

samTrans



**SamTrans Service
Improvement Survey**

Market Research & Development

June 2015

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Introduction

SamTrans conducted an online survey seeking input on last year's system-wide service changes, such as how the changes affected customers' commutes or how the changes helped customers get to where they needed to go. Changes in service began in August 2012 with the replacement of Routes 390 and 391 with Route ECR on weekends. In August 2013, ECR was implemented on weekdays. The remainder of the service improvements recommended by the SamTrans Service Plan were implemented in January 2014 and were designed to provide more frequent service, create more efficient routes, and eliminate underused routes.

Methodology

The study was developed and launched in SurveyMonkey (an online survey tool) as a bilingual (English and Spanish) opt-in survey meaning that customers could choose to click on the link and complete the survey. The survey launched on March 20, 2015 and was scheduled to end on April 5. The deadline was subsequently extended to April 26 to allow time for more responses.

Ridership information was collected including trip purpose, frequency of use, how long riding SamTrans, fare category, and how customers pay for fares. The survey also collected information about the impact of the service changes including ratings of statements regarding service changes, whether trip planning assistance was needed as a result of the service changes, how customers learned about the service changes, and how well the changes were communicated by SamTrans. Ratings of satisfaction with various aspects of SamTrans in general were included as well as demographic questions, including Internet access, access to a car, gender, employment status, age, ethnicity, ZIP code, and income.

Various outreach methods were employed to encourage participation, including:

- Social media postings
- News releases
- Web button
- Email blast
- Announcement on 511.org and on SamTrans Customer Service Center 800 number
- Visual messages on buses and on the real-time displays at transit centers

Methodology

- Communications with the Citizens Advisory Committee, Board members and internal staff
- Take ones distributed on buses (in English and Spanish)

A total of 468 responses were received, of which 322 completed the entire survey.

Because this is an opt-in survey, it is not considered statistically valid as it does not reflect SamTrans' various demographic groups. It does, however, provide important feedback about the impact of the service change on the customers who did respond.

Executive Summary

The Service Improvement Survey was conducted as an opt-in, online survey and thus does not represent the entire SamTrans customer base. The overall response rate to the survey, and in particular the response rate for various questions, does not provide statistically valid results. For these reasons, the respondents to this survey vary in demographic and ridership characteristics from the SamTrans Triennial Customer Survey.

Nearly all respondents have convenient access to the Internet since they completed the survey online. Respondents also tend to be more affluent than the overall SamTrans customer base when compared with the SamTrans triennial survey results.

- 97% indicate convenient Internet access vs. 79% of customers in general
- 63% are employed full or part-time vs. 55% in the triennial survey
- Only 45% report not having access to a car compared to 72% of overall customers
- More than one-third (36%) have annual incomes of \$100,000 or more vs. 5% of overall customers

The racial/ethnic mix of respondents also is quite different from the triennial survey with more Whites/Caucasians (58% vs. 22%) and Chinese (10% vs. 7%) and fewer Hispanics (15% vs. 36%), Filipinos (5% vs. 21%) and Blacks (3% vs. 9%). Also, fewer youth (13 - 17) participated in this survey than the triennial (9% vs. 18%) which resulted in fewer respondents identifying as students (21% vs. 26%).

Executive Summary

Ridership Characteristics

- Most respondents were riding prior to January 2014 (77%).
- Nearly half ride SamTrans because they do not have access to a car (46%) but this is significantly lower than the 67% in the triennial survey.
- Nearly half have been riding for more than 3 years (53%).
- Only 19% report riding SamTrans 6 - 7 days per week (compared to 34% in the triennial), while 23% claim to ride less than once per month (vs. 3%).
- 62% of respondents use the adult fare category.
- Cash is the most common form of payment - 31% use Clipper e-cash and 24% use cash.
- SamTrans Trips Since the Service Changes
 - Two-thirds of respondents (66%) use only one bus on a typical one-way trip, while 25% use two buses. In the triennial survey 58% reported using one bus, while 30% reported using two buses.
 - 66% typically ride round-trip.
 - The majority of respondents (77%) did not require trip-planning assistance as a result of the service changes. Of those who did, 52% requested assistance

Executive Summary

from 511.org, 51% from Google Maps, and 49% from SamTrans Customer Service. (Multiples responses were allowed.)

- Respondents felt that SamTrans communicated the service changes fairly well with an average rating of 2.99 (on a scale where 5=Very Well and 1=Not at all Well). Approximately a third each learned about the changes through the SamTrans website (37%), a Take One (33%), or a visual electronic message on the bus or at a transit center (31%).

Statement Ratings

Respondents were asked to rate a number of statements regarding the service changes and how their use of SamTrans was impacted, as well as statements about potential changes and impact on service usage. In general customers' feelings towards fare are price sensitive (indicating that they would ride more if prices decreased and ride less if prices increased) and that they are riding less and transferring more as a result of the service changes. Given the small number of respondents rating each statement these responses are only indicators of SamTrans customers' sentiments and should not be construed to necessarily be representative of all customers.

Executive Summary

Satisfaction Ratings

With the exception of convenient routes and frequency, respondents are moderately satisfied with SamTrans. Satisfaction ratings overall and for each attribute are lower than in the triennial survey.

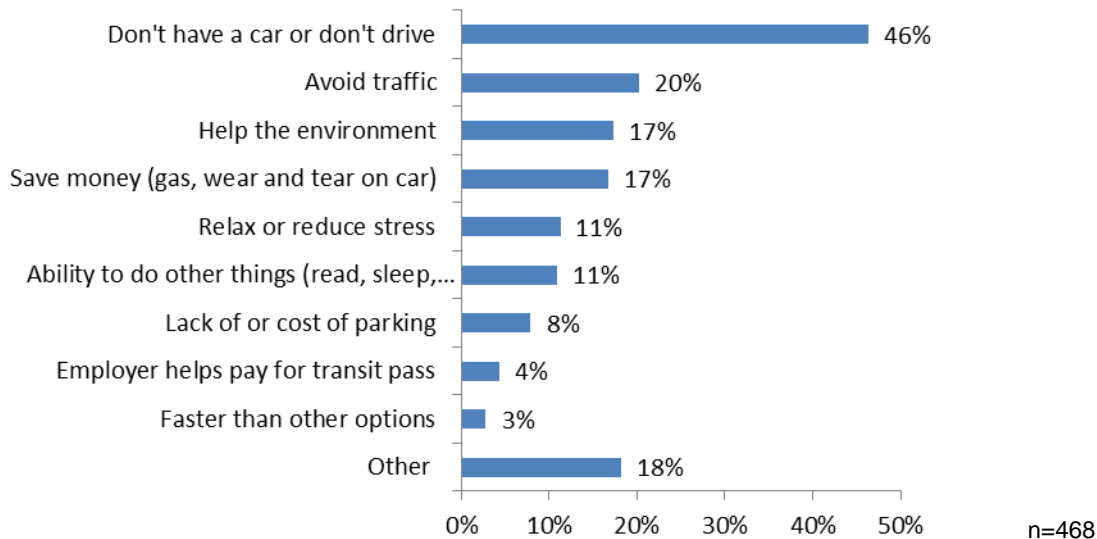
Survey Findings

SamTrans Trips

Main Reason for Riding

Nearly half of respondents (46%) use SamTrans because they do not have a car or don't drive. Other common reasons for using SamTrans are to avoid traffic (20%), help the environment (17%), and to save money (17%).

What is your **main reason** for riding SamTrans? (Check up to TWO)

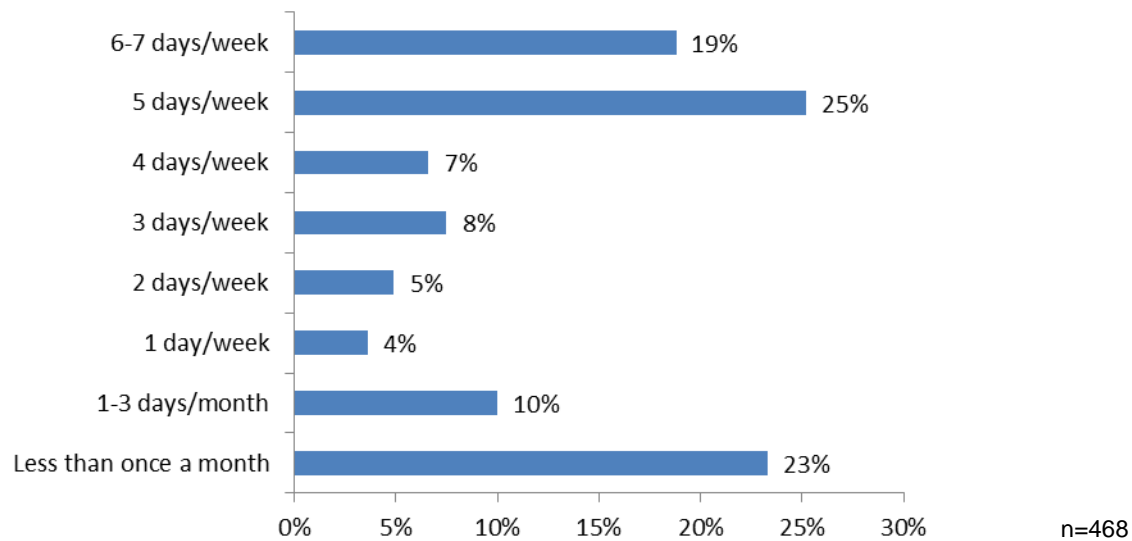


Survey Findings

Frequency of Use

About half of all respondents (51%) ride SamTrans at least 4 days/week; 23% ride less than once per month

How *often* do you usually ride SamTrans?

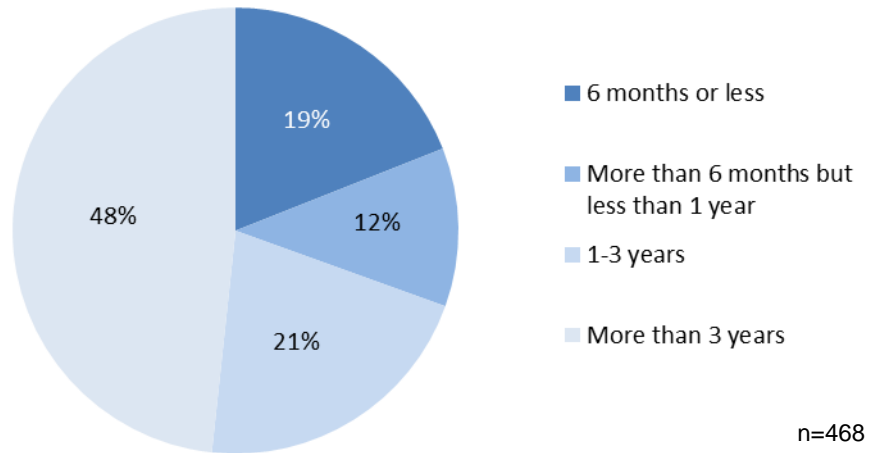


Survey Findings

Length of Time Riding SamTrans

Nearly half of respondents have been riding SamTrans for more than 3 years (48%). 19% have only been riding for 6 months or less.

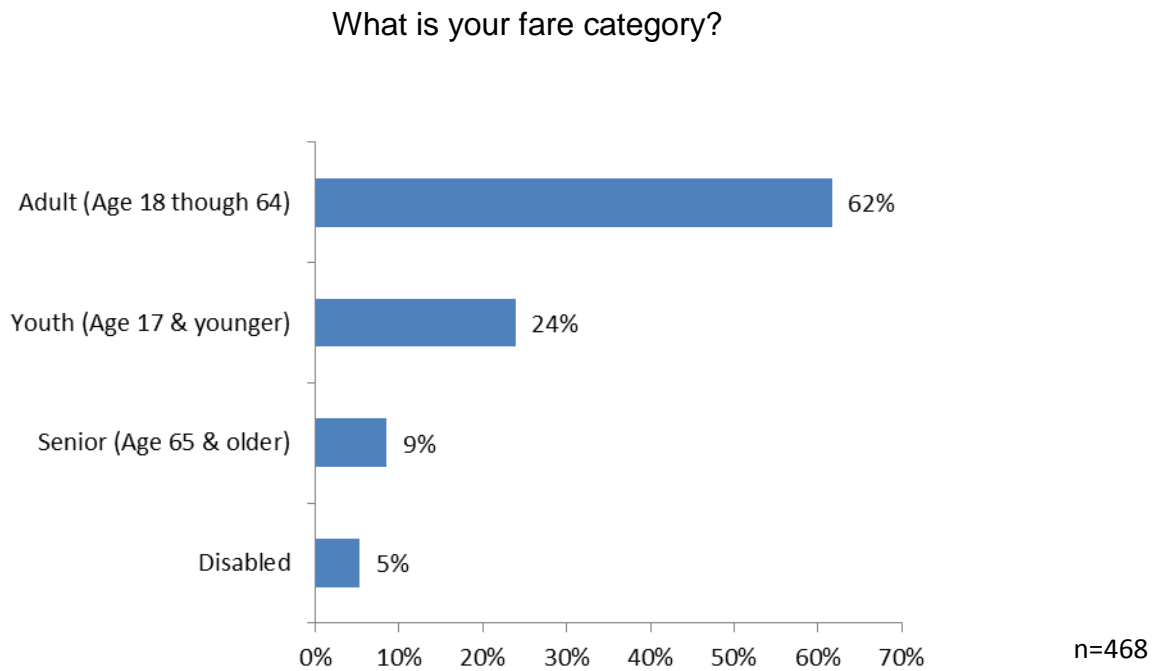
How long have you been riding SamTrans?



Survey Findings

Fare Category

The majority of respondents are adults (62%). 24% are youth.

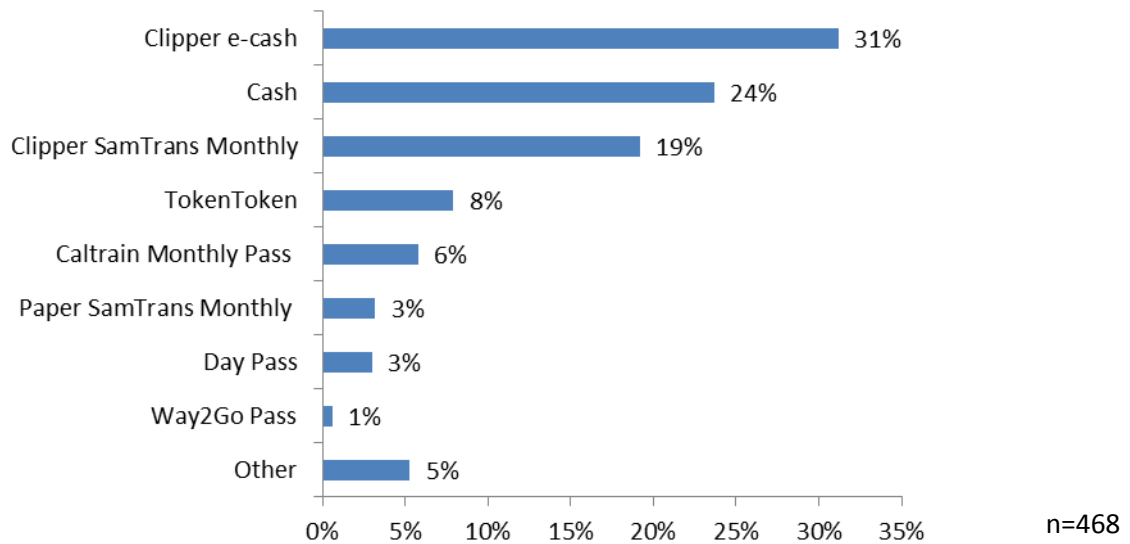


Survey Findings

How Pay for Trips

Half of respondent (50%) are Clipper users, while about one-quarter (24%) pay with cash. Only 3% use a Day Pass.

How do you usually pay for your SamTrans bus trips?



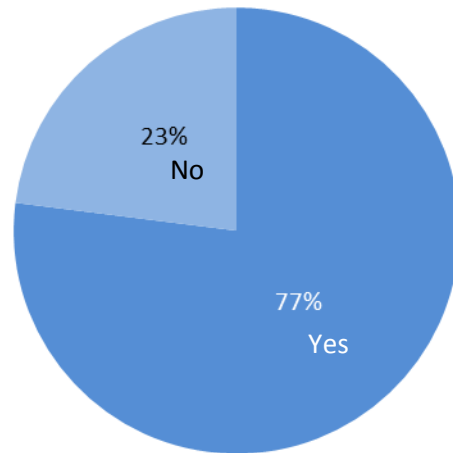
Survey Findings

SamTrans Trips since the Service Changes

Riding Prior to January 2014

The majority of respondents (77%) were riding SamTrans prior to January 2014.

Did you ride SamTrans prior to January 2014?



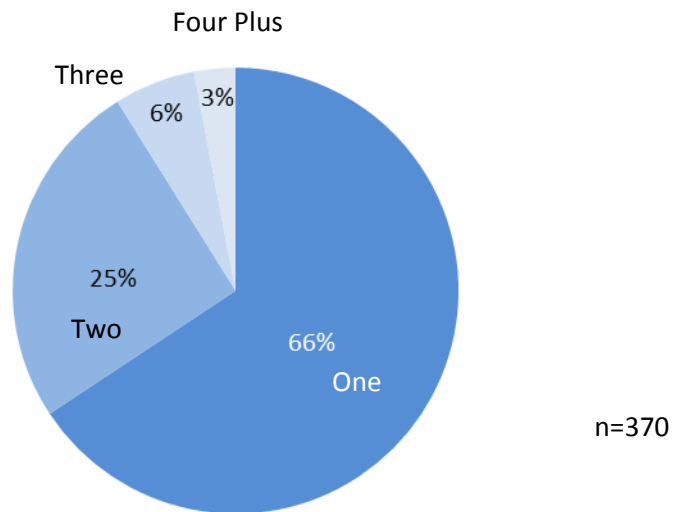
n=370

Survey Findings

Buses Used to Complete a One-way Trip

Two-thirds of respondents (66%) use only one bus on a typical one-way trip. 25% use two buses.

How many buses do you use to complete a typical one-way trip?

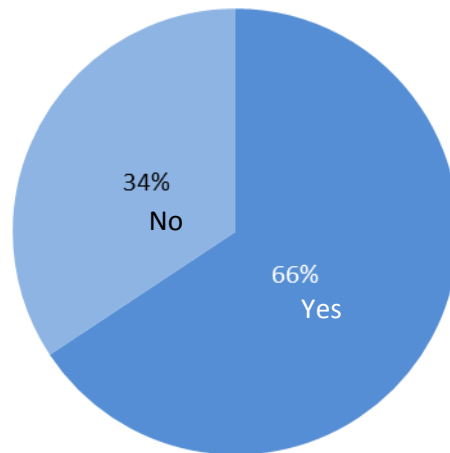


Survey Findings

Whether Ride Round-trip

Two-thirds of respondents (66%) typically ride round-trip on SamTrans.

Do you typically travel round-trip on SamTrans buses?



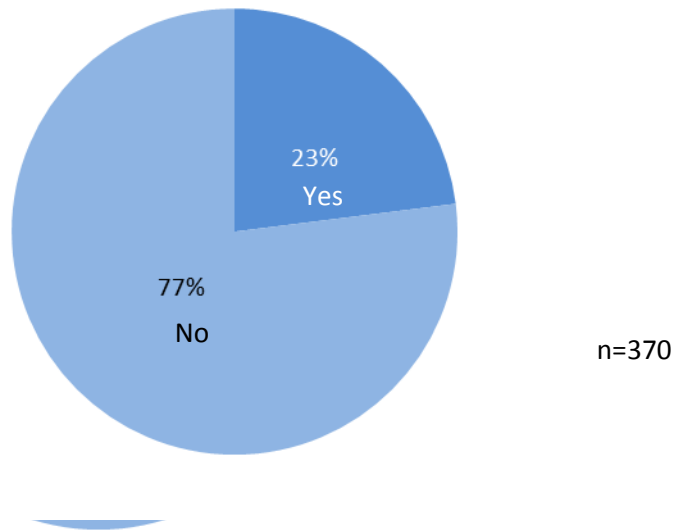
n=370

Survey Findings

Need Trip Planning Assistance

The majority of respondents (77%) did not require trip planning assistance as a result of the service changes.

As a result of the service changes, did you require trip-planning assistance?

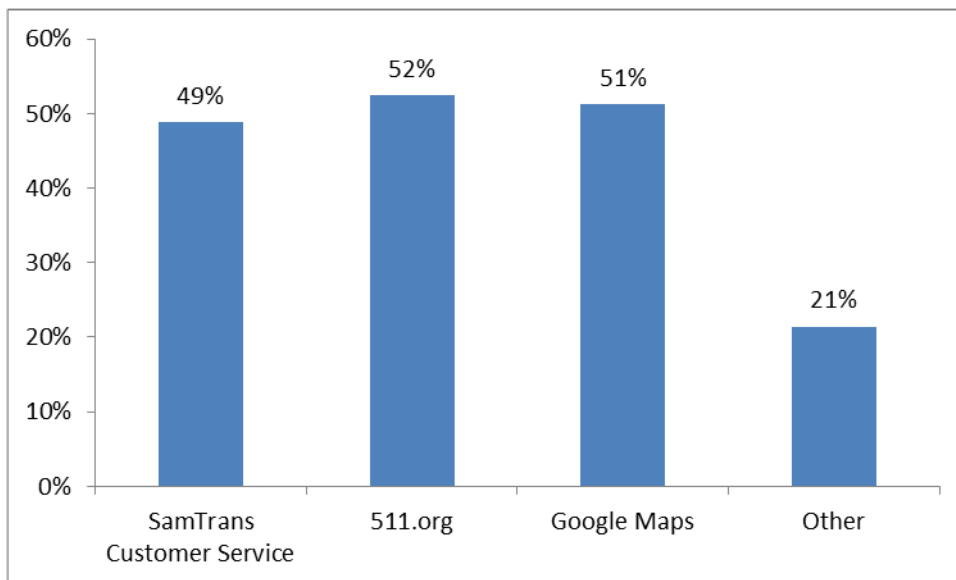


Survey Findings

Sources of Trip Planning Assistance

Of those respondents who did require trip planning assistance, about half each requested trip planning assistance from 511.org (52%), Google Maps (51%), and SamTrans Customer Service (49%).

I requested trip-planning assistance from the following...
(Multiple responses allowed)



n=84

Survey Findings

How Well SamTrans Communicated Changes

Respondents felt that SamTrans communicated the service changes fairly well (average rating of 2.99).

Using a scale where 5=Very Well and 1=Not at all Well, how well do you feel SamTrans communicated with the public regarding the service changes prior to implementation? If the statement does not apply, select N/A for Not Applicable.

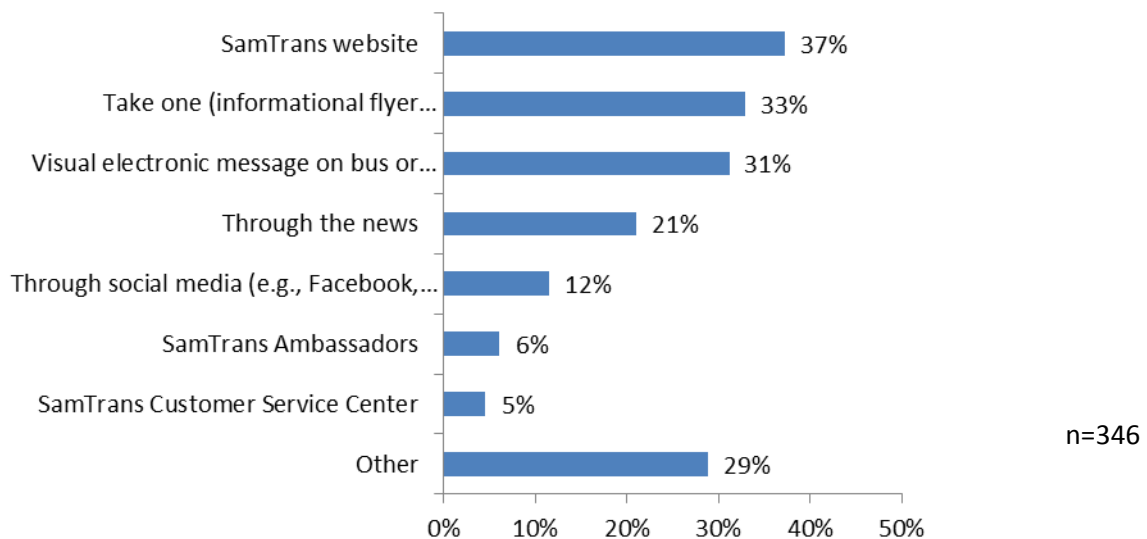
| | 5 Very Well | 4 | 3 | 2 | 1 Not at all Well | N/A | Total | Average |
|------------------|-------------|-----|-----|-----|-------------------|-----|-------|---------|
| Percentage | 15% | 17% | 21% | 16% | 16% | 14% | 100% | |
| # of respondents | 52 | 60 | 73 | 55 | 56 | 50 | 346 | 2.99 |

Survey Findings

How Learned About SamTrans Service Improvements

About one-third each of respondents learned about the service improvements through the SamTrans website (37%), a Take One (33%), or a visual electronic message on the bus or at a transit center (31%).

How did you learn about the SamTrans service improvements? (Check ALL that apply)



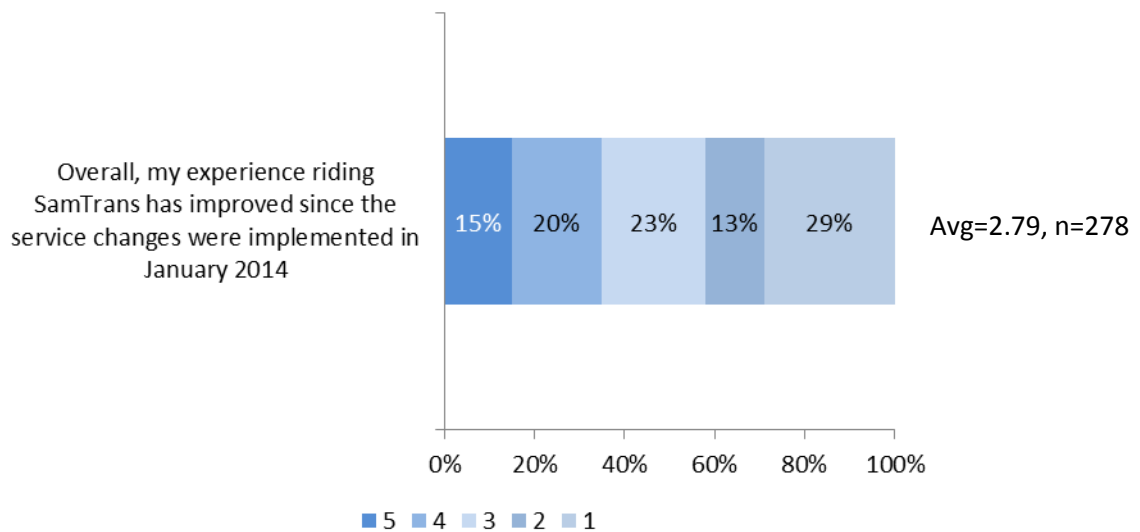
Survey Findings

Statement Ratings

Respondents rated how strongly they agree with various statements based on a scale where 5=Strongly Agree and 1=Strongly Disagree. Responses to each statement are based on those respondents who rated the particular statement and exclude those who did not find it applicable. Given the small number of respondents rating each statement these responses are only indicators of SamTrans customers' sentiments and should not be construed to necessarily be representative of all customers.

Overall Satisfaction

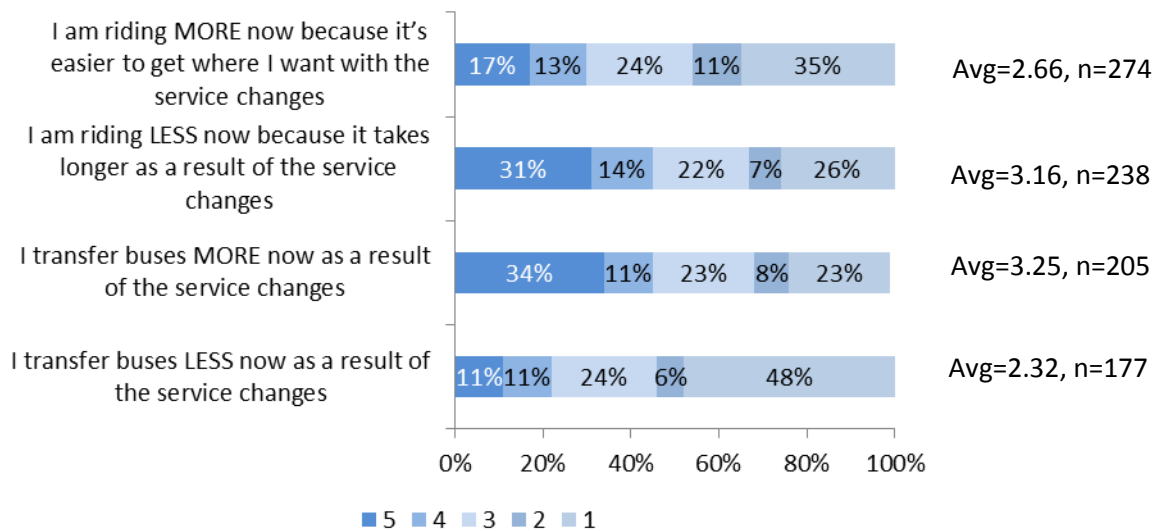
More than one-third (35%) of those rating this statement feel that their overall experience riding SamTrans has improved since the service changes were implemented (rating 4 or 5 on a 5-point scale). 23% do not feel strongly about this.



Survey Findings

Service Ratings

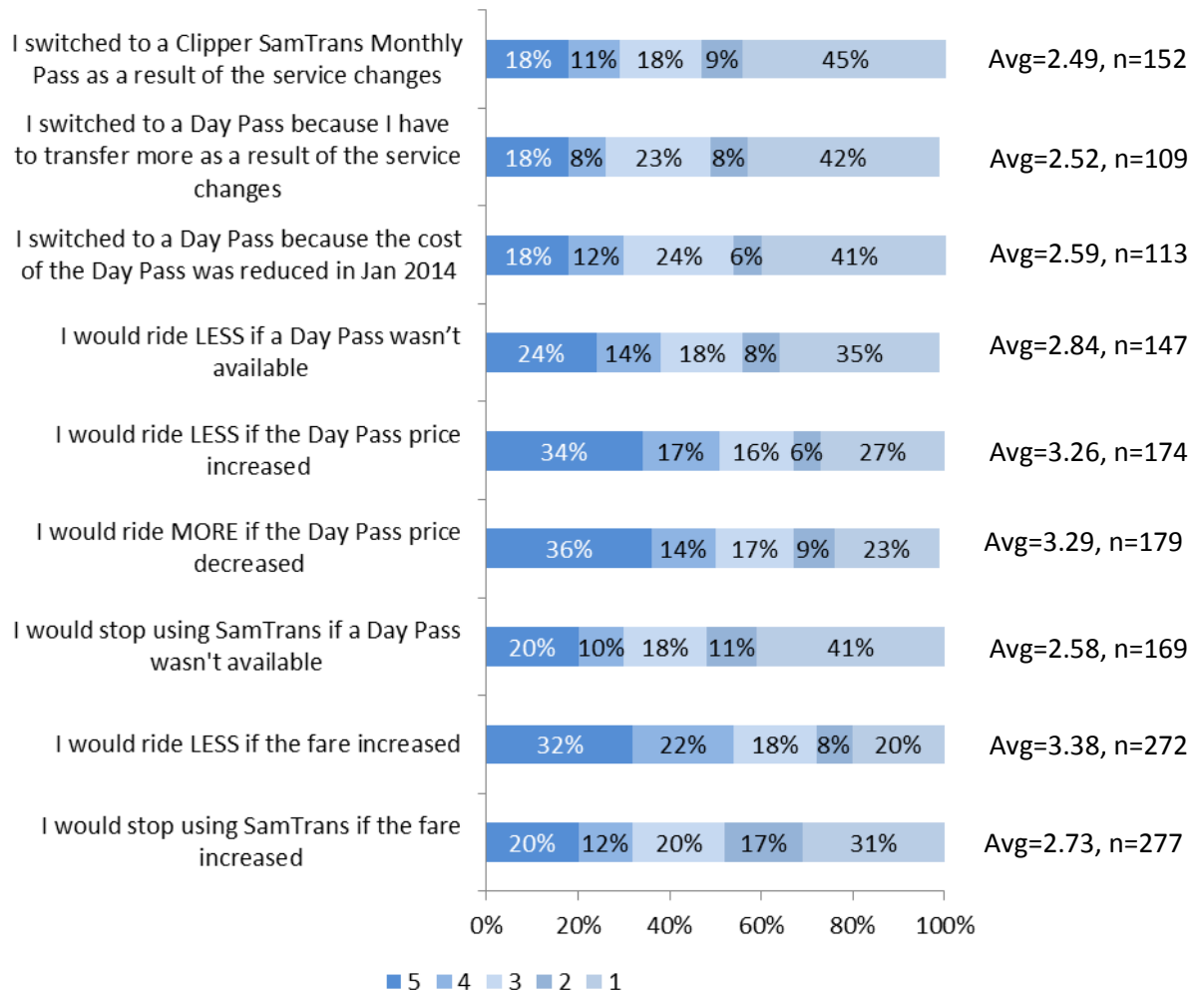
- Of those rating these statements, 45 percent each indicate that they are riding less and transferring buses more now as a result of the service changes (rating 4 or 5 on a 5-point scale)
- Nearly one-third (30%) indicate that they are riding more now because it's easier to get to where they want with the service changes (rating 4 or 5 on a 5-point scale).



Survey Findings

Fare/Pass Ratings

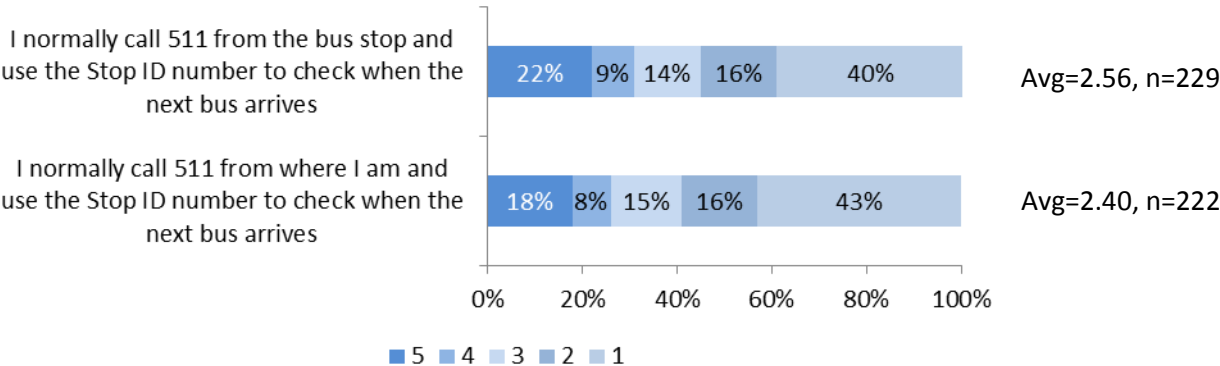
- Less than one-third of the respondents switched to a Clipper Monthly Pass and 26% switched to a Day Pass because of the service changes (rating 4 or 5 on a 5-point scale).
- Just over half (51%) of those rating the statement indicate that they would ride less if the Day Pass price increased (rating 4 or 5 on a 5-point scale). Half (50%) indicate that they would ride more if the Day Pass price decreased.
- 38 percent indicate that they would ride less if the Day Pass wasn't available, while 30 percent claim they would stop using SamTrans if a Day Pass wasn't available.
- More than half (54%) of those rating the statement indicate that they would ride less if the fare increased. 32 percent would stop using SamTrans if the fare increased.



Survey Findings

Planning Ratings

Less than one-third each of respondents rating these statements indicate that they call 511 from the bus stop or wherever they are (31% and 26%, respectively) to check on the next bus arrival (rating 4 or 5 on a 5-point scale).



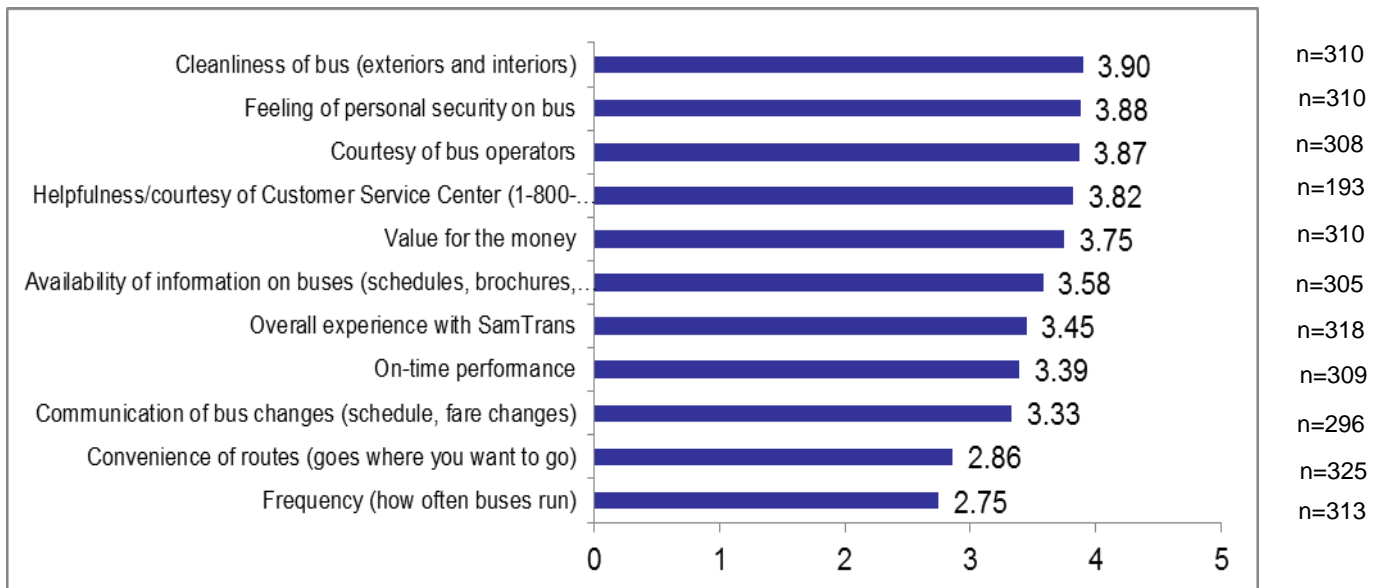
Survey Findings

SamTrans in General

Satisfaction Ratings

With the exception of convenient routes and frequency, respondents are moderately satisfied with SamTrans.

Please let us know how well SamTrans is meeting your needs by rating each item below on a scale where 5=Very Satisfied and 1=Very Dissatisfied. If the question does not apply, select N/A for Not Applicable.



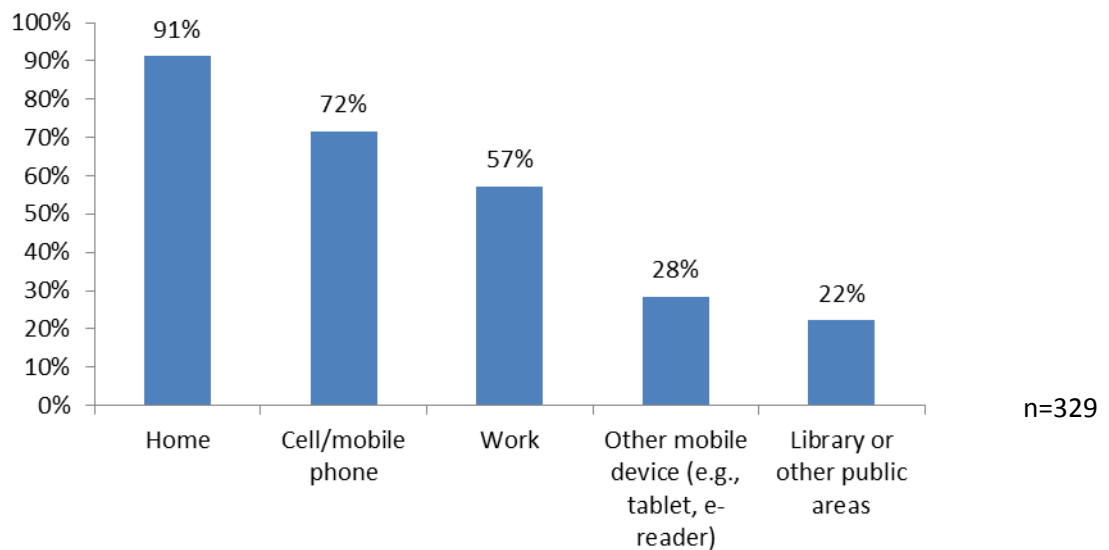
Survey Findings

Demographics

Access to the Internet

- Not surprisingly since this was an online survey, 97% of respondents claim to have convenient access to the Internet.
- Most have Internet access at home; a majority on cell phones or other mobile devices.

From where do you access the Internet? (Check ALL that apply)

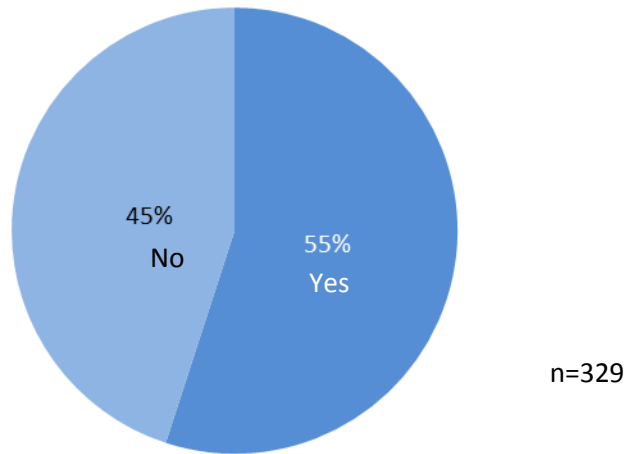


Survey Findings

Access to Car

More than half of respondents own or have access to a car (55%).

Do you own or have access to a car?

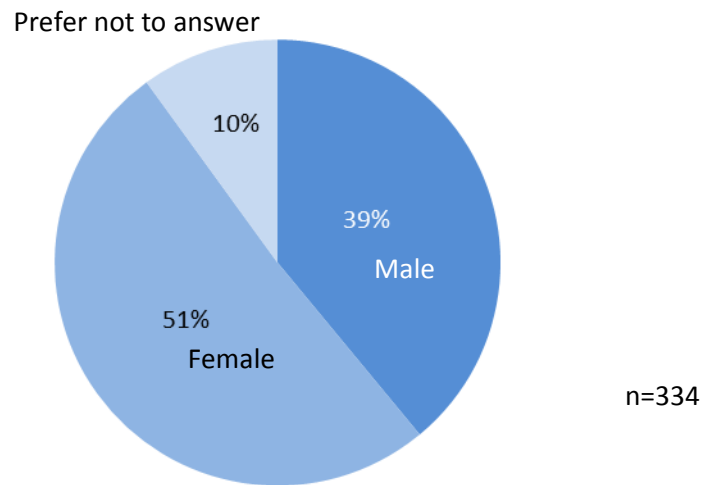


Survey Findings

Gender

Half of respondents are female (51%) but 10% chose not to identify.

Do you identify as:

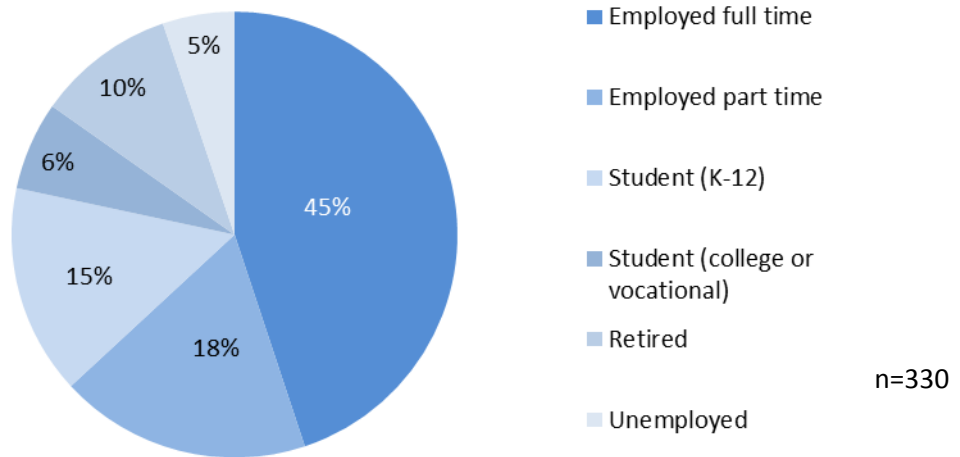


Survey Findings

Employment Status

Nearly two-thirds of respondents (63%) are employed full or part-time; 21% are students.

What is your employment status?

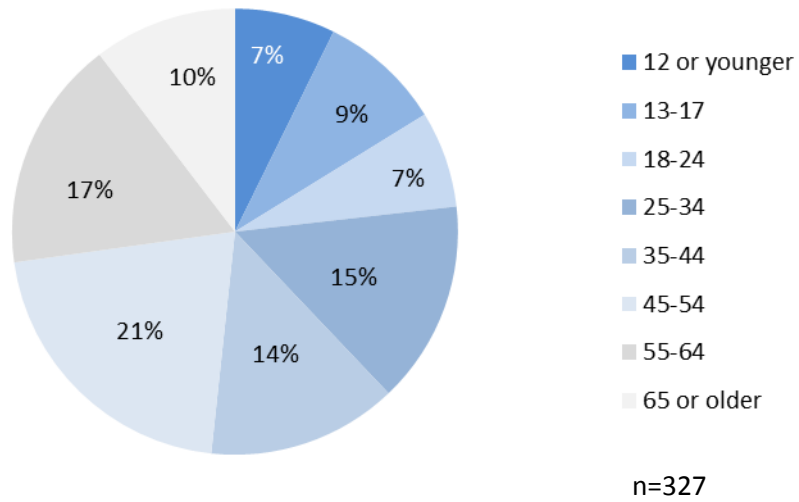


Survey Findings

Age

Most respondents (74%) are adults between 18 and 64.

Into which of the following categories does your age fall?

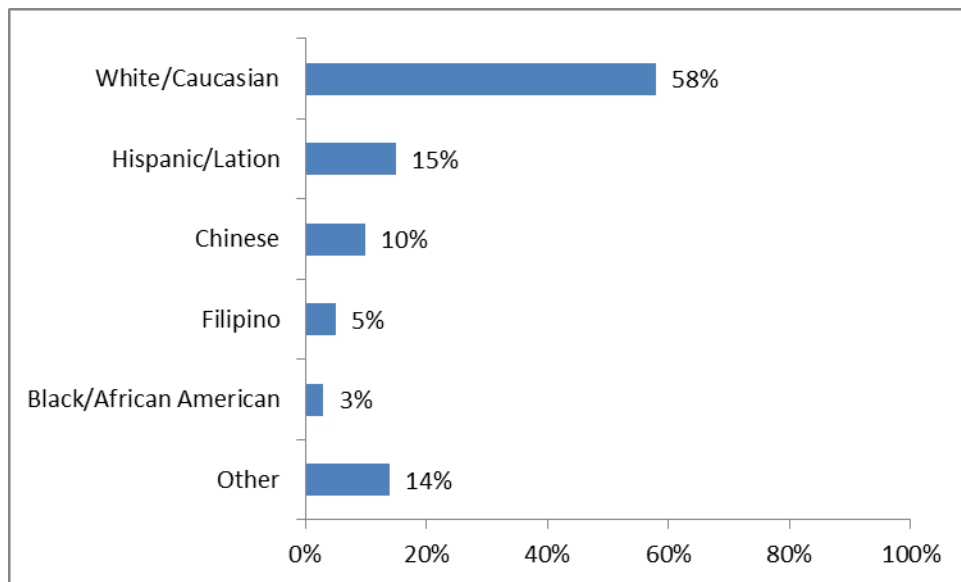


Survey Findings

Ethnicity

The majority of respondents are white/Caucasian (58%); 15% Latino and 10% Chinese.

Which of the following best describes your ethnic background? (Check ALL that apply)



n=320

Survey Findings

Home Zip Code

About 70% of the respondents provided their home ZIP code. Of those who responded to the question, 25% live in San Carlos and 16% live in South San Francisco.

What is your home ZIP Code?

| City | ZIP Code(s) | # of Respondents |
|---------------------|-------------|------------------|
| San Carlos | 94070 | 82 |
| South San Francisco | 94080 | 53 |
| Daly City | 94014/94015 | 28 |
| Redwood City | 94061/94063 | 27 |
| San Mateo | 94401/94403 | 17 |
| Pacifica | 94044 | 13 |
| Menlo Park | 94025 | 10 |
| San Bruno | 94066 | 9 |
| Belmont | 94002 | 9 |
| Brisbane | 94005 | 8 |
| Burlingame | 94010 | 8 |
| Foster City | 94404 | 7 |

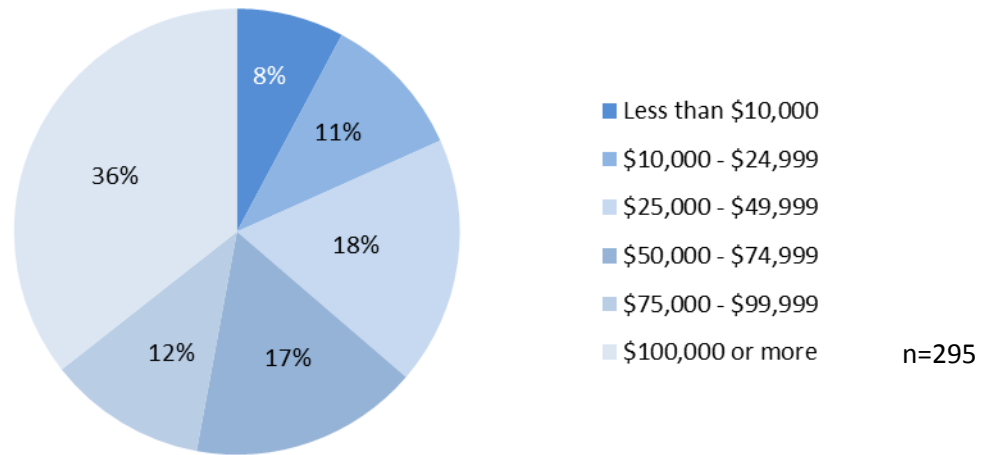
n=326

Survey Findings

Household Income

More than one-third of respondents (36%) have household incomes of \$100,000 or more.

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



SamTrans Service Improvement Survey / Encuesta de Mejoras al Servicio de SamTrans

Introduction / Introducción

Welcome to the 2015 SamTrans Service Improvement Survey
Bienvenido a la Encuesta de Mejoras al Servicio de SamTrans 2015

SamTrans is seeking input on last year's system-wide service changes, such as how the changes affected your commute or how the changes helped you to get where you needed to go. Changes began in August 2012 with the replacement of Routes 390 and 391 with Route ECR on weekends. In August 2013, ECR was implemented on weekdays. Finally, in January 2014 the overall system was improved to provide more frequent service, create more efficient routes, and eliminate underused routes.

SamTrans busca aportaciones sobre los cambios de todo el sistema en el servicio del año pasado, por ejemplo, cómo los cambios afectaron su viaje o cómo le ayudaron estos cambios para llegar a donde tenía que ir. Los cambios iniciaron en agosto de 2012, con la sustitución de las rutas 390 y 391, con la ruta ECR los fines de semana. En agosto de 2013 ECR se implementó entre semana.

Finalmente, en enero de 2014 el sistema en general se mejoró para proporcionar un servicio más frecuente, crear rutas más eficientes y eliminar las rutas sin demanda.

Please complete this survey by Sunday, April 12th. The survey should take no more than 10 minutes to complete. If you have any questions regarding this survey, contact Patrick Thompson at marketresearch@samtrans.com.

Por favor complete esta encuesta a más tardar el domingo 12 de abril. La encuesta debe tomar menos de 10 minutos para llenarla. Si tiene alguna pregunta respecto a la encuesta, contacte a Patrick Thompson en marketresearch@samtrans.com.

Thank you for your participation.
Gracias por su participación.

Patrick Thompson
Market Research Specialist
Market Research & Development

Questionnaire

SamTrans Service Improvement Survey / Encuesta de Mejoras al Servicio de SamTrans

Please tell us about your SamTrans trips / Díganos acerca de sus viajes con SamTrans

First, we'd like to ask you a few questions about your use of SamTrans in general.

Primero, nos gustaría hacerle algunas preguntas acerca del uso que hace del servicio de SamTrans en general.

* 1. What is your **main reason** for riding SamTrans? (Check up to TWO)

¿Cuál es la razón principal por la que viaja en SamTrans? (Marque hasta DOS opciones)

Don't have a car or don't drive

No cuenta con automóvil o no conduce

Avoid traffic

Para evitar el tráfico

Lack of or cost of parking

Falta o costo de estacionamiento

Ability to do other things (read, sleep, etc.)

Tiempo para otras cosas (leer, dormir, etc.)

Relax or reduce stress

Relajarse o reducir el estrés

Other (please specify)

Otra (especifique)

Faster than other options

Es más rápido que otras opciones

Save money (gas, wear and tear on car)

Ahorrar dinero (gasolina, desgaste y fallas en el automóvil)

Employer helps pay for transit pass

El empleador ayuda a pagar el pase de transporte

Help the environment

Ayudar al medio ambiente

Questionnaire

* 2. How **often** do you usually ride SamTrans?

¿Con qué frecuencia hace recorridos con SamTrans?

6-7 days/week
6-7 días/semana

5 days/week
5 días/semana

4 days/week
4 días/semana

3 days/week
3 días/semana

2 days/week
2 días/semana

1 day/week
1 día/semana

1-3 days/month
1-3 días/mes

Less than once a month
Menos de una vez al mes

Questionnaire

* 3. How long have you been riding SamTrans?

¿Desde cuándo hace recorridos con SamTrans?

6 months or less

6 meses o menos

More than 6 months but less than 1 year

Más de 6 meses a menos de 1 año

1-3 years

1-3 años

More than 3 years

Más de 3 años

* 4. What is your fare category?

¿Cuál es su categoría de tarifa?

Adult (Age 18 through 64)

Adulto (de 18 a 64 años)

Senior (Age 65 & older)

Sénior (65 años o más)

Medicare cardholder

Titular de tarjeta Medicare

Youth (Age 17 & younger)

Juvenil (17 años o menos)

Disabled

Discapacitado

* 5. How do you usually pay for your SamTrans bus trips?

¿Cómo paga normalmente su tarifa para los viajes en autobús con SamTrans?

Cash

Efectivo

Clipper e-cash

Tarjeta Clipper (e-cash)

Token

Token

Day Pass

Pase diario

Other (please specify)

Otra (especifique)

Paper SamTrans Monthly Pass

Pase mensual SamTrans

Clipper SamTrans Monthly Pass

Pase mensual SamTrans en Clipper

Caltrain Monthly Pass (2 or more zones)

Pase mensual de Caltrain (2 o más zonas)

Way2Go Pass

Pase Way2Go

Questionnaire

SamTrans Service Improvement Survey / Encuesta de Mejoras al Servicio de SamTrans

SamTrans Trips Since the Service Changes / Viajes con SamTrans Desde los Cambios al Servicio

Now we'd like to ask a few questions about your experience riding SamTrans since the implementation of service changes in January 2014.

Ahora le haremos algunas preguntas sobre su experiencia viajando con SamTrans desde la implementación de los cambios en el servicio en enero de 2014.

* 6. Did you ride SamTrans prior to January 2014?

¿Viajó con SamTrans antes de enero de 2014?

Yes
Sí

No
No

Questionnaire

* 7. Please rate how strongly you agree with the following statements on a scale where **5=Strongly Agree** and **1=Strongly Disagree**. If the statement does not apply, select N/A for Not Applicable.

Califique cuán de acuerdo está con las siguientes declaraciones en una escala donde 5= Totalmente de acuerdo y 1= Totalmente en desacuerdo. Si la declaración no aplica, seleccione N/A para "No aplica".

| | 5 Strongly Agree Totalmente de acuerdo | 4 | 3 | 2 | 1 Strongly Disagree Totalmente en desacuerdo | N/A |
|---|---|-----------------------|-----------------------|-----------------------|---|-----------------------|
| I am riding MORE now because it's easier to get where I want with the service changes Viajo MÁS ahora porque es más fácil ir a donde quiero con los cambios en el servicio | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I am riding LESS now because it takes longer as a result of the service changes Viajo MENOS ahora porque me toma más tiempo ahora como resultado de los cambios del servicio | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I transfer buses MORE now as a result of the service changes Hago MÁS cambios de autobuses como resultado de los cambios del servicio | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Questionnaire

I transfer buses LESS now as a result of the service changes

Hago MENOS cambios de autobuses como resultado de los cambios del servicio

I switched to a Clipper SamTrans Monthly Pass as a result of the service changes

Cambié al pase mensual Clipper SamTrans como resultado de los cambios del servicio

I switched to a Day Pass because I have to transfer more as a result of the service changes

Cambié al pase diario porque tengo que hacer más cambios de autobuses como resultado de los cambios del servicio

I switched to a Day Pass because the cost of the Day Pass was reduced in Jan 2014

Cambié a un pase diario porque el costo del pase diario ha reducido en enero de 2014

I would ride LESS if a Day Pass wasn't available

Viajaría MENOS seguido si no existiera el pase diario

I would ride LESS if the Day Pass price increased

Viajaría MENOS si el precio del pase diario aumentara

I would ride MORE if the Day Pass price decreased

Viajaría MÁS si el precio del pase diario disminuyera

I would stop using SamTrans if a Day Pass wasn't available

Dejaría de viajar con SamTrans si el pase diario no existiera

I would ride LESS if the fare increased

Viajaría MENOS si el precio de la tarifa aumentara

I would stop using SamTrans if the fare increased

Dejaría de viajar con SamTrans si el precio de la tarifa aumentara

I normally call 511 from the bus stop and use the Stop ID number to check when the next bus arrives

Normalmente llamo 511 desde la parada de autobús y utilizo el número Stop ID para ver cuando llegue el siguiente autobús

Questionnaire

I normally call 511 from where I am and use the Stop ID number to check when the next bus arrives

Normalmente llamo 511 desde donde estoy y utilizo el número Stop ID para ver cuando llegue el siguiente autobús

Overall, my experience riding SamTrans has improved since the service changes were implemented in January 2014

En general, mi experiencia de viajar con SamTrans ha mejorado desde que se implementaron los cambios en el servicio en enero de 2014

Questionnaire

* 8. How many SamTrans buses do you use to complete a typical one-way trip?

¿Cuántos autobuses de SamTrans utiliza para completar un viaje típico de ida?

1

2

3

4+

* 9. Do you typically travel round-trip on SamTrans buses?

¿Por lo general utiliza los autobuses de SamTrans de ida y vuelta?

Yes

Sí

No

No

* 10. As a result of the service changes, did you require trip-planning assistance?

Como resultado de los cambios en el servicio, ¿necesitó ayuda para la planeación de los viajes?

Yes

Sí

No

No

Questionnaire

* 11. I requested trip-planning assistance from the following... (Check ALL that apply)

Solicitó ayuda para la planeación de viajes de las siguientes fuentes... (Marque TODAS las que apliquen)

SamTrans Customer Service

Servicio al cliente de SamTrans

511.org

Google Maps

Other (please specify)

Otra (especifique)

* 12. Using a scale where **5=Very Well** and **1=Not at all Well**, how well do you feel SamTrans communicated with the public regarding the service changes prior to implementation? If the statement does not apply, select N/A for Not Applicable.

Utilizando una escala donde 5=muy bien y 1=nada bien, ¿cuán bien considera que SamTrans se comunica con el público respecto a los cambios en el servicio antes de la implementación? Si la declaración no aplica, seleccione N/A para No Aplica.

5 Very well

Muy bien

4

3

2

1 Not at all well

Nada bien

N/A



* 13. How did you learn about the SamTrans service improvements? (Check ALL that apply)

¿Cómo se enteró sobre las mejoras en el servicio de SamTrans? (Marque TODAS las que apliquen)

Take one (informational flyer available onboard)

Take one (folleto informativo en el transporte)

Visual electronic message on bus or at transit center

Mensaje electrónico en el autobús o centro de tránsito

SamTrans website

Sitio web de SamTrans

Through the news

Por las noticias

Through social media (e.g., Facebook, Twitter)

Por las redes sociales (por ej., Facebook, Twitter)

SamTrans Customer Service Center

Centro de servicio al cliente de SamTrans

SamTrans Ambassadors

Embajadores de SamTrans

Other (please specify)

Otra (especifique)

Questionnaire

SamTrans Service Improvement Survey / Encuesta de Mejoras al Servicio de SamTrans

How are we doing? / ¿Cómo lo estamos haciendo?

Now we'd like to ask you about your experience with SamTrans in general.

Ahora nos gustaría hacerle algunas preguntas sobre su experiencia con SamTrans en general.

* 14. Please let us know how well SamTrans is meeting your needs by rating each item below on a scale where **5=Very Satisfied** and **1=Very Dissatisfied**. If the question does not apply, select **N/A for Not Applicable**.

Díganos qué tan bien SamTrans satisface sus necesidades calificando cada elemento a continuación en una escala donde 5=muy satisfecho y 1=nada satisfecho. Si la pregunta no aplica, seleccione N/A para No Aplica.

| | 5 Very Satisfied Muy Satisfecho | 4 | 3 | 2 | 1 Very Dissatisfied Muy Insatisfecho | N/A |
|---|------------------------------------|-----------------------|-----------------------|-----------------------|---|-----------------------|
| Cleanliness of bus (exteriors and interiors) Limpieza del autobús (exteriores e interiores) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Courtesy of bus operators Cortesía de los conductores | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Feeling of personal security on bus Sensación de seguridad personal en el autobús | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Availability of information on buses (schedules, brochures, notices, audio) Disponibilidad de información en los autobuses (horarios, folletos, noticias, audio) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| On-time performance Desempeño a tiempo | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Frequency (how often buses run) Frecuencia (las veces que pasan los autobuses) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Convenience of routes (goes where you want to go) Adecuación de las rutas (va a donde quiero ir) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Value for the money Vale la pena lo que cuesta | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication of bus changes (schedule, fare changes) Comunicación de los cambios del autobús (horario, cambios de tarifa) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Questionnaire

Helpfulness/courtesy of Customer Service Center (1-800- 660-4287)

Centro de servicio al cliente útil/cortés (1-800-660-4287)

Overall experience with SamTrans

Experiencia en general con SamTrans

Questionnaire

SamTrans Service Improvement Survey / Encuesta de Mejoras al Servicio de SamTrans

Please tell us about YOU / Háblenos acerca de USTED

Finally, we'd like to ask a few questions about you and your lifestyle for classification purposes

Finalmente, nos gustaría hacerle algunas preguntas acerca de usted y su estilo de vida para propósitos de clasificación .

* 15. Do you have convenient access to the Internet?

¿Tiene acceso adecuado a Internet?

Yes
Sí

No
No

* 16. From where do you access the Internet? (Check ALL that apply)

¿De dónde obtiene su acceso a Internet? (Marque TODAS las que apliquen)

Home
Hogar

Work
Trabajo

Cell/mobile phone
Celular/teléfono móvil

Other mobile device (e.g., tablet, e-reader)
Otro dispositivo móvil (por ej., tableta, lector electrónico)

Library or other public areas
Biblioteca u otras áreas públicas

Questionnaire

17. Do you own or have access to a car?

¿Tiene automóvil propio o tiene acceso a un automóvil?

Yes
Sí

No
No

* 18. Do you identify as:

Se identifica como:

Male
Hombre

Female
Mujer

Prefer not to answer
Prefiere no contestar

19. What is your current employment status?

¿Cuál es su estado laboral actual?

Employed full time (40 or more hours per week)
Empleado a tiempo completo (40 horas o más por semana)

Employed part time (fewer than 40 hours per week)
Empleado de medio tiempo (menos de 40 horas por semana)

Student (K-12)
Estudiante (K-12)

Student (college or vocational)
Estudiante (universidad o vocacional)

Retired
Jubilado(a)

Homemaker
Ama de casa

Unemployed
Desempleado(a)

Questionnaire

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

¿A cuál de las siguientes categorías corresponde su edad?

- | | |
|--|--|
| <input type="radio"/> 12 or younger 12 años o menos | <input type="radio"/> 35-44 |
| <input type="radio"/> 13-17 | <input type="radio"/> 45-54 |
| <input type="radio"/> 18-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65 or older 65 años o más |

21. Which of the following best describes your ethnic background? (Check ALL that apply)

¿Cuál de las siguientes opciones describe mejor su origen étnico o racial? (Marque TODAS las que apliquen)

- | | |
|---|---|
| <input type="checkbox"/> White/Caucasian Blanco/Caucásico | <input type="checkbox"/> Chinese Chino |
| <input type="checkbox"/> Hispanic/Latino Hispano/latino | <input type="checkbox"/> Filipino Filipino |
| <input type="checkbox"/> Black/African American Negro, afroamericano | <input type="checkbox"/> Vietnamese Vietnamita |
| <input type="checkbox"/> Other (please specify) Otra (especifique) | |

22. What is your home ZIP code?

¿Cuál es el código postal de su casa?

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

¿Cuál es el ingreso anual total en su hogar (antes de impuestos)?

- | | |
|---|---|
| <input type="radio"/> Less than \$10,000 Menos de \$10,000 | <input type="radio"/> \$50,000 - \$74,999 De \$50,000 a \$74,999 |
| <input type="radio"/> \$10,000 - \$24,999 De \$10,000 a \$24,999 | <input type="radio"/> \$75,000 - \$99,999 De \$75,000 a \$99,999 |
| <input type="radio"/> \$25,000 - \$49,999 De \$25,000 a \$49,999 | <input type="radio"/> \$100,000 or more \$100,000 o más |

Questionnaire

SamTrans Service Improvement Survey / Encuesta de Mejoras al Servicio de SamTrans

Comments or Suggestions / Comentarios y Sugerencias

24. Please provide any comments or suggestions for SamTrans.

Proporcione algún comentario o sugerencia para SamTrans .

SamTrans Service Improvement Survey / Encuesta de Mejoras al Servicio de SamTrans

Thank you / Gracias

Thank you for your participation and thank you for riding SamTrans. If you have any questions, please contact Patrick Thompson at marketresearch@samtrans.com.

Gracias por su participación y por viajar con SamTrans. Si tiene alguna pregunta, contacte a Patrick Thompson en marketresearch@samtrans.com.

Comments and Suggestions

Please provide any comments or suggestions for SamTrans

- 1 - Increase frequency and reliability on the ECR route. Create bus lanes on the portions of El Camino Real with three or more general-purpose lanes per direction. Santa Clara County's study of their portion of ECR showed massive time savings in a scenario with dedicated bus lanes. Maybe it would be more politically palatable with light rail instead of buses? At any rate, think big. San Mateo County's livability is highly dependent on mass transit working well. - Split the 292 bus route into Hillsdale-Burlingame-Millbrae and SFO-San Francisco routes. This would replace the crowded peak-only Broadway-Millbrae Shuttle with an all-day transit option, and increase service reliability on the Burlingame-Hillsdale portion of the current route. Based on living in the area this would serve, there seems to be significant latent demand in this part of the county. - Follow AC Transit's pattern of creating overnight bus service that isn't borderline useless. Their new 822X route on weekend evenings is a good example. Copying that example to San Mateo County, you'd have a route that stops at 4th & King Caltrain, Powell BART, then stopping at every BART station south to Millbrae, and every Caltrain station south from there to the San Mateo-Santa Clara border - but *no other stops*. This is both more direct in general and far easier to understand for people who normally take BART or Caltrain, so the potential for increased ridership is massive. The SF Late-Night Working Group is doing great work on this issue; you should talk to them for more info and ideas. I'm willing to discuss any of these proposals further - hi@asmallteapot.com
- 2 #1 PLEASE create a bus route from Tierra Linda / Carlmont up to the San Carlos Hills that runs after school (e.g. Brittan and Crestview or anywhere near there). We would take it every day. #2 Please reconnect the 295 route to Sequoia Station with service in BOTH directions to provide direct access to the San Carlos Youth Center from Tierra Linda as well as Burton Park
- 3 . Reconnect the 295 route to Sequoia Station with service in BOTH directions. This will allow direct access to the San Carlos Youth Center as well as to Sequoia High school. 2. Create a shuttle-bus type service with various routes to serve the hills of San Carlos connecting to downtown, parks, and middle and high schools with a scheduled frequency of service. With upcoming construction downtown, this would significantly eliminate cars, improve access to the Adult Community Center, and allow students to get to/from school and activities independently.
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Comments and Suggestions

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Comments and Suggestions

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Comments and Suggestions

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Comments and Suggestions

- 18 1. Reconnect the 295 route to Sequoia Station with service in BOTH directions. This will allow direct access to the San Carlos Youth Center from Tierra Linda as well as Burton Park to Sequoia High school. 2. Create a shuttle-bus type service with various routes to serve San Carlos; connecting downtown, parks, and middle and high schools with a scheduled frequency of service. With upcoming construction downtown, this would significantly eliminate cars, improve access to the Adult Community Center, and allow students to get to/from school and activities independently.
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- 21 1. The question about calling 511 presents a very incomplete picture. I never do that, but I do check for real-time arrival information online (website) from my phone. I'm really unhappy about how poorly that works. Most of the time there is either no data available or it's just plain wrong. Muni has had accurate information for a decade, so I know it can work. 2. Make it possible to buy a day pass on Clipper! It should simply convert the fare automatically to a day pass the third time you tag within a 24-hour span. Having to pay a cash fare for the day pass is really inconvenient, as are the paper tickets. 3. Offer transfers on Clipper. There's no reason we should have to pay two fares if we have to transfer because it isn't possible to get where we need to go using a single bus. (Although, if possible, I avoid making trips that require more than one bus because it takes hours to get there.) 4. More frequent service on weekends. Running the bus once an hour isn't adequate. (I'm thinking specifically of the 250 that I take to College of San Mateo on Saturdays to get food for the week at the farmers market.) It's no wonder people don't use this route much on weekends; the schedule is very awkward. You can't wait for increased ridership and then increase frequency; it takes more frequent buses to get more riders. 5. Dedicated bus lanes (maybe a

Comments and Suggestions

combined bus/bike lane) on major streets and/or special traffic light triggers that let buses skip ahead of car traffic. They have these in some towns in Washington.

- 22 1> Pls, Pls, Pls get people to have quieter conversations on the buses like they do on VTA & GGT. They don't put up with NEARLY the nonsense that S.T. does. <I understand we have FREEDOM OF SPEECH, but this does NOT mean we have the RIGHT TO BE HEARD so LOUD, to the point that I have to plug my ears, even with the earplugs on.> AND...you probably can't do anything about this 'cuz of the ADA law: on some buses the PA System is WAY TOO LOUD. 2> Also, what good does it do to have the 398 if it's scheduled to arrive 2-6 minutes or so AFTER the 292 has departed? (I have to wait a half hour or more <S.F.-bound> &/or stay on the 292 <Peninsula-bound> 'til Hillsdale, then wait another 20 minutes or so in the chilly nights for the ECR to go farther south.) **It makes sense what you did RE KX off-peak, ('cuz hardly anybody was riding that line between SFO & SF then), but by golly, let's have the 292 & 398 stay put at Courtyard A 'til one or the other has arrived! Believe me: Neither busline will have trouble catching up with the schedule,('cuz oftentimes operators are driving so impatiently fast that we're spending close to 5 minutes pausing at one stop). <Their pace isn't an issue here.> 3> I notice many people ride the 292 in both directions between S.F. & Hillsdale, so I hope you don't cut it. Just, again, schedule better timing between the Hillsdale & the ECR going south so we maybe only have to wait 15 minutes or less for the ECR. I'm stuck for now riding back & forth to S.F. 'cuz of the expenses & safety involved. I'd sure like to be able to read or listen to something with my headphones without #1's issue. <More people might ride were all the above issues not happening.> 4> I'd like more enforcement of the no eating/drinking on the buses. (I hate the smell of oranges & too many people are eating them on the bus & littering afterwards.) 5> Have you looked into having WiFi on the buses? (More people might ride & may not care if they must pay a little more.)
- 23 296 stop at the library. Timed transfer with Caltrain.
- 24 Add more service to the coast routes.(eg. 110, 112,17,294)
- 25 Add routes to TL and Carmont schools for my children
- 26 All-In-All I'm happy to have SamTrans. Thank You!
- 27 Always on time

Comments and Suggestions

- 28 As a result of a kind fellow passenger who is active on the SamTrans advisory board, I am able to get information about changes to routes and schedules, particularly the most needed 292. I attended community feedback session as a result of his kind reminder. I do want to praise the new director, Doug Kim, who is willing listen to our needs for keeping the existing 292's daily service from San Mateo County to San Francisco. We want to express again to you about how much we rely on 292 to maintain our livelihood - getting us between home and work in SF during any time of the day. As I previously indicated, we don't work 9-5. If there is any attempt to cut down or off the hours after the afternoon rush hour from Brisbane, we are left in limbo wasting precious commute time and potentially exposed to unwarranted danger at night in the dark waiting for some connection in unsafe neighborhoods. So, please do not alter or cut down the existing 292 service and hours to/from San Francisco. It is the only route that takes us between home and work in SF on the east side of the county. Also, I want to reiterate about the sanitary condition by the design of the seats on SamTrans. The cloth cushion (or even the synthetic leather) seats are the most dirty, urine trapping materials. Often times, I come off the bus smelling urine trapped on my clothes. Samtrans are commuter buses and are not designed as a luxury mean of transportation. Hard plastic seat as those on SF muni, is easier for power spray cleaning and is sufficient for us. They are likely less costly to install. Please, when you order or redo the interior, use the same hard plastic seats as those on SF munis and do not use these cloth cushion. Please do not become the smelly and dirty BART seats.
- 29 Been riding samtrans for many years now and now I started to have back problems when I sit on my seat, also I hate it when you change the time schedule on the buses, also I want 130 to be back in full service from Daly city Bart all the way to south San Francisco. There were a lot of people who compliance about this and they posted a temporary websites to for people to sign there names to bring back this service,.
- 30 Bring back service from Palo Alto to SFO.
- 31 Bring back the 123 route to colma bart in the mornings.
- 32 cancel bus 123 is a big mistake I have to take two bus or I have to walk from my house to the bus stop it take me about 20 minutes I live on 800 king drive and take the bus 121 to skyline college
- 33 Connections with CalTrain and BART are very short. My connection with BART is only 1-2min
- 34 Continue to increase frequency; Expand service - bring back 391 Expand service - increase KX frequency Expand service - introduce limit/express on the ECR

Comments and Suggestions

- 35 Coordinate schedules with connections, like BART, so you don't "just miss" a train or "just miss" a bus.
- 36 Courtesy and a genuinely positive customer experience would increase ridership. Drivers have given incorrect information about schedules, connections, locations of bus stops, fares, and more. The new buses are an improvement in allowing passengers to see toward the front of the bus without chair-backs obstructing the view - feels safer. There are so many details of "poor customer service" that they can't all be listed: essentially it seems that the management at SamTrans remains disrespectful of the bus riders because of a generalization bus riders are poor and don't deserve considerate treatment. I am not particularly poor, and I want to ride the bus but the insulting way I am treated is an unnecessary deterrent that would be cost neutral for Samtrans to change, and would lead to increased revenue. Look at Boulder, Colorado's bus service, for example. SamTrans should have a goal of getting cars off the road, rather than having the primary focus on reducing public subsidy- shuttle services are fully subsidized and they are not being cut but expanded. Roads with low numbers of drivers continue to be maintained, not sold off and eliminated, the way bus routes are. Please measure performance in productivity rather than ridership, and please provide more direct service to Pacifica.
- 37 Do you think you can re-route the 292 back to B Street? Because, I miss that path of the bus.
- 38 Earlier 251/256 morning service that arrives at Hillsdale before 6:30AM or restore the 359 from Foster City to Milbrae
- 39 East-West routes on weekends for recreation. Maybe there isn't enough demand to run lines, but it would be nice to have a non-car option to get from urban areas near the bay/101 to open space preserves and parks by Crystal Springs, Laurelwood, or Edgewood, or even Half Moon Bay.
- 40 Elimination of Route 132 substantially reduced my use of SamTrans.

Comments and Suggestions

- 41 En general el servicio de transportacion es adecuado. Me gustaría una limpieza mas exhaustiva haciendo énfasis en las ventanas, marcos de las mismas y los asientos. La conducta de los choferes es cortés y amable, con excepción de algunos casos en donde a veces al dar alguna instrucción son toscos y autoritarios. Quiero resaltar que no es lo común, solo he visto 1 o 2 casos. Con respecto a nosotros como usuarios, quisiera resaltar algo llamativo e incomodo. La mayoría de las personas toman otro asiento para colocar sus paquetes, carteras, etc y estas personas hacen caso omiso de que hay pasajeros de pie. Resulta bastante incomodo pedir por favor, que le cedan a uno el asiento ya que la aptitud de estas personas es la de querer ocupar los dos asientos, uno para ellos y otro para sus cosas personales, esto refleja una falta de cortesía para el otro usuario quien también paga su pasaje. Seria bueno educar al publico con respecto a esta situación, ya que la he vivido y es bastante incomoda.Me pregunto, si yo quiero llevar mi pertenencias en el otro asiento dejando a otro usuario parado , debería pagar entonces un puesto adicional. En resumen, su servicio me parece adecuado y estoy satisfecha. Felicitaciones Ana
- 42 Even though I am a retired teacher, I still substitute. One of the schools I substitute at is Brewer Island in Foster City. Due to the infrequency of routes, in order to ride the bus and arrive at school in time I must take a bus earlier than necessary. Also, even though I can leave school by 3:00 at the latest, I have to wait for the bus which stops at the intersection of Polynesia Drive and Foster City Blvd around 4:03.
- 43 Extend route schedules for bus #260/261 'til 10pm and also include sat/sun runs for bus# 295.
- 44 Flex service is not working . San Carlos residents need regular service .
- 45 For someone who works and goes to school is sad that the last bus 296 last ride is at 10:05 leave me to walk home 297 witch runs later is too much time to wait I wish they could have one bus at 10:20 in between those two buses
- 46 [Expletive deleted] driver left me as i ran to the bus. I got to the back door and was searching my pockets for fare and the driver drove off. So i ran to the next bus stop, which was still far away. But i made it anyway. #QuickAintFair Driver ID #: 1117, inconsiderate [expletive deleted] man. No kind of appology or anything. [Expletive deleted] him.

Comments and Suggestions

- 47 Getting rid of the 123 bus has made the 121 bus even more crowded. Many Skyline College students used those buses to get to Serramonte (that's usually where the majority gets off) and until then the 121 bus is packed with people to the point where I've seen people turned away by the bus driver because the bus reached capacity. The 123 should be brought back or the 121 should be even more frequent. And personally the change to the 133 route (at least I think that was the route) has made it so that I have a long walk home now, up a hill. There used to be a stop by the corner store on San Felipe Avenue in South San Francisco where I could get off and be close to home. Now I have to walk there all the way from SSF Bart where the ECR drops me off. If you could bring back something like that that comes around earlier than the buses used by El Camino High and Alta Loma Middle School it would really make things better for me. I tend to go home from Skyline somewhere between 12 and 1 pm and I often have to walk home with school and art supplies. The change in bus routes has made me seriously consider learning to drive to make things easier on myself and if the routes stay the same, that's probably what I'll have to do.
- 48 Good service; please provide more buses and restore the 130 route to South San Francisco.
- 49 Great service. Need more paper 292 & ECR .schedules. Lots of problems with fare box(coin area & dollars).Audio always needed when bus stops for wate time and when bus doors open(bus destination) for sight impaired people. ALL BUSES need straps on over head rail, in senior area. Have ridden SamTrans since first started. Greyhound before that.
- 50 Having seniors sit at the front of the bus is practical and generally safer. Last Thursday AM riding the ECR South, I sat opposite the driver and closest to the door, although it was very crowded. A large woman standing close stomped on my foot and regained her balance. Of course I screamed because it really hurt. The other riders were very alert but the driver, simply continued driving to the next stop. Not saying anything to me either, at all, the woman got off and we continued South. I wondered if this could have been handled more kindly. ??????? It happened that my acing arthritic toe on that foot, felt a whole lot better after the stomp! And it still feels better! Thought that next time, sitting there, I'll put my cane upright next to that leg, so it can't possibly be hurt. Maybe Sam Trans could post some advice on how to protect feet. Generally, I find that others, and especially the drivers are considerate. Maybe the drivers have some other good ideas about how to protect feet.

Comments and Suggestions

- 51 Hello, How are you? I started taking SamTrans when I transferred to my companies headquarters. The bus is very convenient and I love it. You can meet great bus buddies, people from all over the world, and relax before you go home. In addition, I used to drive as part of my former position, and I have hardly any wear and tear on my car since I started taking the bus. I am very appreciative of the 292 route and hope that you continue it for years to come. Take care,
- 52 Here is what I'd like to so: Reconnect the 295 route to Sequoia Station with service in BOTH directions. . Create a shuttle-bus type service with various routes to serve San Carlos; connecting downtown, parks, and middle and high schools with a scheduled frequency of service.
- 53 I RIDE SAMTRANS TO WORK IN RETAIL. I SOME TIMES WORK ON THE WEEK ENDS, USEING BUS 295. THAT DOSE NOT RUN ON SATURDAY OR SUNDAY. AS A RESULT,IM NOW FORCHED TO WALK OR TAKE A TAXI .WALKING ON SATURDAY TO GET THE 261,IS TO FAR. (WOULD LOVE TO HAVE 295 ON WEEKENDS,AN BUS SEVICE WEEK NIGHTS A.LIL LATER) NOW THAT YOU HAVE REMOVED BUS (262)AN REPLACED IT WITH SCHOOL RUN (62) ICANT USE BECAUSE OF ONLY RUNNING A FEW TIMES A DAY, WTH MY WORK. PLEASE ADD 295 ON WEEK ENDS TO HELP RIDERS IN THE SAN MATEO, BELMONT HILLS THAT NEED TO GET AROUND ARE NOT HAVEING TO TAKE A TAXI OR WALK TO RALSTON 260,261 BUS THAT DO NOT RUN ON SUNDAYS, OR TO ELCAMINO, TO GET THE BUS
THANK YOU, KEVIN
- 54 I ♥ SamTrans
- 55 I advocate for a restoration of 295 to Sequoia station and Sequoia high school as well as the San carlos youth center. I would like to see a shuttle service for the San carlos hills coupled with large buses to provide service to Tierra Linda, Charter learning center, Carlmont , Central and Sequoia on school days. Because there is no service to these schools all students are driven by parents. Traffic is gridlocked ar arrival and dismissal times. Please join forces with the city of San Carlos as many parking spaces will be lost when Wheeler Plaza construction begins. Further there are many seniors and domestic workers in the hills who would use the service. I drive but would use a shuttle to go downtown as parking is impossible between 11 and 2 daily. Thanks for reading this. Jean [Address removed]

Comments and Suggestions

- 56 I am answering this survey on behalf of my 6th grader who attends Tierra Linda Middle School and needs to get to the Youth Center after school. Reconnect the 295 route to Sequoia Station with service in BOTH directions. This will allow direct access to the San Carlos Youth Center from Tierra Linda as well as Burton Park to Sequoia High school. Create a shuttle-bus type service with various routes to serve San Carlos; connecting downtown, parks, and middle and high schools with a scheduled frequency of service. With upcoming construction downtown, this would significantly eliminate cars, improve access to the Adult Community Center, and allow students to get to/from school and activities independently. Additionally, my 9th grader takes the 295 at 5th and Middlefield to the RWC train station and the 3:40 bus is either late or doesn't come at all AT LEAST half of the time, which means she misses the 4:25 train (because the 3:55 bus can't get her to the train station on time either) and has to wait at the train station for almost an hour. That means that it takes well over an hour for her to travel 6 miles from school to home. That is COMPLETELY UNACCEPTABLE. You have left one of the most vulnerable segments of the population stranded ON A DAILY BASIS.
- 57 I am glad that there is service, especially the 275 and the 278 on Saturdays. And I also ride the ECR, being able to save for myself and family some monies. thanks, a very satisfied customer!!!!
- 58 I am so very grateful that you have the 275 which runs Woodside road every half hour , as it use to run only every hour. also the addition of the 278 on Saturdays has really been a great benefit to my life style. My only major suggestion would be that every bus has a requirement that all routes are offered , and like the other day for instance there were no orange surveys as I was telling some friends, how important it is for all of us who ride the 275-278-ECR, to take the time to complete this survey, as there is actually very low ridership on some days, and the 275 may be returned to once an hour! (although, I hope and pray it's not) thank you for this survey.
- 59 I am very pleased with the FLX service and strongly suggest it be expanded. Small buses are great! The most frequent complaints I have heard are: - Lack of service on Roosevelt Avenue. - Abbreviation of KX to commute hours. - Cutback of light feeder services. Here's where FLX really shines, but is only available in San Carlos & Pacifica. - Insufficient replacement options for route 295 south of San Carlos. Menlo Park seniors feeling stranded.
- 60 I check arrival times via 511 website or mobile app. this app has poor usability/reliability. It would be great to have more private sector involvement in creating realtime transit apps that might have higher quality. The more frequent ECR service has been very useful and has greatly increased the amount that I use SamTrans.

Comments and Suggestions

- 61 I currently use the bus to attend my local middle school, Ralston MS in Belmont. The routes have improved over the past couple of years. Next year I will be attending Carlmont a High School. The bus frequency along both Ralston Ave and Alameda de las Pulgas need to be increased for those students. Most of us are paying \$36/ month for a monthly pass and additional service times should be reflected on those routes. This would help alleviate the traffic issues for this very congested area.
- 62 I did not like the changes to the route for the Foster City bus 251/256. Before the change I was able to get to work in 15 minutes going towards Vintage Park Drive from Beach Park Ave. Now I have to go to Hillsdale/Norfolk then wait for the bus going back into Foster City towards Vintage Park Ave. Adds 30 minutes to my prior commute. And the buses seem to be no longer on time. I have had to wait up to 20 minutes past the scheduled time.
- 63 I do not want to see the 292 route be removed. It's so many passengers deopening on that in and out of San Francisco. BART is unreliable so we depend on Santrams.
- 64 I don't like changes that took place, don't agree that it was an improving of service
- 65 I don't like the new buses. They're cramped, the seats are fewer, smaller, less adaptable and comfortable, and the windows are above the line of sight of many passengers.
- 66 I don't use SamTrans as much due to the large homeless population on the buses especially on ECR. Doesn't feel safe on SamTrans late at night. Most of the bus drivers lack basic customer service. I can't express how disgusting the buses cab be or smell with the large homeless population. Please do some outreach to the homeless population in San Mateo County.
- 67 I don't use samtrans but my kids would if it was convenient from schools to downtown

Comments and Suggestions

- 68 I grew up on the Peninsula (30+ years back) taking SamTrans service up and down the Peninsula. I loved the feeling of independence that it gave me as a teen/young adult. When I began raising my own family, I had hoped/expected that I would be able to allow my children to experience that same sense of freedom and responsibility by allowing them to use the local bus system. Twenty years ago, when we first moved to San Carlos, I vividly recall seeing buses driving up and down Cedar Street and through out other parts of the city. Then we had, and lost Scoot, which I realize was not part of SamTrans, but was very useful. Now, that I have children old enough to use the system...those buses are no where to be seen. Other than along the El Camino corridor, there isn't a bus line that regularly and easily services our town. We need a way for residents, and especially our youth, to travel from schools (middle and high schools) to the youth center to Sequoia Station to the train stations or other key points in the area. In my opinion, the FLeX system that was implemented is useless because it isn't regular, doesn't stop at useful locations, hasn't been advertised and is confusing. I'm a firm believer of getting cars off the roads. I think it's environmentally the right thing to do, plus it makes the streets safer for pedestrians. But again, the system SamTrans has in place in San Carlos will never promote that goal because there isn't enough connecting service for our residence to find it useful. I can't specifically tell you where to place these routes, but there are people who could easily offer advice on this. Please consider adding some useful and well planned out service to our city. Speak with our City Manager...and our School district. Talk to the High School District! Please engage these groups of professionals to make service to San Carlos useful. Then ADVERTISE this service so our residents are aware of it! Thanks for your consideration!
- 69 I have to find other ways to work since 132 was taken away, the shuttle doesn't help because it doesn't go the way I need to
- 70 I live in Foster City please please please bring back Foster City buses that run every half hour instead of every hour !!!!!!! They are building more and more apartments in Foster City !!!!! You need it !!!!!!! I would use SamTrans more often if you would run every half hour !!!!! Thank you
- 71 I live in the Broadmoor area and commute almost everyday to work in Pacifica. I take the 122 then transfer to either 110 or 112. The problem usually is the 110's unpredictability of its schedule coming from Linda Mar when it's late and I have a little window of time to catch the 122, this bus being on time almost always.
- 72 I live in the Hillside Blvd area of South San Francisco. When you eliminated route 132, it put a burden on myself and others. The new South City Shuttle doesn't really help. Plus, it only travels clockwise.

Comments and Suggestions

73 I live up near Crocker and South Hill. I don't drive, and must use bus, foot or cab to get up and down to Mission Street, BART and Daly City proper. I'm nearly 60 but not sufficiently disabled to qualify for para transit... but walking down (much less UP) San Bruno mountain is not really feasible for me.... It is incredibly irritating that there are NO buses on weekends or midday (I work on Saturdays and Sundays...) so I must add \$20 to EVERY WORK DAY just for the cab to get me down to where I can start using public transit... or add an hour to hour and a half to just GET to where I can start riding on public transit (MUNI or BART, as SAMtrans no longer goes into the City). During M-F we ONLY have bus service up here for 3 or 4 trips down the hill in the mornings and 3 or 4 trips UP the hill in the evenings. It is MUCH better than when there was no afternoon service down AT ALL, and no buses after 615 pm UP the hill, but still SAMtrans is useless to me much of the time if I need to be somewhere during the day or need to come back after 7 pm at night. At present it looks on paper as if there is a bus down the hill every half hour in the afternoons from South Hill. Actually, not really. Yes a bus shows up, but the through bus comes just once an hour - there is a feeder bus with transfer (pay another \$2 AND wait a half hour at the transfer point). It is frustrating enough to have limited service without having to pay 2 x AND wait a half hour at a spot without a bench. And there is not even that during the day nor on the weekends. Would you at least consider a loop route that went in one direction maybe once an hour but could be utilized to go up or down the hill? True, there isn't much ridership right now -- but that is because we are stranded and no longer seriously consider SAMtrans an option. It is frustrating to me to have to either walk or pay a huge surcharge to get up and down the hill; it has limited my work opportunities, my educational opportunities and my volunteer service. Frankly, it has meant I couldn't vote a few times, nor could I get to Church many times on the weekends. The new ECR bus route is a disaster from my standpoint. One of the things I used to be able to do was figure out how to get myself to Goethe and Mission and then use the old route that went straight down El Camino Real when I needed to do this. It took about 20 minutes, and it was a pleasure to use. I could even get that bus from the City, and I could use the bus going TOWARD the City when I had business there. It was a WONDERFUL connection between the peninsula and San Francisco. The Southern part no longer exists (and MUNI is a very inferior system as you well know), but even the southbound route has become unusable. Yes, the bus is still there... but the same route (to San Bruno Avenue and El Camino) now takes about an hour because it travels all over the place as a feeder bus. I'm sure that is useful for SOME of my neighbors, but it has made the service all but unusable for me. AND... I never knew there WAS a transfer pass available. Oh, the info is in the buses? Great-- except I don't ride the bus often any more because since I have to pay to transfer half way down to the BART station, and wait an extra half-hour it proved more useful for me to just call a cab rather than bother to use SamTrans. So yes, if you find the riders aren't there, maybe there is a good reason.....

Comments and Suggestions

- 74 I love riding samtrans. I think it is a valuable service to our area. I use the 292 daily and would not have accepted a job in san francisco without this bus route. One complaint: spray for vermin (cockroaches) on the busses. Other than that I think this is a great service, route, and value for the money. The drivers are helpful and we enjoy taking our busses daily. Thank you.
- 75 I love samtrans! By the way, I am the [deleted social media tag]Go where you wanna go with samtrans!
- 76 I love the new ECR route. I can actually plan when to catch a bus so that I will be on time to work now. I like the increased frequency on days, evenings and weekends as well. Do you have plans for a Limited or an Express route on ECR. It currently takes about half an hour to travel from San Mateo to Bart Milbrae. I don't know how much that can be reduced by with a Limited or an Express.
- 77 I love using Samtrans. I don't have anything negative to say about the service. I would request that bus for the 121 on Sunday evening be extened to about 9 or 10 pm. I work as a security Guard graveyard shift 11pm-7am. The last bus comes by area around. 6:40pm. Showing up to work 5 to 6 hours before I'm scheduled not easy. I usually kill time going to a movie. I don't know how many other go through situation. Thanks for reading my comments.
- 78 I really appreciate the SCS, but. The steep steps are really a problem. Also it needs to service Kaiser, as well as the 292 line. These comments are not just mine, but many people have said this to me. Thank you for posting schedules. For all the problems though I really appreciate Sam Trans!
- 79 I really don't like how the 121 bus takes a long time to get to colma bart station and it was better when all the students at skyline college would take the 123 Samtrans that would get to skyline college faster.
- 80 I really enjoy samTrans service, however I wish that they would expand their routes going between 101 and 280 freeways, since I have a hard time reaching the ECR from where I live. I would most definitely ride samTrans more if there was that type of service!
- 81 I really love taking samtrans. its a value for the eco friendly system. I care about my planet so should all. Nyc has soo much better transit options than we do yes so we got to be like NYC and its true
- 82 I really wish Sam Trans would have town hall meetings closer and more convenient across San Mateo. I want to attend and have my voice heard, especially prior to the first set of changes implemented this year, however, it was not at times that I was available nor in locations I could access. I do not own a car

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so I am reliant on the bus system and I'm now turning to other mediums of transportation like Uber and Lyft to get around since Sam Trans take forever to get somewhere.

- 83 I ride 292 to and from San Francisco five days a week. I also ride other routes on weekends as needed. SamTrans provides excellent service overall. Excellent people, excellent service. I write for myself and many others on 292 who I know don't have computers to do surveys nor did they have access to printed survey forms to fill out. We all love our 292 and dearly need it for many good reasons. Please never cut the runs to and from San Francisco. Doing so would doom the rides of the poor, elderly, students, tourists, the sick who need to see medical care providers in San Francisco and, those who have jobs in San Francisco. People who have need to travel from San Francisco to the Peninsula also rely on Route 292. A strong cross section of the community who fall under the Title VI category need Route 292. The same can be said about those who ride the KX service to San Francisco. I sincerely plead to the good people at SamTrans that Route 292 and, what remains of the KX, be preserved at all times. I thank all you good people at SamTrans who continue to provide this superb service, which we need and rely on so much. Thank you. [CAC member]
- 84 I ride from Grand Ave SSF to downtown every day and afternoon. It will be better if you not take a 3 minutes stop at Brisbane and will cut our time short and will get to the destination earlier.
- 85 I ride the 140 bus daily-it would be most helpful if the 140 bus would stop on San Bruno Ave. as it did previously so that when you want to catch the southbound ECR bus, you don't have to cross 2 busy streets to get back to the southbound stop - It makes it very inconvenient if you are elderly, disabled & have problems walking as well as hoping you can make it before the light changes and traffic starts to go. If the bus stops further up San Bruno Ave. at least you would be on the same side as the bus stop you need to get to. Thank you.
- 86 I ride the 275 bus 5 days a week, and the 278 bus on Saturday. If the 278 bus would run on Sunday, I would probably ride it, too. My only complaint is that if I attend an event anywhere that runs into evening hours during the week (and on Saturday), is the last 275 bus leaves Sequoia Station in Redwood City at 7:00 p.m. and that's not conducive for me to walk approx. 2 1/2 miles home. I've done it before; it only takes me about 45 minutes, but during rainy weather, it pre-empts me going anywhere in the late afternoon or early evening. I know this 275 run doesn't have many riders, but that's the only "complaint" I have. All the operators are very pleasant and friendly. Thanks for doing a good job. Sincerely, Art (age 72)

Comments and Suggestions

- 87 I ride the bus everyday, and I am very dissatisfied with the bus, it is not clean. I just got off of the 280 bus number 512, and the seats were not clean had dirt in the lining of the seat, it appears that the janitor did not mop the floor. Years ago Samtrans use to do a good job at cleaning the bus, but now a days they do a very bad job. Also, I felt threaten this past Tuesday on the 280 bus, this man got on the bus was drinking BEER, he was rude, being loud. He is not the only one others do it too. Once they start drinking, beer always gets all over the seat. Samtrans needs to ban this from the bus. Drivers need to pay more attention to this problem. It is getting out of hand. Please do something about this. I want to thank Samtrans for keeping the 280 bus, however waiting 1hr for the bus everyday, that needs to be improved. On average doing the weekday I spend most of my time in my waiting on the 280 bus. I know for a fact that the service level is coming back, in the morning sometime the bus is crowded. Please improve the frequency of service. Air on the bus please have this be improved. I got sick because no windows were open or no air was on. I do not know why the drivers do not like the air on. Overall Samtrans needs to improve on cleanliness, and keeping the bus safe for all. Somedays it ok, and other days the weirdo come out. Another, thing is the fare box does not like the money, it holds the bus up. Please work on that. You have some drivers that are very rude, and others that are ok.
- 88 I ride the route 17, 118 or 110 and the 140 from El Granada to a San Bruno elementary school. The drivers are really nice. As an older rider, I project a pleasant greeting manner deliberately. Some of the kids and some of the other riders have got their problems and I can just slightly fill their life with a friendly acknowledgement. I urge management and drivers to try and hit the time points closely. After a few days of arriving at 7:29 (4 minutes late), I missed the bus the morning the driver returned to the exact 7:26 time. A minor problem. I drove to Linda Mar (car has 299,000 miles, that is why I ride the bus). This week(April 9, 2015), the slow down guidance reached my last morning bus. My school job starts at 8:00 am and when the 140 bus driver received instruction to run a little late, I began walking on campus at 8:03 which is no fun when the principal is watching. I studied the LA Bus system in the 1970's. The SamTrans bus system, except for GPS and lighter buses with better automatic transmissions and diesel engines has a lot of the resource and service constraints I learned about 35 years ago. For the 17 route, I suggest a route planner look at extending the route past Linda Mar to go to the Manor Avenue transfer point and further extend the route to Daly City Bart The reason is, extension to Manor makes it a 2 bus ride from the 20,000 person coastside to Skyline College. Skyline has annoyingly expensive parking. I am puzzled that the campus appears to be under-enrolled. If the 17 is extended to Daly City Bart, then one bus ride and one Bart ride put the greater Bay Area within reach for the residents of the coastside. The problem then is then the typical burden on SamTrans resources when a bus line triggers an avalanche of patronage. You can contact me at [email address deleted].

Comments and Suggestions

- 89 I seriously miss being able to commute on the KX. I mostly take my motorcycle to the city and park in a garage instead of taking transit now that I don't have a convenient public transportation method anymore. Taking the bus to Caltrain and/or BART does not count as convenient and either way comes out far more expensive than the KX, which was still more expensive than gas. The ECR changes weren't as bad, since it only screws up my trips to Daly City really, but the scope of the changes were very poorly communicated. The message I took away was "things are getting better!" and then they got worse. Fewer buses showing up, less often, and the changes made it more difficult for me to get to parts of the old separate routes.
- 90 I should be able to subscribe to a text message service which will alert me if my bus is going to be late.
- 91 I think SamTrans needs to advertise more in local papers, and promote its seasonal "fun" brochures more. In advertisements, more maps showing bus stops to destination--and more details about any buses from other services, for instance, specify Marguerite P when directing us to the Stanford Museum. Also promote getting to SF and to museums using Muni, or to Mountain View and free downtown shuttles. Also, free shuttles in Menlo Park--tell us that the free shuttles are there and how to reach them using SamTrans. There are other free shuttles connected to SamTrans--tell us about them in brochures on the bus and newspaper ads. Also, "push" advertise via e-mail.
- 92 I think samtrans needs to fix the ecr route. When going south, it goes through sf, which is good. But when going north, it turns at flornoy st, causing people, mostly elders walk to the 14 mission muni bus. The connection stop at Wellington isn't effective and I don't like it. The ecr north should stop at mission / evergreen. I hope to see improvement on that and more on time buses in the future. Thank you.

Comments and Suggestions

- 93 I think that it is professionally irresponsible and irresponsible to your communities that you cut so many bus lines in one area. I have to walk nearly 2 miles in South San Francisco one way to get the closest transfer location. This presents an unreasonable hardship on so many people who are loyal customers. Walking these long distances is extremely hard on me due to my disability and as a result have begun using taxi service daily. In 6 months, I will get my license back from my disability and intend on using my car again instead of public transportation. I also find it very inconvenient that the Caltrain runs only once an hour! This is ridiculous. I am thankful that Bart runs every 15 minutes. I have also been given wrong information when I call in for route planning which has caused me and my children to be stranded in parts of the bay area even after dark! This has happened at least 4 times! I can't understand how a company like Samtrans, who makes so much revenue, feels the need to cut so many routes. I don't feel that the customers needs are valued or even considered by Samtrans. And for that reason alone I will not use them again after I retain my license next year. I had never used public transportation in my life prior to my license being taken away due to my seizure disorder and I am sad to see that this is how public transportation in my city runs. I have spent nearly 300 dollars a month on Caltrain alone, not to mention bus trips, and bart trips and now taxi rides. I feel that my opinion and my hardships caused BY Samtrans should be taken into consideration and that attempts should be made in order to correct these problems in the customers best interest. I am very dissatisfied with Samtrans and I hope that this Survey will reach someone with enough authority to make some very needed and overdo changes and that has LOYAL Customers best interests!
- 94 I use SamTrans as a way to get to school, and while we normally arrive at school within a couple minutes of the bell, we have arrived up to half an hour late a number of times. Sometimes the bus driver will get lost, or show up fifteen minutes late, or there will be traffic. Anyway, that was towards the beginning of the year, and since then we have been more punctual. I would like to say that the system that SamTrans uses to return lost property, is very efficient, however. My friend who also takes the bus with me, lost her flute once and by calling the specified phone number, she got it back really soon.
- 95 I want the 295 bus to continue to the San Carlos community center as it did in the 2013/2014 school year and before.

Comments and Suggestions

- 96 I want to I want to first thank Sam Trans and Sonny for helping with changing the overall round trip time from first and Mission to Grand Avenue to One Hour - Before It was One Hour and Twenty Minutes so thank you so much. We are all very happy and grateful. The only issue I have is in the morning – I take the 292 on Airport/Baden that leaves at 6:21 and then we get to the Brisbane Stop and have to wait for another 3 minutes and a lot of the Drivers have a hard time trying to get to downtown to make the time. The bus before that leaves at I believe 5:49 so there are only these 3 buses that run in the 6'o clock time frame but I noticed there are 4 buses that run in the 7:00 time frame. I'm wondering if Sam Trans could shorten up the Wait Time at Brisbane to maybe 1 to 2 minutes that would be great and then the Drivers do not have to sit and wait and we can get into to San Francisco a little bit earlier. Every little bit helps especially if we are trying to get to our destination and some of us have to transfer to another bus. Or if you want to Shorten Up the Airport/Baden time by 1 or 2 mintues so the departing time would be at 6:20 or 6:18 and then we get to Brisbane and shorten up the wait time to one minute. Again every little bit helps especially with all the construction we have to go thru/ My bus is always full and the reason I'm asking is because getting in early helps everyone involved. I know I speak for everyone riding my bus that leaving a little earlier and arriving a little earlier would help a lot. I appreciate whatever you can do and thank you so much.
- 97 I worked a t the airport till midnight, on weekends 292 going south stops at 11:56 pm Instead of 11:59. Making very difficult to catch the bus on weekends. Ecr would be nice to have some express bus. A conection bus between millbrae bart station and the airport it would help to comute
- 98 I would appreciate if you do not stop the 292 route to San Francisco. I ride this bus everyday round trip for work purposes.
- 99 I would be so much happier if my bus arrived at my stop on time and got us to our destination on time instead of 10 minutes late every morning.
- 100 I would like for the buses to be temperature controlled, regardless of the weather, preferably towards the cooler side of the spectrum, like ~70 degrees Fahrenheit. I would like for buses that end at train stations to coincide with the train departures; for example, 5-10 minutes before a train arrives for both north/south train lines. I don't think I have been on a bus (San Carlos Train Station 260) that has ever made it to the train station by the time the schedules says it should arrive.

Comments and Suggestions

- 101 I would like that Sanstrans would care more about the service provided in BUS 121, they have a long waiting period. During the weekdays and also on weekends. the service is very limited and if possible to have at least in some areas more bus stops. Some drivers are rude, one time i receive a phone call and this asian lady stop the bus just because I answer the call in the middle of the street , i don't recall If it was 841 or 801 operator. I don't see a sign in the bus that there is not allowed to use your cell phone, but she made me hang up, to continue driving the bus
- 102 I would like that the 130 and 133 could go back to it`s normal routes. Is too much time and hassel waiting for another bus.to go to colma or top of the hill Daly City. Seniors, kids and adults don`t go to the other side of South San Francisco because we have no more transportation going to that area.
- 103 I would like to request the 132 bus back. It has greatly impacted me when that route was disconnected because i take that bus to connect to bart. Now i have to ask for rides from other people or walk. I would really appreciate it if that bus came back. Thank you (:
- 104 I would like to see all bus routes hours go until at least midnight, weekends included. I would also like to see a gradual increase in frequency for all bus lines. It would be really nice if there was a line that went from Linda Mar to Daly City BART (like the 110), except it would be a limited line where it wouldn't make as many stops and provide a quicker route to and from BART. In addition, I would like to see compost, recycling, and trash bins at every single bus stop possible with covers so that the wind doesn't pick up trash and blow it all over the place. This would also help to keep bus stops and buses themselves more clean, and may attract more commuters. Thank you!
- 105 I would like to see regular bus routes re-instated into the San Carlos area around Burton Park that connect with the local middle and high schools.
- 106 I would LOVE it if the bus drivers KNEW the routes and responded - at least to the polite kids - when there is an issue (even like, "Hey! That's my stop!"). My kids often complain that the bus drivers don't know the routes and/or bus stops, are often late (either direction), or the second bus is late. We live in the Willows where there are so many kids who ride the bus to Hillview Middle School that we need two buses. It would be AWESOME if there was a dedicated bus route just to the Willows bus stops. I.E., keep the two buses but have one be a direct/express bus to this area. Right now my kids get out of school at 3:05pm and are not home until 4:05pm. Then they have homework, dinner and some nights an activity. We are thankful for this service - however timeliness would be appreciated!

Comments and Suggestions

- 107 I would use the ECR more often but it makes too many stops to be an efficient means of travel. My 3 mile commute takes 3 times longer via ECR than it does driving. More often than not, the claim that an ECR bus runs every 15 minutes does not hold up during my evening commute. Bus Rapid Transit would be very attractive to me.
- 108 If there was one thing I would change, it would be the frequency and hours the two buses I use most run. Living in Pacifica, there are only two bus routes that come within a quarter-mile of my house that I can use to get to BART, but one of them is a steep uphill walk, and they run every 60-90 minutes and stop around 7 p.m. When I take SamTrans and BART to work in the city, I have to carefully plan my work schedule around those times so I don't end up stranded. Even one later bus at 9 p.m., or buses that ran every 45-60 minutes would save me a lot of trouble, and I'd use SamTrans more often. Northern Pacifica is closest to Colma and South San Francisco BART stations, but there's only one bus (infrequently) to Colma, one to Daly City and none to SSF.
- 109 I'm currently using Flex bus in San Carlos to go back home after school. Regular bus routes do not serve my area unfortunately (Crestview/Brittan)
- 110 I'm not crazy about the current schedule. Either you have force the bus drivers to wait for the time indicated on the schedule before continuing (which many/all of them don't and it's getting worse) OR you just do it MUNI style and send busses out every 10/15 minutes and have them go as fast as traffic allows.
- 111 Implementation of the ECR schedule improved my mobility immeasurably because it runs more frequently. I've ridden SamTrans for decades, and before ECR would often have to wait thirty minutes or more for a bus, in heat, wind, and rain, especially on the weekend. Now, if I miss a bus by seconds, it's much less annoying because I know I won't have to wait long for the next one. Thanks for that big improvement!
- 112 In San Carlos, only FLX is available and scheduled routes are very limited. Wish it ran more often as well as to other parts of town.
- 113 It made it very difficult to go from the Coast to the Peninsula when they took away the 274 bus. Now the 17 runs up and down the coast and it's too easy to miss the connector bus going over the hill to the peninsula-- Long waits when the bus is missed plus the unpredictability of the timing. Cannot get to the airport reliably anymore, have to show up for work very early because I cannot count on the transfer happening. It was much better when the bus went to Hillsdale, which allowed a connection all the way up and down the peninsula (train, bus, whatever) without the risk of missing the connecting bus on the coastside.

Comments and Suggestions

- 114 It would be great if Sam Trans implements an option of limited stop bus service in addition to the regular one. And increase the frequency of the service in some areas, especially on those routs that takes an hour for the next bus to run. Improve the stop stations as well.
- 115 It would be great if the BusRoute 251/256 schedule were aligned to the Caltrain time-table for trains stopping at Hillsdale. Given the overflowing parking Caltrain lot near Hillsdale Mall, it would make it very convenient for commuters who are anyways taking public transportation (Caltrain) if parking hassle could be avoided altogether. It would be helpful for the environment & pocket too (since Caltrain 2 Zone monthly riders can use Samtrans for free) and will surely increase SamTrans ridership. - thank you.
- 116 It would be nice if the 121 bus going to an from Skyline College would have more buses to decrease waiting time. Often the buses I take are packed because people don't want to be waiting for a half hour to catch the next bus.
- 117 It would be nice if the 292 line ran at least twice an hour from San Francisco to the Peninsula during the evening on weekdays. Recently, I was waiting for the 292 bus at the stop at 2nd and Mission in San Francisco. At approximately 7:05PM, a samTrans driver drove past with his "Not in Service" sign on, though everyone at the stop knew he was the 292 driver. We waved at him and he saw us, but kept on driving. The next 292 bus did not arrive until after 8PM. Usually I don't have this type of problem on samTrans, but if it happens again it would be less of a drag if the next 292 came within half an hour instead of an hour later.
- 118 It would be very helpful if SAMtran brings back the Bart plus where you can take Samtran to Daly City Bart using a monthly pass just like the Muni/BART at \$80.00 a month. That way you can secure a regular riders whether this use it daily or anytime.

Comments and Suggestions

119 I've been riding buses and caltrain since January 2014. You eliminated the most convenient bus route near my home (on roosevelt ave in redwood City). bus stop was 1/2 block away. Now I have to walk 15 minutes to/from the nearest bus stop. If I miss the bus, I have to walk the entire way to the redwood city transit center which usually means I miss the train. samtrans is NOT synchronized with caltrain. The bus takes off just when the train arrives so often (ECR palo alto at Redwood City transit center) that it's a joke. I always have to wait for the bus. One time the bus had just closed its doors, but stopped when I banged on the door to let me in. I had just run from caltrain which dropped me off moments before. But he REFUSED to let me on since he had technically left his stop. But he had not even rolled forward the length of the bus yet within the transit center space from the departure kiosk. It was entirely safe to let me on the bus. But he refused for far greater a period of time before leaving than it would have taken to let me on the bus 10 times. The display terminals in the departure kiosks have different times than the paper schedule posted at the transit center. I called samtrans when one display terminal was broken in the departure kiosk. No one came to fix it for a month. I called again and they said there was no report on it. So why bother to complain. Since the bus does not keep good schedules, the next best thing is "where is the bus?" I called samtrans and the operator has no immediate GPS readings. They can't tell me where the bus is. 511 is worthless for that answer. They do not have real-time data. Sometimes I wait upwards of 10 minutes or more for an answer but the bus finally shows up late every time before I get an answer on the phone. If I come up late on caltrain after 8pm, I usually just walk 2 miles home since it takes so long to wait for the next bus. Compared to my auto commute from redwood city to sunnyvale, it take 20 minutes by car but I have to time shift (which I can) to avoid the worse 101 south traffic. It takes 1 hour 20 minutes by bus, train, light rail and walking each way. Almost 3 hours a day commuting. That's the real cost. 3-4x the commute time. A lot of that time is time wasted on samtrans. I usually take the 275 or the ECR. I thought about taking the 274 but the times are so inconvenient in the morning I never take it. There is no place to lock a bike in Redwood City transit center to avoid the bus. All lockers are full. All racks are usually full. Don't want to take my bike on the train. I've had more rude bus drivers compared to nice ones in a 10:1 ratio. Typically the drivers seem to have no clue that they are running late and refuse to admit it to passengers. The PA audio on some buses is so low or zero so you can't hear it.

Comments and Suggestions

- 120 Mainline routes are sparsely used throughout the day and evening with only a few riders on a large bus much of the time. The exceptions are commuters and school children twice a day. The only times feeder routes are well used is by morning and evening commuters and school children. SamTrans service policies are irrational when running busses with only a few riders per day at huge cost per rider which requires a 98%+ public tax subsidy. Any route which cannot pay 10% of the total real cost of that route from fares should be cut. As an alternative a deal should be struck with private contractors such as lyft, uber, taxis, etc. to provide service. To limit cheating, single ride coupons should cover no more than 75% of the cost the ride, be limited to \$100 monthly per person with a medical card, \$200 per address, be sold for 50% of face value and be available only via smartphone so they can be easily tracked. Redemption should only be available for service along a SamTrans route which was eliminated. Verification, subject to audit, should be through the company providing the service, not the individual driver.
- 121 me gustaria que el 398 el sabado y el domingo por que no lo pones para que pase a las 2:50pm por que lo tomo este mi trabajo y por pasa viene tarde me gustaria ver que el 397 tuviera mejor el servicio y que no suba mucha gente que ocupa mucho espacio o vuele mal da mal aspecto eso pienso que debe mejora mas
- 122 More a/c
- 123 More buses at night (after 8)! I often have to wait for close to an hour to get home.
- 124 more buses, more runs, more access. my stop was eliminated.
- 125 More buses/routes to and from schools to Youth Centers and other after school locations.
- 126 --More consistent response to SMS txt bus ID inquiry. --More electronic sign postings at bus stops and more consistency at stops that already have the electronic signs. --Further reach south into Palo Alto. --More bike rack capacity on buses. Easier bike loading/unloading.
- 127 More frequent trains. I feel that the Linda mar route does not stop by frequently from the Daly city Bart station. If I miss the bus my schedule is put behind by .5 to 1 hr. I have the option of driving but prefer to ride the bus to help the environment and to avoid traffic, but I would reconsider my use of Sam trans if it becomes less convenient. There should be more communication with BART as well. Folks who depend on Sam trans often depend on BART too.
- 128 More inter city bus service please, up and down the El Camino is nice but if there is now way to get there it is easier to take the car.

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- 129 Move the KX / 398 back to Palo Alto Transit Center. Restore Weekend service on the KX from Palo Alto to SF via SFO before BART / Caltrain operates and after it closes,
- 130 My daughter uses the bus 295 everyday to go from school to the youth center.
- 131 My daughter would like to take SamTrans home from Carlmont High School (direction of downtown San Carlos) but the schedule does not align with the school's 7th period, which gets out at 3:20. There should be several buses serving students who get out after 6th period AND 7th period.
- 132 My family, students, and neighbors in San Carlos, would use Sam Trans if there were stops at or near Highlands Park, Crestview Park and downtown. Routes from TL middle school to Highlands Park, Crestview Park, and downtown is a much needed service. There are many sporting practices and events at the parks and it would be great if there was an option to get there without driving
Thanks
- 133 My only comment is the amount of time there is to connect to my second bus and or BART / bus. In the morning sometimes I take the first 118 to Colma BART, miss the train by 1 minute, get the next train. By the time I get to San Bruno at 7:00 - 7:01 the 140 leaves at 7, the ECR, leave at 7 and the Bayhill shuttle leaves at 7. That leaves me watching them all drive by me and waiting or walking, mostly I walk. In the evening I take the 140 to Pacific Manor & there is only a 1 minute connection to the 110 or you have to wait another 30 minutes. Very stressful. On one side of the clock a 112, 110 & 118 run 5 minutes apart and on the other 45 minute span there is only 1 110. Does not make sense to me. The older 140 to 110 connection was way better.
- 134 My only complaint has been a constant lack of paper schedules on buses. Although I usually access the schedule on my phone, I know many people who don't have that option and more often than not, there are not relevant schedules in the bus rack
- 135 Need a route up and down Brittan ave.
- 136 need more of the double length busses at peak times like 7-8am and 4-5pm
- 137 Need service in shelter creek area. 20 min walks to bus stop means need take cab to/from bart which is expensive.
- 138 NEED shuttles that include the hills of San Carlos.

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- 139 Need to restore service on 295 route so students can get to Burton Park and San Carlos Youth Center.
- 140 No comment.
- 141 Not being able to get off the 292 in SF is stressful for me. Occasionally I realized after I have started home that I had forgotten some errand and could not disembark. I hate feeling like Im being held hostage. I hate going past the Walgreens and remembering I need to fill my perception but being unable to do that or being unable to pick up something for dinner. It is excessively annoying.
- 142 Now that I am older and with infirmities, the lack of consideration & attention of drivers to older passengers have become more obvious. - Samtrans needs to educate the public more about giving the front seats meant for seniors and disabled. Take a lesson from BART with their large signs over the seats and public announcements. - Drivers need to pay attention to who their passengers are & make sure front seats are available to seniors & disabled by turning around & checking who are in the seats when the bus is full and seniors are standing. - Drivers need to drive up close to the curbside & lower the bus so we can easily get on and off the bus. - Drivers need to direct the flow of passengers. Stop passengers from boarding until other passengers have gotten off. It creates a bottleneck at the bus entrance when both groups meet at the door at the same time. I was on a northbound ECR around 4 pm or so on Sunday, 3/22/15 and got off Arroyo, SSF. It was driven by a female black driver with cornrows on her head. Several passengers at the bus stop rushed in without waiting to passengers to get off and I was almost pushed down by a younger man & his young son trying to get in. I had to put out my arms and said in loudly "nobody come in until I get off." The driver just sat there and did nothing. There is simply NOT enough space for two-way traffic by the driver's seat and it's a no-brainer to let people off first before letting anyone board. Why has SamTrans neglected this important safety point? I could have fallen and injured my bad back. Does Samtrans need to be sued for damages??? - I noticed that many ECR drivers are so focused on meeting their schedule that many drivers tend to drive quickly on El Camino and arrive at San Bruno Bart Station 5-7 minutes early & just wait there. Doesn't it make you wonder how many riders got left behind at the previous stops because the buses just rushed by. Other drivers shave minutes off their scheduled departure time and leave the BART station a bit early. This applies to ECR, 140, and 398.
- 143 On time performance on 121 Skyline College and 121 Lowell/Hannover and need more buses that run 15 minutes not 30 minutes on the 121 because buses are over crowded going to Skyline College and to Lowell/Hannover cuz every morning bus is crowded and evening buses are crowded as well and bring back the 130 Airport/Linden because no it's more complicated to get the 131 when 130 Airport/Linden was convenient because at colma Bart was location where people had access to get to south San Francisco

Comments and Suggestions

- 144 Only complaint for Samtrans is how to deal with extreme body odor including urine, feces creating very unsafe biohazard conditions. Have received email response to website submitted complaints communicating passenger is able to ride unless wet and/or feces soiled pants are observed. Extreme body odor can be present without visible "condition" creating riding environment including arguments related to open windows, stench etc... Can drivers be allowed to deny rides and or remove passenger from bus?
- 145 Overall, my Samtrans experience has been very positive since moving from San Francisco to San Mateo County in 2013. The buses typically run exactly on schedule, the drivers are courteous, friendly and willing to help, and the buses are clean. (So nice to have heaters on cold windy days too!) I have two suggestions I would like to make. 1. Plan the bus schedules according to when Bart trains arrive at stations. Especially in the evenings when customers are left to wait 20-30 minutes after exiting Bart to get on the Samtrans bus after their work day. 2. Offer a ride ticket that is time sensitive. For example if someone is going to the grocery store and then directly home, maybe offer a ticket that lasts 90 minutes so they only have to pay the fare once.
- 146 Pacifica service just doesn't cut it. You have three different kinds of buses that run through here, but they all run at the same time. While it may look like a lot of buses on paper, in reality it means the wait is always an hour, save for rush hour. And even rush hour has changed so that what used to be 15 to 20 minute wait is now 30. There's no direct bus from Linda Mar to Skyline College for college going folks, and the "connection" between the 110 and the 140 is actually a "disconnection" -it rarely works. I also have concerns about the quality of the drivers, and well as the well-being of the drivers. The population of drivers seems to have changed dramatically in the last 5 to 7 years. I want to feel assured that these workers are receiving adequate pay and benefits as well as proper working conditions and hours.
- 147 people living around Palo Alto needs to pay more and transfer more in order to get a bus from Palo Alto to the downtown SF or Airport.
- 148 People should not be allowed to ride the bus if they don't pay!!!! People should not place their feet on the seats. People should not use more than one seat. They should not be allowed to place articles on another seat or seats. Buses should leave the start of their routes on time and not 5 min. or more after!!!!

Comments and Suggestions

- 149 Please a new stop for ECR: SOUTHBOUND at El Camino/Linden, the existing stops are too far apart. When you walk from the Millbrae stop to the existing stops its take approximately 10 min. KX: SOUTHBOUND Weekday Afternoons to Redwood City Transit Center new timeframe are too late in the evening. The previous schedule worked better for the Main/Folsom. The current time frame for Main/Folsom of 4:37pm and 5:36pm is right at rush hour and the bus is always running late by the time it gets to San Mateo.
- 150 Please can you figure out a way to pick up and drop off Tierra Linda middle school and Carlmont High School students? Our kids attend both schools and both parents commute to South City so if our kids could rely on then bus, it would reduce traffic in the Alameda/Ralston corridor (because we could leave for work outside of school crunch hours) and our kids could be more self-sufficient going and returning from school. The bus ride home is already very helpful. And we're fine with buying a Clipper Pass, just not sure where to buy it, so we keep buying youth tokens from Safeway. Maybe if the bus became more of a student thing, you could reduce traffic! Thank you.
- 151 Please change the departing times of SamTrans at Redwood City. A lot of the Caltrain bullet trains that depart from San Francisco during rush hour (4-7pm) arrive to Redwood City either exactly in the middle of the hour (ex: 6:30pm) or less than ten minutes after the hour (ex: 6:08pm). This makes it extremely inconvenient for someone who wants to take the bus but does not because it is less appealing and more time consuming (waiting for bus instead of driving to final destination).
- 152 Please clean up ECR. The disparity in cleanliness between any ECR bus I ride and any other route is disheartening, to say the least. The articulated (stretch) buses are unquestionably worse off than any of the others. On a positive note, after more than 4 years of using SAMTRANS, I can honestly say that I have never had a driver that I was unhappy with. However, there are a few that I feel compelled to mention, by number, for their overall professionalism. Over the years 1048 (or maybe 1148- it has been a very long time since I have seen him and he may have retired) not only showed great courtesy to all riders, but also had a true sense of urgency. I recall one morning when he met my 390 bus at an odd stop (not a time-checkpoint) and took over for a driver who was running late and, quite likely, not feeling well. He drove with incredible quickness and skill to ensure that everyone had a chance to make it to their destinations with as much promptness as possible. Drivers 707 and 1200 are definitely of this same mold. After not seeing 1200 in many months, I had the grand opportunity to cross paths with him again tonight. And, since this box is to provide comments or suggestions, my suggestion would be to let them both know that their efforts are greatly appreciated, as you now know this to be true. Thank you.

Comments and Suggestions

- 153 Please consider making bus passes for college and university students.
- 154 Please consider the following: 1. Reconnect the 295 route to Sequoia Station with service in BOTH directions. This will allow direct access to the San Carlos Youth Center from Tierra Linda as well as Burton Park to Sequoia High school. 2. Create a shuttle-bus type service with various routes to serve San Carlos; connecting downtown, parks, and middle and high schools with a scheduled frequency of service. With upcoming construction downtown, this would significantly eliminate cars, improve access to the Adult Community Center, and allow students to get to/from school and activities independently. 3. Please provide service in the San Carlos hills. Our area is cutoff from bus routes and this leads to major traffic to/from Tierra Linda school. Thanks for your consideration.
- 155 Please consolidate the number of routes you operate. I need to refer to multiple pamphlets to find the times buses go to Bay St, for example. Can't the Bay St services be the same route? Also, the bus signs have become very vague in recent years. I found it helpful when buses displayed the main roads they traversed. It was helpful especially when I traveled on routes I was unfamiliar with.
- 156 Please create a shuttle-bus type service with various routes to serve the hills of San Carlos connecting to downtown, parks, and middle and high schools with a scheduled frequency of service. With upcoming construction downtown, this would significantly eliminate cars, improve access to the Adult Community Center, and allow students to get to/from school and activities independently.
- 157 Please don't remove or modify the 292 that runs from Brisbane on Bayshore Blvd. to San Francisco. This is our only means of sam trans and it very much used and needed. Thank you
- 158 Please ensure students traveling to and from schools in the San Carlos School District are not inconvenienced with the route and timing changes. Will be helpful if the bus frequency can be increased during school and work peak hours, example, in the AM and afternoons for schools (monday through friday) and in the AM and evenings for working people (monday through friday), except public holidays.
- 159 Please Improve the Schedule for 286 and have it Run all Day instead of just mornings and afternoons
- 160 please keep the 275-278-ecr running. thank you
- 161 Please keep the bus routes to the local Menlo Park schools!
- 162 Please make Route 261 available on Sundays too.

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- 163 Please place a Southern route bus stop in front of Costco El Camino right across the street from the one you already have. I must walk back or get off the bus at Hickey. Mike
- 164 Please provide a limited stop bus on the ECR route.
- 165 Please provide space for 3 (not only 2) bicycles on outside-bus bike racks. I find the 511 service not very useful. On the occasions I have used it, to call and find out when the next bus is coming, it is usually inaccurate. Most of the bus operators are courteous and competent -- a pleasure to ride with!
- 166 Please provide student monthly passes at an understandable rate financial aide doesn't give enough for much more than tuition and a little food for the semester. Also a more direct route to Daly City Bart would be nice. As I'm sitting on the bus right now a man is groping himself inside his pants and several times there have been homeless people riding drinking beer from their suitcases not only us their order offensive but the rude is made less tolerable. Also when I have called 511 from Daly City Bart it only says the times for 120 and 122 it skips over ECR. At times the 511 doesn't give a curate times for instance it will say 15 minutes for a bus to come and then it arrive in a minute or two. But the request I mostly hope gets considered is a monthly card for students for the buses.
- 167 Please reconnect the 295 route back through Redwood City to Sequoia station via Hopkins to avoid 2 bus transfer using both 295 + FLX. FLX has not worked well for our family at all. We need it to go both directions--not just an am/pm routes. On call service one day in advance is just not practical. Please provide better San Carlos service to Highlands park/ Downtown-Laurel Street/ Carlmont, Tierra Linda, and Charter Learning Center schools. Thank you in advance for anything you can do!
- 168 Please reconnect the 295 route so it connects Tierra Linda Middle School to the San Carlos Youth Center. And my Mom says add a Lunch Shuttle to go from PAMF and a few other major office buildings in San Carlos to Laurel Street and back.
- 169 Please reconnect the 295 route to Sequoia Station with service in BOTH directions. This will allow direct access to the San Carlos Youth Center as well as to Sequoia High school. Please create a shuttle-bus type service with various routes to serve the hills of San Carlos connecting to downtown, parks, and middle and high schools with a scheduled frequency of service. With upcoming construction downtown, this would significantly eliminate cars, improve access to the Adult Community Center, and allow students to get to/from school and activities independently.

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- 170 Please return service 295, stop by Mid and High school, Youth center, Park to Redwood City. Many students can be independent, it's need it. Also, , need more bus in hour. He has to wait 1 hour if he miss regular bus. He has to take after school study class after all class done but he can not because the bus schedule. It's a big problem for him. Thank you.
- 171 Please run buses from Tierra Linda Middle School to Arundel Elementary School and the San Carlos Youth Center
- 172 Please work with Caltrain to grade separate. Install motion / track blocked sensors to reduce Caltrain collisons Provide bus bridges to Caltrain when tracks are shut down due to suicides and accidents.
- 173 Put more buses on the streets, even if they are smaller coaches. Divers need better training in providing regional directions, especially connecting with MUNI. Too often I overhear operators/drivers providing inaccurate or misleading info to passengers. Fares and route changes should not be made until every vehicle in the fleet has updated schedules and fair info for every line. Every time there is a change, it takes weeks or longer before the new schedules are available on the buses. Ridiculous.
- 174 Real-time transit departure information on mobile site or in app is sometimes inaccurate, resulting in missed buses or needless rushing. Please work to improve its accuracy. Persons with a 2-zone Caltrain monthly pass should not have to pay extra for equivalent trips on the 397 or 292 bus from San Francisco after Caltrain has stopped running at midnight.
- 175 Reconnect the 295 route to Sequoia Station with service in BOTH directions. This will allow direct access to the San Carlos Youth Center from Tierra Linda as well as Burton Park to Sequoia High school Create a shuttle-bus type service with various routes to serve San Carlos; connecting downtown, parks, and middle and high schools with a scheduled frequency of service. This would allow me as a student to get to/from school and activities independently.
- 176 Reconnect the 295 route to Sequoia Station with service in BOTH directions. This will allow direct access to the San Carlos Youth Center from Tierra Linda as well as Burton Park to Sequoia High school. Create a shuttle-bus type service with various routes to serve San Carlos; connecting downtown, parks, and middle and high schools with a scheduled frequency of service. With upcoming construction downtown, this would significantly eliminate cars, improve access to the Adult Community Center, and allow students to get to/from school and activities independently. Weekend routes to downtown san carlos.

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- 177 Re-establish a route that will connect the San Carlos Youth Center to Sequoia High school in both directions. Create a shuttle-bus type service with various routes to serve the hills of San Carlos connecting to downtown, parks, and middle and high schools with a scheduled frequency of service. With upcoming construction downtown, this would significantly eliminate cars, improve access to the Adult Community Center, and allow students to get to/from school and activities independently. I have tried in the past to figure out a way to use SamTrans to get from Brittan x Crestview to/from Industrial in SC to have work done on my car, virtually impossible. If there were fairly direct scheduled service that I could plan on between the hills (e.g. Brittan @ Crestview) & SC "city center" - the block containing city hall, adult community center, library - I could walk to virtually everything I do in downtown San Carlos.
- 178 Remember that commercial, "Where's the BEEF??" Well, Where's the SamTrans in Park Pacifica and the Valley on Saturdays and Sundays?? People have to walk 3 to 4 miles to get to Linda Mar. There are plenty of Seniors and teenagers that want to ride the bus on the weekends. What is this bus stoppage at 6:15 PM into Park Pacifica and Terra Nova??? There are a lot of people who get off work after 9, 10 and 11 PM. There is no bus system and catching a taxi to Pacifica is the pits. Super Shuttle to the SFO airport is 75.00 just to the airport. I feel like we are being treated like second class citizens. Other cities get SamTrans at all hours. Pacifica's time finishes at 6:15 into Park Pacifica. I heard that there was only ONE supervisor who complained about a group of teenagers and that is why we are being punished with NO rides into the Valley. This is bad business for SamTrans. I am absolutely sure that there is a driver with SamTrans looking for extra hours to work on the weekends. Your company would always be profitable on any Saturday of the week. And, there should be an all around bus to pick up us on any Sunday!! Get with it. I am even thinking of getting out a petition so that Pacificans can get our SamTrans back. It's not about losing money. I believe it is laziness, and someone in administration who doesn't want to add our city on the SamTrans map. We belong on the map with all the other cities. The FLX bus should ride into the Park Pacifica Valley and Terra Nova every weekend. You will see more people catching the bus if you add us on. Look at Terra Nova Blvd and Oddstad Blvd. There are lots of senior housing homes out there. Someone needs to do a demographic study with the seniors and the students needing rides. I needed SamTrans because my car broke down, and then in Nov. of 2014, my mom died, and I came home from the airport at night, on a weekend, and had to walk 3 to 4 miles in the dark because there was no bus. Taking a Taxi is too expensive. Someone needs to do a Cost/Analysis study on the costs of transportation with taxis, shuttles, and other rides (like Uber, and so on) DO IT. You will see that more and more people are catching Uber and like rides. I also heard that Uber is great because you don't have to tip. Uber quotes you a price and that is what the price is in an Uber car. NICE. The last complaint I have is the slowness of the drivers vs. the commuter busses. Thank goodness that the commuter bus is safe and efficient. Some of your busses are TOO SLOW. And,

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when you ask some of the drivers to radio in a LATE bus, for some strange reason, they can't radio in and find out from dispatch when a bus is arriving. This is horseshit. All of the drivers can radio in and answer a question to a rider. This is another form of laziness. Recently I was at the Serramonte Center, and the Linda Mar Bus 112 or 110 didn't show up for almost 3 hours!!!! Some of the busses are very late. Have any of you looked at Richmond's 72 bus or 72R(for Rapid Bus) in the East Bay. You should. Having a rapid bus is great. Thank you for reading my comments,

Anne

Comments and Suggestions

- 179 Riding the bus for the first time in about 30 years appears daunting and humbling at times. I grew up riding Greyhound buses. Of course my eyes are very wide open now. I think more supervisors should ride the buses. Not to watch the drivers but to observe the overall clientele of who rides the bus. 1) The underbelly of society rides the bus and they are there to bully and harass and it is very scary. Reporting it means that SamTrans appears to subscribe to "we can't do anything until something happens". I think you are selling yourself short with that attitude. 2) Seniors love to get around but look at their faces. They are scared to ride the bus a lot of times 3) Students NEED to ride the bus to and fro school - work and home. I think if you were to concentrate on those three items you would "see what we see". The underbelly I speak of is not necessarily dependent on riding Sam Trans. They ride Sam Trans to impose their collective will on the good riders who are riding out of necessity. This rag-tag part of our society gets on ECR buses and ride them to the end and then return the same way. Some of the more notorious or infamous riders I am sure all your drivers are very familiar with. Riders should not have to ask people who urinate on themselves to "not sit next to them". Staring at people is a form of hazing or bullying and Sam Trans should take an active role in educating passengers (male) that - that is a no no. * Cell phone conversations of the LOUD variety are out of control! * Bus operators with 20-30 years in - have acquired some poor habits * Some veteran drivers are wonderful, some are not * Some drivers cut corner and don't even TRY to get their front door nearer the curb for the elderly trying to disembark. All the best Justin [email address and phone number deleted]
- 180 Sam Trans is the only way I can get to school. If the route changes to Woodside HS then I would not be able to get to school on time.
- 181 SamTrans is not serving San Carlos kids well at all. We need buses or shuttles to connect public schools to public youth centers, or libraries. We end up having parents driving all over h*ll just to get kids to and from school because our homes are too far (or up too many steep hills) to make for a practical two-way walk to or from school Shuttles that connected Middle Schools (and eventually HS) to youth centers, libraries etc. would give our semi-independent teens and tweens a means of maintaining independence, keeping mom/dad at work and cutting WAY down on stupid, short-haul automotive trips that only serve to move our kids over short distances because not practical alternative exists.

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- 182 Samtrans is usually reliable but on few occasions when I was waiting for the 292, the bus never showed up. I was left baffled because I was at the bus stop 10 minutes before it was scheduled to arrive and I saw the inbound buses pass by on the other side of the road. I do not care if the bus arrives late but as long as it arrives before the next bus and you do not leave me there wondering if you are short of drivers that day or lack of buses. I remember I had to wait 30 minutes one day and an hour the other time in the evening. I am rarely frustrated with Samtrans-- I ride this bus daily; however, please do not make your customers feel as though they have been stood up. I have always had and will continue to have positive experiences riding on Samtrans but I believe that these "bus disappearing" instances need to stop if you want to build up your reliability factor.
- 183 SamTrans needs to focus more on routes in the Westborough area as opposed to stripping all of the routes just to bulk up on El Camino. As if El Camino doesn't have enough buses already...
- 184 Samtrans should do a better job in serving the San Francisco and San Mateo county border area and recognizing that people that live in this area have to travel both north and south every day. I feel like people that live in this area are penalized by the lack of coordination between Muni and Samtrans, as we often have to pay multiple fares to get to points south and north. There should be free/discounted transfers to Samtrans for Muni pass holders or some sort of unified fare. Also, Nextbus intergration would be fantastic as it is often difficult to figure out when the next bus is coming. The current fare structure seems to be designed for people that only go within San Mateo county or commute to San Francisco, but is very expensive for those that need to use both systems.
- 185 Service between bart stations and Skyline College is infrequent, crowded, and often late. There is a typo on the display screen of the 140 towards Airtrain that says "tranfer" instead of "transfer."
- 186 Service is very good. Audio and visual announcements are great.
- 187 Since the change to route 295 I have taken the bus less. In. The past the bus took me close to the San Carlos Youth center. Now with the change of buses at the train station it takes longer and costs more. There is not a lot of time for switching and sometimes none. Getting off on San Carlos Ace and Cedar I am able to walk several a blocks. However in bad weather this is not a good option. I also carry a lot - backpack, instrument and sometimes sports gear. Since the change I have taken the bus less often. There are many patents who rely on the Youth Center as a safe place for their kids. But this 2-bus system is too difficult for the younger kids.
- 188 so far so good

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- 189 Some of your drivers are VERY good. Polite, helpful, kneel the bus for us (almost seniors). But others are TERRIBLE. I could fill a book with complaints about rudeness and general lack of consideration. There is no bus service serving people needing to travel east and west between El Camino and Alameda north of Jefferson, besides the ridiculous San Carlos Flex. What is the point of that bus only going one direction (and the wrong direction, at that!) in the AM and then opposite in the PM. It travels right by my house going the wrong direction every day. AND why is the stop for it at the Redwood City Cal Train station on the opposite side of the tracks than all of the other buses????????? The 295 is sorely missed!!!! And there is no bus service to the new Palo Alto Medical Foundation Facility on Industrial Blvd in San Carlos? When I have groceries to carry home, I have to carry them across the tracks, then stand and wait for the Flex to take me to the San Carlos train station where I have to get off and wait for the driver to take his break, then board again and meander through San Carlos to get off one block from my house on Brewster in RWC. There is never more than 3 people on that bus and the 295 served a hell of alot more than that. I am so aggravated!
- 190 Some of your drivers need to have a refresher on their driving and some need good manners and right conduct 101
- 191 Someone should periodically ride incognito to check on the drivers. Some are reckless and stop so suddenly as to cause whiplash. They are driving a bus like a sports car. They need retraining or to be fired! The good drivers are the majority and I always call SamTrans to compliment the really good drivers. Brisbane depends on SamTrans so please do not cut our service!
- 192 Sometimes 292 drivers are real jerks - often I let it go but when I have filed A complaint Ive seen racial difference in attitude or begaviour
- 193 sometimes the late nite bus never comes and i have too walk late at nite.
- 194 Students riding the bus (including me) are constantly standing in the bus, and also trying to balance while they are standing with heavy backpacks on their backs. These backpacks take up space which leaves less standing space in the bus. Thus, a second bus should be provided, even if the amount of people on the bus does not reach the maximum, as one backpack also takes up the space of one person. Also I would suggest that more seats are provided in the bus because that would allow more people to get a seat, eliminating that standing issue I mentioned earlier. Lastly, I would recommend a bigger bus should be used as then more seats would be provided and the number of people standing will be lessened, and therefore fixing the two problems I mentioned above. Overall, I would suggest a second bus, more seats on both buses, and bigger buses.

Comments and Suggestions

- 195 Taking public transportation from Redwood Shores is frustrating because the bus are never on time. They either show up ten minutes earlier than the scheduled time or ten minutes after the scheduled time - forcing me, either way, to wait another hour for the next bus. I find this true with other buses that once they are off schedule they tend to leave people behind. It's very frustrating because once this bus is off track it makes me miss my connections to my other buses.
- 196 Thank you for the 292 line. Without it, I would be unable to get to and from work. Please always continue running this bus to and from downtown San Francisco.
- 197 thank you, I am very happy with the service. I use the 275 and the 278 on Saturdays, also I use the ECR everyday that I can.
- 198 The 112 should run later everyday, especially on the weekends. The 110 should run later on the weekends.
- 199 The 251 and 256 should provide service on Sunday and run later, at least until 10:30pm. Keep the 256 weekday schedule for the 7:15 run past Hillsdale/Edgewater and have it pull into east side Caltrain lot. Thank you.
- 200 The bus did'nt stop when i was in gellert and hickey blvd today(3/28/15) i was supposed to ride 112 going to linda mar @9:39 am and only 7 minutes more i'll be home already to gateway dr.And so i had to wait for another hour, i went back to serramonte just to make sure ill be able to ride 112 again.This happened to me several times. Such a waste of time!
- 201 The Bus Driver needs to wait until we are all seated before he starts driving because we always fall into people that are seated or fall into our seats. It causes us to injure ourselves and I'm afraid to fall hard on floor. Also, sometimes our backpacks fall on bus because driver starts driving hard right away. We also bump ourselves into the seats and hurt our fingers trying to hold on to something quick. Driver should try being a passenger so he can understand what it feels like.
- 202 The buses never run on time. When a bus is scheduled to be at a certain time sometimes it is early up to about 10 minutes and it leaves without waiting. I rely on the bus to get to work and on many occasions I have missed the bus because it says it will be there at a certain time but then it has already passed. This needs to be addressed and fixed because it is ridiculous.

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- 203 The closest bus line to my home is #141, and with my disability it is the only bus readily available to me. Line 141 does not run after about 6:30 - 7 pm, nor on weekends and holidays. Also, from my observations, line 141 does have pretty limited ridership, but I think that is due in part to the fact that on weekdays, during commute hours, it only runs about 1 time per hour. The condo complex where I live (Shelter Creek) has 1,200 units - that's a lot of potential ridership that could be tapped if line 141 ran more often during commute hours, and perhaps on weekends. It would be very helpful if it ran a limited schedule on weekends and holidays, and more often during weekday commute hours. Bottom line suggestions re: #141: A) Have a trial period of limited weekend service (say, once every hour or two, from 9 or 10 am to 5 pm) B) Have a trial period in which the service frequency is increased to every 30 minutes on weekdays between 7 to 9 am, and from 4:30 to 7 pm. C) In conjunction with the above, get the word out to Shelter Creek condominiums - it's 1,200 units, lots of potential riders IF the bus ran at more convenient times / frequency and IF they know about it. A call to the Homeowners Association office manager would result in something being put in our monthly newsletter, which goes to every homeowner here. We're on the web :o)
- 204 The ECR is a great bus route, since I go to Palo Alto at least once a week. The frequency is very important, since Caltrain runs only once an hour during the day. I was not happy with the loss of the KX route to San Francisco, esp. weekend nights returning from San Francisco to RWC and the elimination of most trips to SFO.
- 205 The FLX bus in San Carlos was a great idea, it just took a long time to implement and should be extended to 3:30 or increase frequency of the 295 bus after school hours. Remembering to call every day so my child can take the FLX bus the next day is difficult. When my children first started middle school, there were multiple 295 buses at 15-20 minute intervals so they could get to the San Carlos youth center and then later years take the bus, then walk 1.5 miles home. My son attends Carlmont high school and gets out at 3:15. He has to wait 45 minutes for a bus to come at 4:00. Instead he walks 2 miles down to El Camino and then takes two buses to get home at 5:00 in Redwood City. They also used to just pay one token to get home, and now use two because they need to transfer buses. San Carlos is hugely underserved by SamTrans, and the new changes have made it much more difficult for middle school and high school children to use the buses in an efficient and practical manner. Belmont and Redwood Shores families seem to have much better service from the Carlmont area. I now pick up my children from school a few days a week because of the change in bus schedules, causing an interruption in my workday, and one more car in an already overcrowded area of the city. They used to ride the bus every day and hope changes will be made to make that happen.

Comments and Suggestions

- 206 The KX service was great, especially when Caltrain encounters "unexpected delays". When will buses have GPS and real time information available? Changes to bus routes should be announce in a manner that is professional; a bucket with a sign stuck in it looks like a gag. The ECR service was an improvement. More express options, please!
- 207 The lady who's ID number is 769 is very rude. She had the nerve to ask me how old I was and when I told her my age she questioned it and just staired me down, I take bus almost every day of the week and every other bus operator has never had a problem or questioned my age, just because I'm in high school and wear makeup I automatically look 21... I rode on her bus earlier today and she was rude once again, there were 6-7 people riding on the bus including my boyfriend and I and "someone pulled the signal string" she pulled over to the next stop and nobody got off she's waiting for a passenger to get off and she yells at everyone on the bus saying "If you pull the signal at the wrong stop, tell me so Im not wasting my time." The sign was still blinking that a stop was requested, nobody got off the stop after she yelled. I pulled the signal and no bell sound, once I got off at my stop I said thank you all I heard was her mumble yeah yeah and tried telling her the bell wasn't working she didn't care. I've already had two problems with her and don't want to have any more... I'd really appreciate it if she was either notified to either be a little more nicer or to switch to a different route. Another thing that a different bus operator did was drive off when I ran to catch the bus I was right at the front doors when he rode off, I was almost late for work now mind you this was at 6am and I'm sprinting my heart out to catch the bus to get to work. Bus operator with the ID # 822 was a very unsafe driver, honking at everything and one in front of him, just seemed either vey late and off schedule or just wanted to get off work ASAP. I hope my situations and concerns help.
- 208 The only downside about the new ECR is it takes longer to reach DC Bart. However I like it when all trips serve Palo Alto. I would like to see 398 run all day, it is much faster. It would be more convenient for ridera that really need to go to/from San Bruno.
- 209 The on-time arrivals and departures, buses either come and leave way earlier than scheduled or 10-15minutes late which causes missed transfer buses
- 210 The route now on the 292 is much better please do not change the schedule again as it was awful last time..taking over an hour to get into San Francisco. Please keep the 292 running to San Francisco. I know over a year ago SamTrans was looking at stopping the 292 from going into San Francisco. This is the only option for people in Brisbane to get into San Francisco. This survey next time do one survey in Spanish and one in English. Seems distracting to have both languages in the survey. I have attended meeting for SamTrans and during my check in leave my e-mail address but never get information from SamTrans via

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- my e-mail. When there is updates, meetings, or surveys send out an e-mail.
- 211 The schedule changes in the late evening to the local community colleges is terrible. I oftentimes get out of a class at 9 pm. There USED to be a 9:15PM bus that left the colleges, but now I am stuck waiting until close to 10 PM, and the areas near the bus stops are NOT well lit and are unsafe. While the college itself provides security, it's not feasible for me to use them as my sole safety net while waiting a half-hour or more for a bus.
- 212 The service changes in 2014 were made to drive away daily commuters from samtrans. A lot of my fellow commuters from earlier have stopped taking samtrans, because the changes have been made without any knowledge of usefulness of routes. If I have a choice, I will stop taking samtrans. samtrans should be shut down or split up and merged in muni and VTA to save Tax payer money.
- 213 The trip to Chope Hospital requires about 2 hours, or a little less. Distance is about 20 mi. To Daly City Health Clinic, (where my primary doctor practices) is a distance of 3-4 miles, and requires about the same, from frequent transfers and time at stops. The old 130 route was a two bus ride, and 1 hour. I can still walk from Colma Bart to the clinic (most times) to reduce the number of buses and familiarity with SO MANY bus stops. Sometimes I will go to the Chope Emergency, to avoid so many changes. Fortunately, I am still fairly healthy and active. My usual trips are from Brisbane to San Francisco or So. San Francisco, for shopping, and social life. The SamTrans system is still overall a very good system, Please don't "Improve It Up" too much. My Bicycle Days are over.
- 214 The vinyl seats are not safe. If the bus stops suddenly or jerks to avoid a danger, passengers are likely to fall off the seat. I have had several close calls and I observed a small woman be projected forward onto the floor (from a front seat).
- 215 There are no SamTrans routes available for us to use in the Creatview area between Club Drive and Britan Avenue and this is a very high density area. I would use Sam Trans to go many places if we had this method of transportation available to our area.
- 216 There is a great need to improve local services (frequency and routes) to support our students who need to get to and leave middle school/ high school. The current routes are limited. Students need to get to after school activities and/or home. Traffic is awful because each family is running up and down the roads. Improvement here will support our students, decrease traffic, improve the environment, cause less stress, and prevent parents from working odd hours to make commuting possible. Please consider the proposals put forward by our local

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San Carlos citizens.

- 217 There is only one ride from school (Woodside High School) in the afternoon, so students who have sports or activities after school cannot use the bus to go home. That is a problem. And I know that my friends who live in Emerald Hills would take to the bus to Woodside if there were one, but the 278 arrives at Alameda/Woodside at 8:25 that it is too late for first period (that starts at 8:00 AM.)
- 218 There used to be an express bus from Foster City to San Francisco, which my daughter took to work. This was really terrific. I was sorry to learn that this bus had been discontinued. BART has gotten really bad in terms of cleanliness and safety, along with timeliness. I've switched from BART (because I kept getting sick from unsanitary conditions on the Millbrae-Richmond train) and now take Caltrain to work. The Caltrain station in San Francisco is not at all close to my office, so the commute still takes 3 to 3 1/2 hours round-trip each day. IF THERE WERE AN EXPRESS SAMTRANS BUS NEARBY, I WOULD MUCH PREFER TO TAKE AN EXPRESS BUS TO DOWNTOWN SAN FRANCISCO. SamTrans is much more comfortable and the drivers are very nice--never had a problem with a discourteous driver. Caltrain is often very crowded during commute hours. If people knew about a SamTrans express bus, they might well switch from Caltrain to SamTrans.
- 219 There were a lot of questions about day passes -- I don't even know if those are available on Clipper. Better communication regarding Clipper fare types would be appreciated.

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220 These questions are in regards to the KX. The KX needs more busses in the morning and afternoon. Having 1 per hour really limits when I can take it to and from work. If I miss it in the morning then waiting another hour is not feasible. Also, the little busses we are assigned do not lend for comfort. There is no way to rest your head on an hour long bus ride. I understand they are probably easier to drive on a crowded 101 though. The bus drivers used to be happy and greet us. I knew all of their names, but when the express busses were cut, it became very impersonal. No one greets you at all. They barely say "hi". I get off work at 4:15 pm and have to wait until 4:55 pm to catch the bus southbound at 9th and Mission. There used to be a 4:30 pm bus that worked really well. It would be nice if during commute times we had more busses to choose from going south. Also, it is very inconvenient to no longer have a bus that stops at Millbrae BART station. Because the last KX leaves SF at 7:05 pm if I stay later in the City I have to get BART from Civic Center to Millbrae and then transfer to CalTrain. One night I stayed in SF late and missed the last bus so got on BART. On BART I learned the train had stopped and was happy knowing there would be a bus at Millbrae BART station to take me south. I went to the old busstop in the station and learned there was no longer a bus. I am still not believing that at a major transportation hub there is no SamTrans. I was told, I had to walk over the BART station to El Camino and cross El Camino and walk north to some unknown busstop. That was about a 15 minute walk in the dark in the rain. Why is that the best solution? Why isn't there a busstop near Millbrae Avenue and El Camino? Why not have a bus come into Millbrae BART especially because the population is growing (not shrinking) and with all of the accidents on Caltrain and overly crowded trains at commuter time, we need more busses not fewer. SamTrans is the most economical way to get around. I have looked at all of the passes and discounts (Clipper and tokens) between CalTrain and BART and Muni and SamTrans is still the most economical way to get to SF. The population in the area is expected to grow with all of these new apartments going up. That means more people, will need public transit. So, why cut the busses? We need more busses. Or, how about getting me on one of those Google busses going north into the City. That would be a great ride. I bet they have nice comfortable seats, that are clean. And, it is still possible to drive near a SamTrans bus stop and park for free in public parking (at least where I live). So, please add more KX's. Put them back on the weekends for the poor people or those who work in SF during the weekend. Those of us using public transit should be rewarded and not taken away from. We should have cheaper commute and not have to pay \$5 for parking! (Caltrain at Hillsdale). Wow! That makes me want to just drive. We want public transit to get people out of their cars and not force them back in. Making people change busses a lot or wait a long time between busses -- like KX schedule -- does not make people want to take public transit. There is no or little incentive for those of us trying to do the right thing by the environment or to save money. Really customer service needs assistance.

221 think that on the weekends the buses should run a little longer than usual as

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people still work during the weekend and need to have transportation arrangements due to buses stopping at 5pm

- 222 To many homeless people ride the early morning buses, buses stink & are dirty because of them, not healthy for the public to ride on, buses have become a health hazard & not to mention homeless people have become aggressive, basically Sam Trams has become a hotel for the home less. Lateness has become a major problem on Saturdays. I have been late to work 3 times because the Saturday bus has been late 5 Saturdays in a row. I no longer ride Sam Trans any more. I took a later shift this coming bid. So, that i can take BART instead it best decision made so far. No, more stinky dirty buses, homeless & late ness. I decided to do the survey because i feel sorry for the people who are still in need of this misery.
- 223 Traffic congestion along San Carlos Avenue during the opening and closing times of schools along that route is a serious problem. Although many families have joined forces to create carpool systems, this is not an optimal approach and still adds to the traffic problem. We would like to see the establishment (or re-establishment of single bus bus routes that connect locations near Tierra Linda and Carlmont to area neighborhoods including Brittan Avenue (stops between Crestview and Alameda and Burton Park). Additionally, we agree with the Tierra Linda administration's recommendation to: 1. Reconnect the 295 route to Sequoia Station with service in BOTH directions. This will allow direct access to the San Carlos Youth Center from Tierra Linda as well as Burton Park to Sequoia High school. 2. Create a shuttle-bus type service with various routes to serve San Carlos; connecting downtown, parks, and middle and high schools with a scheduled frequency of service. With upcoming construction downtown, this would significantly eliminate cars, improve access to the Adult Community Center, and allow students to get to/from school and activities independently. Thank you. Robert [deleted phone number]
- 224 Traffic congestion throughout the peninsula is a major issue--particularly around our elementary, middle schools and high schools. Most parents need two incomes to afford living here. When our son was young we had SCOOT for a year to get him to school. It was a huge relief. After that we were part of a 3-4 family carpool to his middle school and high school. Please provide bus service to our schools--particularly from areas (like the San Carlos hills) which are not represented at all by bus service. I am happy to give you first person information on the impact of the lack of public transportation for my son in our neighborhood.

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- 225 Very disappointed in changes to schedules. I moved to San Carlos after 14 plus years in San Bruno only to find out that buses here do not go to the local schools and it is over 2 miles to the nearest bus. I tried scheduling a flex for 2:35 in San Carlos going to Brittan Avenue but was told this can not happen. But when I watch the Flex, it picks up at 2:35 on San Carlos and Club (where I would like my son to be picked up) and drops off a student just accross the street from my house at 2:45 / 2:50. So, what is the deal... this is ok for some riders but not others. The bus has to be at San Carlos Caltrain station at 3:10? What is the hold up on asking for a pick up at 2:35pm?
- 226 We are hoping that SamTrans will offer bus service to the neighboring schools so that we can reduce the amount of traffic at school sites before and after school.
- 227 We are not happy that there was no KX on Saturday and Sunday. Most of us would like to some activity in the city. 292 will take forever to the city. and 398 only to BART station. Why not consider this. Make two trips in the morning 8:30 am and 9:30 am. In the afternoon two trips coming back to San Mateo 3:30 pm and 4:30 pm. Please consider this as our request. Thank you.
- 228 We moved to San Carlos only to find out there are not any bus services to the middle schools. I now live on a main road that used to have a bus according to long time neighbors. Therest is a lot of traffic in the morning and afternoon to schools that could be eliminated with small neighborhood buses. I miss the 140 in San Bruno (it took you right to the middle school).
- 229 We need a reliable, safe way to get children from Tierra Linda Middle School in San Carlos to the Youth Center. Dropping them at the corner of San Carlos Avenue and Cedar is NOT acceptable. Either set up a flex shuttle that goes directly to the YC, or add a line that goes directly there after school. It is RIDICULOUS that this was not taken into consideration when you cut that line. I don't care how "safe" San Carlos is, I can't have my 10 year old trudging 2 miles carrying a 20 pound backpack, music instrument, etc. every day after school. That is just asking pedophiles to line up along that route and pick them off one by one!

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- 230 We need more services available like the flex bus San Carlos. We don't need rides for kids to go downtown or the rec center in San Carlos. What we really need is a service that will take them home from school and drop them off at corners where they can walk part of the way. For example: A bus leaving Tierra Linda Middle School or at the corner of Darmouth and San Carlos Ave. (Alameda) could take over 75 kids up to the top of Club Drive/ Crestview and Crestview/Melendy Drive. The bus could empty out in 2 stops and let the kids walk the rest of the way to their individual homes. My son has been using the flex bus and it only allows for 5 kids with a reservation, but the bus is always empty except for those few kids! The bus then goes all the way downtown and back up the hill to Crestview Drive even when no one is going or coming from downtown! Crazy waste of time and gas! The person taking the reservation says the bus has to go all the way around because it can't make it up Club Drive. (This cannot be correct)! The bus is clearly not being utilized. Make it available to the kids up at the top of Crestview Drive and you can fill every seat everyday and drop them off with only 2 stops! I would be more than happy to discuss further with you. Cindy [deleted phone number]
- 231 We really appreciate the two bus services provided at Selby Lane School after school. It really supports students and families.
- 232 We really need to reconnect the full 295 route, both ways so that my family can utilize the bus and traffic congestion can be reduced.
- 233 We use the bus to get to school (Tierra Linda) to avoid the gridlock around Carlmont HS, Tierra Linda Middle School. Our route is great but I know other parents would love if there were other smaller buses that would work for their kids to get to school. Some parents want a bus to get kids to Burton Park as well. Anything to help with the gridlock mornings and afternoons! Thank you for the service we have!
- 234 We would like to see the SamTrans bus service to go to our neighborhood and have a stop on Melendy, Torino, Winding Way, or Devonshire. We need help with transportation to Tierra Linda Middle School and Carlmont High School from our neighborhood. Thanks.
- 235 We would love a local shuttle that serves downtown San Carlos, Tierra Linda, central, and Carlmont. We would use it all the time. In second place, we'd like more busses after school for Carlmont and Tierra Linda.
- 236 We would use the bus every day for my son to get to school if the schedules lined up with the school schedule and if there were a stop at Brittan and Alameda in San Carlos.

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- 237 We're not currently using SamTrans Services because there aren't enough buses when we need the ride (school hours), the schedule is not reliable, and the routes are not convenient to us. I would love to put my middle-schoolers in the bus, to ride to/from school and to/from downtown, youth center and parks. That's why I urge you to consider: Reconnecting the 295 route to Sequoia Station with service in BOTH directions would allow direct access to the San Carlos Youth Center from Tierra Linda as well as Burton Park to Sequoia High school. Creating a shuttle-bus type service with various routes to serve San Carlos; connecting downtown, parks, and middle and high schools with a scheduled frequency of service. With upcoming construction downtown, this would significantly eliminate cars, improve access to the Adult Community Center, and allow students to get to/from school and activities independently. Thank you
- 238 What I noticed about samtrans is the general cleanliness, the courteous bus operators, and feeling of security which I feel when inside the bus. The bus stop is near our place so it is very convenient for me. Please maintain route 292. The people in our area need it. And I meet nice and friendly people and strike some conversation which you don't do if you are driving.
- 239 What's a Day Pass? Is it more trouble than it's worth to get? (If it involves Clipper the answer is almost certainly Yes.) I hardly ever take SamTrans because there are no transfers like there are on San Francisco Muni. It's too expensive to go anywhere that requires a bus change. A minimum of \$8 for a round trip! Sometimes I take the ECR, but I don't take it very often because it takes so long to get to Daly City that most days I just walk the 1+ mile to the BART station and take BART to work instead. Otherwise, if I can't walk someplace or get there with one bus then I either wait until I can get a ride or else I simply don't go.
- 240 When 251 & 256 schedule were adjusted they did the same with our connecting ride which made us missed it just the same. 251 & 256 run every hour. Sometimes we are lucky to catch 398, ECR or caltrain if the driver is on time. Another thing call 511 which is automated does not provide us the right information.
- 241 When transferring from the 122 and to the ECR in the morning to go to work, I appreciate that the bus driver, on the ECR, will wait for us.
- 242 With the amount of passengers on the multi-city routes, a newer, more advanced version of the articulated buses should be made. With more seating, and exit and entrance doors.
- 243 Would be nice to have SamTrans to pickup at convenient times for when Tierra Linda Middle School in San Carlos lets out and brings the kids as close to the San Carlos Youth Center as possible.

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- 244 Would like SamTran to service San Carlos hills - Crestview. Students there have zero options other than cars to get to Tierra Linda school, carlmont high school, Laurel street. A bus to school and a few after school would relieve congestion. Bus to Laurel St on weekends or school vacation would help too.
- 245 would like to see more routes for teens going to Sequoia High School.
- 246 Would love to see bus route from Tierra Linda Middle School to San Carlos Youth Center. Also would love shuttle access from schools and youth center to San Carlos Parks for sport practices.
- 247 Your routes are awful & timetables are inconvenient (at best) and fares are a rip off, absolute highway robbery! The timetables are THE WORST!! 11:13PM IS THE LAST BUS FROM DC BART TO GET HOME! Meaning if I want to go to the city on weekends I have to be heading back home on Bart by 10:30. Absolute bullshit, just bullshit. Who does that, really? The last bus should be AFTER the last Bart train of the night, every night. Come join the rest of us here in REALITY.