPDATES.

ROUTE: 130

MORE REAL TIME ACCURATE ARRIVAL/DEPARTURE TIMES WOULD IMPROVE OVERALL SATISFACTION

ROUTE: 130

IPHONE ARRIVAL SCHEDULES

ROUTE: 130

ELECTRONIC SIGNS GIVE INFORMATION TOO SLOWLY.

ROUTE: 260

Real Time Departure Sign/App

FOR RTE 260 CALTRAIN SAN CARLOS, THE REAL TIME APP USUALLY DOES NOT SHOW BUS ROUTE FOR SOME DAYS. PLEASE FIX AND SHOW THAT THE BUS IS ACTUALLY RUNNING THESE DAYS. THANK YOU.

ROUTE: 260

SOMETIMES THE ARRIVAL TICKER IN BUS SHELTERS AT REDWOOD CITY TRANSIT CENTER SHOW TIMES FOR WRONG DIRECTION.

ROUTE: 274

NO COMMUNICATION TO PASSENGERS WHEN A BUS DOESN'T ARRIVE. BUSES JUST DISAPPEAR AND I LEAVE TO TAKE A LYFT OR UBER SOMETIMES.

ROUTE: 274

I WANT TO SEE REAL TIME INFO AT PALO ALTO STATION

ROUTE: 280

ON TIME ARRIVAL OF BUS IS NOT EXACTLY WITH STATION APP. HOPE YOU GUYS CORRECT THIS IN COMING FUTURE. THANK YOU

ROUTE: 292

FREQUENTLY TEMPORARY ANNOUNCEMENTS ON THE TICKER DON'T REPEAT OFTEN ENOUGH.

ROUTE: 292

START OF ROUTE, DRIVERS NEED TO BE MORE PUNCTUAL. APP REAL TIME IS GREAT

ROUTE: 296

SAMTRANS APP NEEDS BETTER "REAL TIME" ESTIMATES. EVEN AT THE BEGINNING OF ROUTE, BUS IS OFTEN LATE AND REAL TIME DOESN'T REFLECT

ROUTE: 296

MORE SCHEDULES ON THE APP W/OUT HAVING TO GO ONLINE

ROUTE: 398

PLS DEVELOP AN APP THAT CAN SHOW THE BUS'S LOCATION AND ARRIVAL TIME (PRECISELY SHOW)

ROUTE: ECR

THE INFORMATION DELIVERED ON THE WEBSITE IS SCARCE AND THE ARRIVAL TIME DOES NOT FIT WITH THE INFORMATION OF THE APP.

ROUTE: ECR

THANKS FOR THE GREAT SERVICE. PLEASE MAKE A RELIABLE REALTIME APP FOR TRACKING ECR.

ROUTE: ECR

REAL TIME INFO SHOULD BE IMPROVED. SOMETIMES 511 CAN'T TRACK THE BUS.

ROUTE: ECR

Phone/Website/Internet

Phone/Website/Internet

511 IS USELESS. IT IS ALWAYS BUSY, YOU ARE ON HOLD FOREVER.	ROUTE: 110
511 MANY TIMES CANNOT PREDICT THE DEPARTURE	ROUTE: 112
I WISH BUSES HAD GPS SO WE COULD SEE THEM REAL TIME IN APPS LIKE TRANSIT.	ROUTE: 118
I NEVER REALLY KNOW THE BUS IS GOING TO ARRIVE. THE 511 AND GOOGLE MAPS ARE USUALLY NOT CONNECT	ROUTE: 121
511 SERVICES DOESN'T WORK IN CORRECT TIME SOMETIMES	ROUTE: 122
511 FOR THE WEEKEND SHOULD BE IMPROVED	ROUTE: 130
CALLING 511 WOULD LIKE TO GET REAL TIME, SOMETIMES IT SAYS 5 MINUTES AND TURNS OUT TO BE HALF HOUR	ROUTE: 296
THE INFORMATION DELIVERED ON THE WEBSITE IS SCARCE AND THE ARRIVAL TIME DOES NOT FIT WITH THE INFORMATION OF THE APP.	ROUTE: ECR

Signage / Maps / Printed Schedules / Schedule Change Notices

Signage / Maps / Printed Schedules / Schedule Change Notices

THE ELECTRONIC TRANSIT INFORMATION BOARD HAS BEEN ONE HOUR AHEAD SINCE DAYLIGHT SAVINGS TIME. ALSO, NEED MORE POSTED SCHEDULES, THE 120 SCHEDULE IS NOT POSTED AT DALY CITY BART!

ROUTE: 120

I DEDUCTED POINTS BECAUSE I DO NOT LIKE THE LACK OF ACCURATE LIVE UPDATES FOR MY HICKEY STOP. AS A MINOR STOP, I'VE NOTICED INACCURATE TIMES. I DON'T UNDERSTAND WHY THERE ISN'T BETTER LIVE UPDATES.

ROUTE: 130

WHILE THERE ARE MANY ON-TIME AND EFFICIENT DRIVERS, TOO MANY TIMES HAS A BUS ARRIVED 10-15 MINUTES LATE WHILE SHELTER SIGNS SHOW NO DELAYS.

ROUTE: 274

WHEN THE TRAIN'S LATE, THE SIGNS TEND TO NOT BE AN ACCURATE ESTIMATE OF THE WAIT TIME.

ROUTE: 274

NO COMMUNICATION TO PASSENGERS WHEN A BUS DOESN'T ARRIVE. BUSES JUST DISAPPEAR AND I LEAVE TO TAKE A LYFT OR UBER SOMETIMES.

ROUTE: 274

SOMETIMES THE BUS DOES NOT COME AT ALL. WHEN THIS HAPPENS, THERE'S NO NOTICE, NO REPLACEMENT, NO REPLACEMENT, AND THE REAL TIME APPS SEEM TO STILL SHOW A BUS COMING EVEN WHEN THERE ISN'T.

ROUTE: 275

LAST TIME I LOOKED THERE WAS NO POSTED SCHEDULE AT SFO (COURTYARD G)

ROUTE: 281

FOR FOREIGNERS IT WOULD BE HELPFUL IF THEY CAN GET AN APP ABOUT CURRENCY. HOW TO PAY? LINGO USED IN SAMTRANS? WHAT IS A DAY PASS? LEARNED THE HARD WAY NO COIN CHANGE FOR LARGER BILLS

ROUTE: 296

MIGHT BE HELPFUL TO HAVE VERBAL ANNOUNCEMENTS AT REDWOOD CITY TRANSIT CENTER. THE TIMES SCROLL THROUGH SLOWLY AND I WOULD NOT HAVE TO STARE AT THE BOARD SO LONG. GENERALLY GOOD SERVICE DESPITE COMPLEX CONDITIONS.

ROUTE: 398

TELL PASSENGERS TO READY THEIR FARE BEFORE BOARDING. IT CAUSES TRIP DELAYS WAITING.

ROUTE: ECR

FARE PAYMENT

Fares and Fare Policy

Fares and Fare Policy

THE BUS PRICE IS TOO HIGH	ROUTE: 110
10 CENTS SHOULD NOT BE A STRICT RULE, PEOPLE GET KICKED OFF FOR NOT HAVING 10 CENTS?	ROUTE: 110
IN GENERAL, IT IS A GOOD SERVICE. I ONLY HAVE HAD A PROBLEM WITH THE PAYMENT PAPER THAT TAKE A HAVE NO RETURN. THANKS.	ROUTE: 112
I DON'T LIKE THAT I NEED TO PAY TOO MUCH. I'M A STUDENT, SAN FRANCISCO HAS BETTER OPPORTUNITY FOR THE RIDE.	ROUTE: 120
DISCOUNTS FOR SF STATE COMMUTING STUDENTS!!!	ROUTE: 122
EXPAND THE FREE BUS	ROUTE: 122
IF THE FARE CAN FIXED AS ONE PRICE. 3.10 DOLLARS ONE TRIP.	ROUTE: 122
HOPING COST WILL GO DOWN WITH AN INCREASE IN BUS FREQUENCY.	ROUTE: 122
FLEXIBLE AND MUCH CHEAPER THAN LYFT OR UBER.	ROUTE: 130
KIDS SHOULD PAY THE SAME AS WE ADULTS.	ROUTE: 140
GETS ME TO MY DESTINATION BUT WEIRD ROUTES. IT SHOULD ONLY BE A DOLLAR TO RIDE BECAUSE IT IS SUSTAINABLE. WE SHOULD BE ENCOURAGED TO RIDE THE BUS, NOT ANGRY IF YOU HAVE A CONNECTING BUS TO GET TO THE DESTINATION. ONE PAYMENT SHOULD COVER IT.	ROUTE: 140
IT IS NOT FAIR TO CHARGE FOR CHILDREN UNDER SIX YEARS OLD.	ROUTE: 250
I THINK THAT EVERYONE SHOULD PAY THE SAME FARE!	ROUTE: 270
MAKE YOUTH PASSES 5 - 21. I'M A COLLEGE STUDENT.	ROUTE: 270

Fares and Fare Policy

I THINK SAMTRANS SHOULD HAVE A SPECIAL DISCOUNT FOR MONTHLY PASS FOR INTERNATIONAL STUDENTS, BECAUSE INTERNATIONAL STUDENTS HAVE NO JOBS IN THE US.

ROUTE: 274

PLEASED WITH COST AND FREQUENCY OF BUSES

ROUTE: 292

WHY IS THE FARE \$4.00?

ROUTE: 397

I WANT TO GET THE DAY PASS INFO.

ROUTE: ECR

OPERATIONS

Seat Availability/Crowding/Bigger Buses

Seat Availability / Crowding / Bigger Buses

SCHOOL ROUTE BUSES SHOULD BE BIGGER, ESPECIALLY IN THE MORNING FOR BUS 24.	ROUTE: 24
THE BUS TAKING STUDENTS HOME FROM SCHOOL (SSFHS) IS WAY TO SMALL	ROUTE: 28
BRING BIG BUS	ROUTE: 59
54 SHOULD ALWAYS USE BIG BUS. SMALL BUS ALWAYS CROWDS UP. BOTH WAYS	ROUTE: 59
I SOMETIMES DON'T GET A SEAT, BUT MOST OF THE TIME I DO.	ROUTE: 61
61 IS VERY CROWDED IN THE MORNING	ROUTE: 61
BUS CONFIGURATION COULD BE UPDATED. THEY'RE A LITTLE CROWDED, ESPECIALLY IN THE BACK.	ROUTE: 118
GOOD SERVICE, SOMETIME FULL BUSES.	ROUTE: 120
I WOULD SUGGEST ADDING A TRASH CAN IN THE BACK	ROUTE: 120
I FEEL THAT THE BUS ROUTE AT SERRAMONTE CENTER IS TOO CROWDED. I FEEL BAD FOR THE BUS DRIVERS. SERRAMONTE IS JUST SO BUSY ALL THE TIME.	ROUTE: 122
OFTEN VERY CROWDED BEFORE 10, WOULD PREFER BIGGER BUSES	ROUTE: 250
ON SATURDAY, THE ECR LEAVES PEOPLE, DON'T TAKE THEM BECAUSE IT'S TOO FULL	ROUTE: 270
CROWDED BUS DURING THE SEMESTER. MAYBE A BUS SHUTTLE FROM CAÑADA COLLEGE?	ROUTE: 274
TOO MANY HOMELESS SLEEPING ON BUS. MAKES IT VERY CROWDED.	ROUTE: 292
LONGER BUSES DURING THE DAY NEEDED.	ROUTE: 292
THE SEATS ARE ALL TAKEN BY HOMELESS. NO WHERE TO SIT.	ROUTE: 397

On-Time Performance/Reliability/Speed

On-Time Performance/Reliability/Speed

TRY TO HIRE BUS DRIVERS WHO COME ON TIME. NO REASON TO WAIT FOR A BUS FOR 21 MINUTES MORE THAN SCHEDULED TIME.	BUS: 110
THEY SHOULD ADD MORE SAMTRANS AND BE ON TIME.	ROUTE: 24
THE 61 BUS IS ALMOST ALWAYS 5 - 15 MINS LATE ON NORTHBOUND TRIPS.	ROUTE: 61
BUSES ARE OFTEN LATE	ROUTE: 61
THE 61 BUS HAS ALMOST NEVER BEEN ON TIME AT MY BUS STOP AT THE INTERSECTION OF CRESTVIEW DR AND BRITTAN AVE. IN THE MORNING.	ROUTE: 61
BUS IS OFTEN LATE. IT'S ON TIME ABOUT ONCE A WEEK.	ROUTE: 87
I HAVE WAITED FOR A BUS IN THE MORNING AND MORE THAN ONCE, THE BUS HAS COME TO MY STOP BETWEEN 7:50 AND 8:00 AM. IT IS SUPPOSED TO ARRIVE AT 7:10 AM.	ROUTE: 87
BUS IS ALWAYS LATE.	ROUTE: 87
BUS ALMOST ALWAYS MORE THAN 5 MINS LATE	ROUTE: 110
THE 110 BUS THIS MORNING WAS EIGHT MINUTES LATE. MOST DRIVERS LEAVE A MINUTE BEFORE TIME.	ROUTE: 110
BUS TRIPS ARE STILL VERY SLOW BUT IMPROVED OVER PAST FOUR YEARS. THANK YOU.	ROUTE: 110
A LOT OF TIMES THE BUS WAS LATE TO THE DALY CITY BART AND THE TIME WAS OFF TO BOARD THE 121 POPE/BELLEVUE (UNABLE TO RIDE)	ROUTE: 110
I USE THE BUS TO GO FROM HOME TO SCHOOL. THE BUSES FROM SKYLINE COLLEGE TO MANOR ARE NEVER ON TIME! IT CAN BE SOMEWHAT OF AN INCONVENIENCE. OVERALL, SAMTRANS GETS ME TO WHERE I NEED TO GO.	ROUTE: 112

On-Time Performance/Reliability/Speed

FRIENDLY AND ON TIME

ROUTE: 112

FREQUENCY OF 398 SHOULD BE MORE - MOST OF THE TIME BUS (398) RUNS LATE BY 5 - 10 MIN
EVEN FROM FEW OF STARTING STOPS

ROUTE: 120

SAMTRANS IS GOOD BUT SOMETIMES THE BUS DID NOT ARRIVE AT THE RIGHT TIME.

ROUTE: 120

ROUTE 122 IS FREQUENTLY LATE OR EARLY FOR STUDENT PASSENGERS OF SFSU @WESTLAKE
SHOPPING CENTER

ROUTE: 120

PLEASE COME ON TIME.

ROUTE: 120

ALWAYS DELAYED! PLEASE COME ON TIME

ROUTE: 120

BUS DRIVERS NEED TO BE ON SAMTRANS TIME, NOT THEIRS. NO MORE FREE RIDES AND MAKE SURE
PEOPLE HAVE EXACT CHANGE

ROUTE: 120

I ALWAYS PREFERRED SAMTRANS. IT'S NICE, I FEEL SAFER, AND IT'S ON TIME.

ROUTE: 121

CONVENIENT AND ON TIME. IF SOMETIMES THERE IS DELAY W/ REASON AND MINIMAL.

ROUTE: 121

SOMETIMES IN THE MORNING BUS RUNS LATE

ROUTE: 121

I'M STUDENT TAKING 121 ALL THE TIME. PLZ MAKE SURE ARRIVING TIME CONTINUES. IF YOU GUYS
ARE LATE. WE HAVE MANY PROBLEMS FOR OUR CLASSES. THANK YOU.

ROUTE: 121

BUS DRIVERS ARE ALWAYS LATE, MAKE ME MISS MY CONNECTING BUS RIDE, THEN I HAVE TO UBER
OR LYFT. DRIVERS DON'T KNOW AND DON'T CARE WHEN NEXT BUS ARRIVES OR WHY IT'S LATE.

ROUTE: 121

USUALLY VERY CLEAN AND COMFORTABLE! SOMETIMES MAYBE NOT ON SCHEDULE

ROUTE: 122

THERE WERE COUPLE OF TIMES THAT THE BUS SCHEDULES DOESN'T MATCH WITH THE ARRIVAL OF
THE BUS. I USUALLY TAKE THE 122 BUS IN STONESTOWN AND IT ALWAYS HAPPENS AROUND 7 -
8PM

ROUTE: 122

On-Time Performance/Reliability/Speed

BUS SCHEDULES ARE NOT FOLLOWED ESPECIALLY THE 122 - FROM KING AND GILBERT AND WESTLAKE STOPS

ROUTE: 122

TWO INCIDENTS WHEN THE BUSES NEVER ARRIVED ON SCHEDULE. TIME FRAME WAS SKIPPED. THE BUS NEVER CAME AT 6:10 PM, BUT AT 6:50 PM.

ROUTE: 122

ON TUESDAY THIS WEEK, THE 10:00 AM 122 BUS NEVER SHOWED UP AT MY STOP. SINCE I WOULD HAVE BEEN LATE FOR MY MEETING, I HAD TO CALL AN UBER.

ROUTE: 122

BUS FALLS BEHIND SCHEDULE IN THE AFTERNOONS.

ROUTE: 122

PICKUP TIME AT KAISER PERMANENTE - HICKORY BLVD 130 AIRPORT/LINDEN IS USUALLY OFF - I USE GOOGLE MAPS FOR REAL TIME INFORMATION

ROUTE: 130

MOST OF THE TIME ARRIVAL IS TIMELY.

ROUTE: 130

THE 292 IS OFTEN LATE AND DIRTY.

ROUTE: 130

SOMETIMES THE BUS IS LATE.

ROUTE: 130

BE ON TIME

ROUTE: 130

BUS COMES LATE TOO OFTEN (+5 MINS) AT SHELTER CREEK

ROUTE: 141

MAKE THE ECR MORE ON TIME IN THE AM

ROUTE: 141

VERY EXCELLENT EXPERIENCE OVERALL, BUT ARRIVAL MAY VARY ON TIME

ROUTE: 141

ARRIVAL TIME IS VERY IMPORTANT.

ROUTE: 250

MAKE SURE BUS DRIVERS DON'T LEAVE TWO MINUTES EARLY. THOSE MINUTES MATTER.

ROUTE: 250

BUS SOMETIMES LEAVES EARLY.

ROUTE: 250

SOMETIMES BUS IS SO EARLY AND SOMETIME LATE

ROUTE: 250

On-Time Performance/Reliability/Speed

SOMETIMES MY BUS 251 OR 256 AT THE CORNER OF MARLIN AND BEACH PARK BLVD CAN BE 20 TO 30 MINUTES LATE

ROUTE: 256

SOMETIMES THE BUS LEAVES EARLY

ROUTE: 270

ECR FREQUENTLY LATE

ROUTE: 274

WHILE THERE ARE MANY ON-TIME AND EFFICIENT DRIVERS, TOO MANY TIMES HAS A BUS ARRIVED 10-15 MINUTES LATE WHILE SHELTER SIGNS SHOW NO DELAYS.

ROUTE: 274

INSTEAD OF LEAVING ON TIME, I WOULD SAY TO GO ONE MINUTE LATE OF THE INITIAL DEPARTURE TIME SO YOU DON'T GET TO EARLY TOO ONE PLACE AND HAVE TO WAIT FOR A MINUTE.

ROUTE: 274

EVERYTHING IS OKAY BUT I DON'T THINK IT ALWAYS ARRIVES ON TIME.

ROUTE: 274

BUS IS EITHER TOO EARLY OR IS LATE, MAKING US LATE TO CLASS.

ROUTE: 274

BUSES SHOULD RUN AT LEAST EVERY 15 MINUTES NOT 30, SINCE SOMETIMES THEY TEND TO RUN LATE.

ROUTE: 275

THE UNPREDICTABILITY OF BUS ARRIVAL IS AN ISSUE.

ROUTE: 281

I DON'T LIKE IT WHEN THEY STOP SOMETIMES AND THEY TAKE LIKE FOUR TO FIVE MINUTES AND THEY LEAVE.

ROUTE: 281

THEY DON'T ARRIVE ON TIME.

ROUTE: 281

OVERALL POSITIVE EXPERIENCE EXCEPT FOR OCCASIONAL LATE ARRIVALS OR MISSED RUN

ROUTE: 286

I WANT TO BE MORE ON TIME, SO WE WON'T LATE TO WORK.

ROUTE: 292

THEY ARE SOMETIMES VERY LATE.

ROUTE: 292

RECENTLY, BUS ARRIVES VERY LATE AND NEW DRIVERS ARE NOT STOPPING IF THEY SEE ONLY ONE PERSON AT THE BUS STOP.

ROUTE: 292

On-Time Performance/Reliability/Speed

SAMTRANS IS OFTEN RELIABLE AND SPEEDY SERVICE, GETS ME TO WHERE I NEED TO GO, THANKS
ROUTE: 292

I LIKE SAM TRANS BECAUSE THEY ALWAYS BE ON TIME IN THE PLACE THAT I WANT TO GO.
ROUTE: 295

GOOD SERVICE, BUT THE BUS 296 SOMETIMES IS LATE
ROUTE: 296

START OF ROUTE, DRIVERS NEED TO BE MORE PUNCTUAL. APP REAL TIME IS GREAT
ROUTE: 296

BUS IS LATE WAITING FOR THE BUS WHEN KIDS ARE GOING TO SCHOOL. SOMETIMES MAYBE TOO MUCH TRAFFIC, BUT AT THAT TIME THERE SHOULD BE MORE BUSES SO THEY GET TO SCHOOL IN TIME AND I GET TO WORK ON TIME.
ROUTE: 296

SAMTRANS APP NEEDS BETTER "REAL TIME" ESTIMATES. EVEN AT THE BEGINNING OF ROUTE, BUS IS OFTEN LATE AND REAL TIME DOESN'T REFLECT
ROUTE: 296

BUS NEED TO COME FASTER AND ON TIME.
ROUTE: 397

THE BUSES ARE LATE.
ROUTE: 398

THE SERVICE DURING THE WEEK IS VERY BAD, THEY ARE LATE A LOT AND A LOT OF PEOPLE MISS THEIR NEXT BUS.
ROUTE: 398

LATE ARRIVALS AT SFO TO MISSION STREET TRANSIT CENTER.
ROUTE: 398

A FEW TIMES THE BUS WAS LATE.
ROUTE: 398

BE ON-TIME.
ROUTE: 398

I WISH THAT THEY WERE MORE ACCURATE IN SOUTH TO NORTH TIME.
ROUTE: ECR

ON SUNDAY AND SATURDAY, BUS CAME LATE. NO GOOD.
ROUTE: ECR

THE BUS DOES NOT ARRIVE AS SCHEDULED.
ROUTE: ECR

DO NOT ARRIVE IN TIME, OFTEN ARE VERY DELAYED.
ROUTE: ECR

On-Time Performance/Reliability/Speed

ITS HARD TO CONNECT ECR TO OTHER BUSES BECAUSE ECR IS LATE A LOT.

ROUTE: ECR

ALWAYS LATE

ROUTE: ECR

ECR BUSES GOING NORTH BOUND ALREADY LATE 15 MIN OR MORE MINS

ROUTE: ECR

HAVING TWO DIFFERENT BUSES ARRIVING AT THE SAME BUS STOP AT THE SAME TIME IS A REAL NO NO. IT CREATES CONFUSION, AS THE DRIVERS DON'T KNOW WHICH BUS THE PASSENGER WANT TO TAKE.

ROUTE: ECR

ECR RUNS LATE TOO OFTEN

ROUTE: ECR

I'VE USED THIS BUS MY WHOLE LIFE. SOMETIMES IT RUNS LATE, BUT I THINK THAT IS BECAUSE OF TRAFFIC.

ROUTE: ECR

THE SERVICE IS GOOD. THE ONLY PROBLEM IS THOSE BUSES TAKE SO LONG.

ROUTE: ECR

JUST BE ON TIME. THE BUS AT THE 2ND AVE AND EL CAMINO SOMETIMES COMES LATE.

ROUTE: ECR

SOMETIMES THE BUS IS LATE, ESPECIALLY WEEKENDS.

ROUTE: ECR

THE BUSES THAT COME FROM PALO ALTO ARE ALWAYS LATE OR COME TWO TOGETHER, ESPECIALLY ON FRIDAY

ROUTE: ECR

BUSES NEVER FOLLOW THE SCHEDULE.

ROUTE: ECR

THE ECR LEFT ME.

ROUTE: ECR

YOUR SERVICES ARE BECOMING BAD DURING WEEKDAYS. BUSES ARE HORRIBLE ON TIME. WEEKENDS ARE WORSE.

ROUTE: ECR

TIMING NEEDS TO IMPROVE. ALWAYS LATE

ROUTE: ECR

ALWAYS LATE

ROUTE: ECR

On-Time Performance/Reliability/Speed

BETTER IF THE BUS ON TIME

ROUTE: ECR

MANY TIMES, THE BUSES DO NOT ADHERE TO THE HOURS.

ROUTE: ECR RAPID

VERY CLEAN, BUT DON'T ALWAYS COME ON TIME.

ROUTE: ECR RAPID

SOMETIMES THE SCHEDULE OF THE BUS IN THE APP TRANSIT IS NOT FOLLOWED.

ROUTE: ECR RAPID

THE BUSES NEVER ARRIVE ON TIME.

ROUTE: ECR RAPID

ECR SEEMS TO HAVE AN ISSUE WITH BEING ON TIME.

ROUTE: ECR RAPID

SOME COMMUTES ARE JUST TOO LONG (4 AND 110).

ROUTE: FLXP

I LIKE THIS RIDE BECAUSE IT IS ON TIME ALL THE TIME.

ROUTE: FLXP

Personnel—including driving safety, driving skills

Personnel—including driving safety, driving skills

BUS DRIVERS SHOULD BE BETTER TRAINED FOR TO-SCHOOL TRANSPORT. I'VE EXPERIENCED A FEW WRONG TURNS AND OVERALL CONFUSION BY SOME DRIVERS.

ROUTE: 61

SOME DRIVERS VERY RUDE BEHAVIOR. SOME OF THEM SPEED LOTS. THEY DON'T CARE ABOUT PASSENGERS.

ROUTE: 110

CUSTOMER SERVICE SUCH LOST AND FOUND IS NOT HELPFUL. I LOST A LUNCH BAG WITH LUNCH BOX. IT WAS NEVER FOUND AND RETURNED.

ROUTE: 110

IT WOULD BE NICE IF THE DRIVERS WOULD LET PEOPLE BOARD WHILE WAITING TO LEAVE THE DALY CITY BART STATION FOR THE 110 LINE.

ROUTE: 110

MOST DRIVERS NEED TO LEARN NOT TO JERK PASSENGERS BACK AND FORTH WHEN THEY STOP.

ROUTE: 110

DRIVERS NEED TRAINING

ROUTE: 110

BUS DRIVERS ARE NICE

ROUTE: 110

SAMTRANS EMPLOYEES TO HAVE GOOD EXPERIENCES AND HAVE RESPECT TO THE ONBOARD AND THE PASSENGERS

ROUTE: 112

121 BUS DRIVER IS SO RUDE AND MEAN. I HAVE A THREE-YEAR-OLD DAUGHTER AND SHE MADE HER FEEL SO UNCOMFORTABLE

ROUTE: 112

BUS OPERATORS COULDN'T RECOGNIZE THE CLIPPER CARD SOUND AND ASKED ME TO PAY AGAIN

ROUTE: 112

EXCELLENT SERVICE. BUS DRIVER [NAME REMOVED] IS VERY GOOD ALWAYS PROFESSIONAL/ DRIVER [NAME REMOVED] #17 BUS HMB TO LINDA MAR. GREAT PEOPLE SKILLS.

ROUTE: 112

FRIENDLY AND ON TIME

ROUTE: 112

ALL THE DRIVERS ARE FRIENDLY. JUST KEEP UP THE GOOD WORK AND SAFE DRIVING

ROUTE: 120

Personnel—including driving safety, driving skills

SOME DRIVERS NEED TO BE MORE COURTEOUS

ROUTE: 120

SOME DRIVERS ARE NOT FRIENDLY.

ROUTE: 120

BUS DRIVER[NUMBER AND NAME REMOVED] WAS EXTREMELY HELPFUL AND CONSIDERATE. HE DID AN OUTSTANDING JOB! NICE EASY RIDE.

ROUTE: 120

EVERY PERSON WHO IS DRIVING IS NICE.

ROUTE: 120

FRIENDLY DRIVERS - SB

ROUTE: 120

I'M VERY SATISFIED WITH SAMTRANS AND GOOD DRIVERS.

ROUTE: 120

WITH TIME USING THE SERVICE, I HAVE NOTICED A DECLINE IN THE SERVICE ABOVE ALL WITH THE OPERATORS DEMONSTRATING A LACK OF PROFESSIONALISM.

ROUTE: 120

IN MY OPINION, IT IS VERY GOOD TRANSPORTATION. THE DRIVERS ARE EXPERIENCED AND VERY COURTEOUS WITH PASSENGERS.

ROUTE: 120

OVER ALL I AM VERY HAPPY WITH SAMTRANS SERVICE. ONE DRIVER WAS ESPECIALLY PLEASANT. I THINK HER NUMBER WAS [NUMBER REMOVED]

ROUTE: 120

THIS BUS DRIVER IS ON TIME ALWAYS AND VERY COURTEOUS. DRIVING IS EXCELLENT.

ROUTE: 120

SOME DRIVERS ARE GOOD AND SOME ARE NOT.

ROUTE: 120

A LOT OF DRIVERS ARE NICE, THERE ARE FEW WHO ARE NOT.

ROUTE: 121

BETTER DRIVER TREATMENT TO THE RIDERS.

ROUTE: 121

I LOST A WALLET ON THE BUS, BUT WITHIN A WEEK I CONTACTED SAMTRANS AND I GOT IT BACK. SO, YAY

ROUTE: 121

BUS DRIVERS VERY NICE

ROUTE: 121

Personnel—including driving safety, driving skills

DRIVER INFORMATIVE AND ALWAYS SMILING.	ROUTE: 121
SOME DRIVERS DISCRIMINATE AGAINST LATINOS.	ROUTE: 121
BUS DRIVERS ARE ALWAYS LATE, MAKE ME MISS MY CONNECTING BUS RIDE, THEN I HAVE TO UBER OR LYFT. DRIVERS DON'T KNOW AND DON'T CARE WHEN NEXT BUS ARRIVES OR WHY IT'S LATE.	ROUTE: 121
MORNING BUS DRIVER IS REAL NICE	ROUTE: 121
BEST BUS DRIVER ON 122	ROUTE: 122
OVERALL, I'M VERY SATISFIED RIDING SAMTRANS. THE OPERATORS ARE COURTEOUS AND FRIENDLY.	ROUTE: 122
SOME OF YOUR DRIVERS ARE RUDE.	ROUTE: 122
SOME DRIVERS ARE NOT FRIENDLY AND HELPFUL	ROUTE: 122
SOME BUS DRIVERS TEND TO DRIVE FAST, OTHERS STOP AND GO.	ROUTE: 122
ALL THE DRIVERS ARE WELL BEHAVED AND VERY PATIENT KIND ESP. TO THE OLD ONES. THANK YOU	ROUTE: 122
BE MORE COURTEOUS TO THOSE WHO SPEAK SPANISH.	ROUTE: 122
DRIVERS ARE EXTREMELY HEAVY ON BRAKES. RIDERS ARE NOT SO CLEAN AND UNSANITARY	ROUTE: 130
SOME BUS DRIVERS DON'T SAY, "GOOD MORNING."	ROUTE: 130
I'VE BEEN TAKING THE BUS ABOUT TWO WEEKS NOW. IT IS LOVELY. DRIVERS ARE VERY KIND, NICE. I REALLY APPRECIATE THE SAMTRANS BUS SERVICES	ROUTE: 140
I SEND COMMENTS TO CUSTOMER SERVICE AND ROUTINELY GET NO RESPONSE. NEEDS IMPROVEMENT	ROUTE: 140
MY BUS DRIVER (140) IS VERY FRIENDLY	ROUTE: 140

Personnel—including driving safety, driving skills

VERY SAFE, CLEAN AND RESPONSIBLE TRANSPORTATION. SOME GOOD DRIVERS. EXCELLENT SERVICE GOOD QUALITY.

ROUTE: 140

DRIVERS LACK MANNERS! NO SMILE, RARELY A GREETING ON BOARDING. IT'S JUST A BASIC MANNERS ISSUE!

ROUTE: 250

OPERATOR [NUMBER REMOVED] IS MY FAVORITE OPERATOR

ROUTE: 251

BUS OPERATOR IS VERY HELPFUL AND GUIDES US

ROUTE: 251

I WISH THERE WAS A BETTER WAY TO REPORT DRIVERS.

ROUTE: 260

OVERALL, I HAVE HAD A PLEASANT EXPERIENCE RIDING THE BUS. THE DRIVERS HAVE BEEN VERY HELPFUL. THANK YOU.

ROUTE: 260

BUS DRIVER ID [IDENTIFICATION NUMBERS REMOVED] ARE VERY RESPECTABLE, PUNCTUAL AND SWEET. BUS DRIVER ID: [IDENTIFICATION NUMBER REMOVED] IS ALWAYS LATE FOR 5:45 PM BUS.

ROUTE: 274

NEWER TO RELATIVELY "MEDIUM" SENIORITY DRIVERS DON'T SEEM TO SEE THE IMPORTANCE OF BEING PUNCTUAL. A BAN ON PHONES DURING BREAKS SHOULD BE IMPLEMENTED. TOO MANY OF THOSE DRIVERS SIT PAST THEIR BREAK ON THEIR PHONE OFTEN LEADING TO DELAYS.

ROUTE: 274

BUS DRIVERS ARE ALWAYS FRIENDLY.

ROUTE: 274

SOME DRIVERS ARE RUDE, LATE, AND ACT LIKE THEY DON'T WANT TO DRIVE BUS.

ROUTE: 274

TELL ME HOW YOU TRAIN YOUR DRIVERS ON HOW TO S-A-F-E-L-Y OPEN AND CLOSE THE BUS DOORS FOR YOUR CUSTOMER [NAME AND PHONE NUMBER REMOVED]

ROUTE: 275

SOME OF THE STAFF IS UNFRIENDLY IN THE MORNINGS. MOST ARE OK

ROUTE: 275

SOME STAFF ARE RUDE.

ROUTE: 275

THERE ARE DRIVERS THAT DO NOT HELP LATINOS. I MADE A REPORT, BUT NOTHING HAPPENS.

ROUTE: 275

Personnel—including driving safety, driving skills

GREAT DRIVERS!	ROUTE: 281
DRIVERS HAVE TO PUT UP WITH MANY DIFFERENT PEOPLE	ROUTE: 281
MOSTLY GREAT OPERATORS BUT, BEING DISABLED, I HAVE NOTICED OPERATORS DO NOT WAIT UNTIL WE ARE SECURED WHICH IS VERY DANGEROUS.	ROUTE: 281
THE PERSONNEL ARE VERY EXCELLENT.	ROUTE: 292
I REALLY FEEL THAT THE OPERATORS ARE OFTEN TIME MUCH GRUMPIER AND UNHELPFUL THAN THEY NEED TO BE. OVERALL, IT'S IMPROVED A GREAT DEAL OVER THE YEARS.	ROUTE: 292
RECENTLY, BUS ARRIVES VERY LATE AND NEW DRIVERS ARE NOT STOPPING IF THEY SEE ONLY ONE PERSON AT THE BUS STOP.	ROUTE: 292
SOME DRIVERS ARE NOT VERY FRIENDLY	ROUTE: 295
GOOD SERVICE AND FRIENDLY TREATMENT OF PASSENGERS ON ROUTE 295. IN SPECIAL THE 8:20 AM BUS WITH THE VERY KIND DRIVER [NAME REMOVED].	ROUTE: 295
#295 DRIVERS ARE VERY KIND AND HELPFUL. ECR DRIVERS CAN BE MORE FRIENDLY, BUT SOME ARE STILL NICE.	ROUTE: 295
THERE ARE MANY FRIENDLY AND KNOWLEDGEABLE DRIVERS THAT HELP ME.	ROUTE: 296
SOME DRIVERS ARE KIND, SOME ARE NOT.	ROUTE: 296
IN MY OPINION, I THINK THE DRIVERS NEED TO HAVE MORE TRAINING BECAUSE SOME OF THEM DO NOT KNOW HOW TO GIVE CHANGE BACK.	ROUTE: 296
ONE TIME WAS TRYING TO GET TO PALO ALTO FROM REDWOOD CITY ASKED IF BUS WENT TO PALO ALTO, BUT IT DEAD ENDED IN EAST PALO ALTO 'CUZ THE DRIVER DIDN'T SEEM TO KNOW THEY'RE TWO DIFFERENT TOWNS	ROUTE: 296
[NAME REMOVED] SHOULD GET A RAISE	ROUTE: 296

Personnel—including driving safety, driving skills

SOME DRIVERS NO GOOD IN 296 ROUTE	ROUTE: 296
STOP PASSING UP THE PEOPLE AT BUS STOPS	ROUTE: 397
A LITTLE UNSATISFIED, BECAUSE THE DRIVER IS NOT KIND.	ROUTE: 398
SAMTRANS DRIVER ARE VERY NICE AND HELPFUL TO THE PASSENGERS.	ROUTE: 398
PLEASE HAVE EVERY BUS DRIVER TO STOP AT EVERY BUS STOP WITHOUT ANY EXCUSE. PLEASE BE MINDFUL. DURING THE RAIN, I MUST BE INSIDE THE BUS SHELTER, BUT DRIVERS DO NOT STOP.	ROUTE: 398
I USED THE BUS IN THE MORNINGS AND ONE OPERATOR ISN'T FRIENDLY AND SOMETIMES IS RUDE.	ROUTE: 398
BUS DRIVERS ARE NICE!	ROUTE: 398
I APPRECIATE THE KINDNESS OF THE DRIVERS.	ROUTE: ECR
VERY NICE AWESOME PEOPLE	ROUTE: ECR
DRIVERS ON 296 ROUTE NOT GOOD	ROUTE: ECR
SOME DRIVERS ARE NERVOUS IN DRIVING	ROUTE: ECR
BUS DRIVERS NEED TO PRACTICE GIVING RIDERS A SMOOTH RIDE. MOST DON'T CARE OR NOW TO DRIVE A BUS. I DROVE FOR THIRTY YEARS AS AN OPERATOR. NOWADAYS, OPERATORS ATTITUDES ARE SAD.	ROUTE: ECR
THEY DON'T ANNOUNCE BUS STOPS	ROUTE: ECR
SOME DRIVERS ARE VERY NASTY. THEY DON'T WANT PEOPLE ASKING QUESTIONS ABOUT ROUTES AND SOME ARE NASTY TO DRIVE	ROUTE: ECR
MOST IMPORTANT - SAFE DRIVERS	ROUTE: ECR
BUS DRIVER REALLY NICE AND HELPFUL TRYING TO GET TO MAKER FAIRE	ROUTE: ECR

Personnel—including driving safety, driving skills

BUS DRIVERS CAN BE VERY ABUSIVE TO SENIOR CITIZENS

ROUTE: ECR

[NAME REMOVED] IS AN EXCELLENT DRIVER. PLEASE GIVE DRIVER RECOGNITION - EXCELLENT DRIVER

ROUTE: ECR

SOME OPERATORS DON'T DRIVE THAT GOOD (LIKE LOTS OF SUDDEN STOPS)

ROUTE: ECR

MY DRIVERS FOR 251, 256 HAVE ALWAYS BEEN NICE AND FRIENDLY. I WISH THAT THERE IS A SHED ON BEACH PARK/CHORLTON STOP, AND WE CAN SIT COMFORTABLY WHILE WAITING FOR THE BUS

ROUTE: ECR

Rapid

IN ECR, THERE SHOULD BE ANNOUNCEMENT OF ALL THE STOPS.

ROUTE: ECR RAPID

I REALLY APPRECIATE DRIVERS WHO ARE COURTEOUS TO OLD AND DISABLED, OFFERING TO WAIT UNTIL THEY ARE SEATED. LOVE THIS DRIVER

ROUTE: ECR RAPID

THE DRIVER IS VERY COOPERATIVE TO THE CUSTOMERS.

ROUTE: ECR RAPID

PALO ALTO TO DALY CITY BART ALWAYS LATE.

ROUTE: ECR RAPID

LOVE THE DRIVERS!

ROUTE: FLXP

Disability/Senior Issues

Disability/Senior Issues

MOSTLY GREAT OPERATORS BUT, BEING DISABLED, I HAVE NOTICED OPERATORS DO NOT WAIT UNTIL WE ARE SECURED WHICH IS VERY DANGEROUS.

ROUTE: 281

SOME DRIVERS DO NOT PUT THE STEP DOWN TO MAKE IT EASIER TO ENTER THE BUS

ROUTE: 292

PLANNING

Routes—include additional/extend/more direct/more stops**ROUTES—INCLUDE ADDITIONAL/EXTEND/MORE DIRECT/MORE STOPS**

GREAT EXPERIENCE! ON DEMAND WORKING - NEED IT ON WEEKENDS

ROUTE: 112

SOME DRIVERS DO NOT SHOW UP. I WAITED FOR 6:08 110 BUS ON THURS 4/18 - BUS DID NOT COME.

ROUTE: 118

THESE SHOULD BE 398 IN THE MORNING FROM SAN BRUNO BACK TO SF - FREQUENCY AT 398 SHOULD BE MORE - MOST OF THE TIME BUS (398) RUNS LATE BY 5 - 10 MIN EVEN FROM FEW OF STARTING STOPS - 398 FAIR TO SF IS HIGH COMPARE TO OTHER - 2\$

ROUTE: 120

PLEASE PUT THE BUS 120 - 121 AT DALY CITY BART

ROUTE: 121

I ONLY USE SAMTRANS FOR SCHOOL, GOES RIGHT TO SF STATE!

ROUTE: 122

I LIVE WITHIN 1/2 MILE OF SERRAMONTE BUT BUSES THAT GO THROUGH OFTEN ARE NOT LISTED AS AN OPTION (130). I PREFER TO WALK AND CATCH RATHER THAN WALK , CATCH THE 122 THEN RIDE ALL OVER FOR 45 MINS.

ROUTE: 130

GREAT RIDE NEED FLX ON WEEKENDS

ROUTE: 140

NO MORE RAPID BUSES BECAUSE THEY DON'T STOP AT ALL BUS STOPS.

ROUTE: 140

I'M SURE HAPPY WE HAVE SEVEN DAY SERVICE TO AND FROM SHELTER CREEK

ROUTE: 141

YOU NEED TO FIX THE RAPID BUSES AND MAKE MORE STOPS. NO ONE IS EVER ON THEM.

ROUTE: 141

BUS SERVICE IS GREAT! NEED A LATER ROUTE (THEN 6:30) FOR THE 270 AND SOMETHING ON SUNDAY. LOWER SOCIOECONOMIC EMPLOYEES TEND TO BE SERVICE INDUSTRY, ETC. WE WORK LATER THAN 6:30. GREAT JOB!

ROUTE: 270

NEED MORE E- W ROUTES GET PEOPLE IN THE BURBS.

ROUTE: 274

MORE STOPS IN PALO ALTO

ROUTE: 296

ROUTES—INCLUDE ADDITIONAL/EXTEND/MORE DIRECT/MORE STOPS

PLEASE ADD A 294 FROM HILLSDALE TO HM BAY LEAVING HILLSDALE AT 7:00PM DAILY WEEKEND.
ROUTE: 296

ADD MORE STOPS, PLEASE.
ROUTE: 398

IN THE MORNING, AT 4:30 AM, BECAUSE THE BUS DOES NOT GO DIRECTLY DOWN EL CAMINO REAL TO PALO ALTO, FOR ME IT IS NECESSARY TO GO TO MENLO PARK TO GET TO WORK.
ROUTE: ECR

MORE ECR ROUTES ALL THE WAY TO PALO ALTO. EARLY ECR ROUTES EARLY BIRD WORKING TO PALO ALTO
ROUTE: ECR

ECR RAPID: PLEASE ADD A STOP - PICK UP AT EL CAMINO AND TRUESDALE IN BURLINGAME CA. (PENINSULA HOSPITAL). WE NEED A NEW PICK-UP/STOP AT EL CAMINO AND N TRUESDALE (PENN. HOSPITAL) IN BURLINGAME.
ROUTE: ECR

WE NEED ECR RAPID FROM PALO ALTO TO DALY CITY
ROUTE: ECR

THEY RUN 24 HOURS.
ROUTE: ECR

PLEASE REMOVE RAPID BUS AND ADD ECR BUS.
ROUTE: ECR

PLEASE MAKE SURE 397 BUS ROUTE GOES STRAIGHT DOWN EL CAMINO REAL TO THE PALO ALTO TRANSIT CENTER AT OR AFTER PEAK HOURS.
ROUTE: ECR RAPID

THANK YOU FOR HAVING THE RAPID BUS ROUTES.
ROUTE: ECR RAPID

I USE THE BELMONT STATION. BETTER OVERLAPPING ROUTES IN THE MORNING IE 5:41 AM AND 5:50.
ROUTE: ECR RAPID

I WISH YOU WOULD INCLUDE ROCKAWAY BEACH CENTER.
ROUTE: FLXP

WISH SAMTRANS REINSTATE THE BUS USED TO GO ALONG TROUSDALE INTO MILL ESTATE AREA. A SMALLER BUS IS FINE. NOW PEOPLE NEED TO WALK DOWN INSTEAD.
ROUTE: SFO

I LOVE THE NEW SFO AIRPORT BUS FROM MILLBRAE! SO MUCH EASIER THAN BART!
ROUTE: SFO

Schedules – frequency/weekend/earlier/later

Schedules – frequency/weekend/earlier/later

ECR RAPID IS AWESOME, BUT BETWEEN MORNING AND AFTERNOON IT SHOULD REVERT BACK TO EVERY 15 MINS FREQUENCY.	BUS: 110
FIX THE 24 BUS ROUTE - THERE IS ONLY ONE BUS.	ROUTE: 24
THEY SHOULD ADD MORE SAMTRANS AND BE ON TIME.	ROUTE: 24
ADDITIONAL BUSES FOR 110 ROUTE ON SATURDAY AND SUNDAY. IT'S A GOOD BUS.	ROUTE: 110
ADD EARLIER ROUTE TO THE 110	ROUTE: 110
WOULD LOVE IF THE 112 RAN LATER	ROUTE: 112
BUS 110 NEEDS TO START SOONER THAN 6AM FOR PEOPLE WHO NEED TO BE AT WORK AT 4:30 - 5AM.	ROUTE: 118
I WISH THE BUSES WOULD COME MORE OFTEN. SOMETIMES THE WAIT TIME CAN BE UP TO 40+ MINUTES.	ROUTE: 120
WAITING TIME FOR THE BUS IS TOO LONG.	ROUTE: 120
FREQUENCY OF 398 SHOULD BE MORE - MOST OF THE TIME BUS (398) RUNS LATE BY 5 - 10 MIN EVEN FROM FEW OF STARTING STOPS	ROUTE: 120
THIS NEEDS TO BE A MORE FREQUENT SERVICE, ALSO HOURS SHOULD BE EXTENDED UNTIL AT LEAST MIDNIGHT, ESPECIALLY ON WEEKENDS.	ROUTE: 120
TWO TIMES A DAY I WOULD LIKE TO HAVE AN EARLY TIME ON THE WEEKEND, ESPECIALLY SATURDAY	ROUTE: 121
BUS DRIVERS ARE ALWAYS LATE, MAKE ME MISS MY CONNECTING BUS RIDE, THEN I HAVE TO UBER OR LYFT. DRIVERS DON'T KNOW AND DON'T CARE WHEN NEXT BUS ARRIVES OR WHY IT'S LATE.	ROUTE: 121

Schedules – frequency/weekend/earlier/later

NEED BETTER WEEKEND SERVICE

ROUTE: 121

I HOPE IN THE NEAR FUTURE THERE WILL BE MORE EARLIER SERVICES GOING TO S.F. DIRECTION.

ROUTE: 122

BUS DIFFICULT ON SAT, SUN MORNING HAVE TO WAIT 30 MINUTES.

ROUTE: 122

MAKE CHANGES TO YOUR SCHEDULE OF ARRIVAL AND TRAVELING.

ROUTE: 122

HOPING COST WILL GO DOWN WITH AN INCREASE IN BUS FREQUENCY.

ROUTE: 122

NEED BETTER WEEKEND SERVICE

ROUTE: 122

IT WOULD BE NICE IF THE BUSES CAME MORE OFTEN TO THE STOPS. SOMETIME IT TAKES A LONG TIME WAITING FOR THE BUS. OVERALL, I THINK IT'S GREAT.

ROUTE: 130

SAMTRANS IS GOOD! I WOULD LIKE TO SEE FREQUENT BUSES THOUGH

ROUTE: 130

WE NEED MORE BUSES ON THE WEEKEND.

ROUTE: 141

OVERALL SERVICE GOOD WOULD LIKE ECR RAPID M - F THE WHOLE DAY

ROUTE: 141

I WOULD LIKE THE BUS 140 ON SAT OR SUNDAY AND HOLIDAYS. IT STOPS AT 6PM. I WOULD LIKE IT TO STOP AT 8PM. IT HELPS ME BECAUSE I CAN DO MORE THINGS ON MY DAYS OFF.

ROUTE: 141

MORE BUSES PLEASE.

ROUTE: 250

I HOPE CAN BE MORE BUSES. NOT 30 MINS A BUS.

ROUTE: 250

THE WAIT TIME FOR HILLSDALE SHOPPING CENTER IS VERY LONG. I WOULD APPRECIATE IF THERE WERE MORE BUSES IN THE SAN MATEO AREA. BECAUSE THE WAIT TIME AT THE BUS STOP IS LIKE 40 TO 50 MINUTES A LOT OF THE TIME.

ROUTE: 250

MY RATING FOR SAMTRANS SERVICE IS MOSTLY DUE TO THE FREQUENCY OF UNITS. I'M SAN MATEO AND CANADA COLLEGE STUDENT. TWO HOURS TO GET TO SAN MATEO IS NOT BEARABLE.

ROUTE: 251

Schedules – frequency/weekend/earlier/later

I HAD A BAD EXPERIENCE TODAY WITH ECR AT BELLEVUE AND EL CAMINO, 40 MIN WAIT.	ROUTE: 256
COMING SOONER WOULD BE FINE.	ROUTE: 260
WOULD ENJOY MORE BUSES RUNNING DURING RUSH HOURS (AM AND PM) IF POSSIBLE. OTHERWISE, THANKS FOR GREAT SERVICE!	ROUTE: 260
SUNDAY AND EVENING BUS SERVICE NEEDED ON ROUTE 270	ROUTE: 270
HALF TURN INTERVALS TOO LONG. PREFER 15 OR 20 MINUTES.	ROUTE: 270
RUN BUS 270 MORE FREQUENTLY DURING RUSH HOURS	ROUTE: 270
RUN THE 274 MORE OFTEN AND 274/278 ON SUNDAYS.	ROUTE: 274
CAN YOU PLEASE DELAY #274 5:15 BUS BY 2 MINUTES? MY TRAIN AND SHUTTLE ARRIVES AT 5:15 AND I LOSE THE BUS BY ONE OT TWO MINUTES.	ROUTE: 274
MORE BUSES = LESS WAIT TIME	ROUTE: 274
BUSES SHOULD RUN AT LEAST EVERY 15 MINUTES NOT 30, SINCE SOMETIMES THEY TEND TO RUN LATE.	ROUTE: 275
MORE FREQUENT 280	ROUTE: 280
MAKE THE 280 ROUTE BACK TO 30 MINS, INSTEAD OF AN HOUR	ROUTE: 280
WEEKEND SERVICE NEEDS IMPROVEMENT	ROUTE: 281
RAPID NEEDED ALL DAY.	ROUTE: 292
PLEASED WITH COST AND FREQUENCY OF BUSES	ROUTE: 292
I WAIT A LONG TIME WHEN I HAVE TO TAKE TWO BUSES.	ROUTE: 295

Schedules – frequency/weekend/earlier/later

WE NEED MORE BUSES IN THE MORNING FROM 6 TO 9 AND AFTERNOONS FROM 2PM TO 4PM
ROUTE: 296

BUS IS LATE WAITING FOR THE BUS WHEN KIDS ARE GOING TO SCHOOL. SOMETIMES MAYBE TOO MUCH TRAFFIC, BUT AT THAT TIME THERE SHOULD BE MORE BUSES SO THEY GET TO SCHOOL IN TIME AND I GET TO WORK ON TIME.
ROUTE: 296

BUS NEED TO COME FASTER AND ON TIME.
ROUTE: 397

INCREASE BUS FREQUENCY.
ROUTE: 398

FOR 398 BUS SERVICE WE NEED A MORE BUSES, BECAUSE IF IT'S MISSED, WE HAVE TO WAIT ANOTHER HOUR. THIS IS REALLY PAINFUL BECAUSE WE START OUR AIRPORT JOBS EARLY IN THE MORNING. PLEASE GIVE RUN AT LEAST EVERY 15 MINUTES.
ROUTE: 398

NEED MORE BUSES FOR 398, TOO LONG A WAIT.
ROUTE: 398

PLEASE IMPROVE THE 141 ROUTE IN THE SOUTH SAN FRANCISCO!! RUN LATER AND MORE TIMES.
ROUTE: 398

I HAVE TO WAIT AN HOUR FOR THE BUS.
ROUTE: ECR

NEED MORE EXPRESS ECR
ROUTE: ECR

BETTER WEEKEND SERVICE
ROUTE: ECR

AVAILABILITY OF LATER LOCAL BUSES, GET OFF WORK @9:0PM, YET FIND IT DIFFICULT TO CATCH LATE NIGHT (LOCAL) TO GET HOME, END UP MAKING 20 TO 25 MIN WALK HOME
ROUTE: ECR

ECR RAPID AND 112, 118 SHOULD RUN MORE OFTEN, AT LEAST EVERY HOUR!
ROUTE: ECR

SOMETIMES THEY TAKE AWHILE TO ARRIVE
ROUTE: ECR

VERY GLAD THE RAPID IS NOW AVAILABLE TO GET SOMEWHERE QUICKER. WISH TO HAVE THEM START EARLIER ON WEEKENDS.
ROUTE: ECR RAPID

DO NOT LIKE THE NEW SCHEDULE OF THE ECR BUT LOVE THE AIRPORT BUS!
ROUTE: SFO

Transit Connections—including SamTrans, Caltrain, BART, MUNI

Transit Connections—including SamTrans, Caltrain, BART, MUNI

A LOT OF TIMES THE BUS WAS LATE TO THE DALY CITY BART AND THE TIME WAS OFF TO BOARD THE 121 POPE/BELLEVUE (UNABLE TO RIDE)

ROUTE: 110

BUS #130 TO AIRPORT AND LINDEN SHOULD WAIT FOR PASSENGERS REACHING SERRAMONTE BY BUS 120. THANK YOU.

ROUTE: 120

SCHEDULES SHOULD BE OPTIMIZED FOR TRANSFERS BETWEEN ROUTES AND TRANSFERS TO/FROM BART. CURRENTLY, BUS ROUTES START ARBITRARILY ON THE HOUR OR HALF HOUR WITHOUT ATTENTION TO TRANSFERS.

ROUTE: 130

CAN YOU PLEASE DELAY #274 5:15 BUS BY 2 MINUTES? MY TRAIN AND SHUTTLE ARRIVES AT 5:15 AND I LOSE THE BUS BY ONE OT TWO MINUTES.

ROUTE: 274

WOULD BE HELPFUL TO COORDINATE BUS AND CALTRAIN BETTER

ROUTE: 281

THE SERVICE DURING THE WEEK IS VERY BAD, THEY ARE LATE A LOT AND A LOT OF PEOPLE MISS THEIR NEXT BUS.

ROUTE: 398

ITS HARD TO CONNECT ECR TO OTHER BUSES BECAUSE ECR IS LATE A LOT.

ROUTE: ECR

BUS NOT WELL COORDINATED WITH CALTRAIN.

ROUTE: ECR

BUS STOPS AND EQUIPMENT

Bus Cleanliness (Exterior and Interior)

Bus Cleanliness-Exterior/Interior

MAKE THE BUS MORE CLEAN. THANK YOU.	ROUTE: 24
HOMELESS PEOPLE USE THE BUS AS SHELTER AND PEE ON THE SEAT. ALMOST GOT MY ASS WET.	ROUTE: 110
CLEAN. SERVICE GOOD	ROUTE: 112
THE SEAT ON THE BUS, IT REALLY SMELLS BAD. CAN YOU CLEAN IT UP OR STEAM IT EVEN ONCE A MONTH? THE FLOOR ALSO NEEDS TO BE STEAMED TO SMELL NICE. REALLY BAD SMELL. IT TRANSFERS THE ODOR TO YOUR CLOTHES.	ROUTE: 112
IMPROVE THE CLEANLINESS OF THE BUSES.	ROUTE: 112
NEED WIFI ON BUS. CHECK SMELL ON SEATS.	ROUTE: 120
SOMETIMES THE BUS SMELLS BAD.	ROUTE: 121
BUSES ARE NOT SANITARY. THERE HAVE BEEN TIMES THE BUS SMELLS LIKE URINE AND VOMIT. ALSO, THERE HAVE BEEN AGGRESSIVE HOMELESS PEOPLE ON THE BUS WHO CURSE. I DO NOT FEEL SAFE. I BELIEVE PUBLIC TRANSPORTATION SHOULD PROVIDE SECURITY	ROUTE: 121
BUSES ARE DIRTY AND SMELL BAD DUE TO SOME PASSENGERS.	ROUTE: 121
BUSES ARE WELL MAINTAINED AND NO GRAFFITI.	ROUTE: 122
USUALLY VERY CLEAN AND COMFORTABLE! SOMETIMES MAYBE NOT ON SCHEDULE	ROUTE: 122
CAN YOU PLEASE LET THE SEAT SMELL GOOD, IT REALLY SMELLS HORRIBLE? IT STICKS TO YOUR CLOTHES.	ROUTE: 130
MAINTAIN CLEANLINESS OF BUS INTERIORS	ROUTE: 130
BUS IS CLEAN.	ROUTE: 130

Bus Cleanliness-Exterior/Interior

THE 292 IS OFTEN LATE AND DIRTY.	ROUTE: 130
I LIKE SAMTRANS CLEAN.	ROUTE: 130
VERY SAFE, CLEAN AND RESPONSIBLE TRANSPORTATION. SOME GOOD DRIVERS. EXCELLENT SERVICE GOOD QUALITY.	ROUTE: 140
CLEAN VERY WELL	ROUTE: 250
CLEANLINESS COULD BE IMPROVED AND COMFORT TOO, BUT I DON'T IMAGINE HOW.	ROUTE: 260
BUS SOMETIMES DIRTY. WHEN BUS REPEATEDLY AND ROCKS BACK AND FORTH IT IS UNCOMFORTABLE.	ROUTE: 260
CLEANER, MORE COMFORT, AND ON TIME. AND MORE SPACE.	ROUTE: 270
SOME OF THE SEAT SMELL LIKE URINE FOR ALLOWING HOMELESS PEOPLE TO RIDE ON BUS ALL DAY/ALL NIGHT. THE AREAS ARE DARK AND A LOT OF HOMELESS HANG OUT BEGGING AND I FEEL UNSAFE. NEED STRICT SECURITY.	ROUTE: 274
SOME SEATS SMELL BAD.	ROUTE: 292
SOMETIMES THE BUS IS STINKY. SOME HOMELESS ARE SLEEPING ON THE WHOLE SEAT, ESPECIALLY AT THE BACK.	ROUTE: 292
IT'S GOOD BUT IT NEED BETTER CLEANING. THERE IS URINE AND DRUGS.	ROUTE: 296
I EXPECT CLEANLINESS INSIDE THE BUS.	ROUTE: 296
SEATS ARE DIRTY. RIDERS SMOKE MARIJUANA IN THE BACK OF THE BUS.	ROUTE: 296
THE 397 ALL NIGHTER SHOULD BE CLEAN, THE SEATS SMELL OF HUMAN ODOR ESP ON THE WEEKENDS. THANK YOU.	ROUTE: 296
NEED TO MAKE BUS SMELL BETTER.	ROUTE: 296

Bus Cleanliness-Exterior/Interior

SOMETIMES THE BUS IS DIRTY.

ROUTE: ECR

IMPROVE THE CLEANLINESS OF BUSES AND STOPS.

ROUTE: ECR

TOO MANY HOMELESS. BUS STINKS!!!

ROUTE: ECR

I'M SO SATISFIED EXCEPT FOR SOMETIMES THE BUS SMELLS BAD BECAUSE OF THOSE HOMELESS GETTING ON THE BUS AT NIGHTTIME

ROUTE: ECR

SOMETIMES IT DOES NOT SMELL GOOD, WHEN THERE'S A HOMELESS RIDER.

ROUTE: ECR

ALWAYS CLEAN THE BUS BEFORE PICKING UP PASSENGERS.

ROUTE: ECR

CLEANLINESS NEEDED

ROUTE: ECR

TRY TO CLEAN THE INSIDE OF THE BUSES

ROUTE: ECR

VERY CLEAN, BUT DON'T ALWAYS COME ON TIME.

ROUTE: ECR RAPID

Bus Overall Condition—including amenities, safety and comfort

Bus Overall Condition—including Amenities, Safety and Comfort

INSTALL BITCOIN READER	ROUTE: 110
INSTALL WIFI ON THE BUSES	ROUTE: 112
BUS CONFIGURATION COULD BE UPDATED. THEY'RE A LITTLE CROWDED, ESPECIALLY IN THE BACK.	ROUTE: 118
NEED WIFI ON BUS. CHECK SMELL ON SEATS.	ROUTE: 120
WIFI ON BUSES PLEASE	ROUTE: 120
POOR PASSENGER VISIBILITY AT BUS LOW LEVEL SEATS. FUTURE SAMTRANS BUS SPECIFICATIONS MUST INSIST ON LOWER WINDOWS FOR LOW LEVEL PASSENGER SEATS! (APPROXIMATELY 30 INCHES FROM BUS FLOOR TO BOTTOM OF WINDOW).	ROUTE: 250
CLEANLINESS COULD BE IMPROVED AND COMFORT TOO, BUT I DON'T IMAGINE HOW.	ROUTE: 260
BUS SOMETIMES DIRTY. WHEN BUS REPEATEDLY AND ROCKS BACK AND FORTH IT IS UNCOMFORTABLE.	ROUTE: 260
CLEANER, MORE COMFORT, AND ON TIME. AND MORE SPACE.	ROUTE: 270
VOICE ON BOARD CAN BE INCONSISTENT.	ROUTE: 274
PLEASE ADD WIFI.	ROUTE: 274
THE BUS IS FUN. MAYBE FOOD IN HERE WOULD BE GOOD. THANK YOU HAVE A GOOD DAY AT WORK FOR WHOEVER IS READING THIS.	ROUTE: 276
I AIN'T A FAN OF THE SMALL BUS. I'M BEING HONEST THO'.	ROUTE: 276
PLASTIC SEATS	ROUTE: 292

Bus Overall Condition—including Amenities, Safety and Comfort

ADD WIFI. IMPROVE AUDIO ADEQUACY AND CLARITY OF THE ONBOARD ANNOUNCEMENTS.
IMPROVE THE AUDIO - IS VERY HARD TO HEAR THE BUS STOPS.

ROUTE: ECR

GREENTECH. ELECTRIC BUSES LIKE IN EUROPE (TOO MANY CARS ON THE ROAD). WE NEED TO HELP
PEOPLE USE PUBLIC TRANSIT MORE THAN EVER BEFORE. BICYCLE SERVICES? RENTALS?

ROUTE: ECR

THANKS FOR THE BIKE RACKS

ROUTE: ECR

WHEN YOU GET ON OR OFF THE BUS THAT LOWERS THE HEIGHT WHERE PEOPLE CAN GET ON, IS
TOO LOUD AND HURTS MY EARS, KEEP THE SOUND DOWN AND NOT ALL THE WAY TO MAX
VOLUME

ROUTE: ECR RAPID

Enforcement/Security

Enforcement/Security

BUS DRIVERS NEED TO BE ON SAMTRANS TIME, NOT THEIRS. NO MORE FREE RIDES AND MAKE SURE PEOPLE HAVE EXACT CHANGE

ROUTE: 120

I ALWAYS PREFERRED SAMTRANS. IT'S NICE, I FEEL MORE SAFE, AND IT'S ON TIME.

ROUTE: 121

BUSES ARE NOT SANITARY. THERE HAVE BEEN TIMES THE BUS SMELLS LIKE URINE AND VOMIT. ALSO, THERE HAVE BEEN AGGRESSIVE HOMELESS PEOPLE ON THE BUS WHO CURSE. I DO NOT FEEL SAFE. I BELIEVE PUBLIC TRANSPORTATION SHOULD PROVIDE SECURITY

ROUTE: 121

VAPING = BAD. STOP VAPING

ROUTE: 250

SOMETIMES STUDENTS COME AND PUT THEIR FEET ON BENCH.

ROUTE: 260

SOME OF THE SEAT SMELL LIKE URINE FOR ALLOWING HOMELESS PEOPLE TO RIDE ON BUS ALL DAY/ALL NIGHT. THE AREAS ARE DARK AND A LOT OF HOMELESS HANG OUT BEGGING AND I FEEL UNSAFE. NEED STRICT SECURITY.

ROUTE: 274

SENSE OF SAFETY IS BAD. MY BIKE HAS BEEN STOLEN AT RWC AND THERE ARE CONSTANTLY DRUGGIES AT RWC AND BELMONT.

ROUTE: 274

THANKS! I FEEL SAFE.

ROUTE: 274

IT'S NOT SAMTRANS' FAULT, BUT BUS CENTERS ARE GETTING SKETCHY.

ROUTE: 281

FREQUENTLY, BUS DRIVERS DON'T STOP OVERBEARING OR LOUD CELL PHONE CONVERSATIONS

ROUTE: 292

I AM GENERALLY HAPPY WITH SAMTRANS. MY EARLY MORNING COMMUTE IS OFTEN HAMPERED BY TONS OF HOMELESS THAT SOME DRIVERS SIMPLY LET ONBOARD FOR FREE. THIS IS A HUGE ISSUE FOR PAYING PASSENGERS

ROUTE: 292

IT'S GOOD BUT IT NEED BETTER CLEANING. THERE IS URINE AND DRUGS.

ROUTE: 296

KIDS FROM MENLO PARK HIGH SCHOOL ARE LOUD, RUDE BUS DRIVER DID NOT CORRECT KIDS - VETS WERE ON BUS TELLING TO BE QUIET.

ROUTE: 296

Enforcement/Security

SEATS ARE DIRTY. RIDERS SMOKE MARIJUANA IN THE BACK OF THE BUS.

ROUTE: 296

WHERE IS TRANSIT POLICE WHEN HELP IS NEEDED?

ROUTE: 397

MAKE PEOPLE GET OFF BUS ON-DEMAND BUS SERVICE

ROUTE: 398

WOULD LIKE IT IF BUS OPERATORS CONFRONT PASSENGERS WHEN THEY ARE SPEAKING TOO LOUDLY INSTEAD OF PLAYING A GENERIC MESSAGE REMINDING THEM TO BE COURTEOUS TO OTHER PASSENGERS. THEY SELDOM KEEP THE VOLUME DOWN.

ROUTE: ECR

BUS DRIVERS NEED TO BE MORE CAREFUL THE ONES WHO BOARD. HOMELESS GUY GOT ON W/O PAYING AND WAS DOING SOME KIND OF DRUG. VERY UNCOMFORTABLE.

ROUTE: ECR

IT IS ANNOYING WHEN PASSENGERS TALK TOO LOUD ON CELL PHONES AND PLAY MUSIC WITHOUT USING HEADPHONES

ROUTE: ECR RAPID

Bus Stops–shelters condition/state of repair

Bus Stops–Shelters Condition/State of Repair

IT'S FILTHY AT COLMA BART AND IT'S A SHAME ALL THE WINDOWS ARE BROKEN AND YOU FREEZE THERE.	ROUTE: 110
DALY CITY IS VERY DIRTY- THE BART/SAMTRANS STATION BATHROOMS OFTEN OUT OF SERVICE AND DIRTY. DALY CITY STATION ACTUALLY SMELLS - MORE ATTENTION IS NEEDED. BUS TRIPS ARE STILL VERY SLOW BUT IMPROVED OVER PAST 4 YEARS THANK YOU	ROUTE: 110
STOP #351012 (VALLEY DR AND BAYSHORE) IS TOO DARK DURING THE NIGHT. BUS OPERATORS ARE NOT EASY TO SEE ME.	ROUTE: 112
MISSION BENCHES NEED CLEANING	ROUTE: 120
NEED MORE BUS SHELTERS DURING RAINY SEASON	ROUTE: 120
TO OF THE HILL DAY CITY BUS STOP, NEXT TO THE ANNEX BAR NEEDS TO BE CLEANED MORE OFTEN.	ROUTE: 120
EVEN THOUGH I'VE SEEN THE BENCHES AT DALY CITY POWER WASHED - THEY ARE ABSOLUTELY FILTHY NOW.	ROUTE: 120
LIGHTS AT STOPS WITH NO SHELTER. I'VE BEEN SKIPPED BY BUS DRIVERS FOR LACK OF VISIBILITY AT NIGHT	ROUTE: 121
PLEASE PROVIDE BENCHES ON ALL DETERMINED BUS STOP LOCATIONS.	ROUTE: 122
MORE SHELTERS FOR RAINY DAYS.	ROUTE: 122
AREA NEEDS TO BE POWER WASHED - 24/7 BIRD DROPPINGS, HOMELESS MESS W/ STENCH AND NEEDLES AND URINATION MESSES, LEAVING A LOT TO BE CORRECTED - PLEASE DO SOMETHING ABOUT THIS.	ROUTE: 140
SAN BRUNO TRANSIT CENTER IS AN OPEN TOILET. OVER NIGHT BUSES ARE ROLLING HOMELESS SHELTERS	ROUTE: 140

Bus Stops–Shelters Condition/State of Repair

THANK YOU AT SAMTRANS FOR PROVIDING NEW TRANSIT BUS STOP BENCHES FOR CUSTOMERS WAITING FOR BUS

ROUTE: 140

THE SAN BRUNO TRANSIT CENTER IS SMELLY AND UNATTRACTIVE. AN UPGRADE MAY ATTRACT MORE PEOPLE TO RIDE.

ROUTE: 140

IT'S NOT SAMTRANS' FAULT, BUT BUS CENTERS ARE GETTING SKETCHY.

ROUTE: 281

THE OLDER BUS SHELTERS WERE MUCH BETTER.

ROUTE: 292

MORE SHELTERS FOR WAITING IN THE RAIN.

ROUTE: 292

SAN BRUNO BART SHOULDN'T HAVE REMOVED ALL THE TRASH CONTAINERS THEY USED TO HAVE.

ROUTE: 292

IT WOULD BE NICE IF THERE WAS A SHELTER IN FRONT OF 1 TOWER PLACE IN SOUTH SAN FRANCISCO. THERE IS A SPOT FOR IT, BUT NO SHELTER. MANY PEOPLE WHO WORK HERE USE THIS BUS.

ROUTE: 292

COULD EACH BENCH HAVE AN INDOOR WALL FOR WHEN IT RAINS, SO THAT I DON'T HAVE TO BE SITTING IN THE RAIN?

ROUTE: 296

MOST BUS STOP SHELTERS ARE VANDALIZED AND DIRTY

ROUTE: 397

HICKEY AND EL CAMINO NEEDS A BUS SHELTER

ROUTE: ECR

IMPROVE THE CLEANLINESS OF BUSES AND STOPS.

ROUTE: ECR

THAT EACH STOP HAS FOOD FOR SALE.

ROUTE: ECR

DALY CITY IS SCARY! NOT VERY CLEAN.

ROUTE: ECR

I WISH THAT THERE WAS A SHED ON BEACH PARK/CHORLTON STOP, SO WE CAN SIT COMFORTABLY WHILE WAITING FOR THE BUS

ROUTE: ECR RAPID

Homeless Issues

Homeless Issues

HOMELESS PEOPLE USE THE BUS AS SHELTER AND PEE ON THE SEAT. ALMOST GOT MY ASS WET.
ROUTE: 110

BUSES ARE NOT SANITARY. THERE HAVE BEEN TIMES THE BUS SMELLS LIKE URINE AND VOMIT. ALSO, THERE HAVE BEEN AGGRESSIVE HOMELESS PEOPLE ON THE BUS WHO CURSE. I DO NOT FEEL SAFE. I BELIEVE PUBLIC TRANSPORTATION SHOULD PROVIDE SECURITY
ROUTE: 121

HOMELESS RIDERS ARE NOT SO CLEAN AND SANITARY.
ROUTE: 130

AREA NEEDS TO BE POWER WASHED - 24/7 BIRD DROPPINGS, HOMELESS MESS W/ STENCH AND NEEDLES AND URINATION MESSSES, LEAVING A LOT TO BE CORRECTED - PLEASE DO SOMETHING ABOUT THIS.
ROUTE: 140

SAN BRUNO TRANSIT CENTER IS AN OPEN TOILET. OVER NIGHT BUSES ARE ROLLING HOMELESS SHELTERS
ROUTE: 140

SOME OF THE SEAT SMELL LIKE URINE FOR ALLOWING HOMELESS PEOPLE TO RIDE ON BUS ALL DAY/ALL NIGHT. THE AREAS ARE DARK AND A LOT OF HOMELESS HANG OUT BEGGING AND I FEEL UNSAFE. NEED STRICT SECURITY.
ROUTE: 274

TOO MANY HOMELESS SLEEPING ON BUS. MAKES IT VERY CROWDED.
ROUTE: 292

I HOPE SAMTRANS SOLVE THE PROBLEMS REGARDING HOMELESS AND MENTALLY RETARDED PEOPLE SLEEPING ON THE BUS AND DISTURBING THE COMMUTERS
ROUTE: 292

SOMETIMES THE BUS IS STINKY. SOME HOMELESS ARE SLEEPING ON THE WHOLE SEAT, ESPECIALLY AT THE BACK.
ROUTE: 292

TOO MANY HOMELESS ON THE BUS. THEY USE THE BUS AS A HOTEL.
ROUTE: 397

TOO MANY HOMELESS. BUS STINKS!!!
ROUTE: ECR

I'M SO SATISFIED EXCEPT FOR SOMETIMES THE BUS SMELLS BAD BECAUSE OF THOSE HOMELESS GETTING ON THE BUS AT NIGHTTIME
ROUTE: ECR

SOMETIMES IT DOES NOT SMELL GOOD, WHEN THERE'S A HOMELESS RIDER.
ROUTE: ECR

SOME BUSES AND BUS STOPS/STATIONS TEND TO HAVE HOMELESS RIDING OR SMOKING AND DRINKING AT STATIONS WHICH MAKE IT UNCOMFORTABLE TO USE/RIDE SAMTRANS
ROUTE: ECR

Homeless Issues

NO MORE BUMS

ROUTE: ECR

Strollers, Bikes, Luggage Issues

Strollers, Bikes, Luggage Issues

NEED MORE SPACE TO PUT CARRY ONS ETC. TOO MANY PASSENGERS WILL NOT PACK DOWN THEIR CHILD CARRIERS.

ROUTE: 112

STROLLERS ARE NOT PERMITTED AND THAT MAKES TRAVEL WITH A SMALL CHILD DIFFICULT.

ROUTE: 121

Temperature/Ventilation

Temperature/Ventilation

SOMETIMES IT IS REALLY HOT ON THE BUS.

ROUTE: 24

IN THE ECR BUSES, THE AC IS TOO FULL BLAST, IT'S LIKE RIDING IN A FREEZER.

ROUTE: 122

A/C WAY TOO COLD TODAY.

ROUTE: 130

KEEP OFF THE HEATERS IT MAKES PEOPLE CAR SICK. WE DON'T NEED ALL THE WINDOWS OPEN, JUST A FEW IS GOOD.

ROUTE: 140

HELP OUT MORE ON AIR CONDITIONER OR HEATER

ROUTE: 270

WINDOWS ARE SOMETIMES CLOSED AND THERE'S NOT ENOUGH AIR.

ROUTE: 274

THEY NEED TO MAKE HEAT WHEN IT'S COLD.

ROUTE: 397

OTHER

General Compliments

General Compliments	
ALL SEEMS OK TO ME	ROUTE: 28
ITS GR8 BRO	ROUTE: 28
THANK YOU	ROUTE: 28
IT'S GREAT!	ROUTE: 35
YOU GUYS ARE AWESOME!	ROUTE: 35
GOOD. 10/10	ROUTE: 35
IT'S GREAT	ROUTE: 35
LOVE MY TRAVELS! GOOD JOB GUYS	ROUTE: 81
I WOULD SAY VERY ENJOYABLE RIDES. ALL STARS!	ROUTE: 87
PLEASE KEEP THE BUS GOING. IT IS VERY HELPFUL.	ROUTE: 87
KEEP UP THE GOOD WORK	ROUTE: 110
GOOD	ROUTE: 110
SERVICE IS GOOD BUT COULD IMPROVE.	ROUTE: 110
AWESOME! GREAT WAY TO GET DOWNTOWN!	ROUTE: 110
GOOD AND SATISFIED	ROUTE: 110
EXCELLENT SERVICE	ROUTE: 110

General Compliments

HAVE A GOOD DAY	ROUTE: 110
SAMTRANS IS GOOD AND COMFORTING	ROUTE: 110
I AM VERY SATISFIED WITH MY RIDE AT SAMTRANS THANK YOU	ROUTE: 110
VERY GOOD TRANSPORT SERVICE.	ROUTE: 112
EXCELLENT	ROUTE: 112
VERY GOOD!	ROUTE: 112
KEEP UP YOUR GOOD WORK GUYS. CONTINUE TO SERVICE PEOPLE LIKE US IN A SAFE, FRIENDLY MANNER.	ROUTE: 112
IT'S GOOD SERVICE.	ROUTE: 112
OVERALL POSITIVE EXPERIENCE NO COMPLAINTS	ROUTE: 112
GOOD JOB	ROUTE: 120
SOMEWHAT NICE, I'M SATISFIED.	ROUTE: 120
GOOD SVC	ROUTE: 120
EXCELLENT	ROUTE: 120
VERY GOOD SERVICE	ROUTE: 120
EXCELLENT BUS WITHOUT SAMTRANS I CAN'T GO TO WORK. I ONLY DEPEND ON IT.	ROUTE: 120
VERY GOOD QUALITY.	ROUTE: 120
KEEP UP THE GOOD WORK. THANKS ALWAYS	ROUTE: 120

General Compliments

THANKS!	ROUTE: 120
FEEL SAFE AND ABLE TO GET TO MY DESTINATION ON TIME.	ROUTE: 120
EVERYTHING LOOKS FINE, HAVEN'T HAD ANY PROBLEM AT ALL. THANK YOU FOR YOUR GOOD SERVICE.	ROUTE: 120
VERY GOOD SERVICE	ROUTE: 120
WONDERFUL	ROUTE: 120
GOOD	ROUTE: 120
GOOD	ROUTE: 120
KEEP UP THE GOOD SERVICE	ROUTE: 120
THE SAMTRANS SERVICES IS GOOD, SO PLS. CONTINUE THE GOOD WORK.	ROUTE: 120
SATISFIED	ROUTE: 120
EVERYTHING A OK TO ME. I'M SATISFIED THANKS. KEEP UP THE GOOD WORK, HAVE A NICE DAY, GOD BLESS	ROUTE: 120
THANK YOU SAMTRANS FOR DOING ME A VERY EFFICIENT TRANSPORTATION FOR MORE THAN 15 YEARS! KEEP IT UP!	ROUTE: 120
I'M VERY SATISFIED IN THE SAMTRANS	ROUTE: 121
THANK YOU FOR UPDATING AND THANKS FOR YOUR SERVICES. GOD BLESS!	ROUTE: 121
SATISFIED!	ROUTE: 121
AS OF NOW I HAVE NO BAD REMARKS ON SAMTRANS. BETTER THAN SF MUNI, WHICH I USED TO TAKE WHEN I USED TO LIVE IN SF AREA.	ROUTE: 121

General Compliments

HAPPY TO HAVE SAMTRANS IN MY AREA	ROUTE: 121
SO FAR SO GOOD (SERVICE)	ROUTE: 121
GOOD SERVICE!	ROUTE: 121
KEEP IT UP	ROUTE: 121
CONTINUE YOUR GOOD SERVICE	ROUTE: 121
GOOD	ROUTE: 121
GOOD JOB	ROUTE: 122
LOVE SAMTRANS	ROUTE: 122
KEEP UP THE GOOD WORK	ROUTE: 122
KEEP IT UP!	ROUTE: 122
GREAT EXPERIENCE	ROUTE: 122
EXCELLENT	ROUTE: 122
NOTHING MUCH MORE TO SAY. HAPPY RIDING W/ SAMTRANS	ROUTE: 122
EVERYTHING OK. THANK YOU	ROUTE: 122
SAMTRANS IS DOING A WONDERFUL JOB AS USUAL. I'M HAPPY TO BE A REGULAR RIDER. THANK YOU GUYS FOR BEING AWESOME!	ROUTE: 122
IT'S GOOD TO RIDE ON SAMTRANS.	ROUTE: 122
MANY THANKS.	ROUTE: 122

General Compliments

SERVICE IS OK	ROUTE: 122
EXCELLENT SERVICE	ROUTE: 122
ALL IS FINE W/ME. KEEP UP THE GOOD WORK!!!	ROUTE: 122
I REALLY ENJOY THE PUBLIC TRANSPORT, SAMTRANS.	ROUTE: 130
EXCELLENT	ROUTE: 130
I AM VERY SATISFIED WITH THE SERVICE OFFERED BY SAMTRANS BECAUSE IT HELPS ME A LOT BY GETTING ME TO MY WORK EVERY DAY.	ROUTE: 130
I FEEL SATISFIED WITH THE SAMTRANS SERVICE.	ROUTE: 130
GOOD JOB. KEEP IT UP	ROUTE: 130
SATISFIED	ROUTE: 130
KEEP UP THE GOOD WORK	ROUTE: 130
THANK YOU FOR THIS ROUTE	ROUTE: 130
THANK YOU	ROUTE: 130
GREAT JOB	ROUTE: 140
IS ACCESSIBLE FOR COMMUTERS	ROUTE: 140
VERY GRATEFUL FOR BUSES	ROUTE: 141
EXCELLENT	ROUTE: 141
SAMTRANS FUCKING RULES	ROUTE: 141

General Compliments

SATISFIED	ROUTE: 141
GOOD	ROUTE: 250
GOOD	ROUTE: 250
EVERYTHING IS GOOD.	ROUTE: 250
THANK YOU	ROUTE: 250
SAMTRANS SERVICE IMPRESSIVE	ROUTE: 250
VERY GOOD	ROUTE: 251
I FEEL VERY GRATEFUL FOR TRANSPORTATION. YOU HAVE GIVEN ME GREAT BENEFITS. THANK YOU.	ROUTE: 251
EVERYTHING IS GOOD.	ROUTE: 260
VERY GOOD!	ROUTE: 260
MOSTLY I HAD A GOOD EXPERIENCE USING THE BUS WHEN I NEED IT. THANK YOU	ROUTE: 270
THANKS FOR YOUR SERVICE	ROUTE: 270
THANKS FOR YOUR SERVICE	ROUTE: 270
GOOD SERVICE	ROUTE: 274
KEEP UP THE GOOD WORK!	ROUTE: 275
VERY GOOD SERVICE	ROUTE: 278
I HAVE NOTHING TO SAY THAT THIS BUS IS REALLY GOOD AND CONVENIENT	ROUTE: 278

General Compliments

OVER ALL SAMTRANS BUS HAS BEEN GOOD TO US.	ROUTE: 280
VERY GOOD.	ROUTE: 280
VERY GOOD SERVICE GETTING ME TO WORK.	ROUTE: 281
SAMTRANS IS DOING A GREAT JOB!	ROUTE: 281
GOOD	ROUTE: 281
EVERYTHING IS VERY GOOD. I AM VERY HAPPY WITH THE SERVICE. THANKS.	ROUTE: 281
THE SERVICE IS VERY GOOD.	ROUTE: 281
ALL IF GOOD FOR THE TIME	ROUTE: 281
OVER ALL SAMTRANS HAS DONE A WONDERFUL JOB FOR THE PEOPLE THAT RIDE SAMTRANS BACK AND FORTH. THANK YOU	ROUTE: 281
VERY SATISFYING SERVICE	ROUTE: 281
I LIKE SAMTRANS BUS BECAUSE I WANT TO BE AN INDEPENDENT WOMAN.	ROUTE: 281
IT'S PRETTY MUCH A RELAXING RIDE FOR THE MOST PART.	ROUTE: 281
I'M HAPPY WITH THIS SERVICE. KEEP UP THE GOOD WORK	ROUTE: 286
GOOD SERVICE	ROUTE: 292
THANK FOR GREAT CUSTOMER SERVICE WITH OVER 20 YRS. OF RIDING WITH SAMTRANS. GOD BLESS ALL	ROUTE: 292
GOOD JOB	ROUTE: 292

General Compliments

THANK YOU SAMTRANS FOR VERY GOOD TRANSPORTATION.	ROUTE: 292
ONE OF THE BEST PUBLIC TRANSIT SERVICES IN THE COUNTRY.	ROUTE: 292
EXCELLENT	ROUTE: 292
THANKS FOR EXISTING.	ROUTE: 294
THIS BUS SERVICE IS IMPROVING. LOOK FORWARD TO RIDING MORE.	ROUTE: 295
GOOD SERVICE	ROUTE: 296
THANK YOU	ROUTE: 296
VERY GOOD SERVICE	ROUTE: 296
I LIKE IT VERY MUCH!	ROUTE: 398
GOOD JOB	ROUTE: 398
I HAVE BEEN WORKING AT THE AIRPORT FOR THREE YEARS AND I'VE BEEN TAKING THE BART TRAIN. MY FRIENDS TOLD ME ABOUT #398 AND I TRIED IT, IT WAS GREAT. EVER SINCE THAT, I AM A REGULAR PASSENGER NOW. THANKS!	ROUTE: 398
THE BUS IN MY AREA IS AC TRANSIT AND IT'S SO MUCH WORSE. I LOVE SAMTRANS, AND COMMUTING IN THIS NEW AREA IS BOTH ENJOYABLE AND EASY BECAUSE OF SAMTRANS.	ROUTE: 398
LIFE IS BEAUTIFUL. THANK YOU ALL.	ROUTE: ECR
PERFECT!	ROUTE: ECR
KEEP UP THE GOOD WORK!!	ROUTE: ECR
I THANK YOU FOR THE SERVICE	ROUTE: ECR

General Compliments

I THINK SAMTRANS IS DOING A PRETTY GOOD JOB	ROUTE: ECR
SERVICE COULD BE BETTER, BUT ITS NOT HORRIBLE.	ROUTE: ECR
GOOD SERVICE!	ROUTE: ECR
THANKS FOR YOUR SERVICE	ROUTE: ECR
VERY SATISFIED	ROUTE: ECR
EVERYTHING IS GOOD AND NEVER SEE PROBLEM IN THE BUS.	ROUTE: ECR
SATISFACTORY SERVICE	ROUTE: ECR
VERY GOOD TO RIDE IN THIS BUS SAMTRANS	ROUTE: ECR
VERY GOOD ATTENTION TO SERVICE.	ROUTE: ECR
VERY GOOD SERVICE	ROUTE: ECR
SURE BEATS MUNI	ROUTE: ECR
COOL	ROUTE: ECR
I AM SATISFIED WITH YOUR SERVICE. THANK YOU	ROUTE: ECR
THANK YOU FOR YOUR SERVICES	ROUTE: ECR
EVERYTHING IS GOOD.	ROUTE: ECR
EVERYTHING IS SUCCESSFUL.	ROUTE: ECR
GOOD	ROUTE: ECR
RAPID	ROUTE: ECR

General Compliments

I AM SATISFIED WITH THE SERVICE

ROUTE: ECR

RAPID

VERY GOOD SERVICE

ROUTE: ECR

RAPID

PERFECT.

ROUTE: ECR

RAPID

I HAVE NOT USED SAMTRANS NOR PUBLIC TRANSPORTATION IN QUITE A FEW YEARS BUT I HAVE ALWAYS LOVE SAMTRANS COMPARED TO OTHER PUBLIC COMPANIES.

ROUTE: ECR RAPID

GOOD. THERE ARE ALWAYS PROBLEMS, BUT YOU ARE ADDRESSING THEM.

ROUTE: ECR RAPID

VERY GOOD SERVICE.

ROUTE: ECR RAPID

Service-Other

Service Others

HIT OR MISS	ROUTE: 61
A VERY FINE SERVICE. SUNDAY 270 LOOP WOULD IMPROVE.	ROUTE: 270
THEY MAKE AN EFFORT. THE BEST THEY CAN.	ROUTE: 274
ALL OF THEM	ROUTE: 281
WORST SERVICE EVER	ROUTE: ECR
COULD BE BETTER	ROUTE: ECR
IMPROVE PLEASE	ROUTE: ECR