



SamTrans Customer Experience Survey

Market Research & Development
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Table of Contents

Introduction	3
Methodology	4
Executive Summary	6
Survey Findings	10
Service Ratings	10
Service Rankings	11
Communication and Payment Ratings	12
Communication and Payment Rankings	13
Customer Enjoyment and Comfort Ratings	14
Customer Enjoyment and Comfort Rankings	15
Value of service: current riders	16
Value of service: former riders and non-riders	17
Access to a car	18
Ridership: current riders	19
Ridership: former riders	25
Demographics	31
Questionnaire	37
Comments	51

Introduction

The SamTrans Customer Experience Survey was a District-wide effort to seek input from current riders, former riders and non-riders regarding their experience with SamTrans service, and what might encourage them to use SamTrans. Input on the design and implementation of the survey was sought from internal stakeholders and the SamTrans Citizens Advisory Committee. This online survey, featuring questions to rate and identify priorities, provide ridership and demographic information, will guide SamTrans efforts in improving customer experience.

This is not a statistically valid study but it's one of the steps in developing strategies to improve SamTrans' services.

Methodology

The study was developed and launched using an online survey tool, Survey Gizmo, as an opt-in survey, meaning that customers (and the general public) could choose to use the link to complete the survey. Therefore, the data collected does not represent SamTrans ridership, but provides insights on some of the customer challenges. The survey was available between February 27 and March 20, 2017.

Respondents were asked to rate various aspects of service, communications, customer enjoyment and comfort, and payment, followed by ranking in terms of priorities. Other topics included customer's perception of the value of SamTrans service and potential interest in alternative services. The survey included questions seeking feedback on why former riders stopped using SamTrans, and what might influence those who have never used SamTrans to start using the service. Ridership data collected includes longevity and frequency of use of SamTrans, trip purpose, fare category, access to a car and main bus route used. Demographic information includes gender, age, ethnicity, language, household income and Zip Code.

Various outreach methods were employed to encourage participation from current and former riders, and from those who had never ridden SamTrans, including:

- Social media postings and digital advertising
- News release
- Web presence on SamTrans.com

Methodology

- Email blast (to community agencies, participating Way2Go residential complexes, consignee network, token vendors, city clerks)
- SamTrans Customer Service Center 800 number
- Electronic messages on board buses. Communications with the Citizens Advisory Committee, and internal staff
- Take ones distributed on buses and also handed out by Customer Service and internal staff between March 3 and 8 during various times of the day at the following locations: Redwood City Transit Center, Daly City BART Station, Serramonte Shopping Center and Hillsdale Caltrain Station/Shopping Center.
- Print ads in The Mercury News, San Francisco Chronicle, The Daily Journal, Sing Tao, El Observador, Half Moon Bay Review and online and print ads in Pacifica Tribune.

A total of 1,182 responses were received, of which 798 (68%) completed the entire survey.

Responses for individual questions may not sum to 100% due to rounding.

Executive Summary

The Customer Experience Survey was conducted as an opt-in, online survey and even though the number of responses was high, it does not represent the entire SamTrans customer base. For example, respondents are more likely to have annual household incomes of \$100,000 or more (32%) when compared to the 2015 SamTrans Triennial Customer Survey (7%).

The survey addressed current riders, former riders and those who have never ridden SamTrans. Three in five respondents (60%) were current riders, defined as those who have ridden SamTrans at least once in the last six months. The survey also targeted former riders, those who have ridden SamTrans, but not in the last six months (29%) and those who had never ridden SamTrans (11%).

Ridership Characteristics (Current Riders, n=707)

- Four in five current riders (80%) have been riding SamTrans for one year or more. One in 10 current riders (10%) has been riding for six months or less.
- A significant share of current riders (44%) use SamTrans at least 4 days a week, and nearly one-quarter (24%) ride less than once a month.
- More than half of current riders use Clipper, including Clipper cash value (41%) and Clipper SamTrans Monthly Pass (13%).

Executive Summary

- The most popular reason given for use of SamTrans by current riders was to get to work (40%), while one in five use SamTrans to get to school and another one in five for social/recreational purposes.
- More than one-quarter of current riders (27%) report ECR as the main SamTrans route they ride. A total of 58 different routes were reported as the main route for the remaining three-quarters of respondents.

Ridership Characteristics (Former Riders, n=341)

- It has been more than three years since 55% of former riders have ridden SamTrans.
- Almost one-quarter of former riders (23%) were frequent riders, using SamTrans at least four days a week, and more than half (54%) used to ride less than once a month.
- The majority of former riders (61%) used cash to pay for their trip, and one in five used a Clipper card (21%).
- The most popular reason given for use of SamTrans by former riders was to get to work (40%), while almost one-third (30%) used SamTrans for social or recreational purposes. For those who rode SamTrans four days a week or more, 62% rode to work, and 27% rode to school.

Executive Summary

Reasons for not riding SamTrans

- Respondents who had stopped riding SamTrans indicated a variety of reasons, including bus schedule change that doesn't meet trip needs (19%), unreliable schedule (16%) and trip length (14%).

Service Options Ratings

All respondents were asked to rate several aspects of service on a 5-point scale where 5 is very important and 1 is not at all important, as well as rank them in terms of priority.

Respondents are most interested in more frequent service in general, which received an average rating of 4.1, more express services at 3.7, and more frequent weekend, mid-day or late evening service at 3.6. With an average rating of 2.9, replacing low ridership bus routes with TNCs and more service on holidays, were not highly rated by respondents.

Amenities and Communications Ratings

Respondents were also asked to rate several aspects of communication, customer comfort, enjoyment, and payment, on a 5-point scale where 5 is very important and 1 is not at all important, as well as rank them in terms of priority.

Real-time information based on vehicle location was rated very highly by respondents, at 4.5, while scheduled timetable information available on a smartphone app, and

Executive Summary

SamTrans website were both rated at 4.1. Less highly rated were printed schedules available on the buses at 3.5, and paper handouts with information about service changes or modifications 3.0.

Items relating to customer comfort /enjoyment received moderate ratings by respondents. Onboard Wi-Fi and more bus stop amenities were both rated at 3.8, while bus seating comfort at 4.2 received the highest average rating.

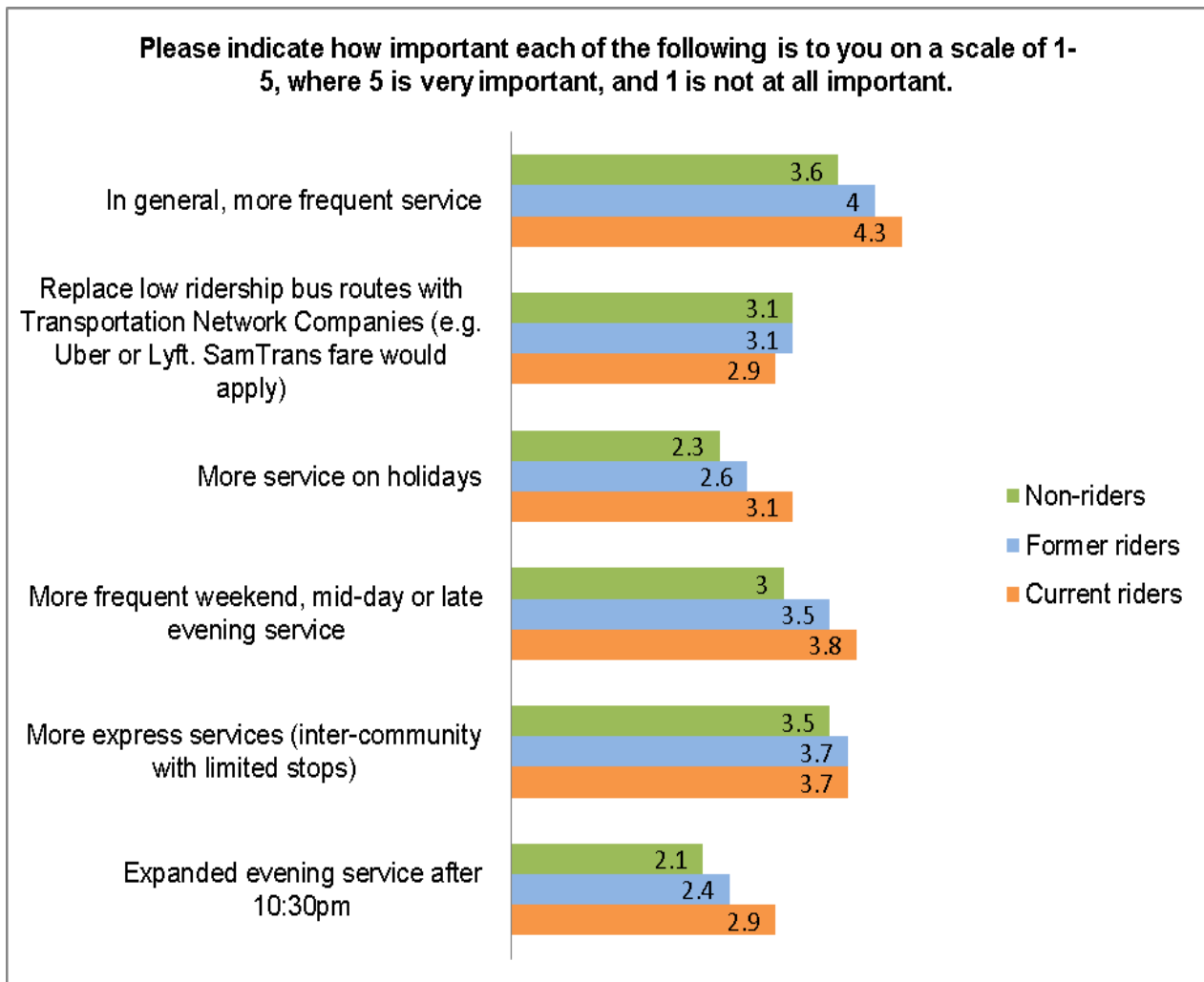
Value of Service

Current riders were asked to rate how they value SamTrans service, while former and non-riders were asked to rate their perception of the value of SamTrans service. Current riders gave a higher average rating (3.8) than former riders (3.2) and non-riders (2.9), on a 5-point scale.

Survey Findings

Service Ratings

Current riders generally gave the highest mean ratings for each of the items, except for Transportation Network Company (TNC). All respondents would like more frequent service. This was the highest rated item by current (4.3), former (4.0) and non-riders (3.6). Replacing low ridership bus routes with a TNC was more important to non-rider's (3.6). Replacing low ridership bus routes with a TNC was more important to non-rider's (3.6). Replacing low ridership bus routes with a TNC was more important to non-rider's (3.6) and former riders (3.1), compared with current riders (2.9).



n= 936







Survey Findings

Service Rankings

Top ranked by all three groups are more frequent service in general, more express services (inter-community with limited stops) and more frequent weekend or mid-day service.

Note that respondents were asked to rank all items in order of preference. Each item received a score depending on how highly it was ranked. These scores were totaled, and below are the overall results.

Now please rank the importance of each of the following items in order of preference, from most important in first position, to least important in last position.

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
In general, more frequent service	1		4,734	985
More express services (inter-community with limited stops)	2		4,082	986
More frequent weekend or mid-day service	3		4,036	985
Expanded evening service after 10:30pm	4		2,676	983
Replace low ridership bus routes with Transportation Network Companies (e.g. Uber or Lyft. SamTrans fare would apply)	5		2,654	986
More service on holidays	6		2,518	985

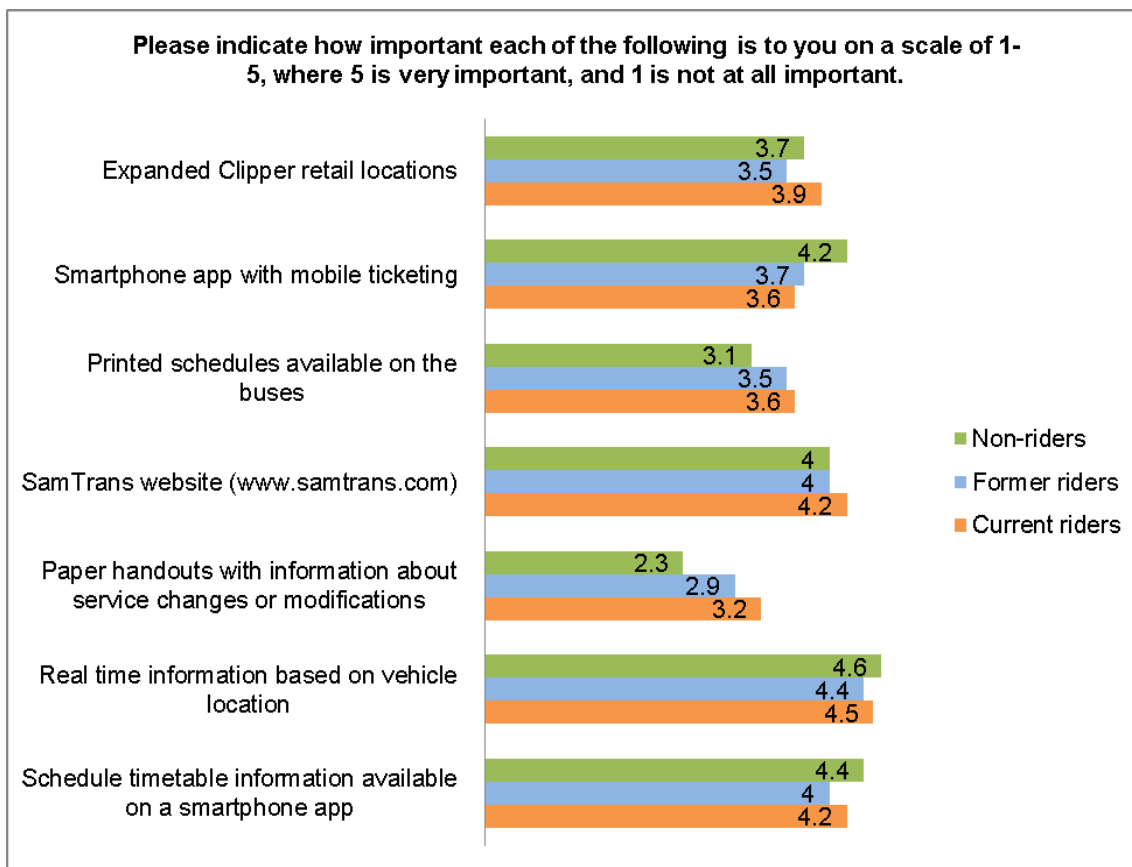


n=1,000

Survey Findings

Communications and Payment Ratings

The highest mean rating given by all three groups was to real-time information based on vehicle location. Current riders gave the highest mean rating of all three groups to printed schedules available on the buses as well as to paper handouts with information about service changes or modifications. Former-riders gave high ratings to SamTrans website (4.0), and schedule timetable information available on a smartphone app (4.0). Non-riders are highly interested in technology based communications and payment, and gave the highest average ratings of all three groups to items in these areas.



n=901








Survey Findings


Communications and Payment Rankings

Top ranked by all three groups are real time information based on vehicle location and schedule timetable information available on a smartphone app.

Note that respondents were asked to rank all items in order of preference. Each item received a score depending on how highly it was ranked. These scores were totaled, and below shows the overall results.

Now please rank the importance of each of the following items in order of preference, from most important in first position, to least important in last position.

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
Real time information based on vehicle location	1		5,255	935
Schedule timetable information available on a smartphone app	2		4,586	935
SamTrans website (www.samtrans.com)	3		3,901	934
Smartphone app with mobile ticketing	4		3,795	933
Printed schedules available on the buses	5		3,110	934
Expanded Clipper retail locations	6		3,040	934
Paper handouts with information about service changes or modifications	7		2,477	934

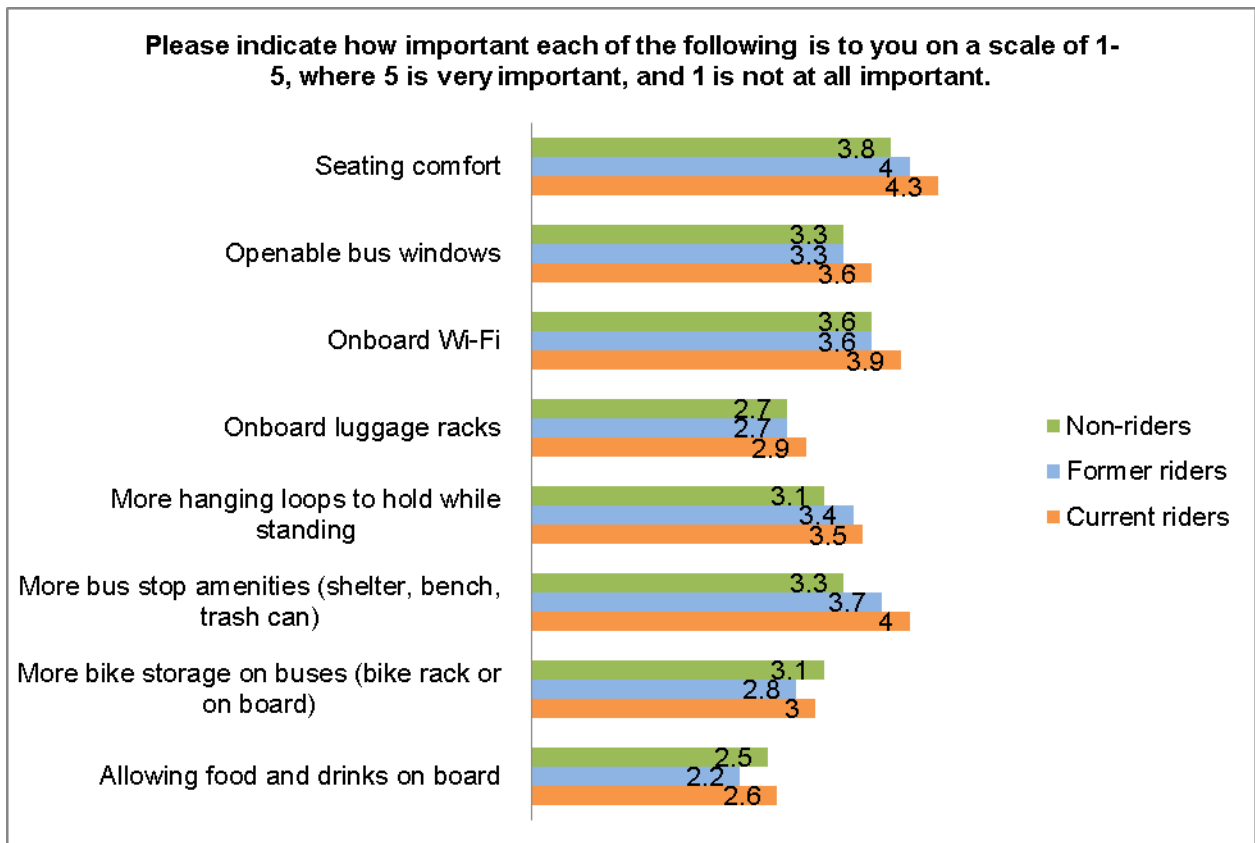


n= 937

Survey Findings

Customer Enjoyment and Comfort Ratings

Generally, respondents did not rate items related to customer enjoyment / comfort very highly. Only seating comfort (4.3) and more bus stop amenities (4.0) received a high rating, given by current riders. Seating comfort was the highest rated item for each of the three groups, while allowing food and drinks on board was the lowest rated item.



n=888

Survey Findings

Customer Enjoyment and Comfort Rankings

Top ranked are by all three groups are seating comfort, onboard Wi-Fi and more bus stop amenities (shelter, bench, trash can).

Note that respondents were asked to rank all items in order of preference. Each item received a score depending on how highly it was ranked. These scores were totaled, and below shows the overall results.

Now please rank the importance of each of the following items in order of preference, from most important in first position, to least important in last position.

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
Seating comfort	1		5,496	908
Onboard Wi-Fi	2		4,975	908
More bus stop amenities (shelter, bench, trash can)	3		4,958	908
Openable bus windows	4		3,999	908
More hanging loops to hold while standing	5		3,939	908
More bike storage on buses (bike rack or on board)	6		3,455	907
Onboard luggage racks	7		2,972	908
Allowing food and drinks on board	8		2,891	907

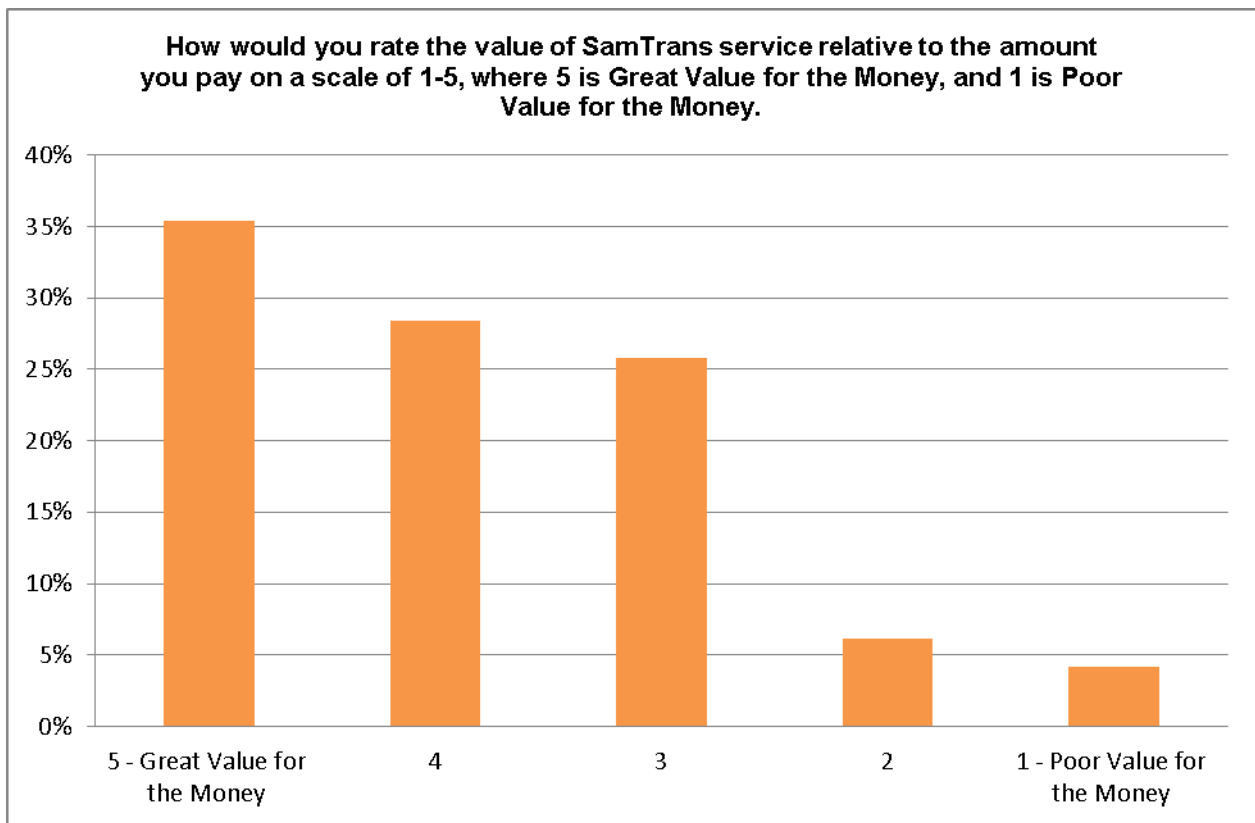


n=908

Survey Findings

Value of Service: current riders

Current riders were generally positive about the value of SamTrans service relative to the amount they pay. Using a scale of 1-5 where 5 is great value for the money and 1 is poor value for the money, 64% gave a rating of 4 or 5, while 26% had neutral feelings. The average rating was 3.8.

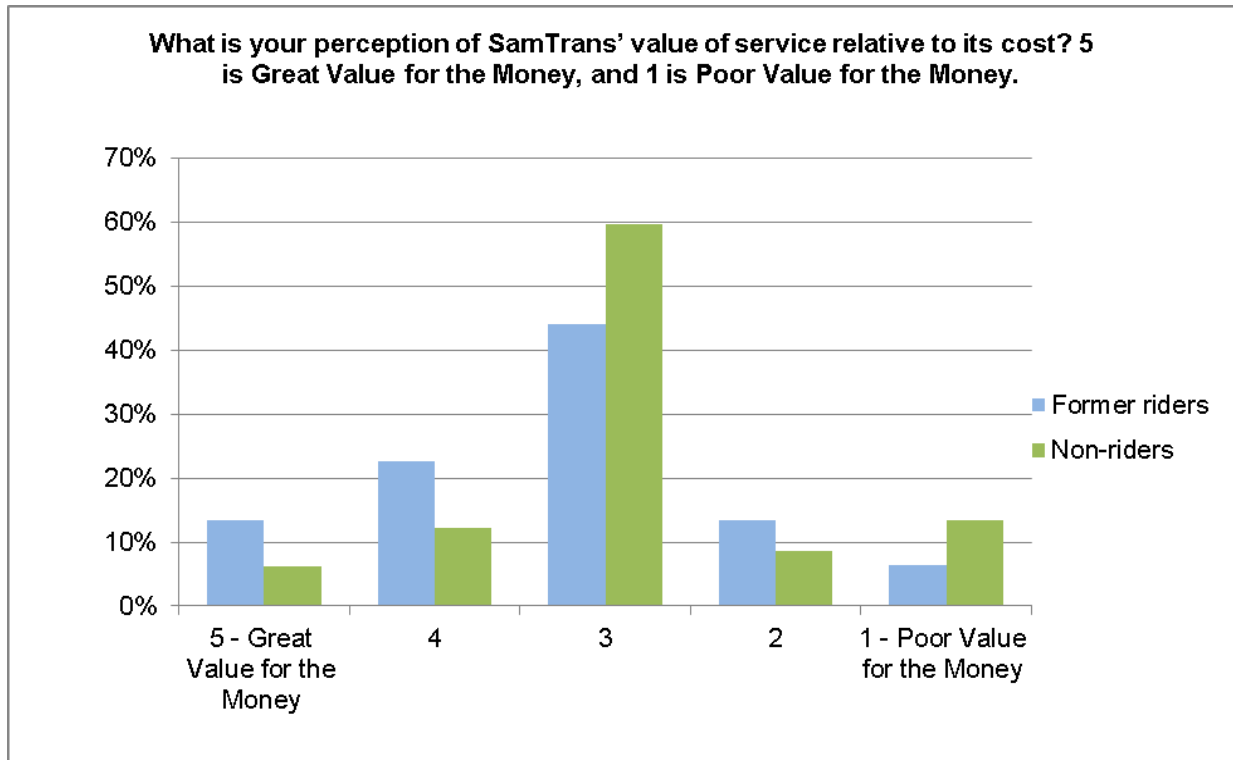


n=570

Survey Findings

Value of Service: former riders and non-riders

Former and non-riders were asked for their perception of SamTrans' value of service relative to its cost. Former riders gave an average rating of 3.2 and non-riders 2.9.

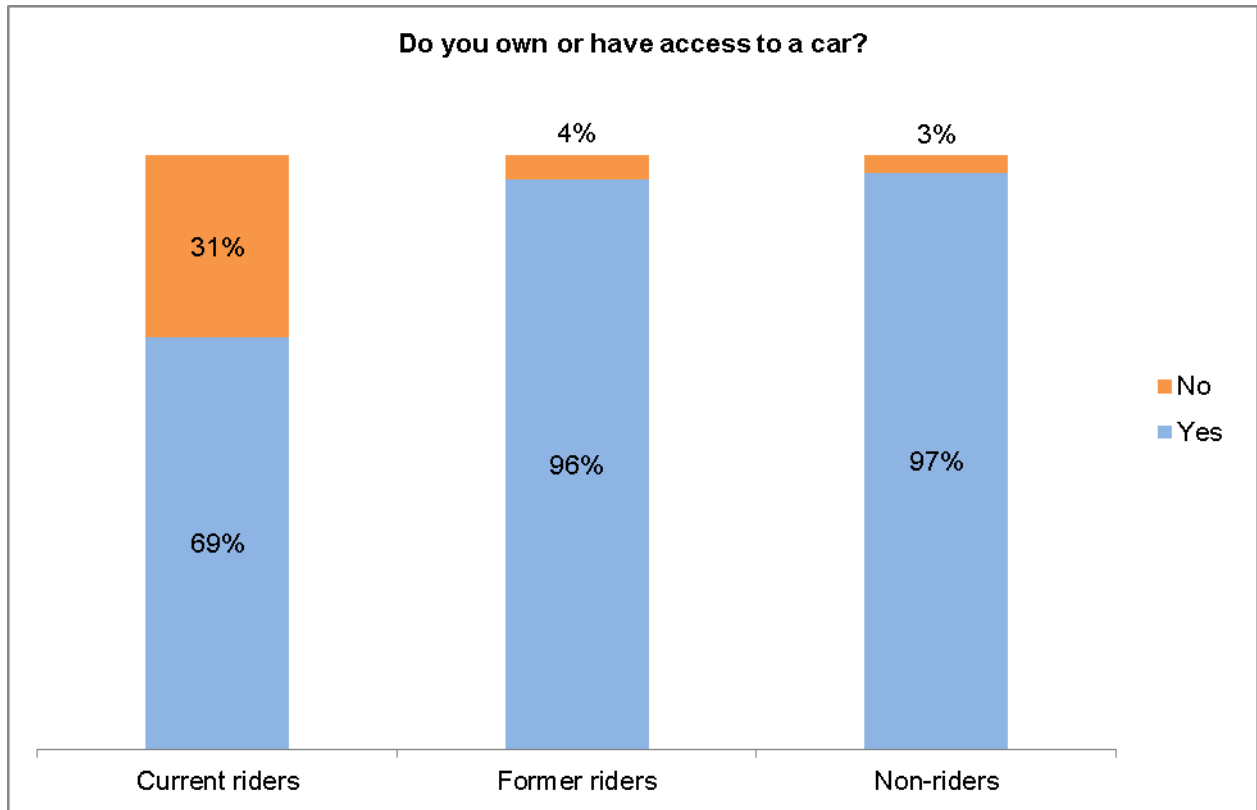


n=334

Survey Findings

Access to a car

Access to a car is lowest amongst current riders (69%), and highest amongst former riders (96%) and non-riders (97%).



n= 1,173

Survey Findings

Ridership: current riders

Main bus route

ECR was the most popular route, followed by 292 and KX.

What is the main route that you ride? Please select from the below options.

Route	Riders	Share of respondents
ECR	175	27%
292	52	8%
KX	36	6%
110	28	4%
120	23	4%
122	23	4%
17	20	3%
250	19	3%
294	17	3%
296	17	3%
112	16	2%
131	15	2%
FLX Pacifica	13	2%
121	12	2%
260	12	2%
87	12	2%
275	11	2%
118	10	2%
140	10	2%
274	10	2%

n=648

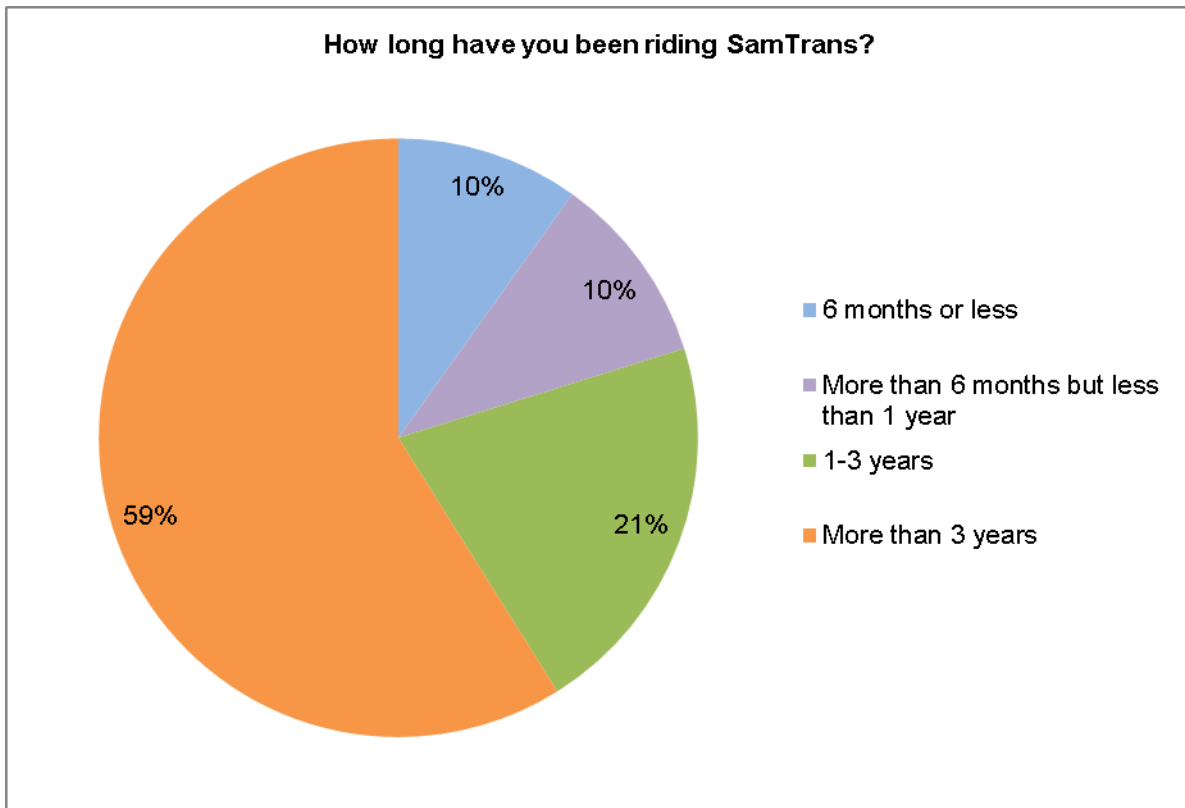
Top 20 routes listed in table. A total of 58 routes were selected.

Survey Findings

Ridership: current riders

Longevity of Use

More than half of current riders (59%) have been riding SamTrans for more than three years.



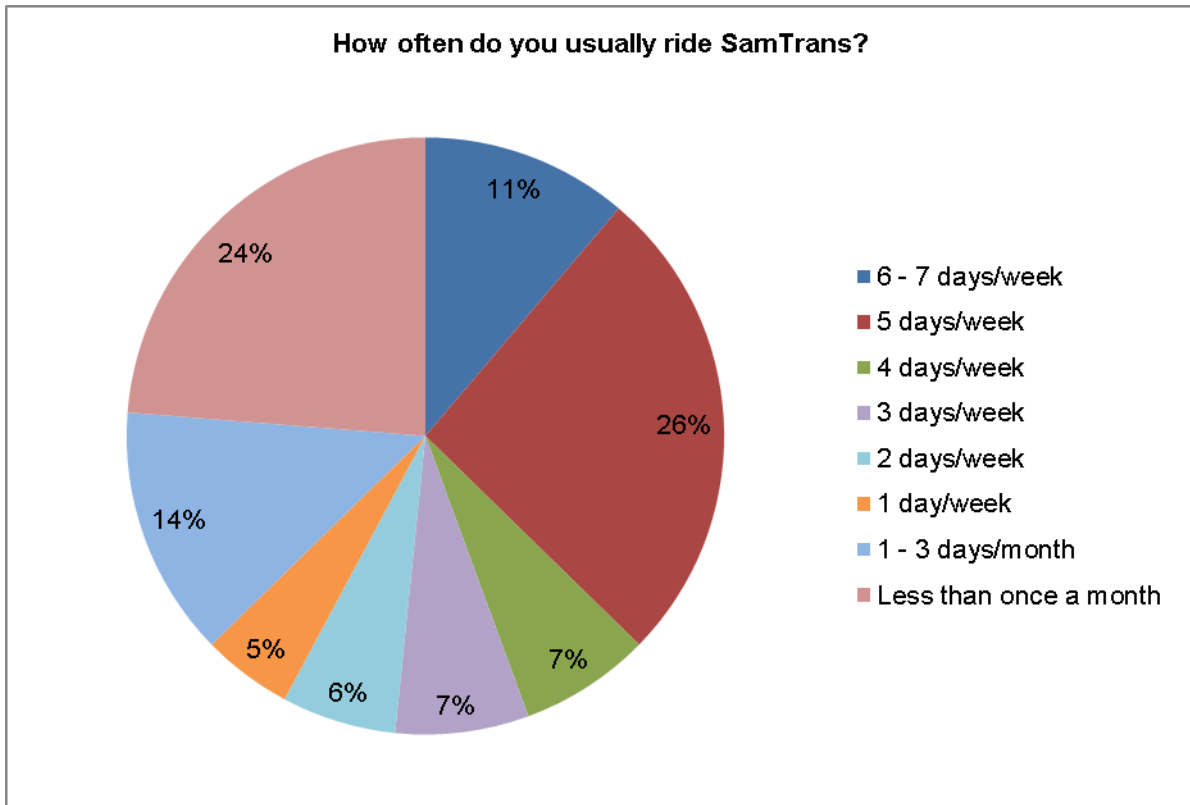
n=679

Survey Findings

Ridership: current riders

Frequency of Use

Half of current riders (52%) ride SamTrans at least 3 days a week.



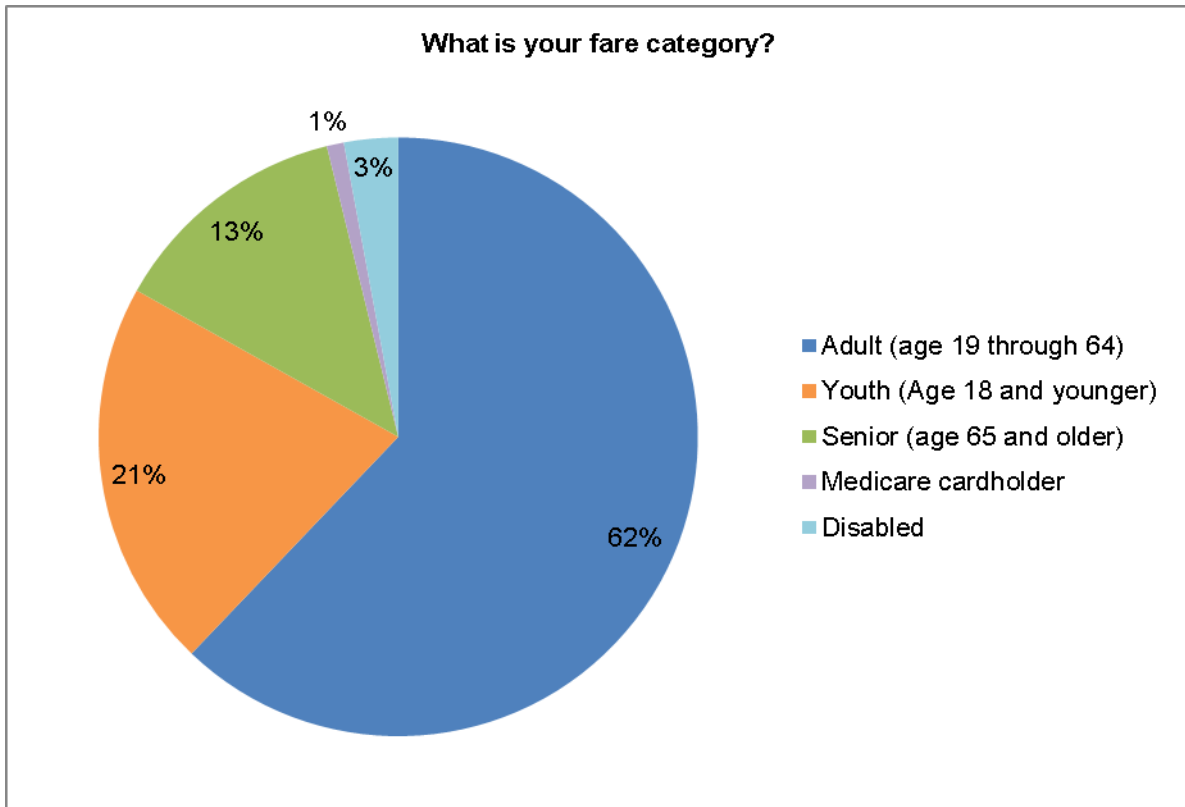
n=678

Survey Findings

Ridership: current riders

Fare Category

The majority of current riders (62%) are in the adult fare category.



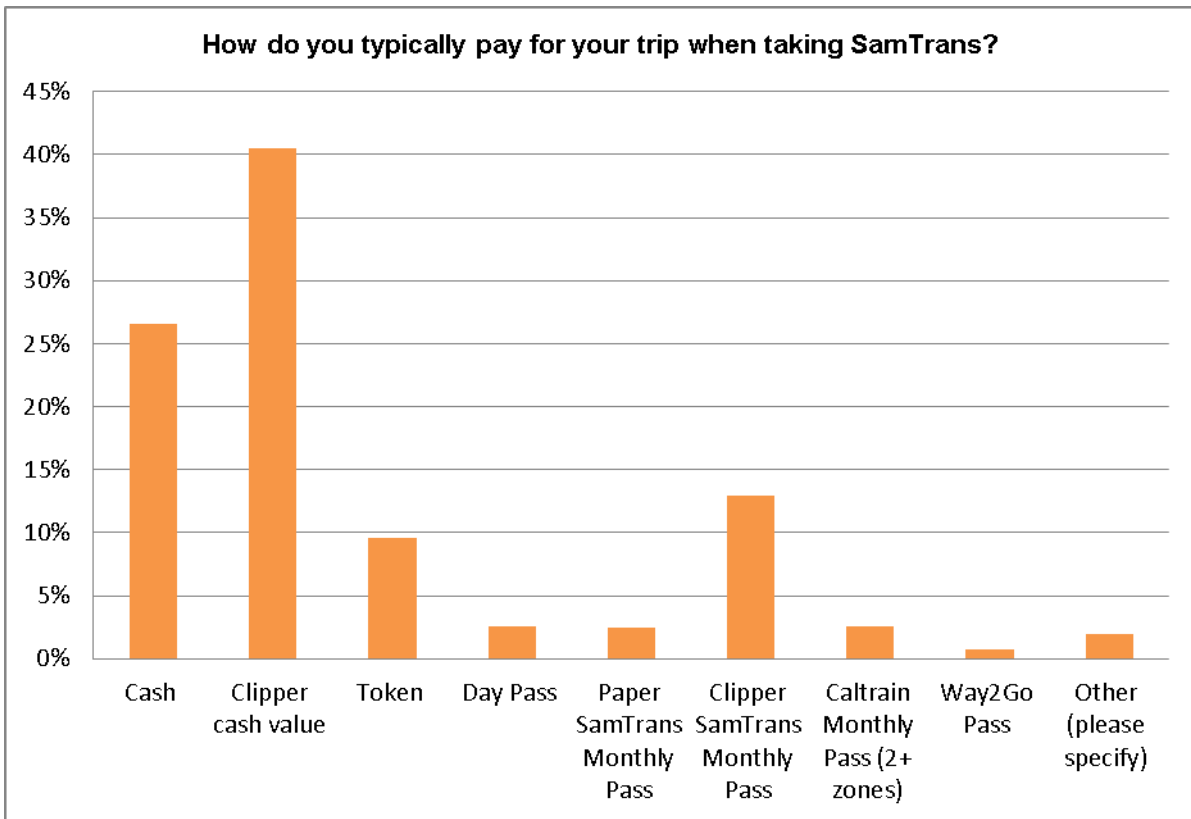
n=652

Survey Findings

Ridership: current riders

Fare Media

The most popular way for current riders to pay for their trip was Clipper cash value (41%), followed by cash (26%) and Clipper SamTrans Monthly Pass (13%). 21% of respondents to the 2015 SamTrans Triennial Customer Survey used Clipper cash value to pay for their trip.



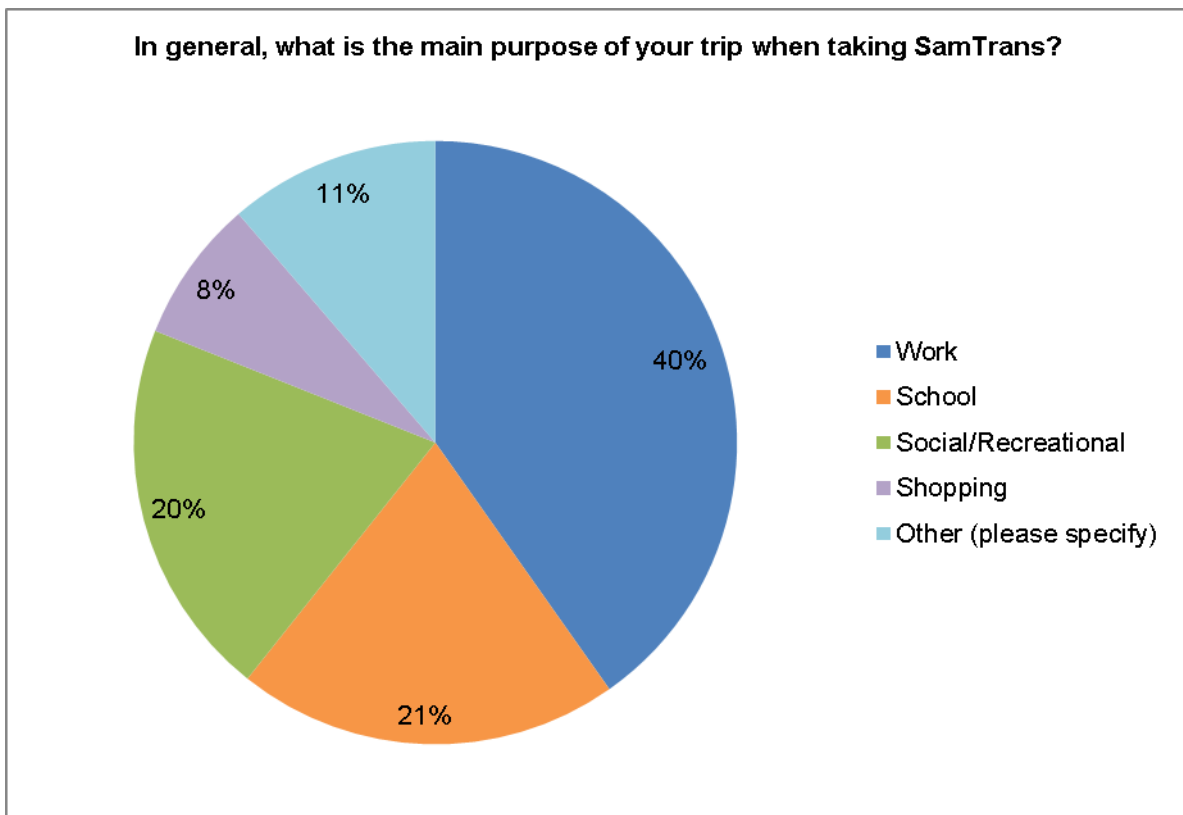
n=656

Survey Findings

Ridership: current riders

Main Trip Purpose

More than one-third of respondents (40%) report traveling with SamTrans to get to work, one-fifth (21%) traveling to school and another one-fifth (20%) traveling for social/recreational purposes.



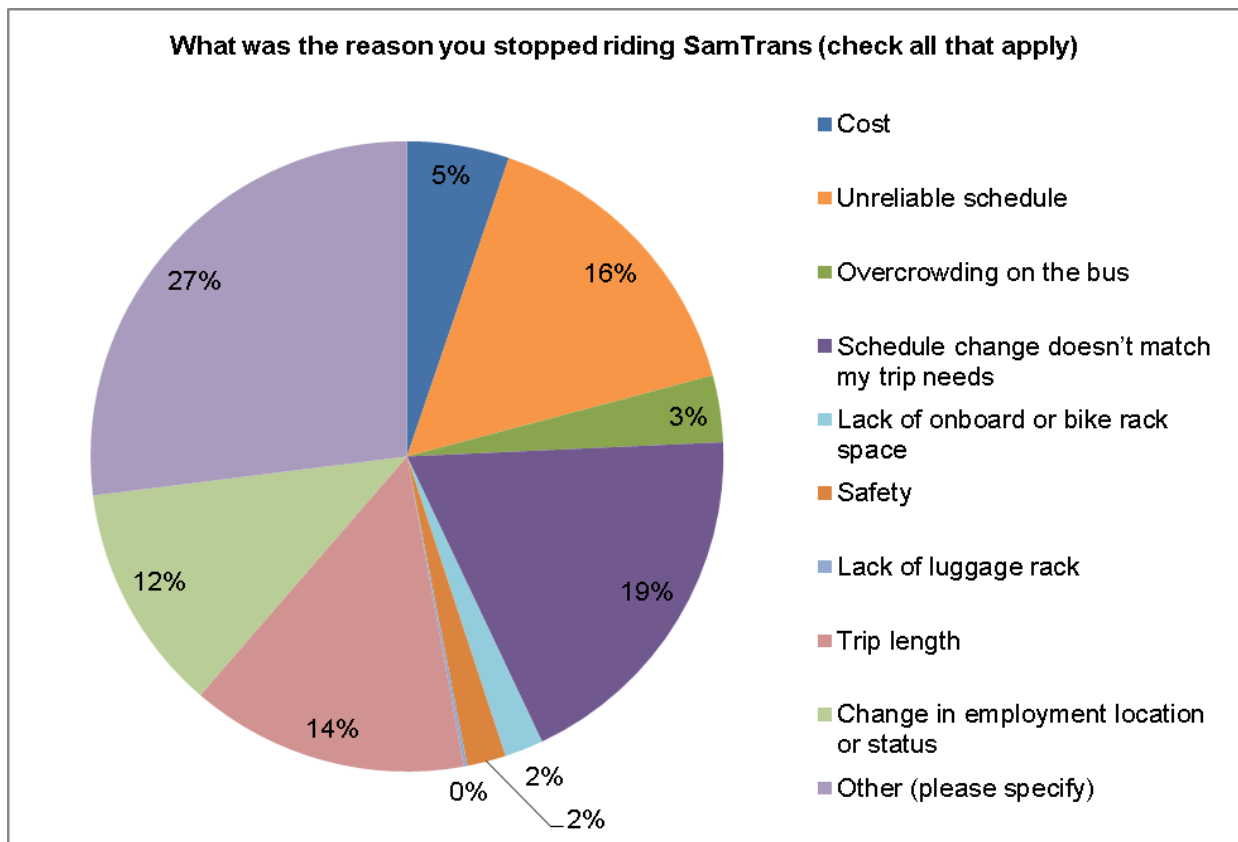
n=654

Survey Findings

Ridership: former riders

Reasons for not riding SamTrans

Former riders gave a variety of reasons as to why they stopped riding SamTrans. Top reasons given were a schedule change that doesn't match their trip needs (19%), followed by unreliable schedule (16%). More than one-quarter (27%) of reasons given were in the Other option, the top three being routes – include additional / extend / more direct / more stops / canceled (45%), no need / use car / use Caltrain / retired (26%) and on-time performance / reliability / speed (9%).



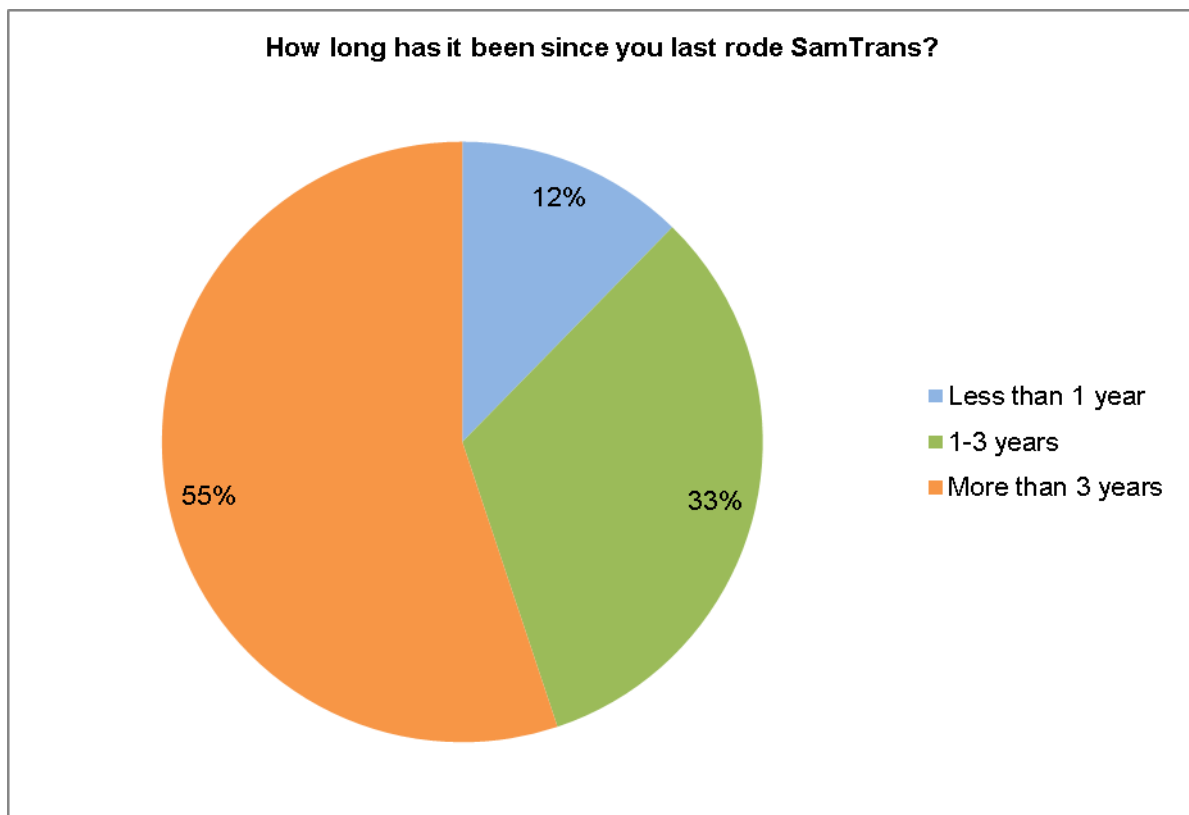
n=324

Survey Findings

Ridership: former riders

Length of time since riding SamTrans

More than half of former riders (55%) indicated that it had been more than three years since they last rode SamTrans.



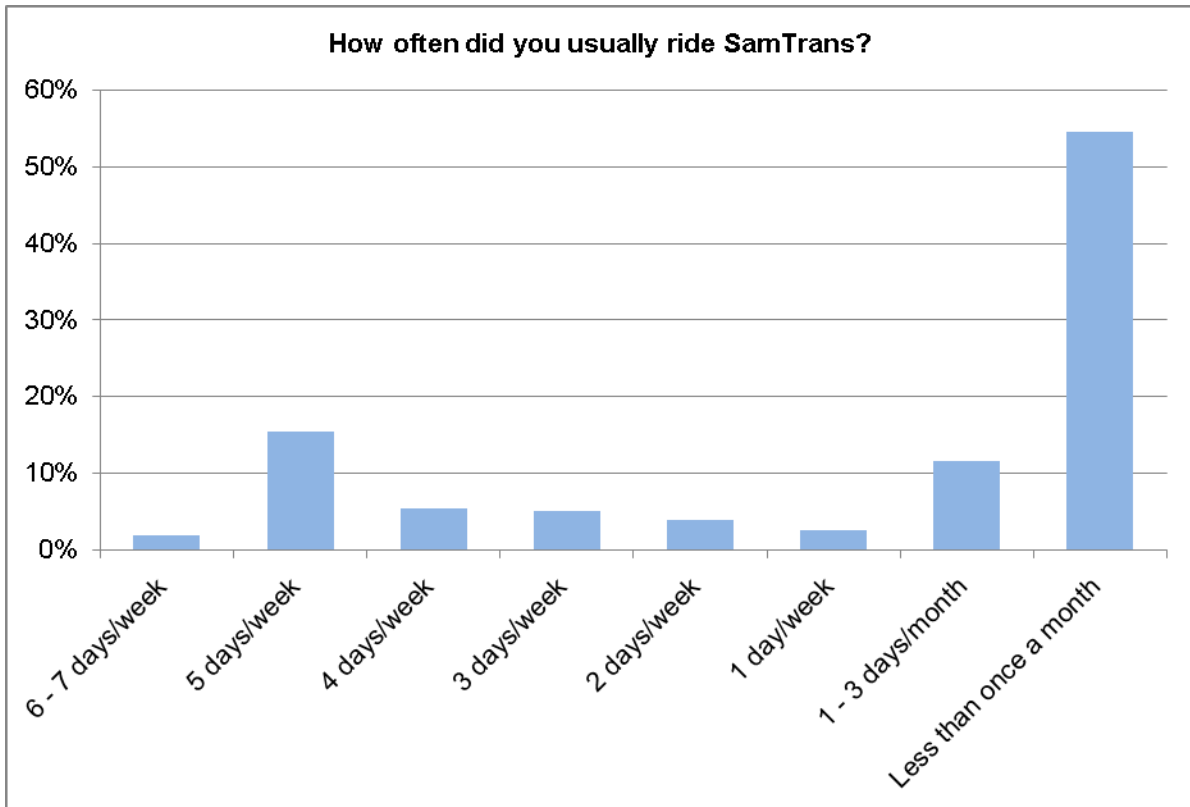
N=341

Survey Findings

Ridership: former riders

Frequency of Use

More than half of former riders (55%) rode SamTrans less than once a month.



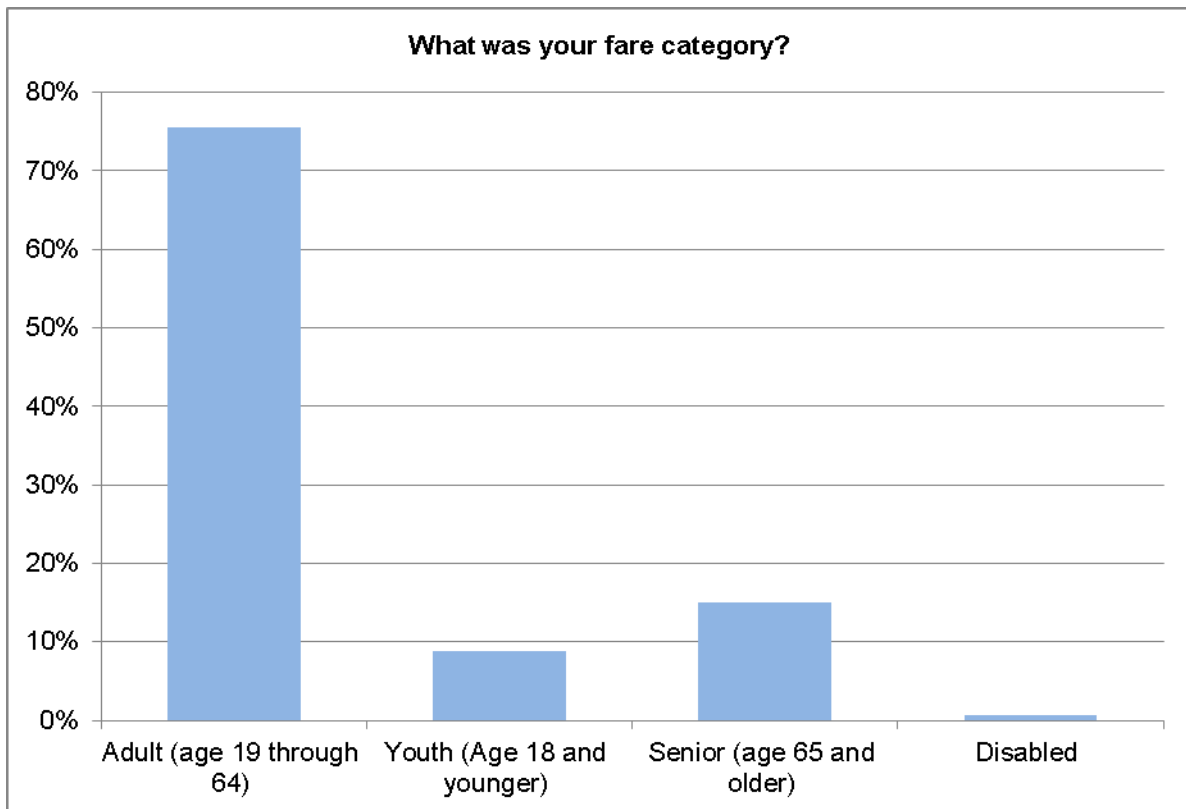
n=319

Survey Findings

Ridership: former riders

Fare Category

Three-quarters of former riders (76%) were in the adult fare category.



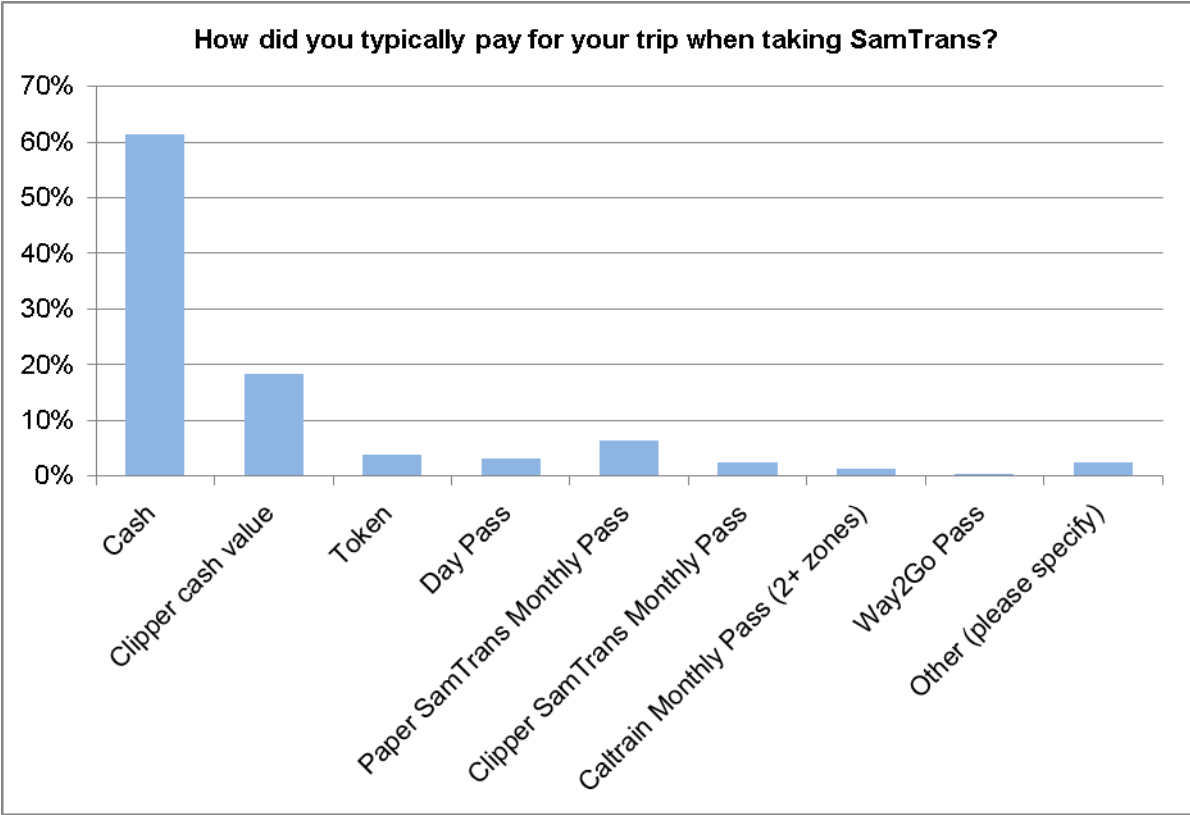
n=307

Survey Findings

Ridership: former riders

Fare Media

More than three-fifths of former riders (61%) paid for their trips with cash.



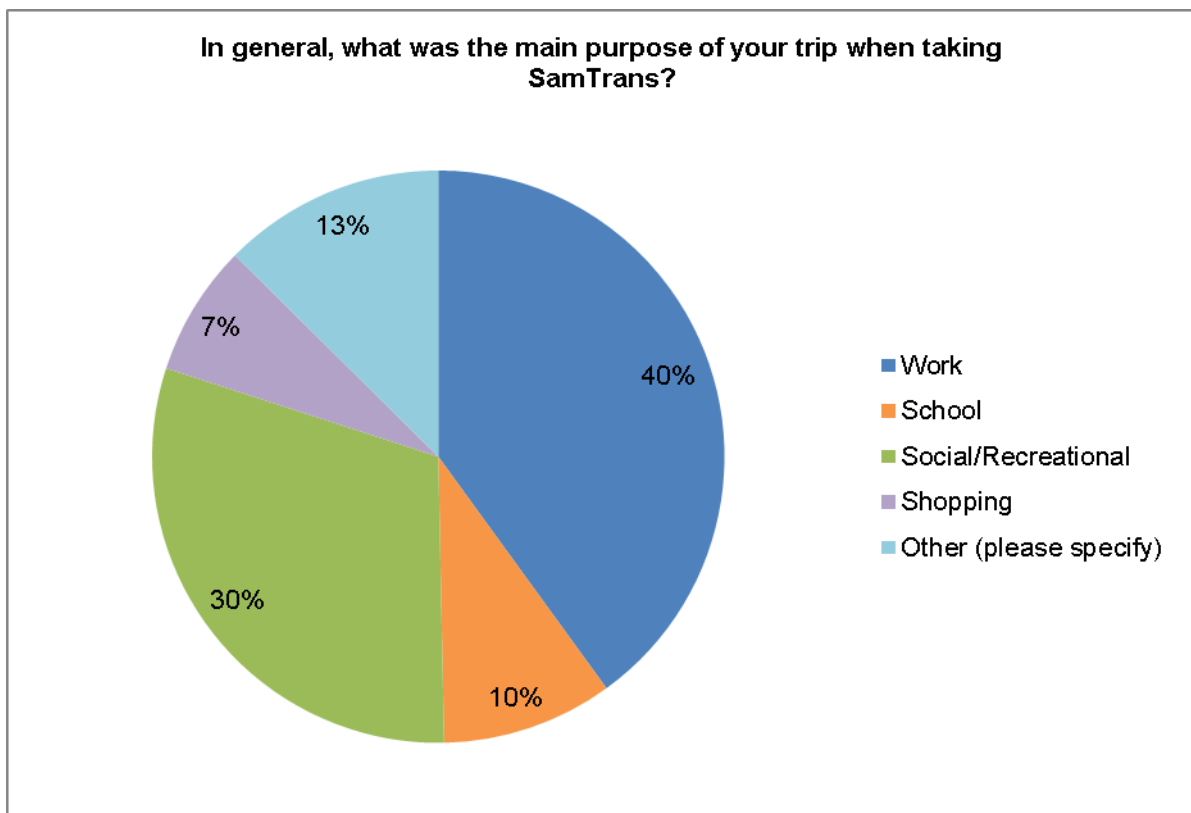
n=310

Survey Findings

Ridership: former riders

Main Trip Purpose

More than one-third of former riders (40%) report traveling with SamTrans to get to work.



n=310

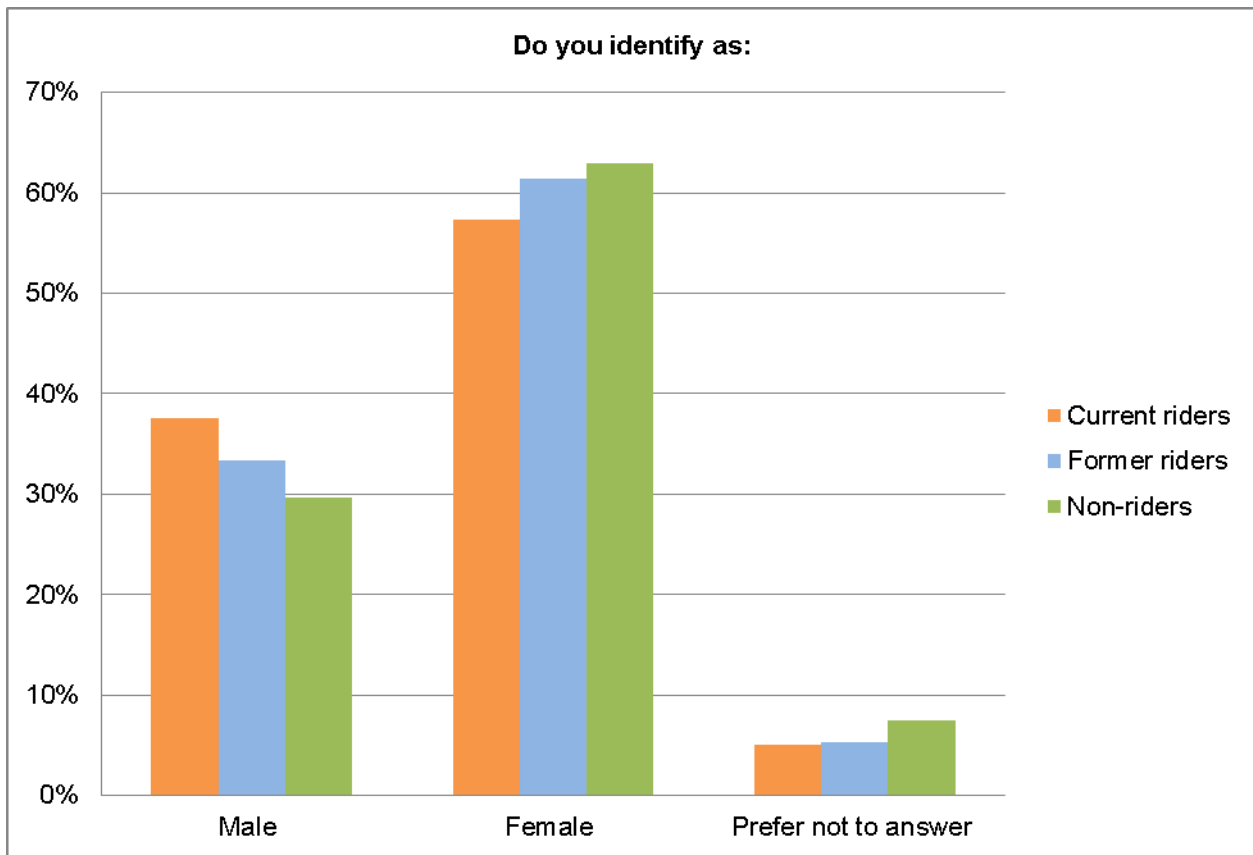
Survey Findings

Demographics

Gender

More than half of overall respondents are female (59%). The split between male and female respondents was smaller for current riders (38% male, 57% female), compared with former riders (33% male, 61% female) and non-riders (30% male, 63% female).

The remaining respondents selected prefer not to answer.



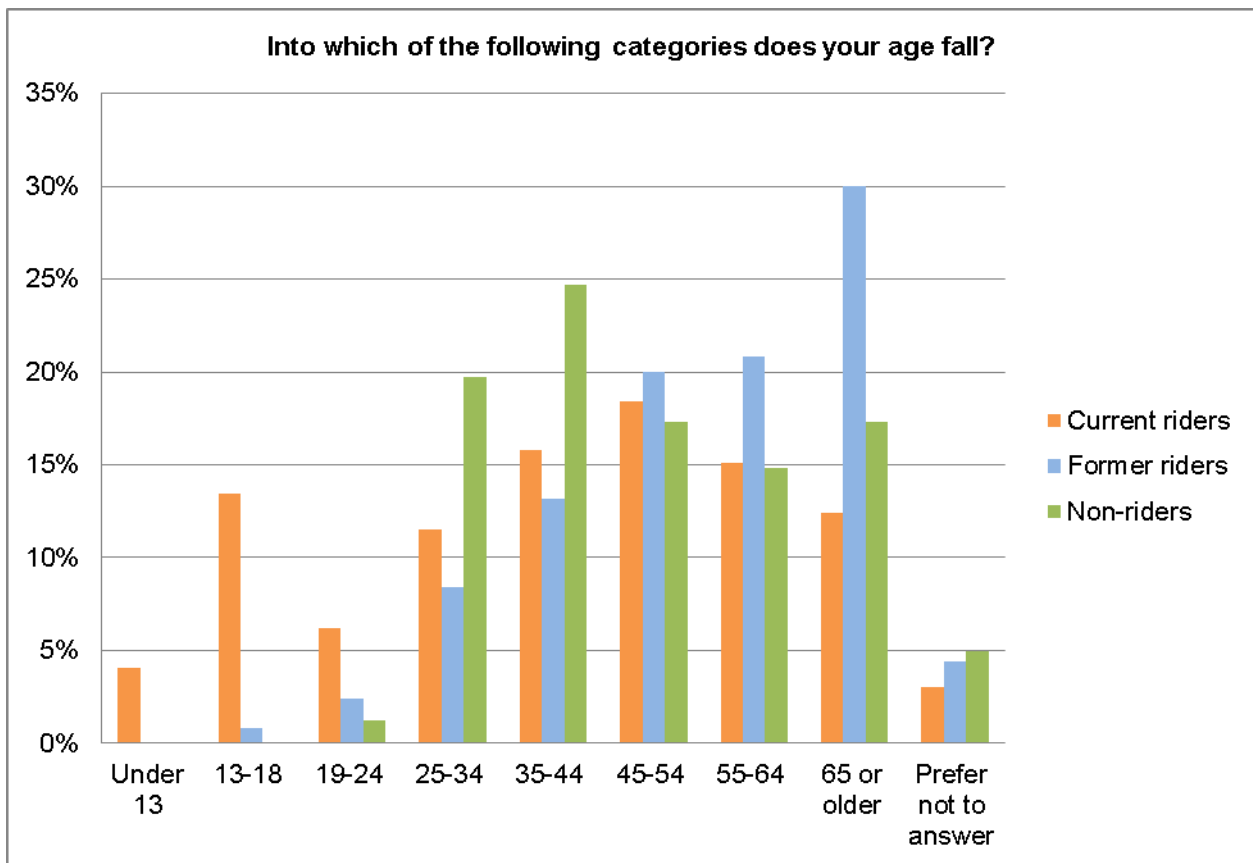
n= 883

Survey Findings

Demographics

Age

Two-thirds of overall respondents (67%) are between the ages of 19 and 64. Almost one-third of former riders (30%) are 65 years or older, and close to one-quarter (23%) of current riders are 24 years or younger.



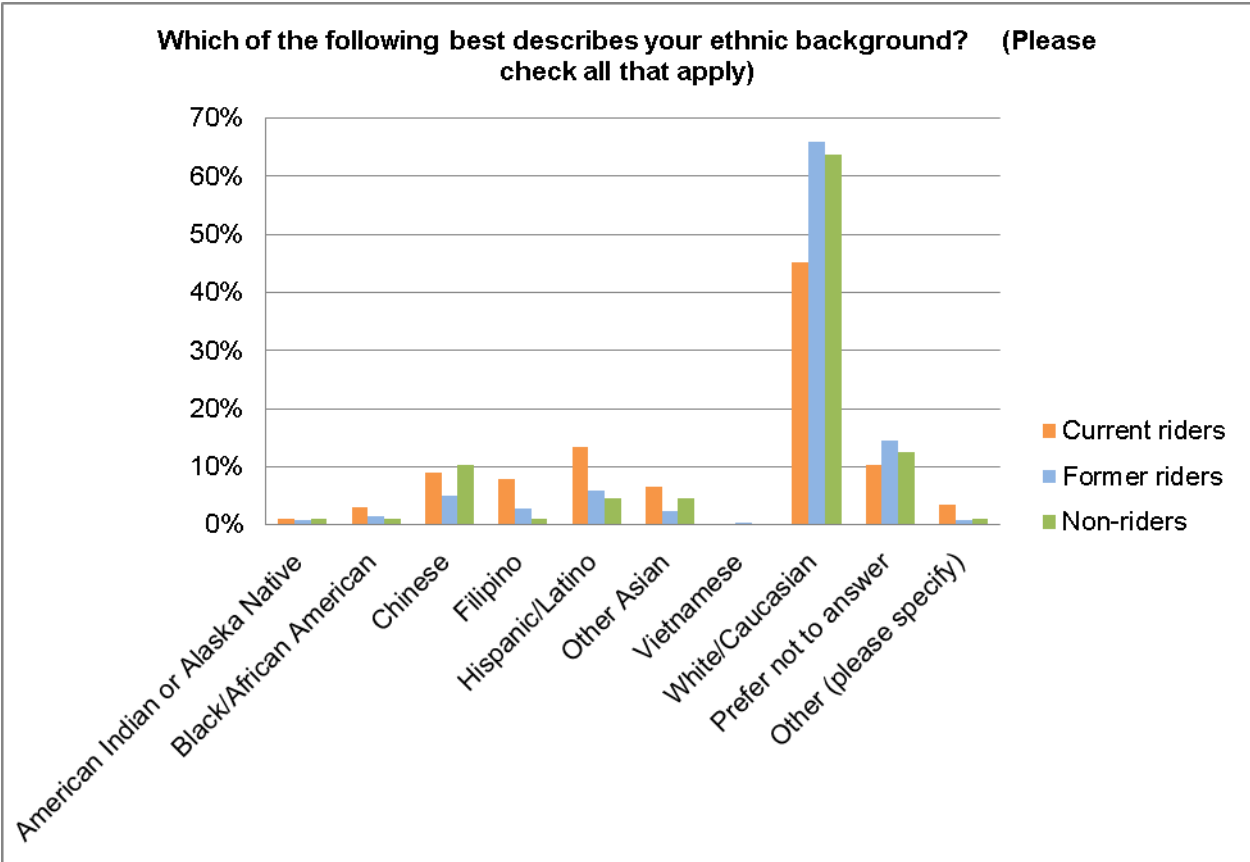
n=895

Survey Findings

Demographics

Ethnicity

More than half of respondents (56%) are White/Caucasian, followed by Hispanic/Latino (11%), and Chinese (9%).



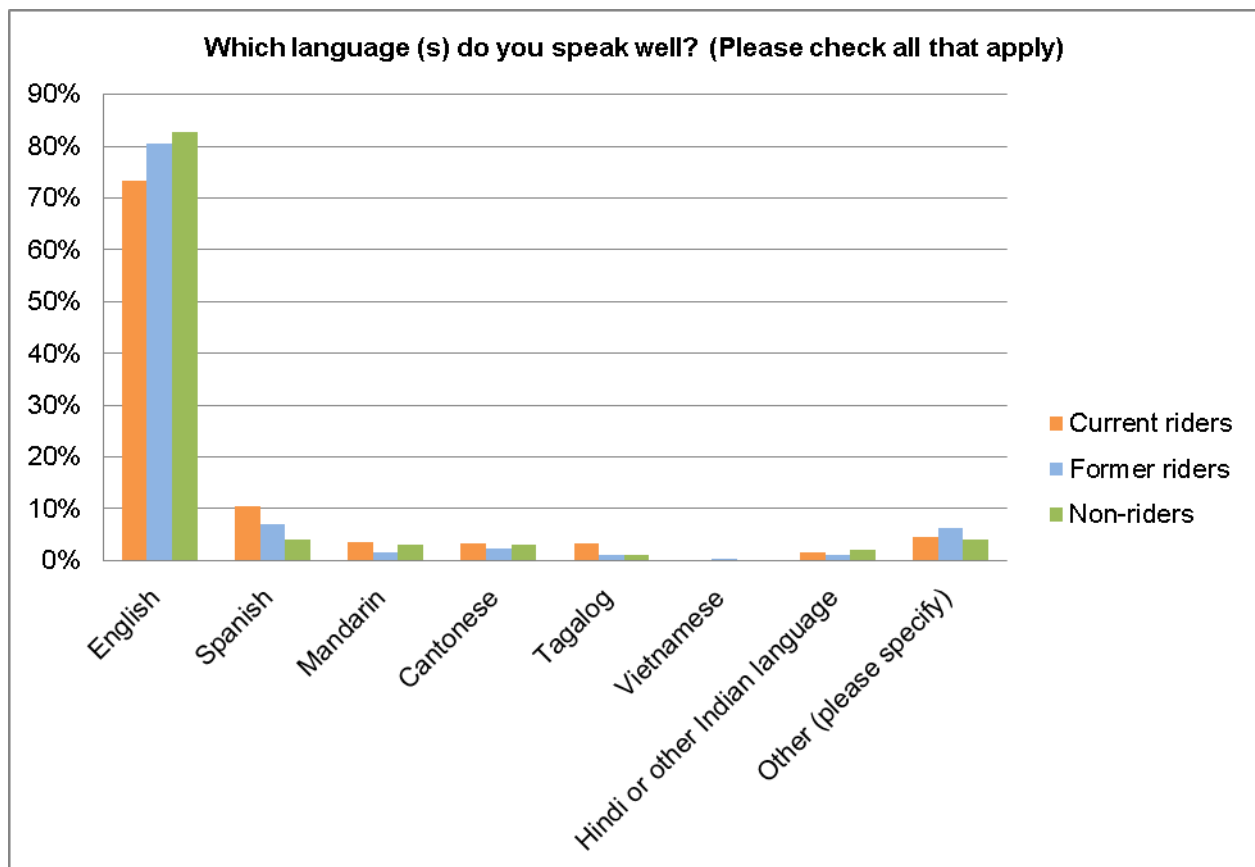
n=894

Survey Findings

Demographics

Language

Almost every respondent (98%) speaks English well, followed by Spanish (11%) and Chinese (8%).



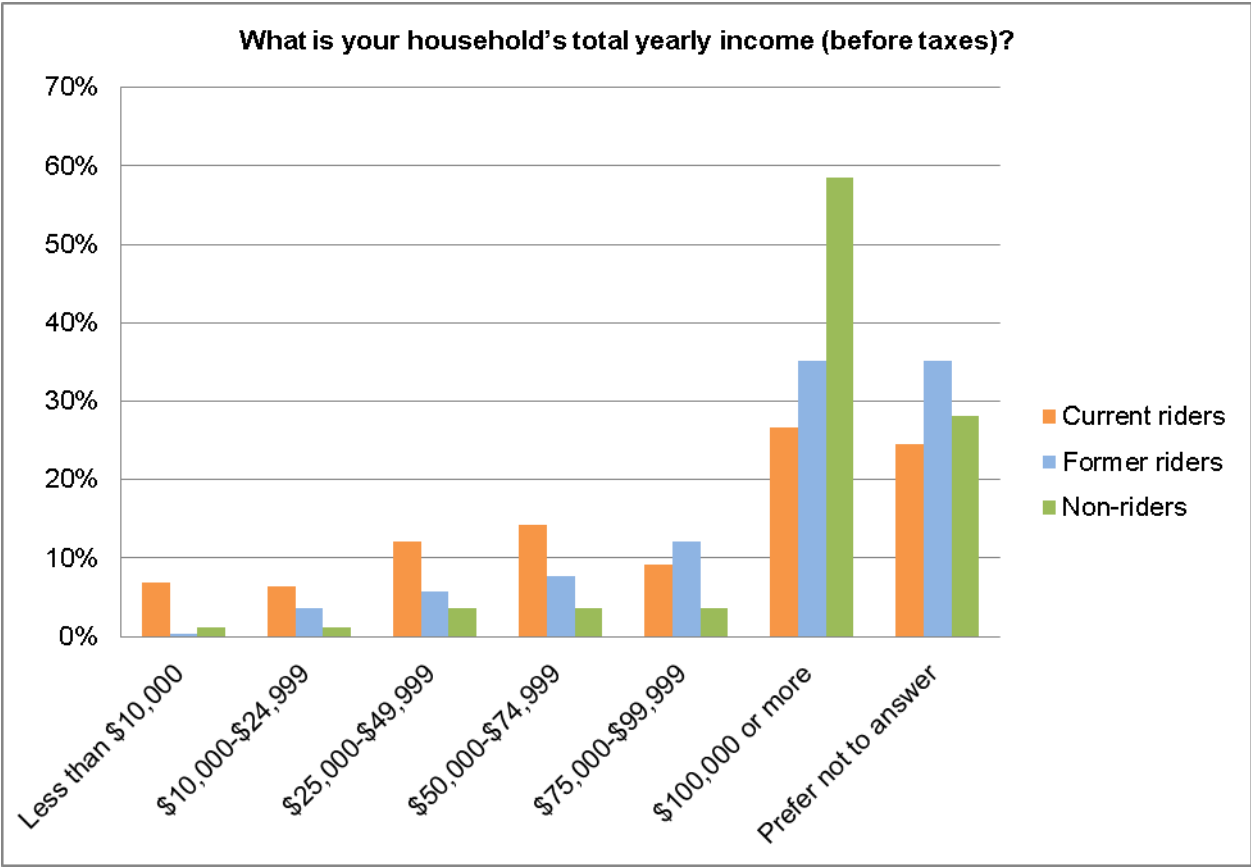
n=887

Survey Findings

Demographics

Household Income

Almost one-third (31%) of overall respondents have annual household income of \$74,999 or less. The largest segment of riders earning \$100,000 or more is non-riders, followed by former riders and then current riders.



n=887

Survey Findings

Demographics

Home ZIP Code

67% of respondents have live in San Mateo County, 9% in San Francisco County and 4% in Santa Clara County. 19% of respondents live in other counties.

City	# of respondents
Pacifica	46
Redwood City	33
San Mateo	33
San Francisco	31
Half Moon Bay	15
Menlo Park	14
San Carlos	12
Belmont	10
Burlingame	10
Daly City	10
San Bruno	10
Millbrae	9
South San Francisco	8
San Jose	6
El Granada	5
Montara	4
Atherton	3
Portola Valley	3
Palo Alto	3
Sunnyvale	2
Santa Clara	2
La Honda	1
Moss Beach	1
Pescadero	1
Los Altos	1
Cupertino	1
Other cities	64

Questionnaire

SamTrans Customer Experience Online Survey

SamTrans is seeking input from riders and former riders regarding their experience with its service. The responses to the questionnaire will help the agency identify short-, mid- and long- range improvements. In addition to service related questions, demographics will also be asked to address equity concerns.

Children under 13 years of age must have permission from a Parent or Legal Guardian to participate in the survey.

Please complete this survey by Sunday, March 19. The survey should take about 10 minutes to complete. All the information provided is confidential and the report will be an aggregate of the data. Respondents who wish to enter a drawing to win one of five SamTrans Monthly passes will need to provide contact information that will be used only to contact the winners. You will also be asked if you have an interest in participating in a focus group at a later date to be determined.

If you have any questions regarding this survey, contact Julian Jest at marketresearch@samtrans.com.

Thank you for your participation.

Julian Jest

Market Research & Development

Questionnaire

1. Have you ridden SamTrans at least once in the last 6 months?
 - a. Yes
 - b. No
2. Do you own or have access to a car?
 - a. Yes
 - b. No

Question logic: If answered Yes (frequent, infrequent riders), show questions Q3-Q8

Question logic: If answered No (former rider), show Q9

Ridership:

3. How long have you been riding SamTrans?
 - a. 6 months or less
 - b. More than 6 months but less than 1 year
 - c. 1-3 years
 - d. More than 3 years
4. How often do you usually ride SamTrans?
 - a. 6 - 7 days/week
 - b. 5 days/week
 - c. 4 days/week
 - d. 3 days/week
 - e. 2 days/week

Questionnaire

- f. 1 day/week
 - g. 1 - 3 days/month
 - h. Less than once a month
5. What is the main route that you ride? Please select from the below options.

Insert bus routes

6. How do you typically pay for your trip when taking SamTrans?

- a. Cash
- b. Clipper cash value
- c. Token
- d. Day Pass
- e. Paper SamTrans Monthly Pass
- f. Clipper SamTrans Monthly Pass
- g. Caltrain Monthly Pass (2+ zones)
- h. Way2Go Pass
- i. Other (please specify)

7. What is your fare category?

- a. Adult (age 19 through 64)
- b. Youth (age 18 and younger)
- c. Senior (age 65 and older)

Questionnaire

- d. Medicare cardholder
- e. Disabled

8. In general, what is the main purpose of your trip when taking SamTrans?

- a. Work
- b. School
- c. Social/Recreational
- d. Shopping
- e. Other (please specify)

Question logic: Current Riders skip to Q15

Question logic: Former riders answer Q9

Ridership:

9. How long has it been since you last rode SamTrans?

- a. Less than 1 year
- b. 1-3 years
- c. More than 3 years
- d. I've never ridden SamTrans

Question logic: If answers Q9 a., b., or c. selected, continue survey at Q10

Question logic: If answer Q9 d. selected, go to Q15.

10. What was the reason you stopped riding SamTrans (check all that apply)

Questionnaire

- a. Cost
 - b. Unreliable schedule
 - c. Overcrowding on the bus
 - d. Schedule change doesn't match my trip needs
 - e. Lack of onboard or bike rack space
 - f. Safety
 - g. Lack of luggage rack
 - h. Trip length
 - i. Change in employment location or status
 - j. Other (please specify)
11. How often did you usually ride SamTrans?
- a. 6 - 7 days/week
 - b. 5 days/week
 - c. 4 days/week
 - d. 3 days/week
 - e. 2 days/week
 - f. 1 day/week
 - g. 1 - 3 days/month
 - h. Less than once a month
12. How did you typically pay for your trip when taking SamTrans?
- a. Cash

Questionnaire

- b. Clipper cash value
- c. Token
- d. Day Pass
- e. Paper SamTrans Monthly Pass
- f. Clipper SamTrans Monthly Pass
- g. Caltrain Monthly Pass (2+ zones)
- h. Way2Go Pass
- i. Other (please specify)

13. What was your fare category?

- a. Adult (age 19 through 64)
- b. Youth (Age 18 and younger)
- c. Senior (age 65 and older)
- d. Medicare cardholder
- e. Disabled

14. In general, what was the main purpose of your trip when riding SamTrans?

- a. Work
- b. School
- c. Social/Recreational
- d. Shopping
- e. Other (please specify)

Questionnaire

Question logic: Show the below text if answering Q15 as a former rider:

Consider whether the following service adjustments would influence your decision to ride SamTrans.

Service:

Question logic: Show Q15 – Q20 to all survey takers (current and former riders)

15. Please indicate how important each of the following is to you on a scale of 1-5, where 5 is very important, and 1 is not at all important.

- a. Expanded evening service after 10:30 pm
- b. More express services (inter-community with limited stops)
- c. More frequent weekend, mid-day or late evening service
- d. More service on holidays
- e. Replace low ridership bus routes with Transportation Network Companies (e.g. Uber or Lyft. SamTrans fare would apply)
- f. In general, more frequent service

16. Now please rank the importance of each of the following items in order of preference, from most important in first position, to least important in last position.

- a. Expanded evening service after 10:30 pm
- b. More express services (inter-community with limited stops)
- c. More frequent weekend or mid-day service

Questionnaire

- d. More service on holidays
- e. Replace low ridership bus routes with Transportation Network Companies (e.g. Uber or Lyft. SamTrans fare would apply)
- f. In general, more frequent service

Question logic: Show the below text if answering Q17 as a former rider:

Consider whether the following service adjustments would influence your decision to ride SamTrans.

Communications and Payment:

17. Please indicate how important each of the following is to you on a scale of 1-5, where 5 is very important, and 1 is not at all important.

- a. Schedule timetable information available on a smartphone application
- b. Real time information based on vehicle location
- c. Paper handouts with information about service changes or modifications
- d. SamTrans website (www.samtrans.com)
- e. Printed schedules available on the buses
- f. Smartphone application with mobile ticketing
- g. Expanded Clipper retail locations

Questionnaire

18. Now please rank the importance of each of the following items in order of preference, from most important in first position, to least important in last position.

- a. Schedule timetable information available on a smartphone application
- b. Real time information based on vehicle location
- c. Paper handouts with information about service changes or modifications
- d. SamTrans website (www.samtrans.com)
- e. Printed schedules available on the buses
- f. Smartphone application with mobile ticketing
- g. Expanded Clipper retail locations

Question logic: Show the below text if answering Q19 as a former rider:

Consider whether the following service adjustments would influence your decision to ride SamTrans.

Customer Enjoyment/Comfort:

19. Please indicate how important each of the following is to you on a scale of 1-5, where 5 is very important, and 1 is not at all important.

- a. Allowing food and drinks on board
- b. More bike space on buses (bike rack or on board)

Questionnaire

- c. More bus stop amenities (shelter, bench, trash can)
- d. More hanging loops to hold while standing
- e. Onboard luggage racks
- f. Onboard Wi-Fi
- g. Openable bus windows
- h. Seating comfort

20. Now please rank the importance of each of the following items in order of preference, from most important in first position, to least important in last position.

- a. Allowing food and drinks on board
- b. More bike space on buses (bike rack or onboard)
- c. More bus stop amenities (shelter, bench, trash can)
- d. More hanging loops to hold while standing
- e. Onboard luggage racks
- f. Onboard Wi-Fi
- g. Openable bus windows
- h. Seating comfort

Question logic: Show Q21 to current riders

Question logic: Former riders skip to Q22

Value of Service:

Questionnaire

21. How would you rate the value of SamTrans service relative to the amount you pay on a scale of 1-5, where 5 is Great Value for the Money, and 1 is Poor Value for the Money.

Question logic: Current riders skip to Q23

Question logic: Former riders answer Q22

Value of Service:

22. What is your perception SamTrans' value of service relative to its cost?
5 is Great Value for the Money, and 1 is Poor Value for the Money.

Voluntary

Demographics:

The following questions are for demographic purposes only. SamTrans operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964. For information on the SamTrans Title VI program, visit www.samtrans.com/titlevi. All information provided is anonymized and confidential. The report will be an aggregate of the data.

23. Do you identify as:

- a. Male
- b. Female
- c. Prefer not to answer

Questionnaire

24. Into which of the following categories does your age fall?

- a. Under 13
- b. 13-18
- c. 19-24
- d. 25-34
- e. 35-44
- f. 45-54
- g. 55-64
- h. 65 or older
- i. Prefer not to answer

25. Which of the following best describes your ethnic background? (Please check all that apply)

- a. Filipino
- b. Vietnamese
- c. Chinese
- d. American Indian or Alaska Native
- e. Black/African American
- f. Hispanic/Latino
- g. Other Asian
- h. White/Caucasian
- i. Prefer not to answer

Questionnaire

j. Other (please specify)

26. Which language (s) do you speak well?

- a. English
- b. Spanish
- c. Mandarin
- d. Cantonese
- e. Tagalog
- f. Vietnamese
- g. Hindi or other Indian language
- h. Other (please specify)

27. What is your household's total yearly income (before taxes)?

- a. Less than \$10,000
- b. \$10,000-\$24,999
- c. \$25,000-\$49,999
- d. \$50,000-\$74,999
- e. \$75,000-\$99,999
- f. \$100,000 or more
- g. Prefer not to answer

28. What is your home ZIP Code?

Questionnaire

Closing

29. If you have any comments please submit them here:

Enter to win one of five SamTrans Monthly passes!*

Name: _____

Phone number: _____

Email: _____

May we contact you in the future about participating in a focus group?

Yes No Thank you for completing the SamTrans Customer Experience Survey.

*SamTrans employees and their dependents, along with directors, consultants, contractors and CAC members are not eligible. Children under 13 years of age must have permission from a Parent or Legal Guardian to participate in the prize drawing. SamTrans respects your privacy – we will not share your information or use it to identify survey responses.

Comments

One-third of survey respondents (33%) shared comments. More than one-fifth (22%) of these comments relate to routes, including additional service, extension of existing service, more direct service, more stops and also canceled service. 16% of responses relate to schedules, including frequency, weekend, earlier and also later service. On-time performance, including reliability and speed, relate to 8% of the responses.

Thank you for your service! This is my 7th year riding SamTrans for school. I'll miss the convenience and comfort of it when I move to a different area.
Love taking samtrans better for our planet and less pollution than driving or getting a ride everyday
None
Please improve connections between SamTrans and CalTrain in the future! Routes 140, 141, 250, and 295 have very poor connection abilities with current schedules, and it makes it very difficult to go anywhere in a reasonable amount of time!
Clean bus stops is important.
Better feeder service timed with Caltrain bullets/limiteds after 7:00pm, to accomodate for better access from train stations and better last mile efforts.
If there is limited stop intercity service, I would ride Samtrans more often. Route 398 would work great for filling the gap of Caltrain schedule. For example, if northbound Caltrain leaves Redwood City every :45, 398 should leave Redwood City every :15.
The 121 loops too many places, it would be better if there were express routes, or I'd like muni, you could have a free transfer
Bus 292 at 6am stop in Brisbane CA going to SF is always late, hardly on time.
Samtrans should have a fast route like the VTA that has the 522 meaning the the ECR could stop in every 3 or 4 stop or something like that and call it the ECRx
Please give use adequate bus shelter. Waiting for a bus on El Camino is dangerous enough without being subjected to driving rain, splashing cars and unbearable sun. These new green bus shelters do not keep the rain out, nor do they keep the Sun out, nor do they keep the wind out; they do provide three seats thank you for that. It is demoralizing to say the least. Please DO NOT out WIFI on the bus. Our bodies are inundated with that technology enough as it is and I don't want my young child to be exposed on the bus as well. Many scientist point to problems in this area but it is ignored in favor of industry data for profit and the sake of user convenience. Please provide more frequent local service on the ECR coupled with an ECR Express bus that stops only once or twice per town. As you are aware we have a big and poorly designed Intermodal Transportation Hub in Millbrae and no bus stops there any longer on the ECR line. the wages was designed out of 10 minutes to the travel time which was ridiculous. But now you've just taken away the option to stop at the station for southbound riders. The two nearest bus stops are a long walk away, it is not a short walk, and it is very inconvenient and burdensome; especially when you're carrying groceries and other items from the BART or Caltrain. It is a terribly long walk to the elderly and disabled as well and the many intersections you have to cross to get to the bus stops are dangerous as cars do not seem to care about pedestrians in Millbrae and

Comments

frequent accidents occur. It is also unsafe for women and children to walk to those bus stops after dark. Please place a southbound ECR bus stop at El Camino and Millbrae Avenue either before or after the intersection would do. We have countless times and missed the bus and had to wait 20 or 30 minutes longer when leaving Bart and Caltrain after 7 p.m. because the bus stops are just too far away. There must of course be a reason why you have not provided adequate bus stop at the Millbrae station but please make it a priority to overcome those obstacles and serve your customers with dignity and respect. SamTrans has the best bus drivers in the Nation, thank you.

Would love to see new Articulated Buses!

I love to ride Samtrans because I don't drive. But most of the time buses don't run very often and I'm late to work sometimes. I ride the bus almost every day and it's my only means of transportation. Thank you Samtrans. 😊

We need expanded service of the SCS shuttle. The loop takes a long time. Adding a route that goes in the reverse direction would be a desirable solution. There used to be a regular bus route close to us on Hillside Blvd, but that service has stopped and now we have the shuttle (which we are grateful for). The timing of long loop can make it hard for my elderly mother to go out since the shuttle is not very frequent and there are no other options for where we live. We need weekend service too; the shuttle gives us the option to leave the car home. When the new Caltrain station is complete, I hope the shuttle will add that to its route.

Buses should be expected to come on time!!!! Often when I wait for the 250 or the ECR bus, I wait about 1-2 hours till the bus comes which is not good. For the 250 going towards college of San Mateo, use the Nabi 436 bus due to the fact that more college students who go to CSM ride the 250 a lot.

Sam trans needs to coordinate better with Muni and BART service that border its service areas. There should be free transfers between them, and Sam trans vehicles should be able to pick up and drop off in SF

Many seniors living at 700 Laurel Ave and its surrounding area miss having the bus #292 run from 1st Ave to B Street to 9th Ave then to Delaware St. In short having bus #292 run on B Street makes their lives much easier. Bus #292 used to run on B Street.

The bus route on line 112 is very inefficient, it drives completely around the mall, adding a lot of time that could be avoided.

Please have more busses leaving downtown sf going back to san bruno in the evening

We appreciate the service you provide to our school community. As the principal of Ingrid B. Lacy Middle School in Pacifica I am thankful that Sam Trans helps get our students to and from school every day. We appreciate the flexibility in scheduling for our school and the other schools in our elementary school district.

I don't ride SamTrans because my home in Emerald Hills is poorly served. I have a mile walk or bike ride to the nearest stop, and it is up a steep hill to get home.

There are few bus drivers that does not have good customer service. No good morning, or thank you. Please encourage these drivers to smile and make the riders that they like their jobs. There are few driver that are rude. Passengers will say thank you and the driver will look at his left and ignore or not even response to the gratefulness of the passenger. If they don't like there work or route schedule - that is not the passengers problem. Also, some drivers allow passengers to talk to loud and use cellphones during the two hours ride in ECR. ECR are always late. Most of the time, three buses are back to back. Maybe split the ECR into routes. (Palo Alto to Millbrae and from Millbrae to Daly City.

The 112 route to Colma is terrible right now. Goes 75% of the way around the mall, then goes back the

Comments

<p>same way it came rather than just going the rest of the way around in a circle. Adds 5-10 minutes to the route.</p>
<p>Route 140 should have a couple of morning & afternoon direct trips to BART, skipping San Bruno Avenue, Cherry avenue & El camino Real. This would also allow a quicker connection to ECR. Also, sell tokens at more retail locations.</p>
<p>Deben mejorar La limpieza del autobus, puntualidad, frecuencia y amabilidad</p>
<p>SamTrans has a very limited subset of routes, many of which don't seem to get to the population centers and only run on major roads. I live in the Belmont hills, and the bus that should run right near my house is only available during school hours, while the one I have to take drops me off multiple blocks from my house.</p>
<p>I think the buses that serve SFO should have a luggage rack (KX, 398, 292) passengers end up taking multiple seats / blocking the aisles to contain their luggage. Why don't we have real time info yet? It is so frustrating to wait 30 minutes for the 292 just to find out it's stuck in SF due to traffic after calling Samtrans. If the 292 is going to be late, okay, but let me as a rider make the informed decision to walk back to El Camino to take the ECR. (I live in San Mateo and use Samtrans weekly to get to downtown) Thank you.</p>
<p>I wish train conductors would really enforce seating and not allow people to take up 2 seats</p>
<p>There are a number of routes specifically for schools in the area. It is really hard on the community that relies on these buses that special schedules cannot be accommodated if sent in advance. We have a number of minimum days and changes in schedule throughout the school year that could be sent to SamTrans in the summer. Everyone I have contacted in the past has said these changes are not possible which means students don't have a ride home on those days. Feel free to contact me at lwarnke@smuhdsd.org</p>
<p>EN ESTAS ÚLTIMAS DOS SEMANAS ,HE TENIDO PROBLEMA CON EL HORARIO DE LA RUTA 275,PARA SER PRECISOS LLEGA MUY TARDE EN EL HORARIO DE LAS 4:00.LLEGA APROXIMADAMENTE A LAS 4:30 GRACIAS CASI JUNTO CON EL DE LAS 4:30. AGRADEZCO LOGREN ARREGLAR ESE GRAN PROBLEMA,HABLE CON UN SUPERVISOR Y ME DIJO QUE ME COMUNICARA CON USTEDES,OJALÁ PONGAN ATENCIÓN A MI OBSERVACIÓN,NECESITO MUCHO EL TRANSPORTE,DEPENDO DE USTEDES,POR SUS AGENCIONES GRACIAS.</p>
<p>Would be good to allow multiple response for trip types as many people probably use bus for work/school and other kinds of trips.</p>
<p>One issue I have constantly face with samtrans is the punctuality of the busses. I understand that traffic and certain situations can affect the accuracy of pick ups. However I love had several occasions when that bus time never showed. I would like to see an option for us to see where our bus location is, so we can better judge the wait time instead of waiting blindly for a bus that may or may not come. I can't afford to be late to work. That is my only feedback. Thank you</p>
<p>None</p>
<p>The bus shelters should have a sensor for lighting up when riders occupy so the bus doesn't accidently pass by and miss picking up riders waiting in eve/early hours. I.e. Brisbane shelters off of Bayshore and old county road.</p>
<p>Overall most of your Operators are friendly courteous and timely and we appreciate the service you provide.However, KX Operator 70009 is extremely rude (other passengers agree) Passenger commented to Operator your a little early, Operator replied who cares, another passenger said haven't seen you in awhile, Operator said that's the way I like it, when passenger boarding at airport</p>

Comments

<p>said im trying to get on, Operator said you want to talk about it or get on the bus He stops way before or after where passengers wait for bus. He's very unfriendly (boarding bus I said hi to him twice he looked at me with a scowl and said nothing) unprofessional and a bad reflection of SamTrans public service. Considering passengers are quiet and civil, its difficult to understand why he acts in this manner. SamTrans should consider audible equipment to monitor any discourteous treatment by its Operators. Thank you for allowing this feedback.</p>
<p>There should be a more time frame from conceding from ecr to another bus because a few seconds is not enough in the evening.</p>
<p>Love the service</p>
<p>Please consider all door boarding to improve customer experience, and speed buses. Fares should be regionally integrated and connectivity to Caltrain improved.</p>
<p>I can not stand bus drivers not taking the time to make sure the aisles are clear. Some passengers treat the bus as their home, dumping the packages, cases and even luggage and baby strollers in the aisle leaving very little room to get by. This man was on the bus last month with his crap all over the place. The driver did NOTHING. I ended up getting into it with the man and his mess. Very heated. THAT'S NOT MY JOB. Pissed me off to no end and I blame the driver for not having the balls or just too lazy to care to do what was right for the rest of the passengers. I can not stand inconsideration! And no, I don't have the drivers badge number.....</p>
<p>If they would allow transfers from bus to bus. More weekend service Earlier bus service on weekend</p>
<p>I need the lift somegimes</p>
<p>Keep up the good work! I love the free SSF Shuttle bus. But I think it should be extended to Saturdays.</p>
<p>I used SamTrans for the first time in years when I took the bus home from dropping my car off at the shop last week. One of the stops I used had a shelter and one did not. It was much more comfortable to wait at the stop with the shelter. I thought the condition of the inside of both buses was excellent. Also, while I'm not hearing impaired myself, I think there should be some kind of screen inside the bus that shows you what the next stop is going to be for those who can't hear.</p>
<p>Need more covered bus stops and coordinated schedules with CalTrain</p>
<p>Desperately need bus stop shelter/kiosk at the Pillar Ridge Manufactured Housing community stops (Airport Blvd. cross street at La Granada Lane) in Moss Beach.</p>
<p>1. Keep 1 or 2 windows open. Not everyone has the same temperature tolerance, for fresh air - body odor or food odor is very stifling and also in case of carbon monoxide 2. Bus stops with benches and covered too especially during winter 3. CS training for drivers 4. Do not allow drinks and food on buses please</p>
<p>ninguno gracias!</p>
<p>Each Bus Stop must have : Shelter, Bench and Garbage can !!! Each shelter must have lighting for night time. Solar Power would be OK.</p>
<p>Route 17 Offers Good Service, Nice Drivers. But Need More Service On Weekends.</p>
<p>The families who live on or near Farm Hill Blvd and have students attending Woodside HS NEED to have a regular bus route that provides weekday service to and from WHS, both in the early mornings and afternoons. This is something that many of us have been asking for a number of years now. This is a HUGE void in the service that SamTrans currently provides. PLEASE MAKE THIS HAPPEN!!!</p>
<p>This survey did not ask the most important question: the biggest obstacle to my riding the bus is the schedule. The morning 87 route is custom-made for transport to Woodside High but is not timed well</p>

Comments

for student schedules. Nearly all students start school at 8:00 or 9:00 a.m. There should be TWO morning buses--one arriving at WHS around 7:45, the other arriving at around 8:45. Ridership is currently low because there is only one bus and it arrives 7:35 a.m. when 75% of students don't start school until 9:00 a.m. In the afternoon, the bus departing when school gets out works well, but it would be GREAT to have another bus at 5:45 p.m. to accommodate students who have afterschool activities such as sports, robotics, or tutoring. Thanks!

It is critical that the local governments require corporate buses to work with Sam Trans and public transportation. San Trans should be looking into how to turn their service into the same quality as the corporate buses that express down the Peninsula. There should be far more train service with frequent bus service to meet the trains or meet the corporate buses. There also needs to be much more efficient bus service between Portola valley and the schools. There is NO reason to have 3 buses going to Corte Madera School. The High school buses should not pick up/drop off at Corte Madera middle school. They should pick up at the corner to Alpine/Portola Road. Also, the buses to the high schools are way too inefficient. It takes us 12 minutes to drive from home to Woodside High School. On the bus it takes 45 minutes. That's ridiculous. If you want the students to use the bus, run a direct express from PV to Woodside High School. Pick up at Ford Field or Town Center.

make route 87 have a pick up time at 1245 when we get out of school on minimum days instead of 1215 which is pointless because we are all in school

I think that some bus stops should be more bus accessible so that the driver can clearly see if anyone is waiting to be picked up

please make sure the bus schedule changes with school schedule changes, or run more buses. It would be helpful if there were more than one bus that came home in the afternoon to allow kids to stay late at school.

Your questions do not get at the problems we have with SamTrans. I used to be able to take the bus all the way from my home to work; now the line is split in two and so taking the bus doesn't make sense. I used to try to take the bus to the train, but the 274 doesn't have timed transfers to the train. Many students in my neighborhood want to take the bus to high school, but the 278 (which would be the solution here) only runs on Saturdays and the 33-55min double bus trip currently available doesn't work for teenagers. In other words, the buses don't go where we need to go, so that's why we don't use them more often.

Sam Trans not responsive to public outcry for service from Woodside high school to Canada College weekdays 7:30am and 3:30pm --- we need immediate weekday service.

vivo en la Costa de Half Moon Bay donde ocupamos mas alternativas de servicio de transporte publico y economico para las familias que viven lejos de paradas actuales con mas frecuencia de este transporte.

Service from my residence in Redwood City to Woodside high school would be greatly appreciated!!

We need a bus to Stop near Woodside High school several times a day coming directly from Alameda de las Pulgas Roosevelt Plaza and it Rmerald Hills area to reduce traffic and increase youth public transportation.

Please consider more transportation to the high schools. The number of cars on the road which are caused by a lack of bus stops, particularly in the Emerald Hills area, is untenable. It seems as though this is discrimination based on perceived income.

I enjoyed almost all the bus operators they're really nice, cortous, etc. I miss the one already retired... and I have about 5 favors, very dear, to me. I consider them as my extend family and I miss them

Comments

when they driving a route I don't take, but once while I seen them. Thanks for the good training...
I really want more bus shelters because it's really cold especially early in the morning or late evening and I'm freezing already so bad! A lot of passengers including me are having a hard time waiting for a bus in a very cold weather especially here in Northern Peninsula like Pacifica (where I am working) , Colma and Daly City! Thank you ☺
Students who live in Emerald Hills, a part of Redwood City, NEED bus service to go to Woodside High School DAILY in the morning and in the afternoon!!! Many many families would use this service. Now we are all driving our kids to school every day and it's a waste and terrible for the environment !! We have been asking for this for a year!!! Why can't this be accommodated???? When will this be made available to the students and families???
I used to take Samtrans every day for work and school, but the reduction in service and changing of routes turned my 40 min commute into an over two hour one. Just not reasonable, especially when traveling only within one city. You don't make decisions with your riders in mind and don't listen when people voice their concerns. Hopefully this survey means that's changing!
Bus route 292 southbound, in the morning at Peninsula & Claremont (stop ID 341614), scheduled to arrive around 07:20, is always running late, resulting in several of the regular passengers having to arrange other alternatives. Please look into this matter as to why this is happening. Thank you.
I'm really filling this out to request that Route 278 be made available ON WEEKDAYS DURING SCHOOL so that the kids at Woodside High School that live north of the school up Alameda & into Emerald Hills can have an option to get to and from school. Having this bus line available in the morning and (especially) when school lets out in the afternoon would be a TREMENDOUS HELP for those parents who work and cannot come pick their kids up everyday. This route as currently used on the weekends seems worthless - I live next to Alameda & everytime I've seen a 278 go by, there's been LESS THAN 5 PEOPLE ON IT. The 278 would be better utilized if it was available for the school kids on the weekdays. Why the kids who live north of WHS have no bus options already is beyond my understanding; there are SO MANY kids that live on & off of Alameda between Jefferson & Woodside, as well as w/b Jefferson/Farm Hill area that attend WHS that would benefit from the 278 being available to them. Do our kids not matter???
PLEASE keep the 85, 86, and 87 buses going: they are essential to our community, and keep teenagers off the road.
I ride the bus to get home from School to SkyLonda. From August 2017, I will be at Woodside High, and my little sister will still be in Ormondale Elementary. At that point it will be physically impossible for my single parent father to drop both of us off at appropriate times. Those of us who live high up on 84 and 35 desperately need better bus service linking the schools to our homes. thanks, Emma, 13
Long past due for SamTrans to adopt a bus transfer system! In many San Mateo County communities, it takes more than one route to get riders where they need to go, and it is ridiculous that riders should have to pay twice or more to ride multiple buses to get where they need to go. I would also suggest that as an alternative to replacing low-ridership routes with Uber or Lyft partnerships, that SamTrans utilize smaller coaches on those routes.
SamTrans should expand services to south county and better connections with Santa Clara. Commuter routes in East Palo Alto/Menlo Park should be revisited (e.g. Kavanaugh Drive/Gloria Way/O'Brien Drive vs. just Bay Road and University Avenue).
Se necesita mas rutas y servicios en East Palo Alto no solamente mas horarios
None as of now

Comments

Thank you for your awesome service
Please focus on Real Time Tracking or allow popular apps (so that you don't have to create your own app) such as Transit to hook into the GPS on each bus.
Me encantan, casi todos bus operator, son excelentes, cortez, etc. They feel like family and good friend.
I WORK WITH SEVERAL OF MY CO-WORKERS IN MILLBRAE, AND I HAVE LOTS OF NEIGHBORS WHO LIVE ON OR NEAR SILVER AND WORK ON THE EL CAMINO SIDE OF THE FREEWAY. WE TAKE THE 292, AND IT WOULD DO A GREAT SERVICE TO THE COMMUNITY IF THERE COULD BE A STOP AT THE BART/CALTRAIN AREA OR ON EL CAMINO REAL FOR THIS ROUTE.
The population on the peninsula and San Francisco is growing with all of the additional housing units. The freeways 101 and 280 are getting more congested. It would be helpful if there were more KX busses going into San Francisco. I know people from my work who live in San Mateo and commute to San Francisco who decide against the bus due to there being so few opportunities to take it during commuter hours. They are also put off by having to lose time on the 4 airport stops. Finally, the newer smaller busses are nice, but impossible to relax in. If you fall asleep, which most of us commuter to SF do (long ride) you end up hitting your head on the plastic seat back in front of you or the metal poles that are around the bus. The old big busses, which I understand are being taken out, were great to sleep in due to the higher seat back. I felt they were also safer in case the bus driver had to slam on the breaks. In the smaller busses, one would probably fly forward from some seats onto the people in front of them. I think Samtrans is affordable and for me works well because without a bus, I would either have to drive to Millbrae BART, pay to park and then pay for BART (they offer no discount); or take Caltrain and then MUNI; or take Caltrain from Hillsdale to get on Millbrae BART). I have priced out all these options and the only one feasible is the bus. There are many reasons for taking the bus--the riders all know each other so look out for each other. We have developed friendships. It goes right to where I need to go in San Francisco so I can get on 1 form of transportation and not have to transfer and pay twice. My thinking (and I hope this is the thinking of Samtrans) is that there are more people commuting now because they can't afford San Francisco rents, there are more people on the freeways and crowding Caltrain and BART, so let's try to help out by giving commuters to San Francisco more options for express busses. The RX and PX were fantastic. The MX to Millbrae was a great way for me to leave the City and stop at Millbrae along the El Camino to see my chiropractor. They were semi express until they got to El Camino when they became local busses (like the KX) but they went all over San Mateo County. I understand why they were cut, but with the KX losing riders due to the limits of schedule, and the extended ride through the airport, doesn't it seem to be a good idea to address those issues? The KX is more crowded each day. I have also seen riders turned away with bikes because the 2-bike rack already had 2 bikes in it. Not sure what you could do about that. I would hate to give up my seat for a bike. For me personally, I get off work at 4:15 pm, but my bus doesn't come until 5:55 pm. That means I lose every afternoon about 40 minutes of my free time waiting for the bus. My bus stop is in a bad area so I stay at work for an extra 30 minutes. There used to be a KX at about 4:30 pm at 9th and Mission, but the schedule changed. It would be nice if there was a bus each 30 minutes during commute hours in the morning and in the afternoon. Thank you for listening
121 bus can u make every 15 min
I also ride other Sam Trans bus line routes, depending where I go, in the future I hope to see more male or female bus drivers who know how to act friendly and smile to passengers who board and get

Comments

<p>off any bus line, because in the past during the 1970,s and 1980,s their were some bus drivers who would be rude and did not care which is the wrong attitude, and that also includes Sam Trans employees who answer phones when customers call the toll free number and want to ask questions or get any information. Even though Sam Trans buses look clean I can still notice a bit of trash when ever I ride a bus, I mostly ride the ECR, sometimes the 120 when ever I go to Serramonte, on the side of any seat next to the windows is where I notice some trash and some times chewing gum, just to let the cleaning staff know the entire fleet of Sam Trans buses on every bus line should be inspected on a daily basis.</p>
<p>Bring back the KX 7 days a week service like before the SSP service changes Move the KX and 398 to Palo Alto Caltrain Implement a faster version of the ECR on EL Camino Real stopping only at major intersections and transfer points Have the 397 run during the day Have the 292 run on Geneva Avenue to serve Balboa Park BART and SF City College</p>
<p>The old 110 bus stop at John Daly Blvd and Lake Merced Blvd is often very filthy and riddled with trash left by homeless who uses it as shelter during the night. It also is a security concern for commuters during the early morning hours. We have complained to both Samtrans and Daly City and hope you do something about it</p>
<p>I'm responding (as a mother) on behalf of my daughter who rides the bus 4 mornings/week from Hillview back home. We rely on that mode of transportation, so when the bus is late, or fails to show up, it's a critical hiccup in our schedule. We parents both work full time and we've had situations where we've had to leave our jobs to pick up our daughter because of bus hiccups. It would be nice if there were other buses available to be backup when one fails.</p>
<p>Samtran suppose to put a bench on Clark Ave and East Bayshore long time ago. When are you guys going do that?</p>
<p>The 295 bus does not stick to printed schedule well (does not come to bus stop at same time) and that was not one of the questions asked in this survey for which I would have liked to provide feedback.</p>
<p>Would very much like a route added to transport High School kids from Emerald Hills to Woodside, lots of students here</p>
<p>none</p>
<p>N/A keep up the good service</p>
<p>The only bus we have in Ladera is the school busses to the high schools. I rode it to get to Menlo Atherton. Too often the bus was late, and when the school schedule changed the bus schedule remained the same, causing my mom to have to drive me before I got my license. My mom had many conversations with the school about this issue. They said SamTrans refused to work with them to get the schedules to match. This is ridiculous because it means the busses are running empty on those days and too many parents have to drive 6 miles each way, unnecessarily causing more traffic, to get the kids to school on time.</p>
<p>Please make the 278 bus route go from Canada College to Woodside High on weekday mornings and Woodside High to Canada College in the afternoons. Only needs to apply for school days.</p>
<p>From the time I have been using Samtrans (1989)there has been no Samtrans ride available take me to to the South San Francisco Caltrain station. I do not feel safe and it is dangerous for me to have to walk and cross on the freeway in order to get to the SSF stop at the Caltrain station. I work with students who have special needs and this makes it too challenging for them. Is there a Samtrans bus that could take us to the Ferry in Oyster Point in order to travel to San Francisco?</p>
<p>Sam trans needs to allow transfers within a 90 minute period. This is what Muni does and that's why</p>

Comments

Muni is a better deal. My kids also complain that Sam trans youth fare costs more than muni youth.
Buses should change pickup times when school release time is earlier.. When schools get out at 1:30 there is no bus service..
That ks for providing this great service and reducing cars on the roads.
Thank you for your service!
It will highly appreciated if we have covered benches(help in rainy day) , trash buckets, and time tables at every stop of Sam Trans. Especially for college stops. Second extend the clipper card route.
More seating at open windows and free wifi would be nice because I take the bus to school every day
Please enable nextbus type of real time information.SF Muni has this. We've asked for this for years. Please always use articulated buses on KX route.
Please advise your drivers to try to comply with the schedule, because sometimes is the driver who makes the bus to be late, its not the traffic, not the wheelchairs, its the driver
Mejorar la atencion de algunos pilotos mujees
The 511 app for the KX line is always off, the bus arrives at different times everyday it would be nice to know where the bus is. Also the bus drivers all seem to take different routes getting to and from SF some being much slower than others.
It Would be more appreciated if the bus stop where i always wait my bus have a shed to protect us from the elements.
More direct routes as opposed to loops. Hate to see the same place twice when trying to get somewhere.
More low income ticket availability
THANK YOU
SAMTRANS for two people is more expensive than UBER. You've got to beat there price if you want to reduce congestion
Have area on bus where well behaved dogs could be included
It's time to bring back the old 1F bus from Pacifica to downtown SF. I'm a former SamTrans employee who understands that there were cost issues after BART opened to the airport. But the economy is strong and BART ridership high and a somewhat parallel service is needed again. I really like the idea of the Lyft/Uber partnership especially for airport direct service outside the main commute time.
Thank you for providing us the SamTrans to make my commute to work easier. My company moved to San Francisco recently and I have no other means of commute except the SamTrans bus which is a blessing for me. I recommend this commute to my co-workers and I enjoy my bus ride to work. I used KX every day to work and I loved it. It's is the first time for me to ride a bus to work which I really enjoy it. Some bus drivers are friendly and helpful. I rather take the bus than the Bart or train to work. Thank you.
SamTrans does not serve my area (Crocker/Southhill) often enough. Please give us more frequent bus service! I would certainly use the bus, if it was available.
I absolutely enjoy my commute into the city on the KX. I commute with a great bunch of people who are now personal friends. The time goes by quickly with the friendly atmosphere going into and coming home from the city. Our bus is 98% full Monday-Friday. Our bus drivers are very good and we all depend on them to get us in on schedule. Other modes of transportation are not as affordable or convenient and include more than one bus/train to get to the financial district were I work.
A HUGE issue for me is that there are absolutely no bus stops near me with a bus that runs with any

Comments

frequency whatsoever. About 10 years ago, SamTrans killed the route and bus stop that were within a block of my house -- it's now a 10-minute walk (at least) to a bus stop. I work at Terra Nova HS, and I would LOVE to take the bus from my house on Rio Vista Dr. to school, but there's just no way to get from one to the other, especially not when I'm carrying a heavy bag of papers to grade. Also, we would love it if we could take the bus to BART, but again, it takes forever because (a) no bus stop nearby, and (b) routes don't run frequently. And by the time I drive to Linda Mar Park and Ride, I might as well keep driving -- the whole point of taking the bus would be to avoid driving. I am an environmentalist and want to use public transit, but it's so inefficient.

Routes need to be expanded and frequency, would be nice if the park and ride to bart at Linda Mar in Pacifica actually had shuttles people would use, the people on the north end of town don't use it as much and trying to get to bart causes way more traffic from the south end of town. The elementary schools need bus service too because of the way the school lottery is set up, people aren't going to the schools closest to them, and this also makes traffic much worse on hwy 1.

Please do NOT contract with Uber or Lyft! Both companies exploit their workers horribly. The thought of any SamTrans transit operator jobs being replaced by exploited independent contractors from those shady ride-sharing companies is utterly appalling.

Please do not allow food on the bus. It's gross and people have allergies. People will spill and make sticky messes. Food can make people sick.

Important issues weren't addressed in this survey. The ability to transfer between bus lines is important as is better integration with MUNI

I would LOVE to have a first/last mile adjusted fee option! One mile is too far to walk before work and SamTrans is a bit pricey for just one mile. I think many people would take advantage of a first/last mile adjusted payment model.

Please bring back express bus to downtown San Francisco/Financial District!!! Took it for years and it was very convenient!

Really wish the downtown express service from Pacifica to San Francisco was not discontinued. Express to Colma and Daly City BART is okay but doesn't come often enough and means I have to take 2 forms of transit (BART & Samtrans). Also BART is overcrowded now.

I'm retired now, but if Samtrans had better service, especially in Pacifica I'd be more inclined to ride the bus. In particular it would be great to have express service to BART all day long.

Drivers need to consistently pull up to bus right next to the curb! I am disabled and I find it difficult to board and off board the bus if the bus is not right next to the curb. They driver should lower the bus without having to be asked, also. I have had drivers pull up to the stop as much as 6 feet away, which means I have to go out into the street, which is a safety issue for me.

Busses need to be maintained a bit better, sometimes smells on busses are stale/unclean and get worse with heater/heat in them.

Be more punctual

I really want to ride the bus back and forth from the BART station. I only live 4 stops away but the mid-day service is so erratic that I don't do it. Also, it is difficult to find reliable information on when the buses are supposed to arrive.

Los felicito por la encuesta sugiero que cada cierto tiempo faciliten [por este medio la comunicacion de los usuarios del transporte publico. Existen anomalias muchas veces por choferes con actitudes prepotentes, mal educados y que no conducen de acuerdo a los tiempos y horarios estipulados en los folletos que causan retrasos en los horarios de trabajo nuestros. Creo que Uds necesitan oír de

Comments

<p>nosotros los consumidores y nosotros tambien. En general han sido mas los choferes que actuan con cortecia y atencion al publico pero siempre surge uno que actua fuera de lo normal, cosa que el consumidor siempre debe de ser tratado con respeto, cortesia y atencion pues somos los que pagamos por el servicio. muchas gracias por esta encuesta.</p>
<p>The deciding factor of why I stopped riding SamTrans was drivers continually passing up the stop on northbound Highway 1 at Westport. That and the unsatisfactory shelter there which gives no protection from the coastal winds and rain.</p>
<p>The bus driver on this route, steps out of the bus more than once to use his cell phone. This causes me to be late for work</p>
<p>put 110 back on gateway fairmont pacifica</p>
<p>What a dumb ass survey! So much was non-relevant to my "demographic". And way too repetitive!!! And Nothing about drivers and their courtesy or lack, thereof. And one of my "Pet Peeves"-----why drivers do not enforce the "no loud music" or phone conversations on board. And what about the cleanliness of the busses??? Do you people ever ride the bus????? What about clipper cards for seniors?</p>
<p>Love the KX bus.</p>
<p>Commuter express bus service from the Back of the Valley in Pacifica to the Daly City and/or Colma BART stations seems like a no-brainer. There's no parking past 8 a.m. most days, so it would be the only way for a lot of people to be able to take public transportation into work in the morning.</p>
<p>A lot of potential but not enough funds</p>
<p>The bus routes in Pacifica are fairly good, but trying to go anywhere outside Pacifica is hard. I would ride the bus over to the area around SFO, but it's essentially impossible to do so.</p>
<p>Any way you can make buses safer, more upscale, or more popular would be appreciated,</p>
<p>I used to take SamTrans to school and stopped as soon as I could drive. What is a 15 minute drive regularly took an hour and 45 minutes each way. It was untenable.</p>
<p>SamTrans routes are so circuitous and meandering. This is great for coverage, but terrible for speed. The routes should be faster and should more directly connect popular destinations like Bart stations, shopping centers, civic centers, and medical centers. Buses often take three times as long as driving or more, not including wait time or walking time, but they wouldn't need to if the routes were more direct.</p>
<p>Provide at least two buses per our as an express or limited service on the ECR route.</p>
<p>As part of the dress code a new rule needs to be put in place. That all employees wear a belt. There seems to be a huge gap in rules regarding this issue. People do not want to see what you have on under your pants. Samtrans needs to be more strict about this. You are on the job follow the rules. Also,, please improve the 280 bus schedule. We sit at locations more than the bus moves. To much time allowed in between stops. Some drivers need to respect people in regards of air on the bus. No one wants to be on a bus that is hot and stuffy. Have the air on at a good temperature and don't make it to cold. Some drivers get a attitude when you ask them to turn it on. Som etimes people get on the bus and they are smelling really bad no one wants to smell that. Some drivers won't turn it on at all. Some passengers open up the window.</p>
<p>I used to go to SF more frequently for lunch and shopping , leaving about 9:30 am from San Carlos. But now i can't get home till almost dinner time. There used to be an express bus going south about 1:30 or 2 PM which was perfect. I don't want to hang around "The City" till 3:45, so i never go downtown anymore by bus.</p>

Comments

<p>I appreciate the KX service to San Francisco. I would love more of these buses and an 1-2 express buses that don't stop at the airport.</p>
<p>Please do not cut the extent or hours of 292! Thank you. :)</p>
<p>I would like to be able to take the bus and have taken the bus in the past. The current set up in Pacifica makes this impossible to figure out. In the past, I used to take public transportation from my house to Hayward. The route from Linda Mar to Bart was so long and convoluted, it took 2 hours to make a trip that took 15 minutes to drive. If I took the express bus, it made to cost of taking public transportation almost double what it would cost me to drive. It became a lose lose situation. San trans either cost more or took significantly longer than driving my own car. So now I drive.</p>
<p>SamTrans could make a huge difference in our communities if the routes were more realistic, the frequency of buses was improved and more express bus services. We have a big area to cover in this county. So often I see in our more rural, outlying community of Pacifica, I see full-sized buses driving w/hardly any passengers. I know you need data about what is most needed and I am happy to respond to this survey. I hope you get enough good data to make needed changes. Thank you.</p>
<p>Please keep the KX, Add More KX service day , i.e. service on Saturday and Sunday. Add More KX run : add 1 service time run on 9:00am and 1 service run on 8:00pm</p>
<p>The drivers are very polite and helpful!</p>
<p>I'm answering as a parent of future riders - since my boys aren't yet in high school but will be soon. We live in Ladera so I'm very interested in keeping the existing service that allows kids to ride to school (Menlo-Atherton High School). In addition to keeping the existing service, I'd ALSO like SamTrans to better partner with the school district in the future, looking at the bus and school bell schedules, so that you can (hopefully) better align the two so that more students are able to take the bus to/from school (i.e. providing a later morning bus service to accommodate students who have a 9am start time - but ensuring the bus drops off at the school with adequate time for the kids to actually MAKE a 9am start time or adding another bus/time to Wednesdays when the schools get out earlier - but again, aligning it to the school's bell schedule so that the students could actually grab the bus after school lets out.) While we're not current riders, I'd be happy to participate in future focus groups, if need be, since I will be more and more interested in any changes/modifications you make to the service, as it will impact my kids. Thanks!</p>
<p>Want daily KX service into SF.</p>
<p>Yes most of the time buses either comes late or 2-3 buses in same time . Please try to keep timing accuracy</p>
<p>* Food - Drinks should be banned = leads to garbage thrown everywhere * Way TOO TOO TOO much vulgarity allowed by bus operators when Ralston kids are on board - The use of the F word should be grounds for being made to exit the bus now. * You have the best drivers. Their time limits and real time standards should be expanded. * TOO TOO TOO many people are allowed to smoke near bus stops and shelters * When calling or emailing Central in San Carlos they make excuses for stuff that happened. Sometimes the rider is telling the actual truth. * Garbage cans no matter whose job are over flowing at bus stops * Kids NEVER have their money ready even tho they have stood waiting for 20 min. You need a campaign that addresses that. * Some drivers drive way too fast when they are behind. *** Have a party for Dario when he retires !!!</p>
<p>Questionnaire was poorly worded. So that I make myself clear: please do NOT (allcaps deliberate) allow food and drink on board. I don't want to pay the fare you charge, only to have to sit in someone else's garbage.</p>

Comments

<p>Thanks to the drivers and staff for all of their hard work. Please consider creating multiple routes to/from locations in the City of Menlo Park to Hillview School (such as a route that picks up/drops off in different neighborhoods) We ride the 83 bus and, because there are so many stops, it can take 45 mins to an hour to travel between our home in the Willows and Hillview school particularly when, as now, traffic on surface streets is terrible.</p>
<p>More service less stop</p>
<p>I've notice a group of teens sometimes get on board and take over the whole bus. They start yelling and cursing inside the bus and the bus driver doesn't do anything about it. It's happened after there's a football game at Menlo Atherton.</p>
<p>It is stupid that it is actually CHEAPER to purchase and use tokens than it is to use the Clipper Card for Youth fares. I'd much rather use Clipper, but with several family members using samTrans so much, the savings for using tokens is just too important. At a MINIMUM the Clipper price should be the same as tokens--even better if it were less</p>
<p>SamTrans gives you more for the "buck". However, living on the coast makes for a very long commute to anywhere--to the City or to mid-peninsula. You have to transfer onto to many buses.</p>
<p>PLEASE include me in future focus groups. OVERALL: THANK YOU FOR SERVING STUDENTS, SENIORS, AND LOW INCOME!! BUT INCREASE COMMUTER OPPORTUNITIES for commuters going over the ridge (up Sharp Park blvd) and toward points south. SPECIFIC: INCREASE 118 service to Colma BART. We CAN reduce congestion in Pacifica with more frequent 118 service to/from Colma, especially in the PM I ride an employee shuttle from Colma and would like to take the 118 round trip from Pacifica but with limited and infrequent service, I cannot without waiting 45+ minutes for a bus in the PM. Also, if Samtans parking lot is converted into housing, ADD shuttle buses R/T Colma to/from Pacifica. Sadly #14 schedule was changed and now buses start later in the morning. THIS IS BAD FOR COMMUTERS. In the past, Bus #17 to #294 was the best way to commute Pacifica-San Mateo but the 4 hour commute was impossible. Pacifica is very congested with so many people traveling hwy 1 to Sharp Park to 280. Of the County takes away the employee shuttle, I'll go right back to my car; the 4 hour commute is no longer feasible.</p>
<p>I take 292 in front of SFO after work at the 5:40pm to go home in North Humboldt in San Mateo. 292 is never on time. I think once or twice a week I have waited more than I hour in front of SFO for 292 to go home. I hope the service will be improved.</p>
<p>Please build an appropriate shelter for Burlingame Intermediate School. The rainy days (afternoons) are a catastrophe. Also, train drivers better. They got "lost" two times with my son. Terrible.</p>
<p>need more frequent 118 service and need to advertise it so people know it's an option.</p>
<p>Please lower your prices or add better discounts! I appreciate your service</p>
<p>My gender is not "prefer not to answer" my gender is actually "agender" or "non-binary". "Other" would be an acceptable option. I would actually prefer to answer but you did not include that option.</p>
<p>I live in San Bruno but I go to Woodside High School. Getting home from school after sports practice (evening hours) is important to me.</p>
<p>Please tell the bus operators to announce route changes on board (ex: today the KX bus driver exited the 101 around South San Francisco and drove up Bayshore Road for several miles without telling us passengers why).</p>
<p>DO NOT ENTER IN RAFFLE. Customer is a member of SamTrans CAC</p>
<p>We love Sam Trans but bus 81 never comes at the same time. Sometimes it is early and we miss it, sometimes it's so late so we arrive late for school. It's a huge bummer - I started walking to school so I</p>

Comments

<p>know when I'll get there. If you had an app that showed me where the bus is, I could make sure I was there when the bus was there. Or, have the bus arrive on time (and not early) every day.</p>
<p>I know its hard to make new bus schedules for schools, but my school starts at 8 and I only have two options for the bus 1) 7:07 which gets me to school at 7:16 which is early especially when no one is even at school yet including my teachers. The other option is to take the 7: 37 bus and its suppose to get to my school stop at 8:46 which is never really true it always gets there late when I take the bus. Which means I have to run to get to class on time even though I always end up late. Maybe have a bus come at 7:20 or 7:25. (I go to woodside FYI)</p>
<p>I wish the 110 service ran more frequently and I find it odd that the bus doesn't run during the 11am hour on the weekends. I also wish there was bus service from Pacifica to San Bruno BART.</p>
<p>Use more small shuttle type buses for more coverage of local areas and neighborhoods. Get rid of the big buses except on routes like El Camino or school pick up times Buses service FREE to all seniors (65+) like other communities have</p>
<p>Not having clipper retail locations widely available means always having to use cash, which is onerous. Often the lack of service (infrequent stops), unreliability (no real-time info on bus route), and payment options leave me to choose a taxi service instead (sometimes it's more competitively priced for what you get, in terms of convenience and comfort of ride).</p>
<p>Actually I stopped riding on Sam trans because of the constant swearing on the bus is very disturbing and I really don't like being around it the bus drivers are generally friendly but the interior of the bus is generally cold and dirty and it's just too expensive.</p>
<p>My daughters will take the bus when no car is available to get them around but we always have to do the work pick up because the buses stop running too early. #1 problem: The price to ride is okay IF you could transfer to another bus but when you have to fork over 2.25 twice one-way AND it takes almost an hour where I can drive in less than 10 minutes, I'd rather spend my money on gas than on samTrans. Biggest problem #2 is you can not take a bus to work if you can't catch one to get home because the buses stop way too early for anyone that lives on the coast of San Mateo County. #3 frequency of the bus routes has always been an issue. I use my car 99% of the time buying gas at 2.75 right now. I would take the bus but it cost too much in money and time.</p>
<p>SamTrans does not come into my neighborhood at all (West Winston Manor) so these questions do not apply. If I cannot use the service, my responses are useless. Hopefully you will come into our neighborhood as you did many, many years ago and I will be able to go places.</p>
<p>If you would make the frequency of services the priority, reduce the size of buses on routes that don't have that much ridership but still provide high frequency services, many of us parents would like our kids to be able to ride buses to and from caltrain station or schools at high frequency. Our public transport and connectivity is abysmal and encourages parents and kids to always ride dependently in cars. I would also like to see the local intercity options like SamTrans or VTA etc. to really be unified or be strong partners to minimize rider wait times and increase service frequency and satisfaction. Nothing bothers more than seeing empty buses ride around while we are still toeing our kids in cars. Partner with schools both public and independent in the county to provide public transportation solutions...each schools seems to get their own buses and solve for themselves whereas you could be partners.</p>
<p>Half Moon Bay needs more school bus service, and expanded commuter service over 92.</p>
<p>If you allowed food & drink on the bus, I would worry that people will spill and seats & floor will be sticky. I would prefer "food & drink" in general were not allowed, but if someone is drinking a little</p>

Comments

<p>water from a water bottle, or quietly eating some dried fruit & nuts, that the driver would just ignore it.</p>
<p>I would like to have the bus route from Foster City to Millbrae BART station; we used to have the 395 route.</p>
<p>Possible occasional (1)dog allowed on bus routes , Ex: 1: 9-10am ish dog allowed on all routes 2: 12-1pm dog allowed on all routes This would allow riders to bring their dog somewhere along the route and then return along same at specific time.</p>
<p>is there anyway for Sam Trans to hook up with a portable toilet company to have a few porta potties on the route ??!!</p>
<p>I take the route 292 in Brisbane to downtown SF, and also from downtown SF to Brisbane. I am grateful for this route!</p>
<p>Both my sons attended Skyline. The service from Pacifica to Skyline us pathetic, it takes two busses that are not coordinated and takes forever. If you miss a bus the second is not available for an hour. What a lost opportunity! Generally service is too infrequent and uncoordinated to be considered an option.</p>
<p>I would be MUCH more likely to use SamTrans if real-time bus arrival information was displayed at stops and/or easily accessible by smart phone. Predictability is key and can help compensate for longer headways.</p>
<p>I have homes in San Francisco (living with daughter) and in Woodside (former family home). My goal is to be able to travel easily/comfortably between the two. I often take CalTrain (or BART) then transfer to SamTrans (which works, but needs better integration), though a SamTrans route from Daly City with less transfer would be nice for this 75 year old.</p>
<p>In addition to having more frequent service, the bus drivers need to be on time. The 110 is notorious for being late to Daly City bart.</p>
<p>I guess I'll call customer service after this but I was confused by something about a caltrain pass - does this mean if I have a caltrain monthly pass for 2+ zones (I do) that my local service is rolled in? I had no idea... I can't quite understand it from the website, either. More clarification on this would be super helpful, as my commute is samtrans -> caltrain every work day.</p>
<p>Provide "how to pay" instructions on web site and in buses. Uber-type tracking apps for all buses.</p>
<p>There's been a number of times when buses don't arrive on time. A screen at bus stops indicating when the next bus will arrive would be useful, like the Muni ones. On the timetable, I would prefer if it lists all the stops with times and not just some. It makes for easier planning.</p>
<p>When the 46 B on Greenbrier was eliminated my grandson has no way to walk to school safely from Palomar Drive.</p>
<p>I use my car now primarily. Several years ago I broke my wrist and felt esp. isolated and had difficulty getting to the hospital. I was not driving. There was no service near my home. As I get older and at some point, I will not be able to drive. I would be nice to have service close to my home, otherwise I will probably have to move. And with this area that is problematic.</p>
<p>It is terrible that to go from moss beach to san mateo it takes me almost three hours and three buses. I would like to being able to reach places from moss beach without planning an entire day out. One bus every hour (number 17) is simple scandalous. With more busses, maybe more people could use the service.</p>
<p>I wish route 274 was better timed to the morning Caltrain schedule. I would take it more frequently in the mornings if not for the fact that it's about 50-50 whether or not I can catch a train or have to wait</p>

Comments

45 minutes for the next one.
My comments were based on my own personal needs as well as the needs of the students using the buses to get to school.
The busses are SO OVERCROWDED!!! It is hard to ride the bus when you have to squish on like a sardine. I rarely get a seat and that makes it hard. I wish there were more buses available to take students to school.
more frequent bus service going to caltrain and hillsdale mall from san mateo/foster city
I would take the bus more often if buses went up into the emerald and San Carlos hills past 7pm. Also, better connection with cal train.
The environment in the bus is uncomfortable. I wish more could be done to make the ride more pleasant. Kids from schools are rude, use bad language, harass other riders, are bullies, and are loud.
You need to address the overcrowding of buses and limited stops for the bus schedule on the coastside (#18 I think). Consistent overcrowding, buses filled to capacity, and turning countless kids away, unresponsive management to resolve the issue despite calls. Leaving students behind at stops in the morning, alone and in danger. It's an unacceptable way to run a business. It should be no child left behind, instead its RUDE and uncaring drivers... no communication, just the big stare as they drive by.
I've wasted too much of my life waiting at bus stops to catch a transfer. I hate transfers. Especially when one route ends where another route begins. Why not make a continuous single route?
A bus directly from the Linda Mar park 'n ride to SF would be desirable.
I would like to get Sam Trans every 15 to 30 minutes instead of 1 to 2 hours of waiting time. I would also like to have the exact time of arrival of any Sam Trans. Thank you
I think there needs to be a shuttle or additional bus service into the communities west of El Camino Real, particularly in Belmont, on Saturday and Sunday so people who don't drive, like the elderly, are not isolated.
Set bus schedule to always have only a ten minute connection time with BART to SFO and for the return home from SFO. (for Route 122)
Please please please get real time bus info! It's very irritating that I can't simply open up NextBus and see when the next SamTrans bus is coming like I can for every other transit agency in the area.
The 5:40 bus lots of homeless and the smell is gross..
1) I would like to travel from El Granada or HMB to Stanford. The 294 takes me to the Hillside rail station where I would wait 45 mins for a train. 2) There is no service after 8 PM, and often I need to work late. 3) The real time VTA app stops working when the buses are delayed, which defeats the purpose. 4) This survey forced me to rank items I don't care about at all, inflating their importance relative to things that do make a difference for me.
On question regarding food and drinks. Only drinks and that are in a container such as a Contigo. One that is self closing and non spill able.
Would like to get the KX lines back to the old schedule, a couple more in the morning and a couple more after 5pm from SFO. Groups of ladies attending functions in The City could use them then, now totally limited and therefore not used because of fear of missing the last one back. Other non-stops could be along El Camino Real to Daly City too. They would take less time than what we have now. I use the freeway express KX out of Redwood City every chance I can, but find it not appropriate many times because of not available on the weekends or later in the morning or later in the evening.....

Comments

<p>The barrier for me to using public transportation is two-fold: speed (if it takes me noticeably longer to get where I need to then it's never worth it) and convenience (I would need buses to run at least every 10 minutes to make me even consider their use. It's too stressful to worry about missing a bus by 15 seconds then needing to wait forever for the next one.)</p>
<p>My main concern with my local route (274) is that it doesn't run on weekends. I'd use the bus more if this very convenient route ran on the weekends!</p>
<p>Please continue to support local bus route in San Carlos!</p>
<p>Amenities such as benches inside covers at all bus stops. There are NONE of either in my entire neighborhood in SSF (Westborough). I am handicap'd, as well, a lot of this area are the elderly -- If we needed to use the SamTrans- we'd have no place to sit and wait nor be covered from the 'elements' (fog, wind, rain) - and because the Buses come by so infrequently,,, well, I would just never use it because it does not at all cater to me, nor anyone in my neighborhood,,, doesn't seem fair,,,</p>
<p>Make it easier for Coastal residents (Pacifica) to get to other side of the hill, where bart is and other transit lines. It takes about 2 hours to get to Bart, easier to pay uber or lyft 15-20 dollars to get there in 15-20 minutes. I used to love taking the bus but service is not practical in our location.</p>
<p>Please get GPS and real-time traffic data on Samtrans buses ASAP. Also, check out an app called Transit, it's on the Apple app store as well as on Google Play. It's free and may negate the need for paying someone else to build an app for Samtrans as they have bus schedules as well as real-time locations and times for participating transit authorities. One other thing, please think about expanding public transportation in San Mateo county, I know Uber and Lyft are popular options at the moment but having more cars on the roads contributes to climate change and congestion. Thanks and keep up the great work.</p>
<p>1. Courteous and pleasant drivers are also important- very important. 2. Safety on board. Sometimes riders seem derelict and unruly - and I don't mean kids. I mean derelicts.</p>
<p>I ride RediWheels Wheels the most. You should send out a survey for them. They have THE WORSE CUSTOMER SERVICE. I don't have a car but I have ride them b/c I have no car. Dispatch is the worse I've ever dealt with. They're so rude & unhelpful. Most of the drivers don't speak English, they're very rude & never know where they're going. ALWAYS late. Management is a joke, Sandra Sanchez has no ability to handle her job? I'm surprised Redi Wheels is still a working company w/all the people there that have no customer service skill & act like they don't want to do their job. Please do something. -A Concerned Patron</p>
<p>I would really like a bus that goes from Pacifica to Downtown San Francisco. Pacifica has a parking lot for the bus station that is under utilized. I think a lot of people would take an express bus to the transbay terminal. Right now, all the buses go to the BART station at 30 minute intervals. The chance of missing a bus due to the connection deters many riders. A direct route to SF would increase ridership, especially if the Colma SamTrans lot is going to be converted to a different land use.</p>
<p>Would be great to have a way to easily see how SamTrans connects with Caltrain and Bart</p>
<p>The primary reason I don't take SamTrans is because things are so spread out in San Mateo County. I use CalTrans as an alternative to driving, but without a bike or a car, much of the county is poorly serviced by public transportation. For me the barrier to using SamTrans is about overall building density and community design, not the inherent niceness/value of SamTrans.</p>
<p>I mostly use for going from work to airport and/or when there's a Caltrain breakdown. And appreciate the coordination there with allowing us to bridge without paying.</p>
<p>your survey is out of whack.....you force rankings when none apply thus giving you answers to suit</p>

Comments

your needs
Seating is rigid and uncomfortable. I had to stop riding the 294 route because the bouncy bus and the rigid seats hurt my back. Sometimes the drivers drove like they were on a racetrack. Some drivers alternately hit the brakes and accelerator in rapid succession throwing people around, and sometimes they drove very fast around the curves on CA-92, driving the bus like it was a sports car. The drivers need to take better care to make the ride more comfortable for the passengers. Also there are not enough buses running between Half Moon Bay coast side and the San Mateo area. I got out of my class at the College of San Mateo (CSM) at 11 am and had to wait until about 12:20 pm for the next bus back to Half Moon Bay (HMB). After that the next bus was not until about 2 hours later. I live in Moss Beach and have a bus stop across the street from my house but found it much easier and less time consuming to drive to HMB and take the 294 bus to CSM and back instead of using two buses for the round trip from my house. I think more people would ride the bus if there was more and quicker service and the schedules were more understandable. When looking at the routes on the SamTrans website, it looks like a bowl of spaghetti. A rectangular grid routing system would make more sense. I have designed a bus routing system which I have dubbed "the rubber band routing map" which is instantly understandable when you look at it because it is a modifiable grid layout. And we should find some way for the buses to run every 15 minutes (like BART) rather than people having to wait 1 - 2 hours between buses. Maybe self-driving smaller buses would work. I often see large buses driving around with only 1 or 2 passengers.
At one time you had a stop on Emerald Hill Rd and Bret Harte Dr. That was great for us, because we live close to Jefferson, any chance putting that stop back in the your route.
Would be nice to have free transfers.
I am a student at 699 Serramonte and live in Linda Mar. it takes over an hour to get home and only a very early bus in the morning and one bus in the PM that I have to leave school early to catch.
SamTrans has ignored Pacifica for years. No one expects that to ever change.
Please bring back the SF express buses!!! Thank you! They were always crowded when I used to ride them.
My husband and I love being able to use public transit when possible. We're fortunate enough to have a car and Lyft and Uber are easily affordable, but why drive when you can support public transit for so cheap! I would hate to see lyft and uber subvert Santrans. I really would like to see more clipper card locations, and I would LOVE to see a kind of a bullet bus if that makes sense? I sometimes take the M to work in the East Bay from Hillsdale shopping center when our car is unavailable, but the ECR is just too many stops to make it a good solution to getting to Hillsdale from our apartment near the burlingame border. Maybe a bus that only stops at major locations or intersections?
There does not seem to be any good SamTrans service near my house, or I would be more likely to use it.
It is shameful that so many busses, particularly those that visit CSM, are nearly always vacant. What a huge waste.
need bus service to Bart!!!!!!
Service in Pacifica is not robust enough to make SamTrans a viable option for going to other cities in the region for recreation such as museums and concerts, or to Daly City or SSF for health care appointments.
Bring back the Foster City to SF express! (FX)
n/a

Comments

<p>real-time bus data e.g. NextBus should be available and reliable. Other local transit agencies already have this working well.</p>
<p>It would nice to take the bus locally to my school everyday and take one more car off the road. Unfortunately, as silly as it sounds, I save more money driving my car to and from college, than taking the bus to and from college. In total it costs me 5 dollars a day to take the bus Nearby my school. Honestly I can make two trips back and forth from my school with five dollars. If prices were much lower, you would have a lot more people taking the bus. If there was some possibility of fares being cheaper, like 1.00 cheaper, then I would ride the bus more often. Maybe the county or something can apply for a grant or something to bring down the prices.</p>
<p>Make route 275 more efficient by removing it from the south block of Fernside St. This is a newer route, and it is extremely inefficient. There is very low ridership on Fernside St. Route 275 circles OVER HALF OF A MILE of Fernside Street just to simply turn around, which is extremely inefficient and not cost-effective. Have route 275 turn around near the intersection of Alameda and Woodside Road, not Fernside St. The neighborhood is scratching its head at this inefficient, useless loop around Fernside St, and this makes Samtrans look very bad. Samtrans can do a better job at saving time and gas by removing such a useless loop from its route.</p>
<p>need to bring back express buses from LM to downtown SF better connections between buses in Manor more buses on weekends improve service during commute would help commute in Pacifica more bus service for Pescadero residents</p>
<p>I would LOVE local service in the morning transporting grade school kids from the north side of the coast (Montara, Moss Beach, El Granada, Miramar) to Hatch Elementary and Sea Crest. Highway 1 is really congested in the a.m. and the schools have no bus service.</p>
<p>Please, have a route from Pescadero to Santa Cruz Example: Pescadero to Davenport so that way we can ride the bus to Santa Cruz</p>
<p>My teenaged children have not had experience on SamTrans as i did when i was there age because of lack of service near our residence. I would like them to use public transportation more often if it wasn't out of the way and if more regular service was available.</p>
<p>I am opposed to having drinks and foods on the bus. The bus is a very contained space. It will be very messy and an additional burden to the driver/operator. You should imposed regulations about this.</p>
<p>The SamTrans 294 often fails to appear at all or runs significantly later or earlier than its scheduled time. It should really never leave a stop early! That just makes it impossible to catch. If it is ahead of time, it should wait. Real time location information would help a lot with knowing when it's late. It usually takes me longer just to wait at the stop to catch the 294 (I have to arrive very early in case it leaves early, and then I usually end up waiting very late) than it would to just drive where I'm going. Either real time location information or running on schedule more reliably would fix this.</p>
<p>I used to take the express route that went from Linda Mar Pacifica to downtown San Francisco. I used it for both work and personal reasons. Now that there is no direct bus, I don't use Samtrans at all. I drive to BART. I don't know if ridership has increased in the meantime but it would be nice to have that bus again. I would use it a lot.</p>
<p>more bus connections with limited stops available near my address to connect to CalTrain and BART</p>
<p>I used to ride from Manor to South of market for commute. Removing that route added hours to the public transit commute, so now I drive.</p>
<p>I live on Inverness Drive in Pacifica. Buses travel in both directions on Inverness, frequently, and often at the same time. There are cars parked on both sides on Inverness and not enough room for buses to</p>

Comments

travel both directions at the same time safely. Buses routinely wait for one pr the other to clear the route before proceeding. But they do not wait for cars to and cars have to dodge out of the way of the buses into an open driveway or parking spot along the side of the road. Our road has effectively become a one lane road. Worse, the buses are routinely traveling with no one on board up and down Inverness. would it be possible to consider new routing for your buses, or less frequent travel on Inverness. It would be best to keep the buses on Skyline if possible. At the least is it possible to make Inverness a one-way road between Heathcliff and Glencourt or Manor?

More east-west connections would be great. I live in the Rollingwood neighborhood and work in Oyster Point. If there was a direct bus between my home and work I'd take the bus rather than bike.

As in Europe, having frequent and on time public transportation is needed. Ttransportation in the area is getting worse for everyone and if we want the quality of life in the area to remain, something must be done to get cars off the roads.

A quicker route to Bart connection from HMB would be excellent!

As Burlingame seniors reach an age when they no longer drive, they would benefit from a Shuttle Bus. Trying to park at the Bart Station is almost impossible. Parking availability is important for those who are commuting to their jobs. Having a local bus available would ease the parking situation.

I was a daily Samtrans rider 1984-1986 from San Mateo to SF Financial District. Have only ridden Samtrans less than 5 times since then, living in a different area and working elsewhere. I need to be mobile better than I can accomplish using mass transit, no matter what the system used is.

We need express transit to SF!

1. more places on the bus to push and place a cart. 2. Karen Wickham phone operator was fantastic!

Improve Q-lines at 3rd st station. Check tickets during rides-too many free riders

I would like a bus that goes directly to Daly City bart station. I would take that every day to work.

More reliable, frequent express buses to San Francisco now that the traffic in the Bay Area has increased tremendously. It is important to actually get to SF at the time it is scheduled, considering traffic make reasonable schedules. Also, to avoid the traffic on 101, maybe consider having express routes from 280. Thank you for your service and for making public transportation more usable in the Bay Area!

It would be nice for Samtrams to add additional hours to the KX bus such as: 1. A daily 2:30pm Southbound bus and a 9:30am Northbound bus 2. At the minimum at least 2 runs per weekend day would be super. (Northbound between 8-9:00am and Southbound between 3-4:00pm) KX is a the reason I ride the bus....it is very convenient and very reliable given all these years I've been riding it....daily in the past. Most drivers friendly and courteous and on-time. They deserve an increase in salary.

Drivers are excellent. The data used by corporate is flawed giving them x amount of time to make it to the next stop. Food/Drink should be banned Vulgar language should be banned

Would love a regular route from San Mateo Highlands (Lexington Ave/Highlands Rec Center) downtown and to CalTrain. Miss the other express routes from downtown San Mateo to downtown SF.

The San Mateo oastside is notorious for terrible traffic on weekends and commute hours daily, due to only one major north-south road (hwy.1) and one major east-west (hwy 92). The car volume is constantly increasing. If we had more frequent buses that include a route/s across 92, up and down Hwy. 1, and frequent service to the Colma BART stop and other BART stops, we could probably greatly benefit the traffic situation. I know many people who would prefer to use public

Comments

transportation, but at this time there's not enough service. The best solution, of course, would be light rail, e.g. San Francisco to Santa Cruz and Half Moon Bay to Redwood City. But that takes far more imaginative and innovative thinking than I fear SamTrans has.

Need express routes from Pacifica (Linda Mar) to San Bruno Caltrain or Bart stations.

You did not ask about transfers. I would like a transfer similar to SF Muni. Sometimes I cannot get to a location on one bus and need to transfer to another. That is two separate fares when it should only be one.

I don't ride the bus as I have a car BUT if I needed to there is no route that gets me to/from work in an acceptable amount of time.

I would love to see an express bus that is going towards my work (Palo Alto Research Park)

First, I appreciate the fact that samTrans is surveying its customers and constituents. Thank you! Some thoughts: I am not a typical SamTrans rider, but I do occasionally take SamTrans. It seems to me that with the advent of mobile phones, Lyft, Uber and other really interesting rideshare services emerging (Google/Waze pool) now is the time to re-think local transportation for the next 20 years. My overall impression every time that I take samTrans is that there are only a handful of people on the bus (maybe I am traveling in off peak low volume areas?), this always makes me a little concerned that the value (low cost predictable transportation) of the service is not fully aligned with the costs (large complex expensive buses with a rigid schedule). Should we try to re-optimize around what citizens need today? Smaller buses which can navigate our overcrowded streets with more frequent trips? Subsidized Uber pool at really slow times? I think that samTrans should invest in data services, making data both publicly available and integrated with third parties (Google, Apple SIRI). Is samTrans data available for public use? For instance, how many riders on particular routes at different time schedules? Are people using it? Is samTrans taking advantage of the Uber data that recently became available? I think they call it Movement? My smartphone (with Google) is now providing data such as Nearby Transit (e.g. the 275 bus in 25mins) which is a great start. Last time I used the dial in number for samTrans to find when the bus would arrive, it was really not effective. I would reduce/eliminate that service and invest the money elsewhere (unless it's needed for ADA compliance). I would be very careful in investing in building a new "App" I think that there are alternatives out there - CityMapper? And eventually we will just ask our phones - "What's the best way to get to Mollie Stones in Belmont?" I would look hard at data and determine if we are matching routes with the needs of population. Are there different routes that samTrans could try out which would provide a lot of value to citizens (such as an extended (double sized) bus on Highway 280 with a circular route from Canada College/Barclay Field to BART in Daly City or San Bruno). If this route was in place I think many people would rethink their driving commute into SF. It could actually help to reduce parking woes at BART Daly City and peninsula residents could get into SF faster than driving! Interestingly I see a lot of empty tech buses on this (north bound 280) route in the AM (from SF to Apple?) Maybe you could reach out to Bauer or Apple to see if there is a way to harness this available "supply" and conduct a brief pilot (those buses have Wifi). So many people bash the tech buses in SF, I am sure that they would be willing to provide some assistance on an interesting pilot. Good luck with your efforts!

Many riders are using Scoop since it is being promoted. Perhaps the county can create its own ride sharing platform.

Please consider restarting route FX. It used to be a popular and profitable route for SamTrans

Why isn't there a stop in Menlo Park at the cemetery, Santa Cruz & Sand Hill or further up on Avey. Can SamTrans promote/facilitate/fund more Park & Rides to help keep single occupant car drivers out

Comments

of neighborhoods?
no food on buses but water bottles permitted.
From my mom: It is COMPLETELY IRRESPONSIBLE that there are not more buses serving the Foster City students who go to Hillsdale High School. Our community says it wants to reduce traffic and this is SO EASY!!! There should be a buses leaving the school EVERY HALF HOUR so kids can take advantage of after school tutoring, sports and activities. ALL OF OUR CHILDREN WILL GET CARS WHEN THEY TURN 16 BECAUSE THERE ARE NO BUSES AND TRAFFIC ON HILLSDALE SUCKS! Your job is to get people out of their cars. Students are the easiest group to serve. If you build it, they will come. Don't ask students what they think will solve transportation issues. They are perfectly happy getting rides from their parents as they sit in hours of traffic and play video games!! It is RIDICULOUS. Let me ask YOU this? What has Sam Trans done to reduce traffic for Foster City families who have to commute to high school? Name ONE thing. Now you are thinking to pass the blame. Oh, it's Foster City's problem. It's the school districts problem. blah blah blah. Then you probably have do studies and research before you can actually make it happen SO MANY EXCUSES. It's pathetic. Just get the buses on Hillsdale.
The main problem with SamTrans is unreliable service. There have been many occasions where both my sons are left without a bus to school. This is unacceptable. The second issue that SamTrans needs to address is responsive service when the schools have altered schedules (early dismissal, etc). SamTrans should be working with all the school administrators. The third issue is working with the local police department to counter bullying, which happens OFTEN and is also unacceptable to this community.
For Ralston School, it is a shame that kids have to packed like sardines into the bus. Why cannot more buses be run in the morning and evening for school kids. This is NOT ROCKET SCIENCE !! Raise the fees for the kids to \$1.50 or so but atleast get them to school in a humane manner
More service, frequent service, evening/midday/Sunday/holiday service to Foster City! Foster City is severely under-served by public transportation. This is true about residential and industrial parts of Foster City. Ideally, Foster City needs a light rail or something like that.
Why doesn't SamTrans and Menlo Atherton High School work together to have the bus schedules match the non-regular bell schedules that happen throughout the school year? It makes no sense whatsoever that on days when MA changes the bell schedule that Samtrans is not modified so that MA students are able to ride the bus and get to school on time. Sequoia Unified School District and Menlo Atherton High School have their complete school year bell schedule, including the bell schedule change days, by the beginning of the school year so there really is no understandable reason why SamTrans can't modify its bus schedule to the MA bell schedule. Currently everyone loses. MA students must rely on other transportation means to get to school on the days when the school's bell schedule is changed. AND, SamTrans loses ridership and therefore income on those days since virtually no students ride the bus, at least to school in the morning. Please, please, I implore SamTrans to work with Menlo Atherton High School to modify the SamTrans bus schedule to match the MA bell schedule, even when it changes from the normal bell schedule. Everyone wins!
Our family takes SamTrans buses as excursion trips with our young kids. A safe place to wait, predictable bus arrival, and ability to feed children on the bus will all make us ride it more.
I live in Half Moon Bay. Service is very limited and therefore we rarely use it. Traffic is horrible during rush hour. You should consider offering express buses from Half Moon Bay to downtown SF. A lot of people would use them and would be willing to pay a premium to do so.
The most important consideration is timing coordination with BART and timing coordination with

Comments

buses requiring transfers.
Buses are smelly and scary with homeless people
Bring back FX!
Having SamTrans better coordinate their route schedules with that of Caltrain and BART would make the whole system more usable. Transit systems in cities like Barcelona are so well coordinated that the wait times for transfers are no more than 10 minutes.
No mention of faster service - skip stop options.
Campus Drive Shuttle should run all day AND it should go to the CSM Campus...or it should be replaced with a bus route on Hillsdale Blvd. Seriously...it runs from CalTrain to corporate campuses but only during commute hours? The only people who can use it already have good jobs with free parking (and most likely tax free "transit savings accounts"). The shuttle is also faster with a more direct route than the bus. Working people who attend CSM pay to ride the 250 which takes over an hour (of actual riding time and even longer with wait times added) to get to CalTrain or downtown. A part-time job at the mall and taking classes at CSM requires lucky timing, transfers, lots of free time or a car and costly campus parking. Please find a way to give low wage people some of these "free" rides by extending the shuttle or with a more direct bus route. Skyline has a shuttle...and I hear it's well used.
This is a pretty well-designed survey; clearly someone knows how to program well! As I said, I'm now disabled and unable to take the bus. Your option of fill-in with an Uber-type service at Samtrans rates was intriguing!
I would like tSamtrans routes configured for public service not revenue generating. I would like more frequent service and connections to parks and the beach with more options. I am driving my car a lot but if I could take the bus more i absolutely would but it never goes where I want when I want and I don't want to wait 30 minutes for a bus.
I usually take CalTrain from San Bruno to Palo Alto and use SamTrans as backup. It would be great if there was an express ECR. SamTrans drivers are courteous - great service .
The main reason I don't take the bus is the limited service. I've always had good bus experiences when I take it but you can get stuck somewhere for a long time because of limited service. That makes a car much more convenient. I DON'T THINK YOU SHOULD ALLOW FOOD AND DRINK ON THE BUS. They are nice and clean now and I don't think they would continue to be so with food and drink allowed.
I can pay and use SamTrans only if the schedules will be predictable and frequent.
A cleaner bus would be great (just as important as a more comfortable seat)
trees. around sheleter. bting back. fx. please
WHY DID YOU DISCONTINUE SERVICE IN MY AREA????!!!!
SamTrans is unreliable in getting the necessary buses to Ralston Middle School even when they are notified of the school's start day, school's bell schedule, vacation schedule, and minimum day schedule well in advance. They have between 5 and 15 months advanced notice of the relevant days and times. Yet, every short day when buses don't show up, they have an excuse. If we had another option, we wouldn't use SamTrans at all.
There used to be a SamTrans route on Santa Cruz Avenue in Menlo Park that I took all the time. That route has been canceled, except for to/from school. Please bring our bus back!
No
Over the past several months SamTrans service has gotten so bad that next month I am buying a car.

Comments

<p>Tonight was the last straw. A commute that should take less than an hour took two hours and twenty minutes. WHY?! BECAUSE THE BUS DIDN'T COME FOR OVER AN HOUR! Did I contact SamTrans to complain? NO! Why? Because it doesn't do ANY good!. Every morning and every single night now it's a stress filled commute. No more! No more! Time to cut up my ClipperCard and enjoy an 18 minute commute! Oh, and do I believe for one second filling this out will make a difference? No, I do not!</p>
<p>Would like to have special buses available to attend large group events baseball games, concerts,</p>
<p>I also ride the 121 and I really want to see more buses run more frequently like 10-15 minutes apart like the 120. I would like to see more night services on both route.</p>
<p>Instead of the big buses smaller ones running continuously would better suit the Coastside. Less of the well that's how it is attitude.</p>
<p>The MOST IMPORTANT CHANGE SamTrans can make, that would positively affect SO MANY people is having a line that travels from Pacifica to somewhere along the 19th Ave/Junipero Serra corridor that would get people to SF State, West Portal and the Ocean Avenue area without having to take the bus to Daly City BART. Bring the SF line back!!! Please!!! It would be a huge money-maker for your company.</p>
<p>My opinions are not worth much as I currently do not take SamTrans. When I no longer can drive, my views would be more important. BTW this is a poorly designed survey as it leaves no options for no opinion or not applicable.</p>
<p>I live in Pescadero. Two buses leave here daily, around 6 a.m. and 6 p.m. As far I know, there is no way to get to Santa Cruz, and if you can in late afternoon, there is no bus back that day I would have to drive 5 miles to the bus stop. Transportation on the coastside is extremely limited for Pescadero, Loma Mar, La Honda and San Gregorio. The schedule is ridiculously limited.</p>
<p>Timely, reliable public transit that is clean and safe is a priority. I would use it for work commute if I can be assured transportation is consistent.</p>
<p>The two areas that improve ridership are frequency (5-10 mins) and serving areas off the main roads</p>
<p>My favored route was discontinued, to ride now I would have to hike up very steep hill to get from home to bus and down that very steep hill to get home. I do not often want to do that.</p>
<p>SamTrans does not go where I need to go. Live near Edgewood Rd and Crestview. Go to western side of San Francisco. Can drive in 30-40 minutes Via public transit would take 2.5 hrs</p>
<p>Please please please enable real-time arrival data for buses. Samtrans is the ONLY transit provider in the Bay Area that isn't on Nextbus. I know so many people who drive to Caltrain or drive to work instead of taking the bus because there's no real-time arrival data. If you only make one improvement in the next five years, if it's providing real-time arrival data I'd be a happy camper.</p>
<p>I would take public transportation more if it were more convenient. I am a Senior now so have the great value Senior Clipper Card so I take BART a lot. I wish it were easier to take a bus from my home to the BART station as now I still wind up driving or if it is during the day I walk the 2 miles each way.</p>
<p>We feel really guilty for having 2 cars, but one just has to wait so long for buses.</p>
<p>In general, I think SamTrans does an acceptable job considering how long it has been in service (only since the '70s?!) As a native San Franciscan growing up using the well-networked Muni system I was appalled that there were no "transfers" given to continue on one's route, and at the lack of cross-directional bus lines (e.g., the ability to change direction from north-south to east-west). I think the stops are too far apart and the frequency is poor.</p>
<p>I feel there is need to have smaller buses to save costs and earn higher revenue</p>

Comments

<p>It would be great to have express mini buss from half moon bay to Colma Bart with few stops , total riding time 30 min in one way . I would use it instead drive my car</p>
<p>On 6:33 A.M ECR from Colma BA always this bus a lot beggar in the bus. They carry the big luggage hold on the seat. Most the time no seat . Sometime the seat very dirty. I already pay expensive fee get this bad services. I hope I the further can change good services.</p>
<p>I live at Roosevelt and Alameda. Route 274 requires I drive to Jefferson and Alameda to catch the bus. I might as well continue to drive downtown. Samtrans does not serve the Redwood City neighborhoods. If I win the monthly pass I will give it to someone who use it.</p>
<p>SamTrans needs to use small neighborhood buses that feed into express buses that go to BART Often I find it too difficult to use Samtrans to go from home to BART or other connecting public transportation. It takes all day.</p>
<p>Increase frequency on feeder routes so that Samtrans and Caltrain transfers are a viable option for trips up and down the peninsula. Change Samtrans policy so that bus departures are coordinated with Caltrain delays. If increasing frequency isn't possible, align Samtrans arrivals/departures with Caltrain schedule. Improve publicity around existing apps that provide real-time bus arrival/departure information and trip-planning. It would be much more cost-effective to partner with an already established app. Be wary of partnering with TNCs. Their fares are currently subsidized with VC money and will increase in the feature, meaning Samtrans would be required to subsidize a much larger percentage. I would rather see east/west routes be downsized to smaller buses or shuttles that would be less expensive to run than 40' Gilligs. Improve fare coordination with Bart, VTA, Muni and Caltrain. Any fare purchase should also cover a full transfer on another system. The current Caltrain monthly pass incentive is excessive and disincentivizes commuters who value flexibility in their commutes. Some days they may carpool, drive alone, Bart or Caltrain and a monthly pass may not make financial sense. Including Samtrans on all trips would incentivize more trips. Fares should be collected at the regional level to incentivize transfers between systems. Express freeway routes should not be Samtrans focus because it is a competitor to Caltrain and Bart. Samtrans should feed the regional systems with local routes and shuttles.</p>
<p>The lack of regular bus service here on the coastside makes it impossible to select transit as an option for work. More bus or shuttle services would increase ridership. The option for shuttles on the weekends could also increase ridership. Finally, not having a bus stop on the north and south ends of the tunnel on hwy 1 makes no sense. You have a place for this happen, but busses don't stop on the north side of tunnel. Why build a bus turnout and not use it! The parking is so limited that this seems like a simple option that could help address a number of parking and traffic problems.</p>
<p>The main reason why I haven't used SamTrans so far is because I moved here recently from Europe and I have a car. I do use BikeShare, Caltrain and Bart and do prefer public transport over driving - I just didn't find a bus to be convenient option so far. Also, I am not interested in a monthly pass, but I filled my contact info in case you want to contact me about a focus group.</p>
<p>Please, no food and only covered drinks on the bus, people are so messy.</p>
<p>We need more ECR buses in the morning (7am to 9:30am). I get on near SSF Bart and a number of times the ECR buses in the morning were full and passed me up! This causes much delay and verance to my daily commute. Faster service, more small local routes (ex :133) and faster service for larger ones (ex: ECR) More shelter at bus stops.</p>
<p>I recently rode ECR for the first time in a long time. Both directions, the bus showed up right on time. However, on the way back, the bus, while on time, was out of service and the next one wasn't for an</p>

Comments

<p>hour. This was a total fail and I had no way to know in advance this was happening. More frequent service, real-time info, etc make this a more robust, usable system.</p>
<p>Need more express buses to middle schools and high schools</p>
<p>I would like to see the value of my clipper card applied immediately when value is added online. The wait time is inconvenient when needing to use the funds in the short term. Especially since there are limited locations to add value to a card in person. The convenience of adding value online isn't very convenient at all.</p>
<p>I wish the bus seats had seat belts. Also, I would dearly love to revert the 398 back to the previous KX that went all the way to Palo Alto; it is a huge pain to have to transfer at Redwood City. I think there should be a bus stop on the SOUTHEAST corner of Hillsdale/El Camino (across the street from the current stop by Barnes and Noble on the southwest side) so that the NORTHBOUND 398 can stop there. Finally, I am mad that the 250 and 252 split apart; I used to use the old 250 route to get to Hillsdale for shopping, but now the split route stops too far from my house to be useful.</p>
<p>I enjoy more comfortable seating on SamTrans than on Muni buses, but I never understood why the seats toward the front would be propped up all the time for riders with accessibility issues when there are none. I think they should be made available to other riders when there are no wheelchair riders.</p>
<p>I absolutely hate that Sam Trans eliminated its express service to San Francisco. Prior to retirement, this was a very nice amenity for Pacifica. After the elimination of this service, Sam Trans continued to reduce schedules to BART, making it more difficult and inconvenient for working commuters to use SanTrans. In addition, SanTrans uses the same buses for adults as for school children, making the ride very uncomfortable. If Sam Trans is going to force everyone into student size seats, SamTrans should charge everyone student fares.</p>
<p>I think the survey is flawed in that you MUST rate the order of importance of things listed above. If I've noted it as unimportant in the top section - then I don't care about it at all and should not have to rank it. Also, as far as the comfort of the seats - I'd rather have hard plastic that can be sanitized, than soft cushions that hide bedbugs and vermin.</p>
<p>i would like to see a beach shuttle on weekend from CSM/ Foothill/ Skyline to the coast to link to the beach shuttles. lots of parking no stops, lots less traffic on 92</p>
<p>It would be nice to have route 295 run on weekends again. ECR bus are too crowded-especially the smaller capacity bus-no where to sit, much less stand-the larger-longer bus should be used for all ECR.</p>
<p>Uber and Lyft is a good idea</p>
<p>I'm always surprised as to how few people take public transport here. In other countries it is the main form of transportation. Better for the environment!</p>
<p>Please add express bus to DALY CITY BART (not Colma!!).</p>
<p>Safety, especially for female riders, is the #1 problem with SanTrans. I was sexually harassed by fellow passengers literally every single time I took the ECR. For my own safety I had to switch to Caltrain, and would not return unless significant safety improvements were made (emergency signaling from in the bus and from bus stops, on board security, or smartphone alerting to problems).</p>
<p>have just moved here this year, and don't have confidence taking the buses yet. Did make one trip to connect with caltrain and that went well. Still waiting on clipper card that I had senior center Fax my application for.</p>
<p>Thanks</p>
<p>I answered this on behalf of my disabled daughter. She does have a Disabled Clipper Card. She takes the bus to meet friends and was going to CSM. Living in Foster City, we have Limited bus runs...none</p>

Comments

<p>on Sunday. We would like Everyday service in F.C. and a better way of finding out when the bus will be out our local stop. She uses the 256 going out/ 251 coming in. At times I drop her off at the 250 stop.</p>
<p>Passengers should pay more than 15% of the total cost of operating a service route, at least one-third and if a route cannot support that cost it should be modified or cancelled.</p>
<p>I would vote the immediate service improvement for my commute is to expand the network with shared rides companies and then Uber or Lyft. I really think the commuting from Foster City to San Francisco is next to impossible with bus either because of limited parking space or limited bus services for Inter-Town lines. Thanks for asking our opinions.</p>
<p>Would love to see the commuter bus, SF to/from Pacifica, reinstated. It was the best! Now, we're forced to use BART, which makes the commute much longer and more costly (to say nothing of the crowds and dirty conditions on BART). Thanks for asking!</p>
<p>More service please even if it requires more taxes!</p>
<p>I also use the South City Shuttle. If the Uber/Lyft idea does not pan out, I want to point out that the Shuttle is barely accessible for someone with bad knees due to the steep stairs, & Saturday service would be great for people in hilly areas to give us access to the rest of Sam Trans!</p>
<p>If I was reminded/made aware of Sam Trans as a transportation option I would probably use it. I don't even think of it now, and don't know times, stop locations. I would probably try it for going over the hill for evening social events.</p>
<p>Please have direct service from Redwood Shores to Ralston Elementary rather than making the kids stop at a bajillion bus stops in Belmont before getting to school.</p>
<p>It's been so long since I rode, I am not familiar with all the various payment methods or the current routes. I do use a cane daily, and a wheelchair frequently, and I don't know how difficult it would be to access SamTrans as I am disabled, or what the process is for getting a disabled pass. Driving a car has less unknown variables at the moment.</p>
<p>My high schooler used the bus this summer to get to an internship. I tried to drop her off in the morning at the Redwood City Station, but it was not safe place for a teenage girl. Street people sleeping in the bus stops, recently releases from the county jail wearing ankle bracelets, trash, people smoking, pan handling and a general feeling that the entire area was not monitored.</p>
<p>We are completely shut off on the week ends with no Flex bus service back in the Park Pacifica area. There hundreds of senior citizens back here in this area that rely on this service. Some with no family and few friends and we feel trapped on Saturday and Sunday.</p>
<p>1. Please bring back express bus to Pacifica 2. Please collaborate on a work plan with HMB and Pacifica to utilize the park and ride in Pacifica as a point for express bus users from HMB to the city (would assume the express bus comes back) 3. Put in bike racks at Reina Del Mar in Pacifica - there are kids who bike there but have no place to lock it up. 4. Suggested bike lockers at Park and Ride in Linda Mar Pacifica for use of express bus to SF</p>
<p>Before being unemployed I pretty much rode Samtrams everyday - 118, 140. Since not working I take the 118, 110 & 112.</p>
<p>1) Limited stop rapid service on El Camino. 2) Express bus service to major employment centers (Palo Alto, Stanford University, Mountain View, SFO, UCSF Mission Bay) 3) Increased cross-town frequency every 15 minutes. (Ralston, Woodside, San Mateo Ave.)</p>
<p>Need a late night bus at weekends. 10.21 pm too early during week for last 110 bus. Better scheduling with Bart, so that you do not arrive at Daly City one minute after an hourly bus leaves. Improved</p>

Comments

<p>waiting conditions at Daly City Bart Intermodel station. Really listen to actual needs of your bus using public.</p>
<p>I would like to be able to use SamTrans to travel within Pacifica. I live in Vallemar and drive to either Pacific Manor or Linda Mar several times a week. It would be worth it to me to take the bus at least half of the trips. I have not checked your website to see the schedule and if it is not reliable I would definitely never consider using your service.</p>
<p>Samtrans service helps us to travel . Most of the staff's are really helpful</p>
<p>I brought my mountain bike with me to load on the bike rack on very early Sunday morning. Much to my surprise, when I went to place my bike on the rack, the channel for the tires was too narrow and as a result I could not load my bike and/or get on the bus....needless to say I was late for work that day because I had to go home and switch bikes and take the next "292" which was about an hour later....;could Sam Trans make sure their racks accommodate ALL types of bikes?</p>
<p>Need to have a paid fare work for transfers or stop and shop/errand and reboard without paying additional fare. Maybe a fare/transfer being good for 2-3 hours. Also need better connections "east/west" such as ECR to 292. "North/South" service on ECR is good frequency. 292 should run every 15 min.</p>
<p>The steps on older buses are too high, difficult to climb in and out of the bus. The second coach on articulated bus often so far from curb to get off you have to step down into the street, which is too low to be done comfortably. Moving here from Canada I think your drivers are very polite. The S-bound ECR needs a schedule adjustment stop before Sequoia Station so it is not zooming by way ahead of schedule around Whipple. If the bus is way ahead of schedule the customer has a long wait for the next bus while the fast bus is taking a long break at Sequoia Station. The older buses with squishy seats are very hard on the back.</p>
<p>I teach community college students and would like to see better discounts for our working students.</p>
<p>People who make planning decisions should have to ride at least once a week. In my time riding Samtrams many decisions were made by people who obviously had never ridden. 1) Service should coordinate with Bart. In my time the last bus to HMB would leave when a Bart train was just arriving at the station. 2) Why change the HMB to Bart service so that a change is required in Pacifica. For a daily commute 1 change is acceptable, but expecting somebody to change 2 twice to get from HMB to San Francisco is totally unacceptable.</p>
<p>More services during school hours</p>
<p>I don't take this bus often but when I do the frequency of buses where I live takes too long to arrive. I wish there were express buses to the Bart stations</p>
<p>We need a bus from CSM to Half Moon Bay after evening classes. Now the latest bus leaving CSM for HMB is 8:15 p.m., but classes go until 9:15 or 9:30. Even just a 9:15 bus would be great.</p>
<p>Can you improve the bus driver that don't be late when there coming that what im really concerned about,time for every people are really important as well as to me thats what you guys need to improve thank you</p>
<p>Please don't take away the KX, it is a very important and valuable service that you provide and it is nearly full on all weekdays.</p>
<p>There should be more service in and out of Pacifica. The last 112 from Serramonte to Pacifica is at 7:26PM on weekdays, 7:12PM on Saturdays, and 8:08 on Sundays. Maybe if the service were increased, there would be less drinking and driving. Now that Serramonte has expanded their retail and restaurant business, more employees and clientele will need transportation, and the existing</p>

Comments

<p>schedule is inadequate. Make public transportation free and more people will ride rather than drive.</p>
<p>Real time tracking of vehicles through an app or data shared with other transit apps (Google Maps, Next Bus, etc) would be awesome!</p>
<p>the busses are always like 5-10 mins late, maybe because they never go above 45 mph, even on the highway :/</p>
<p>I use lines ECR and 140 twice a day almost everyday. I spend around \$ 22.50 a week or \$ 100 a month. That's a lot for a low incomer like me. It would be great if SamTrans had a single fare good for multiple transfers, like the public transportation in San Francisco.</p>
<p>It would be nice if the 294 bus linked better with Cal Train. And if there were transfers for going between different Bay area transits.</p>
<p>Service is needed in the residential areas up the hill from El Camino in the hills of Millbrae. There is no service for riders of any age....especially school children and because of this there is total congestion at all school sites in Millbrae.</p>
<p>expand the FLX to reach out further for seniors and children</p>
<p>Mainly offer routes for high school students in the area. Probably smaller bus for low riders routes instead of cancel it.</p>
<p>SamTrans bus service in La Honda would be wonderful. Primarily route to and from HMB.. Secondarily to and from Redwood City.</p>
<p>THAT IT SHOULD NOT MATTER TO A BUS OPERATOR THAT THE BUS IS FULL OR NOT AS LONG AS HE OR SHE STOPS TO LET PEOPLE OFF THEY SHOULD NOT DENY PEOPLE TO GET ON AS LONG AS THEY COULD SQUEEZE TO THE BACK OR PAST THE YELLOW LINE THEY MIGHT ALREADY BE RUNNING LATE AS IT IS.,FOR EVERY STOP 3--TO--5 PEOPLE GET OFF.!!!</p>
<p>I used to take SamTrans all the time, even when I owned a car and bicycle, and made over \$100,000/year. I took the bus because it was a good way to save money and help the environment. I gradually got fed up with Sam Trans, however, because of the loud, dirty, aggressive and smelly bus riders. I also experienced Sam Trans bus drivers who really had true road rage, and drove extremely dangerously. I eventually decided my safety and mental health were more important. I still ride Cal Train, however, because it's a higher class of riders who know how to behave themselves, and the conductors are professional.</p>
<p>I would like to see mobile ticketing so I can pay with a debit or credit card through my phone as well as real time schedule information so I know when my bus will be coming.</p>
<p>There needs to be more routes for school hours. M-A High School needs more a direct route from East Menlo Park to School rather than transferring now that the school has redistricted. The 101/Willow exchange construction will put a lot of pressure for bikers and pedestrians along with commuters. Dedicated school routes to and from school will improve commute times for everyone.</p>
<p>Good clean system. You Need to focus more in the neighborhoods instead of el camino. I stopped riding as much when you took away service in the westborough area and put the buses in el camino to favor ppl who don't pay as much taxes as i do.</p>
<p>Parking at some centrally located stops would make a huge difference to me because I can walk only short distances without sitting down.</p>
<p>keep up the good work!</p>
<p>This bus route is so VERY important to my kids being able to get to and from school certain days of the week. THANK YOU SO MUCH for having this route.</p>

Comments

<p>Identify where buses have an advantage over alternatives e.g. Trains and accentuate your strengths rather than weaknesses. Trains from SFO to San Carlos are awful but buses are direct however buses are only hourly and no live updates which would be acceptable in Crete in 1990 but not in San Francisco in 2017. Incredibly low frequency of buses renders them a poor choice unless they happen to be scheduled for exactly when you need them, keeping ridership low in a self sustaining loop. Buses every 5-10 minutes along the peninsula could compliment the trains with more frequency at lower cost which would be better for short journeys. Also re survey, San Carlos to airport is covered by 2 or 3 routes. This & similar situations will fuzzi the data since users had to choose one route.</p>
<p>I can't tell you how many times I have waited for a bus in the rain ont the weekend that never showed up☺</p>
<p>Restore the necessary bus services to the Linda Mar bus stop.</p>
<p>You need better and direct connections to Bart stations and Caltrain stations.</p>
<p>Would love more frequent 121 via South Hill routes.</p>
<p>No</p>
<p>I actually feel it's very important Sam Trans doesn't use transportation network companies. I think it's pretty important Sam Trans doesn't allow food/drink on the buses due to spills/littering. I will almost certainly never use a smartphone and so it's very important to me that information about schedules and service changes be available on paper in buses. Thank you.</p>
<p>Keep up the good work</p>
<p>SamTrans riders already eat and drink on the bus, and it's not pleasant: the behavior is deplorable and the odors are rank. I appreciate SamTrans, because my wife and I stopped driving years ago. We rely on our public transportation.</p>
<p>My experience is that samtrans doesn't connect well enough to get anywhere in a reasonable amount of time. I take samtrans to the airport when traveling, occasionally for work or when I have lots of time to get somewhere.</p>
<p>Samtrans seems to have done a good job improving service along the north-south El Camino corridor with the ECR route. The east-west routes are still challenging, however. I live in SSF and work in Pacifica. I'm not a bus expert, but I think I need to take two or three routes to get across just a few miles of the Peninsula. Also, I'm intimidated by the front of bus bike racks. Being able to store my bike would encourage me to use the bus more frequently since I could quickly close the distance gap before and after my bus trip. But, I'm too afraid to figure out the bus rack while the bus is live. There should be some place where riders could practice on a non-operational bus to learn how to use the bike rack and become proficient.</p>
<p>Would appreciate better monitoring of behavior on the school Sam Trans busses. There is a lot of vulgar language as well as "bullying-type" behavior that goes on with no consequence.</p>
<p>Since this route is a school route for kids, it would be nice if the bus driver would keep that in mind. There isn't another bus that runs the same route later. And if a kid is running for the bus, the bus driver should hold up a minute and let that kid catch the bus! Especially if the bus driver is 2-3 minutes early on the route!! Last week the bus left a handful of kids at the stop with no way to get to school when he/she ran the route early and didn't stop for them when they were running for the bus. That stinks!</p>
<p>Most of the drivers drive with these patterns: - Inconsistent speeds, with frequent changes in speed. - Driving smoothly then suddenly braking (one student already fell over while standing) - The driver will</p>

Comments

take a wrong turn so that the students have to correct him or he asks for directions - The driver will drive past stops sometimes even if they pulled the stop rope at appropriate time
Sometimes the buses dont show up like on the timetable, sometimes at all.
1. I don't have a smartphone. If I did, using Uber/Lyft with SamTrans fares would definitely be appealing. 2. I used to take the 295 to/from the San Carlos train station as part of my commute. But schedule changes, particularly in the morning, made that unworkable.
It is impossible to cross the el camino where I am. El Camino Real/State Street San Mateo . Get poles to cross the street like Menlo Park to let cars to know to slow down.
Drivers need better training on dealing with the public and road rage. A driver having road rage or sleeping behind the wheel is a liability to the industry and should take steps to correct or be terminated completely.
This survey failed to address the most important reason why SamTrans does not work - i.e. it fail to serve most areas of Redwood City on timely basis. If you do not want to go to Canada College or some place on the ECR it is USELESS! The parallel Alameda de las Pulgas is poorly covered. Ideal bus service requires less that a quarter mile walk from bus stops. Whipple/Edgewood, Brewster, Jefferson, Roosevelt, Palomar Park and Emerald Hills should all be regularly serviced with timely connections and Hudson should be another parallel route to ECR & Alameda.
There should be service that runs north-south along Alameda de las Pulgas. Students who live in Emerald Hills/ Farm Hill area should be able to take the bus to Woodside High without going downtown first. Why not have a special 274 service in the morning and afternoon that fits the school schedule?
SamTrans bus service on the coastside could be more efficiently run at times most needed, and I would like to see partnerships with schools to encourage buses to transport children to schools in the mornings and afternoons throughout the entire coastside. The service from Half Moon Bay and parts North to Pacifica need to connect more efficiently with an express bus to Colma BART station. Currently it takes almost 2 hours to get from BART to Montara. Express buses to and from BART should be more frequent during commuter hours. A car can drive it in less than 30 minutes. Traveling between Colma BART station and Montara should take less than one hour.
Obviously a student uses SamTrans by these answers. There is NEVER a seat for the students, the bus is overcrowded everyday but it's the only alternative for working parents. We need more buses for the students which is why, for the fare, is rated low,
Your survey doesn't include the biggest concern that Samtrans does not serve my area. So truthfully none of those things matter as I can't use Samtrans unless I drive somewhere first. I live a block or two behind Roosevelt plaza so there is no easy bus access for me to get to Sequoia Station which would enable me access to downtown or to other transit options. A bus line is needed here. There used to be a bus line I took for an old job that went up Roosevelt but that stopped service and I had to start driving. I know some lines are less popular which is why I think you should consider using vans/small buses that fit say 20 people as they would be ba better fit for the amount of people it's servicing. I often see huge buses that are empty. If Samtrans is investing in new buses then they should focus on smaller buses. Thank you.
SamTrans provides an excellent bus transportation service.
We would really like to see convenient SamTrans routes to allow our middle school and high school age children to get to school & back.
I would love to have express bus options to colma or Daly City from Pacifica more than once an hour,

Comments

at least in the morning. That's what I want the most. I know the 118 almost got cut a few years ago, so I am probably asking too much.

I would love to ride SamTrans more, but I feel like the routes are not efficient from where I live. I'd like more routes down Jefferson and Roosevelt so that we can connect to El Camino.

Why are small buses not in use for travel on Sharp Park road for east/west travel?

For the number of people who ride the buses, we don't need nearly as many. Bus drivers also need to learn how to drive, they are extremely rude and push cars out of their lane rather than wait for an appropriate, and safe, time to merge. Bus routes also need to be reevaluated. Buses currently cannot make some of the turns (El Camino & Baldwin - San Mateo) forcing cars to back up to let the bus through. This is unacceptable and dangerous and at times impossible.

All buses should never be late, for any reason at all.

I would use your service if it didn't take 1 1/2 hours for a 15 minute trip to Menlo Park from PV. I think connecting to Uber or adding minivans is a great solution to this. If you can have them to run every 1/2 hour, that would be great. Even every hour would be a help. I think the 4 main destinations should be Stanford Shopping Center, downtown Palo Alto & Menlo Park, & Stanford Hospital. Another possible destination could be PA Medical Foundation. Many residents of PV are elderly and can't drive. So the next problem to solve is how to get them from home to the bus stop.

my disabled son rides SamTrans everyday, and it would be nice if the bus drivers would at least smile and or be friendly