



SamTrans Board of Directors
Meeting of March 4, 2020

Correspondence as of February 21, 2020

- | <u>#</u> | <u>Subject</u> |
|----------|---|
| 1. | Reno Transit Fares (link)(Senior \$6 / weekly pass) |
| 2. | SamTrans Bus Stop (Response) |

Seamans, Dora

From: MICHAEL HARRIS <usmmmh@yahoo.com>
Sent: Saturday, February 8, 2020 12:05 PM
To: Rios, Rona; Simon, Mark; Board (@samtrans.com); De La Torre, Andria; Conger, Jean; Dubost, Tina
Cc: David Canepa; Pine, Dave [dpine@smcgov.org]; Matsumoto, Karyl [karyl.matsumoto@ssf.net]
Subject: Reno Transit Fares (link)(Senior \$6 / weekly pass)

[Fares](#)



Fares

edit the stuff below, not here.

Weekly senior pass \$6. Monthly pass \$32.50.

On arrival 1500 Monday, will buy weekly pass.

Flix Bus \$32 round trip Mon - Sat, to / from Stonestown.

Mike

Seamans, Dora

From: Rios, Rona
Sent: Wednesday, February 19, 2020 10:28 AM
To: 'lora.p.simakova@gmail.com'
Cc: Board (@samtrans.com)
Subject: SamTrans Bus Stop (Response)

To Lora Simakova,

Director Ron Collins reached out to us at SamTrans regarding your concerns with our bus stops at San Carlos Ave & Club Dr and Alameda de las Pulgas & El Verano Way. We will provide the Board of Directors with a copy of your correspondence.

First, thank you for taking the time to not only share your concerns but offer solutions as well. Rest assured, your comments have been forwarded to the proper parties within our organization for further review. We at SamTrans want to provide the community with a high-quality transit system, and feedback from our riders is quite helpful to us in working towards that goal.

We noticed several issues you had were safety concerns at these bus stops due to some students' behavior. We want you to know we share your concerns. In fact, safety is a top priority for us.

For example, though as a public transit agency we cannot control students' behavior, we looked for solutions in how other middle schools handled such situations. We found that other local middle schools already provide supervision for students waiting at bus stops. In the past we reached out to Tierra Linda Middle School's administration regarding monitoring the Alameda de las Pulgas & El Verano Way bus stop. You may want to follow up with them regarding your concerns. Additionally, our system is monitored by the San Mateo County Sheriff's Office, Transit Police Bureau, and we have forwarded the traffic and safety concerns you mentioned to the Director of Safety for review and consideration.

We also do have a limit for the amount of people we allow onboard before our buses are considered overcrowded. However, please understand that public transportation coach-type buses were designed to incorporate standing passengers, so a bus that is standing room only is not equivalent to a bus that is overcrowded. Likewise, barring the aforementioned limit we have before our buses are considered overcrowded, we cannot impose restrictions to the number of passengers we allow onboard. Our buses are public access vehicles, which means our operators cannot determine who can or cannot ride as long as the customer has paid the appropriate fare.

Regarding the inconsistency of service you noted, we sincerely apologize for the trouble. We at SamTrans are well aware of our responsibility as a public transit agency. We take our on-time performance and service coverage very seriously, and the last thing we would want is to leave behind our riders. Know that we monitor the performance of our routes, and we do take appropriate action when we notice any issues—or when community members bring issues to our attention.

In that regard, your feedback came at an opportune time, since we are currently conducting a Comprehensive Operational Analysis of the system. You may have heard of it by another name—Reimagine SamTrans. This study's purpose is to improve our bus system, and we are taking in comments from all over the community. You can read more about what we are doing at <https://www.reimaginesamtrans.com/>.

However, as we work to improve our service, we recommend using the trip planners we have available on our website, www.samtrans.com, and our mobile application, SamTrans Mobile to avoid any confusion in the interim. Not only can you plan your travel ahead of time, you can use the trip planners' real time tracking to check the status of your bus.

You can also contact our Customer Service Center at 1-800-660-4287 whenever you suspect there may be an issue with your bus. Customer Service is open 7a – 7p on the weekdays and 8a – 5p on the weekends/holidays. Our representatives have access to the most up-to-date information for our routes, including our company's internal GPS system. And, of course, they can assist you with other aspects of our service, including how to best utilize the aforementioned App and trip planner.

Lastly, if you think of anything else you would like us to consider, please do not hesitate to reach out to us again. Community feedback is an important part of our improvement process, so we always appreciate hearing from our riders.

Kind regards,

Rona Rios
Director, Customer Experience
SamTrans|Caltrain|SMCTA
1250 San Carlos Avenue
San Carlos, CA. 94070

SamTrans San Carlos/Belmont Bus Stop

Stop Location

There are two bus stops meant for Tierra Linda, Charter, Mariposa, and Carlmont students. The one at the San Carlos Ave. and Club Dr. intersection is the main stop where most of the students go. The stop at the Alameda de las Pulgas and El Verano intersection is a backup stop where fewer buses and students go:

1. San Carlos Ave and Club Dr. intersection
 - a. Stop ID: 343101
 1. Alameda de las Pulgas and El Verano Way intersection
 - a. Stop ID: 342009
-

Issues with the stops

These two bus stops combined have many issues. There are many major problems when it comes to these stops because there are kids constantly running in the streets, there is no adult supervision, and there is a lack of buses:

1. Middle school students are pushed around by one another

2. Carlmont students are pushed into the street into oncoming traffic
 3. Kids of all ages are running in the streets
 4. There is an inconsistent amount of buses, and it is always unclear when the next bus may come
 5. Sometimes the buses skip stops where kids stand
 6. The buses stop traffic due to their size and the location of the stop
 7. All students try to get on the first bus because it is unclear when the next may come
 8. Everyday has new unexpected issues
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Possible solutions

These are truly major issues when it comes to rider and pedestrian safety. Some ways we can solve these problems include:

1. Having more buses one after another to make it clear that not every student has to get on the first bus that arrives
2. Having a bus schedule posted on the wall, and keep to it
3. Having an enforced limit on the number of students to a bus
4. Having an adult supervisor at the stop before and after school
5. Earlier buses for Tierra Linda, Mariposa, and Charter students
6. Later buses for Carlmont students