

**SAMTRANS CUSTOMER SATISFACTION SURVEY
JUNE 2017**

VERBATIM COMMENTS

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OVERVIEW

Within the 2017 SamTrans Onboard survey, 499 respondents (21%) provided a comment of some type at the end of the survey. These end-of-survey comments were not directed to any particular topic. These comments have been arranged into categories, and bus numbers provided.

- Weekend riders were more likely to provide a comment (28%) than Weekday Peak (19%) and Weekday Off-peak (18%) riders.
- North and Central Routes were the most likely to provide a comment (23%), Southern routes were least likely (14%). One in five riders (21%) on routes that crossed multiple geographic areas were more likely to provide a comment.
- Riders who rated their Overall Caltrain Experience as Somewhat Dissatisfied (2.0 out of 5.0) were most likely (33%) to provide a comment. Riders who rated their overall experience as Somewhat Satisfied (4.0 out of 5.0) were least likely (19%) to provide a comment.

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

- General compliment (25%)
- Schedules and frequency (19%)
- Personnel (19%)
- On-time performance/Reliability (10%)
- Bus Cleanliness (Exterior and Interior) (7%)

Of riders who provided a comment:

- Satisfied riders (riders who rated their Overall Caltrain Experience as 4 or 5 out of 5) were most likely to make a general compliment (30%) or make a comment about personnel (19%), schedules and frequency (17%), or on-time performance/reliability (9%).
 - Some of the satisfied rider comments about personnel were:
 - Very friendly drivers and very helpful with any information I need to know. Keep it up.
 - Sometimes, the bus is not on time. Sometimes, the driver drives even if an elderly passenger has not seated. Sometimes, driver steps on the gas so hard that standing passengers get out of balance and are shoved. Be able to control if there are standing passengers.
 - Sometimes I am late for the bus (250), but just one or two minutes. Some of the drivers see the passenger in front or at back of the bus. They didn't stop. I hope some of them will stop, and will give us a ride, because sometimes the drivers are late also.

- Neutral riders (riders who rated their Overall Caltrain Experience as 3 out of 5) were most likely to make a comment about schedules and frequency (19%), personnel (18%), or on-time performance/reliability (15%). Just over one in ten (15%) made a general compliment
 - Some of the neutral rider comments about schedules and frequency were:
 - The service is very good. It will be much better if the weekend schedule was the same schedule from Monday to Friday.
 - Very good service, but the times between buses are very long. For me, it should be more consecutive, at least every 30 minutes and not more than an hour.
 - Buses should run later on the weekend.
- Dissatisfied riders (riders who rated their Overall Caltrain Experience as 1 or 2 out of 5) were most likely to make a comment about schedules and frequency (45%), personnel (30%), or bus condition/comfort of the ride (15%). Only 4% made a general compliment
 - Some of the dissatisfied rider comments about schedules and frequency were:
 - I do not take SamTrans more than once/twice a year. Today I had to wait over an hour to get on a bus (with several others)
 - Come every thirty minutes.
 - Not usually on time, bus times very far apart.
- Weekday Peak riders were most likely to make a general compliment (25%) or make a comment about schedules and frequency (18%), personnel (13%), or on-time performance/reliability (13%).
 - Some of the Weekday Peak rider comments about schedules and frequency were:
 - Please add more KX buses. It only runs once an hour during commuter hours and most direct way to get to work. It is not as effective to drive to Caltrain and then transfer to BART. Sometimes the bus is full since changing to the small bus and miss the more comfortable seats on the extension buses.
 - Maybe a later bus on Fridays and Saturdays.
 - I mainly think SamTrans needs to improve on frequency and possibly adding more rapid buses between San Mateo to Palo Alto.
- Weekday Off-peak riders were most likely to make a general compliment (29%) or a to make a comment about personnel (21%), schedules and frequency (19%), or on-time performance/reliability (11%).
 - Some of the Weekday Off-peak rider comments about personnel were:
 - Most bus drivers/employees are actually pretty happy-go-lucky and generous.
 - Some bus drivers are very nice, there are a few that are rude and a few that do not drive very smoothly. It may be worthwhile to do a random inspection of drivers and observe them for variations in behavior and driving.
 - My driver is very involved and cares about my day.

- Weekend riders were most likely to make a comment about personnel (23%), make a general compliment (22%), or make a comment about schedules and frequency (20%), or on-time performance/Reliability (7%).
 - Some of the Weekend rider comments about personnel were:
 - Drivers should be more consistent when driving.
 - Sometimes the bus drivers have bad attitudes. These people make good money and should like to deal with the public. Sometimes they should bend the rules for the sake of customer service because riding the bus sucks!
 - Good service, nice people.
- Riders who took the survey in English were most likely to make a general compliment (22%) or to make a comment about personnel (20%), schedules and frequency (18%), or on-time performance/reliability (11%).
 - Some of the English language rider comments about personnel were:
 - Some of your bus drivers have a bad attitude. They won't give directions and pretend they don't hear or understand you. Not very polite! Buses 120-122
 - Sometimes the drivers don't wait for me to get cash out. A few took off on me and I was late to work. Really didn't like that at all!
 - Very reliable, helpful and polite drivers.
- Riders who took the survey in Spanish were most likely to make a general compliment (38%) or to make a comment about schedules and frequency (24%), personnel (14%), or bus cleanliness (14%)
 - Some of the Spanish language rider comments about schedules and frequency were:
 - You should have the same schedule seven days of the week.
 - It is good, but it would be nice to have more buses in the evening after 7:30.
 - Later buses on Sunday.

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

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

COMMUNICATIONS

Arrival Time/Bus Location Information

Arrival Time/Bus Location Information

ALTHOUGH SAMTRANS BUSES ARE GENERALLY ON-TIME AND PREDICTABLE, IT WOULD BE GREAT TO HAVE REAL-TIME GPS ON ALL BUSES SO THAT I COULD BETTER PLAN MY TRIPS. ALSO, PLEASE RECONSIDER THE INTERIOR LAYOUT OF BUSES. THEY FEEL VERY CROWDED AND SMALL COMPARED TO MUNI, PARTICULARLY THE BACK OF THE BUSES.

BUS: 110

I COMMEND A LOT OF BUS OPERATORS FOR THEIR NICE AND HELPFUL ASSISTANCE, ESPECIALLY TO PASSENGERS WITH SPECIAL NEEDS. IT WOULD BE TREMENDOUS HELP FOR SENIORS WITH NO CARS IF FLEX PACIFICA WOULD ALSO OPERATE ON WEEKENDS, SO THEY CAN GO GROCERY SHOPPING, MCDONALDS, ETC. IN LINDA MAR SHOPPING CENTER. MAYBE ADD AN AUTOMATIC ELECTRIC TIMER ON FLEX PACIFICA AND SAMTRANS BUSES THAT SCHEDULE THE EXACT TIME AT BUS STOPS.

BUS: 112

DO ALL BUSES HAVE GPS? WHY NOT ON READILY ACCESSIBLE PHONE APPS LIKE NEXTBUS. WHY NO GPS ARRIVAL TIMES AT SHELTERS. SFMTA DOES A MUCH BETTER JOB AT THIS.

BUS: 118

I TAKE THE 5:45 AM 118 BUSES TO WORK. I WOULD LIKE TO KNOW WHY SAMTRANS OPENS AT 7:00AM BECAUSE WE CAN'T CALL TO SEE WHERE IS THE BUS WHEN IT'S LATE.

BUS: 118

IT WOULD BE INTERESTING TO SEE REAL-TIME ETA'S AND DEPARTURES/ARRIVALS ONLINE OR ON AN APP. ALSO, WILL THERE BE THE ABILITY TO PAY FOR FARE USING A SMARTPHONE? (MORE RELATED TO CLIPPER)

BUS: 120

MY ONLY CONCERN IS THE REAL-TIME BUS DEPARTURES. IT'S NOT ACCURATE. PLUS, THEY'RE NOT INCLUDED IN NEXTBUS.COM.

BUS: 122

REALLY NEED AN ONLINE REAL-TIME BUS PREDICTOR 511 TIMES ARE CONSISTENTLY INACCURATE, OFTEN BY SEVERAL MINUTES. MORE ACCURATE PREDICTION TIMES. SHOULD BE EASILY ACCESSIBLE.

BUS: 131

REAL TIME DEPARTURE APP GPS IS NEEDED

BUS: 131

IT WOULD BE NICE IF WEEKEND ROUTES HAD THE SAME TIME SCHEDULE. IT WOULD BE GOOD IF 7:04 AM ECR IN THE MORNING WAS BIGGER AND CLEANER AND IT WOULD BE NICE IF IT RAN MORE OFTEN. IT WOULD BE NICE TO HAVE DIGITAL SIGNS AT BUS STOPS.

BUS: 140

RECOMMEND ON HAVING HOUR PASSES LIKE MUNI. SCHEDULED TIME DEPARTURE. DEPARTURE BOARDS ON BUS STOPS.

BUS: 250

Arrival Time/Bus Location Information

GOD BLESS YOU AND YOUR SERVICE. CAN YOU HAVE A BUS GOING TO/FROM FOSTER CITY (256/251) ON SUNDAYS? THANK YOU- GOD BLESS YOU FOR YOUR SERVICE. SOMETIMES REAL-TIME ARRIVAL INFORMATION IS NOT WORKING OR IS INCORRECT. EACH BUS RIDE HAS BEEN JESUS-SPIRIT FILLED. THANKS, AND GOD BLESS.

BUS: 251

I HOPE THERE IS AN "APP" FOR SAMTRANS SO I COULD CHECK WHERE/WHAT TIME (EXACT) THE BUS IS COMING)

BUS: 256

IN THE EARLY MORNING, A LOT OF HOMELESS ON THE BUS. COMPARE WITH MUNI, THEIR REAL-TIME INFORMATION IS MORE USEFUL

BUS: 292

SAMTRANS SHOULD HAVE A REAL ON TIME/GPS APP FOR SMART PHONES. THE TRANSIT APP IS NOT REAL ON TIME UNLESS SOMEONE HAS THE APP OPEN TO THE LINE YOU ARE WAITING FOR. THEN GPS FOLLOWS THE ROUTE VIA THAT PERSON'S PHONE. NOT REAL TIME. THE GPS SHOULD BE THE BUS!

BUS: 292

I OFTEN WORRY ABOUT MISSING BUS DUE TO INACCURATE 511 OR LATE/EARLY BUS. HAD A FEW EXPERIENCES WHERE DRIVER DROVE BY THE STOP.

BUS: 292

ACCURATE DEPARTURE/ARRIVAL PREDICTIONS AT NIGHT ALWAYS NOT WORKING. MORE BUS CONNECTIONS. BUS ROUTES STOPS MUST BE LIGHTED AT NIGHT FOR SAFETY OF PASSENGERS. I AVOID RIDING BUS AT NIGHT. IT'S NOT SAFE IN THE AREA OF SAMTRANS BUS STOP.

BUS: ECR

INVEST IN GPS SYSTEMS TO CORRESPOND WITH LOCATION SERVICES WITH GOOGLE?

BUS: ECR

Phone/Website/Internet

Phone/Website/Internet

A COUPLE OF TIMES THE 110 BUS DIDN'T SHOW UP FOR MY MORNING PICK UP AT HIGHWAY 1 & REINA DEL MAR AVE. I HAD TO TAKE AN UBER AND SAMTRANS WOULDN'T REIMBURSE ME. ALSO, THIS BUS SHOULD RUN MORE FREQUENTLY ON THE WEEKENDS. IN REGARD TO THE 511 APP. I REALIZED THE REAL TIME SHOWS WHERE THE BUS IS SUPPOSED TO BE AND NOT WHERE THE BUS ACTUALLY IS.

BUS: 110

DRIVERS- COURTESY NOT REALLY AN ISSUE AS LONG AS THEY DRIVE SAFELY, LET SENIORS GET SEATED BEFORE THEY DRIVE AWAY. YOU COULD USE MORE "NEWS" ON THE WEB PAGE- SCHEDULE CHANGES, ETC. AND MAYBE SOME NOTIFICATION FOR BUSES OUT OF SERVICE.

BUS: 118

THANK YOU, CUSTOMER SERVICE VIA PHONE. I OCCASIONALLY NEED HELP TAKING A NEW ROUTE. THANK YOU.

BUS: ECR

Signage/Printed Schedules/Communication

Signage/Printed Schedules/Communication

SAMTRANS OFFERS GREAT SERVICE, BUT I WOULD APPRECIATE IF THEY RAN BUSES MORE FREQUENTLY, PERHAPS EVERY 45-30MINUTES AS OPPOSED TO AN HOUR. INFORMATIONAL PAMPHLETS ARE NOT ALWAYS PRESENT ON THE BUSES.

BUS: 112

NOT ALL BUSES ANNOUNCE INFO ABOUT UPCOMING STOP, ALL THE TIME. IT WOULD BE HELPFUL IF IT DID SO.

BUS: 121

THE TIMETABLES ARE VERY DIFFICULT TO COMPREHEND ALL STOPS SHOULD HAVE A POSTED TIME. SERVICE IN AND TO FOSTER CITY IS VERY SPOTTY. (251-256)

BUS: 251

MY SOLE COMMENT-- AND IT IS IN THE FORM OF A QUESTION-- DO ANY OF THE MANAGERIAL/ADMINISTRATIVE STAFF, AT ANY LEVEL, RIDE SAMTRANS AS FREQUENTLY (I.E. COMMUTE) AS MOST OF US DO? I THINK NOT, SADLY. SO, WE ALL NEED TO KNOW THAT ADVISORY BOARD APPLICATIONS ARE BEING OFFERED, FOR SURE. BUT TO HAVE DEC. 26TH LAST, A MONDAY, RUN A SUNDAY SCHEDULE WE AS RIDERS HAD TO GO TO THE HOMEPAGE AND HUNT DOWN THAT FACT? REALLY? NO ONE AT SAMTRANS THOUGHT THAT INFO SHOULD BE ON THE BUS "TICKERS"? PLEASE, PLEASE TRY HARDER. ROUTE 398 ROCKS!

BUS: ECR

SOMETIMES THE AUDIO OF THE BUS IS NOT CLEAR

BUS: ECR

KX ROUTES ARE LONG- IT WOULD BE NICE TO HAVE LONG-ROUTE-PASSENGER FRIENDLY SEAT. KX BROCHURES ARE INCOMPLETE AND CAUSES CONFUSION W/ NEW RIDERS (IT SHOULD @ LEAST HAVE A NOTE). REMIND KX DRIVERS TO ACTUALLY DO THEIR SWEEP AT THE END OF THEIR ROUTE. I AM THE LAST PASSENGER OFF THE BUS EVERY DAY @ SF STATION AND I'VE ONLY SEEN ONE DRIVER DO IT ONCE (MY WALLET FELL OUT OF MY JACKET POCKET AND WOULD HAVE BEEN FOUND IF THE SWEEP HAD BEEN DONE).

BUS: KX

FARE PAYMENT

Clipper System

Clipper System

IT WOULD BE INTERESTING TO SEE REAL-TIME ETA'S AND DEPARTURES/ARRIVALS ONLINE OR ON AN APP. ALSO, WILL THERE BE THE ABILITY TO PAY FOR FARE USING A SMARTPHONE? (MORE RELATED TO CLIPPER)

BUS: 120

MY CLIPPER CARD GOT BLOCKED AND I RECEIVED NO INDICATION OF BLOCKING. CAN CLIPPER CARD ISSUER PLEASE SEND US A COURTESY EMAIL?

BUS: 256

1. PLEASE ADD SAFEWAY (OR OTHER BIG CHAIN GROCER) FOR RELOADING MONTHLY SAMTRANS PASSES. WALGREENS SUCKS! 2. ROUTE 292 SUCKS WHEN IT GOES TO THE ONCE-PER-HOUR. SCHEDULE (EVENING, NIGHT) -- PLEASE STAY ON 1/2 HOUR ALL DAY! 3. ECR ROUTE NEEDS HELP.

BUS: ECR

I WISH THEY WOULD BRING BACK PAPER MONTHLY PASSES AS I HAVE LOST \$128 IN CLIPPER CARD FUNDS. ONCE A RETAILER DID NOT APPLY MONTHLY PASS AND THE OTHER TIMECARD WAS DEMAGNETIZED.

BUS: ECR

Fares/Fare Policy/Ticket Validation Procedure

Fares/Fare Policy/Ticket Validation Procedure

LOWER THE COST OF THE MONTHLY PASSES SO THEY CAN BE MORE AFFORDABLE. COST OF PUBLIC TRANSPORTATION IS GETTING EXPENSIVE AND PEOPLE WHO ARE TAKING IT MOST LIKELY DON'T MAKE TOP DOLLAR.

BUS: 110

NOT ENOUGH BUSES ARE AVAILABLE IN AND OUT OF PACIFICA, DALY CITY BUSES SHOULD BE GOING LATER, ADULT RIDES SHOULD NOT BE \$2.25 BECAUSE IF YOU ARE LIVING IN THE BAY AREA YOU'RE NOT REALLY AN ADULT TILL YOUR 23, NOT 19!

BUS: 110

I LIKE THIS TRANSPORTATION BECAUSE IT'S CHEAP

BUS: 120

I WOULD LIKE YOU TO BRING BACK BUS TRANSFERS TO LESSEN THE COST OF RIDING YOUR BUSES. YOUR ONE-WAY BUS FARE IS TOO EXPENSIVE AT \$2.25 PER BUS RIDE. SOME PEOPLE HAVE TO TRANSFER AND TAKE TWO TO THREE BUSES TO GET TO THEIR DESTINATION.

BUS: 120

TRANSFERS ON CLIPPER LIKE IN SAN FRANCISCO

BUS: 120

MY COLLEGE SFSU JUST RECENTLY IMPLEMENTED A PROGRAM WITH FREE MUNI RIDES WITH OUR SCHOOL ID. WOULD BE GREAT IF IT CAN ALSO BE APPLIED WITH SAMTRANS (IT'S PART OF THE COLLEGE TUITION FEE).

BUS: 122

MAYBE ALL HIGH SCHOOL STUDENTS GET A FREE RIDE?

BUS: 122

IT IS VERY EXPENSIVE.

BUS: 130

I TROUBLE TO GET A ONE MONTH EVERYDAY PASS AT WALGREENS. A MONTH PASS WOULD BE NICER.

BUS: 130

PLEASE OFFER A CHEAPER PASS FOR LOW INCOME/COLLEGE STUDENT. CAN'T BARELY AFFORD A \$5.50 DAY PASS EVERY DAY. WISH YOU GUYS WILL HAVE SOMETHING LIKE MUNI'S LIFELINE PASS FOR LOW INCOME PLEASE. MAKE ONE. THANK YOU.

BUS: 131

I HAVE ONE SUGGESTION WHICH IS TO LOWER THE SAMTRANS MONTHLY PASS FOR ADULTS. I THINK MORE PEOPLE WOULD BUY THE MONTHLY PASS.

BUS: 131

Fares/Fare Policy/Ticket Validation Procedure

IF POSSIBLE IMPLEMENT A TRANSFER SYSTEM.

BUS: 131

I HAVE A VERY GOOD DISCOUNTED FARE AND AM VERY HAPPY ABOUT IT.

BUS: 131

GOOD SERVICE AND IT IS ON TIME MOSTLY. I WOULD LIKE MORE TIME FOR THE TRANSFER.

BUS: 133

I HAVE BEEN RIDING THE BUS EVER SINCE I WAS IN MIDDLE SCHOOL, I AM 25 NOW, AND THERE HAS RARELY BEEN ANY NEGATIVE EXPERIENCES WITH THIS SERVICE. IF I WOULD CHANGE ANYTHING IT WOULD BE THE PRICING OF EITHER THE FARE OR THE MONTHLY FARE. I CURRENTLY AM NOT ABLE TO WORK DUE TO HEALTH, BUT IT DOES NOT COUNT AS A DISABILITY SO I DON'T QUALIFY FOR THE DISCOUNT. I PAY FOR THE BUS WITH RELUCTANT HELP FROM MY PARENT.

BUS: 140

ABOUT ANNUAL PASSES, SOMETHING LESS LONG-TERM. PERHAPS, SEMESTER PASSES FOR COLLEGE STUDENTS PERHAPS SYNC WITH SAN MATEO COMMUNITY COLLEGE DISTRICTS FOR DISCOUNTS AND PASSES FOR STUDENTS.

BUS: 140

SAMTRANS SHOULD THINK ABOUT REDUCING BUS FARE FOR STUDENTS

BUS: 250

WHAT I WOULD LIKE TO SEE IMPROVE: 1) PUNCTUALITY FOLLOWING THE SCHEDULE (BUS BE ON SCHEDULED TIME). 2) NO MORE INCREASES IN THE BUS FARE.

BUS: 250

RECOMMEND ON HAVING HOUR PASSES LIKE MUNI. SCHEDULED TIME DEPARTURE. DEPARTURE BOARDS ON BUS STOPS.

BUS: 250

RIDING THE BUS HELPED ME TO SAVE A LOT OF MONEY PAYING FOR GAS FOR MY CAR

BUS: 250

I WOULD REALLY APPRECIATE IT, WHEN SAMTRANS COULD START ISSUING TRANSFER PASSES SO I DON'T HAVE TO PAY THE BUS DRIVER EACH TIME I MUST TAKE THE BUS. I WISH THE 275 SAMTRANS RAN ON SATURDAY AND SUNDAY

BUS: 275

EVERY TIME I WANTED A BUS DAY PASS, YOUR MACHINE DOES NOT WORK. IT'S TIME TO JOIN THE VTA BUS PASS SYSTEM.

BUS: 276

ONCE I WAS CHARGED \$4 THEN LATER WAS CHARGED \$2. I'M CONFUSED ON THE PRICE.

BUS: 292

THINGS I WOULD LIKE: TRANSFER PASSES, GREATER FREQUENCY, AND BETTER ROUTES.

BUS: 295

Fares/Fare Policy/Ticket Validation Procedure

SAMTRANS NEEDS TO FIND A WAY TO INCORPORATE THE MONTHLY PASS WITH CALTRAIN OR CALTRAIN, VTA, MUNI, SAMTRANS NEEDS TO GET TOGETHER FOR ONE UNIVERSAL PASS.

BUS: ECR

CURRENTLY SAMTRANS IS A VALUABLE SERVICE ESPECIALLY EXPRESS INTO SF. IF THE RATES INCREASE, THAT VALUE GOES DOWN.

BUS: KX

TRANSFERS W/ DIFFERENT TRANS AGENCIES OR EVEN BETWEEN SAMTRANS BUSES ARE NECESSARY. I TAKE TWO SAMTRANS BUSES IN THE MORNING (ONE FOR ONLY ONE STOP) AND HAVE TO PAY FULL PRICE ON BOTH. NOT COOL.

BUS: KX

Fare Boxes/Clipper Machines

Fare Boxes/Clipper Machines

EVERY TIME I WANTED A BUS DAY PASS, YOUR MACHINE DOES NOT WORK. IT'S TIME TO JOIN THE VTA BUS PASS SYSTEM.

BUS: 276

FARE BOX BROKE

BUS: 292

FARE BOX IS BROKEN

BUS: 292

TICKET MACHINES OFFER A CLIPPER CARD REFILL IN CASE OF EMERGENCY.

BUS: 398

VERY HAPPY WITH SAMTRANS! MY ONLY WISH IS THAT THE BUSES GAVE CHANGE/TOOK CREDIT CARDS.

BUS: 398

BROKEN CLIPPER CARD READER ON FLEX PACIFICA MEANS IT'S HARDER TO PAY BUS FARE. I HAVE TO CARRY CASH. PLEASE GET THE CARD READER ON THE FLEX PACIFICA FIXED.

BUS: FLXP

OPERATIONS

Crowding/Seat Availability

Crowding/Seat Availability

274 CONSTANTLY LATE, ECR OVERCROWDED DURING COMMUTE HOURS

BUS: 274

WE NEED TWO BUSES AT LEAST EVERY MORNING BECAUSE IT GETS WAY TOO CROWDED.

BUS: 286

I LIKE HOW THE BUS IS OPEN PUBLICLY AND ENJOY TALKING TO THE BUS DRIVERS. THE BUS DRIVERS ARE EXTREMELY NICE AND FRIENDLY. ALTHOUGH I LIKE USING SAMTRANS, I WISH THERE WERE TWO BUSES IN THE MORNING BECAUSE IT'S CROWDED AND UNSAFE. TWO BUSES WOULD BE MUCH APPRECIATED.

BUS: 286

IT WOULD BE REALLY NICE TO HAVE BIGGER BUSES ON SATURDAYS & SUNDAYS. THEY ARE TOO FULL IN THE EARLY MORNING (6AM) AND WE GET LEFT SOMETIMES BECAUSE THEY ARE FULL.

BUS: 292

I WOULD APPRECIATE A LONGER BUS ON WEEKENDS TO AVOID OVERCROWDING

BUS: ECR

PLEASE ADD MORE KX BUSES. IT ONLY RUNS ONCE AN HOUR DURING COMMUTER HOURS AND MOST DIRECT WAY TO GET TO WORK. IT IS NOT AS EFFECTIVE TO DRIVE TO CALTRAIN AND THEN TRANSFER TO BART. SOMETIMES THE BUS IS FULL SINCE CHANGING TO THE SMALL BUS AND MISS THE MORE COMFORTABLE SEATS ON THE EXTENSION BUSES

BUS: KX

On-Time Performance/Reliability

On-time Performance/Reliability

HAVE ALL BUSES COME ON TIME. TIRED OF BUSES NOT SHOWING UP OR MISSING ROUTES AND BACK TO BACK BUSES.

BUS: 110

A COUPLE OF TIMES THE 110 BUS DIDN'T SHOW UP FOR MY MORNING PICK UP AT HIGHWAY 1 & REINA DEL MAR AVE. I HAD TO TAKE AN UBER AND SAMTRANS WOULDN'T REIMBURSE ME. ALSO, THIS BUS SHOULD RUN MORE FREQUENTLY ON THE WEEKENDS. REGARDING THE 511 APP, I REALIZED THE REAL TIME SHOWS WHERE THE BUS IS SUPPOSED TO BE AND NOT WHERE THE BUS ACTUALLY IS.

BUS: 110

ON 06/05 IN MORNING 8:03 I WAITED FOR THE BUS #118 AT HIGHWAY #1 AND CRESPI DR. STATION, BUT AS OF 8:14, I DID NOT SEE BUS #118 (THE SCHEDULE SAID IT SHOULD BE 8:05 FROM LINDA MAR STATION). WHEN I GET ON #110 AT 8:15, I ASKED #110 DRIVER OPERATOR ID [NUMBER REMOVED], WHAT HAPPENED AT LINDA MAR AND TO PLEASE HELP ME CONTACT #118 DRIVER BY BUS PHONE, HE REFUSED TO HELP ME. HE SAID, "DO YOU WANT TAKE THIS BUS, I HAVE TO GO, I DON'T HAVE ANY CHOICE."

BUS: 110

ALTHOUGH SAMTRANS BUSES ARE GENERALLY ON-TIME AND PREDICTABLE, IT WOULD BE GREAT TO HAVE REAL-TIME GPS ON ALL BUSES SO THAT I COULD BETTER PLAN MY TRIPS. ALSO, PLEASE RECONSIDER THE INTERIOR LAYOUT OF BUSES. THEY FEEL VERY CROWDED AND SMALL COMPARED TO MUNI, PARTICULARLY THE BACK OF THE BUSES.

BUS: 110

MY 8:35 AM BUS DID NOT STOP FOR ME AT D.C. BART STATION. I WAS THERE 40 MINUTES EARLY AND HAD TO WAIT THERE AN ADDITIONAL HOUR FOR THE NEXT BUS.

BUS: 110

THE BUSES ARE USUALLY ALWAYS ON TIME

BUS: 110

BUS RIDES ARE SAFE ALWAYS ON TIME, I HAVE NEVER BEEN LATE TO AN APPOINTMENT OR WORK BEFORE.

BUS: 110

I ENJOY THE LUXURY OF SAMTRANS EFFORTS TO STAY ON SCHEDULE.

BUS: 110

SOMETIMES BUS IS LATE, ESPECIALLY IN THE EVENING.

BUS: 112

BE ON TIME.

BUS: 118

On-time Performance/Reliability

THE 120 BUS THAT GOES TO DALY CITY BART ALWAYS LEAVES THE JOHN DALY/LAKE MERCED STOP EARLY. THE STOP NEAR HOME DEPOT IN WESTLAKE. IT'S ALWAYS TWO OR THREE MINUTES EARLY AND IT LEAVES BEFORE THE TIME DISPLAYED ON THE WEBSITE TIMETABLE.

BUS: 120

511 IS VERY UNRELIABLE AND HARDLY EVER WORKS. ALSO, I THINK ON WEEKENDS, THE BUSES SHOULD RUN EVERY 15 MINUTES. VERY UNRELIABLE ON THE WEEKENDS.

BUS: 120

SOMETIMES, THE BUS IS NOT ARRIVING ON TIME.

BUS: 121

122 SOMETIMES LATE.

BUS: 121

DRIVERS ARE COURTEOUS, GOOD SERVICE AND ALWAYS ON TIME.

BUS: 121

IF THE BUS COMES 3-5 MINUTES EARLY THAN THE SCHEDULE TIME, PLEASE WAIT A LITTLE BIT. MOST PEOPLE RELY ON THE ACTUAL SCHEDULE TIME.

BUS: 122

NOT USUALLY ON TIME, BUS TIMES VERY FAR APART.

BUS: 122

SAMTRANS HAS BEEN CONSISTENTLY RELIABLE, WHICH SHOULD SERVE AS A MODEL FOR OTHER TRANSIT SYSTEMS LIKE SF MUNI.

BUS: 122

BUSES ARE CLEAN AND ON TIME. THEY ARE CONVENIENT AS WELL.

BUS: 122

EXCELLENT DRIVER, ALWAYS ON TIME, VERY PLEASANT.

BUS: 130

USUALLY HAPPY WITH THE SERVICE BUT; IN THE LAST THREE DAYS I'VE STOOD AND WAITED FOR A SCHEDULED BUS 1- (130 TO COLMA) THAT NEVER CAME. 2- (130 TO DALY). [NAME REMOVED]

BUS: 130

THANKS SO MUCH FOR THE GREAT SERVICES. VERY NICE DRIVERS. THANKS FOR BEING ON TIME. MY FAMILY AND I LOVE SAMTRANS A LOT!

BUS: 131

MORE EFFICIENT ON TIME FOR ROUTES IN TO SFO

BUS: 131

GOOD SERVICE AND IT IS ON TIME MOSTLY. I WOULD LIKE MORE TIME FOR THE TRANSFER.

BUS: 133

On-time Performance/Reliability

VERY RELIABLE, HELPFUL AND POLITE DRIVERS.	BUS: 133
IT'S INDEED RELIABLE.	BUS: 140
YOUR DRIVERS ARE VERY COURTEOUS AND VERY PROFESSIONAL. MY ROUTES ARE ALWAYS ON TIME! THANK YOU SO MUCH ON OUR TRAINING PRACTICES! GREAT JOB SAMTRANS!	BUS: 140
ON TIME.	BUS: 141
YESTERDAY I MISSED MY CONNECTION BECAUSE MY SECOND BUS LEFT ONE MINUTE EARLIER THAN SUPPOSED TO. DELAYED MY TRIP BY 30 MINUTES.	BUS: 141
WHAT I WOULD LIKE TO SEE IMPROVE: 1) PUNCTUALITY FOLLOWING THE SCHEDULE (BUS BE ON SCHEDULED TIME). 2) NO MORE INCREASES IN THE BUS FARE.	BUS: 250
TIME TABLE NOT ACCURATE. NOT CONSISTENT.	BUS: 250
SOMETIMES NOT ON TIME. NOT ALL ARE GOOD DRIVERS.	BUS: 250
GOOD TRANSPORTATION, AND ON TIME.	BUS: 250
WHEN THE BUS IS EXTREMELY LATE, PLEASE HAVE THE DRIVER EXPLAIN WHAT CAUSED THE DELAY.	BUS: 251
BUS #251 HILLSDALE TO FOSTER CITY IS LATE IN THE AFTERNOON. IT'S CONSTANTLY LATE BY AFTER 15-25 MINUTES OR MORE. PLEASE DO SOMETHING TO IMPROVE THIS. PERHAPS ADD ANOTHER BUS OR DO SOMETHING. DRIVERS ARE TYPICALLY COURTEOUS, BUT ONE CAN TELL THEY'RE SOMETIMES FRUSTRATED BY THE SITUATION. THANK YOU.	BUS: 251
BUS IS VERY GOOD. HE COMES ON TIME.	BUS: 251
THANK YOU FOR BEING ON TIME & THANK YOU FOR THE AC	BUS: 251
SOMETIMES THEY ARE NOT ON TIME---	BUS: 256

On-time Performance/Reliability

WOULD WANT A SERVICE DIRECTLY TO SAN FRANCISCO. THE FREQUENCY OF THE BUS IS LESS AND IN THE EVENINGS IT IS DELAYED MOST OF THE TIME.

BUS: 256

292 1ST TRIP TO SAN FRANCISCO TO HILLSDALE IS ALWAYS 15 MINUTES LATE.

BUS: 256

THE BUSES SMELL HORRIBLE! THE HOMELESS ARE ALWAYS ON THE BUS. FOSTER CITY NEED TO HAVE A SHARP TIMING BECAUSE OF THE CONNECTION OF BUSES TO CATCH AFTERWARDS. TIMING IS SUPPOSED TO BE ACCORDING TO THE SCHEDULE.

BUS: 256

SOMETIMES LATE; BUT SERVICE IT IS OKAY

BUS: 270

BUSES NEVER ARRIVE OR COME OUT ON TIME.

BUS: 270

SAMTRANS HAS ALWAYS BEEN ON TIME

BUS: 270

THE BUSES ARE NEVER ON SCHEDULE.

BUS: 270

274 CONSTANTLY LATE, ECR OVERCROWDED DURING COMMUTE HOURS

BUS: 274

THERE ARE TIMES WHEN PEOPLE WANT TO TAKE THE BUS AT 5:30 AM, BUT IT NEVER SHOWS UP. PLEASE DO SOMETHING ABOUT THAT.

BUS: 278

THE DRIVER FOR THE 294 NEEDS TO BE ON TIME MORE OFTEN. THURSDAY, FRIDAY DRIVER LATE.

BUS: 292

REALLY GOOD JOB BUT SOMETIMES NOT VERY ON TIME.

BUS: 292

I OFTEN WORRY ABOUT MISSING BUS DUE TO INACCURATE 511 OR LATE/EARLY BUS. HAD A FEW EXPERIENCES WHERE DRIVER DROVE BY THE STOP.

BUS: 292

COURTEOUS DRIVERS-- MOSTLY ON-TIME.

BUS: 294

I'VE BEEN RIDING SAMTRANS FOR ABOUT 12 YEARS. IT'S OFTEN THIS BUS IS DELAYED WHICH WHEN IS EVERY HOUR IT IS NOT GOOD. I WILL BE LATE AT WORK. VERY DISAPPOINTED!

BUS: 398

On-time Performance/Reliability

THANK YOU FOR THE SERVICE THAT GIVE US THAT IS VERY GOOD AND PUNCTUAL. THE BUS IS CLEAN AND WE ARE TREATED WELL.

BUS: 398

1) ARRIVED ON TIME. 2) COURTEOUS DRIVERS. 3) GOOD DRIVERS.

BUS: 398

MANY TIMES I AM LATE FOR WORK BECAUSE THE BUS GETS DELAYED OR DOESN'T SHOW UP.

BUS: ECR

BE ON TIME OR MORE BUSES.

BUS: ECR

SOMETIME THE DRIVERS DON'T WAIT FOR ME TO GET CASH OUT. A FEW TOOK OFF ON ME AND I WAS LATE TO WORK. REALLY DIDN'T LIKE THAT AT ALL!

BUS: ECR

I HOPE THE CLEANING GETS BETTER, THAT THE EMPLOYEES WILL BE A LITTLE NICER, AND THE SCHEDULES GET GREATER CONTROL. THANK YOU VERY MUCH. I LOVE SAMTRANS BEST.

BUS: ECR

GETS ME THERE ON TIME!

BUS: ECR

STICK TO THE SCHEDULE. SOME DRIVERS ARE VERY FRIENDLY, SOME ARE NOT.

BUS: ECR

I CAN NOT COMPLAIN, BUT IN THE EVENING IT IS SOMETIMES NOT ON TIME. I CAN UNDERSTAND BECAUSE OF THE EVENING TRAFFIC RUSH. OTHERWISE I HAVE NOTHING TO COMPLAIN.

BUS: ECR

PLEASE TAKE INTO CONSIDERATION MY VOTE AND FIX SAMTRANS TIMING/LATENESS.

BUS: ECR

I'M IMPRESSED THAT THE BUSES IS ALWAYS ON TIME

BUS: KX

TAKING THE SAMTRANS BUS HAS BEEN VERY GREAT, THOUGH THEY CAN BE LATE AT TIME. AT LEAST, THEY TAKE ME TO MY DESTINATIONS IN A RELAXING DRIVE.

BUS: KX

Personnel

Personnel

BUS OPERATOR [NAME REMOVED] IS THE BEST.

BUS: 17

I APPRECIATE THE KINDNESS AND HELPFUL, THOUGHTFUL WAY ST TREATS ME. THEY ARE ALSO EXTREMELY SAFE DRIVERS. THANKS, [NAME REMOVED]

BUS: 17

SAMTRANS IS WAY BETTER THAN MUNI AND THE OPERATORS ARE SUPER FRIENDLY.

BUS: 110

BUS DRIVER [NUMBER REMOVED] IS ALWAYS LATE AND ALWAYS DRIVING DANGEROUSLY FAST.

BUS: 110

ON 06/05 IN MORNING 8:03 I WAITED FOR THE BUS #118 AT HIGHWAY #1 AND CRESPI DR. STATION, BUT AS OF 8:14, I DID NOT SEE BUS #118 (THE SCHEDULE SAID IT SHOULD BE 8:05 FROM LINDA MAR STATION). WHEN I GET ON #110 AT 8:15, I ASKED #110 DRIVER OPERATOR ID [NUMBER REMOVED], WHAT HAPPENED AT LINDA MAR AND TO PLEASE HELP ME CONTACT #118 DRIVER BY BUS PHONE, HE REFUSED TO HELP ME. HE SAID, "DO YOU WANT TAKE THIS BUS, I HAVE TO GO, I DON'T HAVE ANY CHOICE."

BUS: 110

I AM VERY SATISFIED OF THE GOOD SERVICE THAT IT HAS AND DRIVERS WHO ARE VERY CAREFUL WITH ME.

BUS: 110

DRIVER SHOULD CALL ON MIC TO LOAD/OFFLOAD DISABLED PASSENGERS FIRST! ALL TRAINING IS INADEQUATE IN THIS RESPECT AND PROBLEM AREAS OF ROUTES ARE NOT EMPHASIZED, SUCH AS GO BY THE PEDESTRIAN TUNNEL AT SHARP PARK ON 112. DRIVER NUMBER [REMOVED] PUT THE "NOT IN SERVICE" ON MARQUEE TO NOT PICK ME UP MANY TIMES. THERE IS NO PUNISHMENT FOR SCOLDING A PASSENGER. HE LEERS AT ME AT THE LINDA MAR BUS STOP.

BUS: 110

GOOD AND COURTEOUS PEOPLE

BUS: 110

MOST DRIVERS ARE NICE.

BUS: 112

DRIVERS NEED TO BE MORE COURTEOUS.

BUS: 112

Personnel

IN PACIFICA, ON WEEKENDS, THERE IS NOTHING. HAVE A 140 BUS AT LINDA MAR FOR AIRLINE PERSONNEL AND PASSENGERS. IT'S ONLY AT PALMETTO AND YOU NEED ONE-- LINDA MAR-- EARLY MORNING 5 AM. ALSO, THE KIDS BUS (TERRA NOVA OR 1BL) IS OVER-CROWDED. HAVE 2 BUSES FOR THE KIDS. NEED MORE 118 FAST COMMUTER BUSES [DRIVER ID NUMBER REMOVED] (OUR FAVORITE DRIVER IS AWESOME). HIS 112 ROUTE IS WHAT WE NEED-- PACIFICA TO BART. HE GETS US THERE ON TIME EVERY TIME. FAST-- NO UP AND DOWNS-- JUST A STRAIGHT ROUTE TO BART.

BUS: 112

112 BUS IS A SHORT RIDE TO MY & CONVENIENT DESTINATION. DRIVER IS SO NICE AND HELPFUL TO PASSENGERS

BUS: 112

MOST BUS DRIVERS/EMPLOYEES ARE ACTUALLY PRETTY HAPPY-GO-LUCKY AND GENEROUS

BUS: 112

I COMMEND A LOT OF BUS OPERATORS FOR THEIR NICE AND HELPFUL ASSISTANCE, ESPECIALLY TO PASSENGERS WITH SPECIAL NEEDS. IT WOULD BE TREMENDOUS HELP FOR SENIORS WITH NO CARS IF FLEX PACIFICA WOULD ALSO OPERATE ON WEEKENDS, SO THEY CAN GO GROCERY SHOPPING, MCDONALDS, ETC. IN LINDA MAR SHOPPING CENTER. MAYBE ADD AN AUTOMATIC ELECTRIC TIMER ON FLEX PACIFICA AND SAMTRANS BUSES THAT SCHEDULE THE EXACT TIME AT BUS STOPS.

BUS: 112

I LIKE MY USUAL DRIVER ON 118 ROUTE [NAME REMOVED]- HE'S COURTEOUS AND KIND LIKE ALL SHOULD BE. WHY CHANGE HIM!

BUS: 118

THE DRIVER ON THE #118 IS A GREAT DRIVER. EXCELLENT CUSTOMER SERVICE. GOOD REPRESENTATIVE FOR SAMTRANS. #118 STOP AT COLMA BART IS RIDICULOUSLY FAR FROM THE BART ENTRANCE- WHY? #118 SHOULD BE MORE FREQUENT.

BUS: 118

OPERATOR [NAME REMOVED] IS VERY COURTEOUS AND I WANT TO HAVE HIM BACK AFTER SUMMER.

BUS: 118

GOOD SERVICE, THANKS TO MY DRIVER [NAME REMOVED].

BUS: 118

GOOD SERVICE, NICE PEOPLE.

BUS: 120

VERY CLEAN, GOOD DRIVERS.

BUS: 120

DRIVERS ARE VERY COURTEOUS. SEE YOU COMING AND WILL WAIT. MAKES A BIG DIFFERENCE, ESPECIALLY WITH THE SUNDAY SCHEDULE.

BUS: 120

Personnel

BUS DRIVERS ARE NICE AND UNDERSTANDING, BARELY LATE.

BUS: 120

SOME OF YOUR BUS DRIVERS HAVE A BAD ATTITUDE. THEY WON'T GIVE DIRECTIONS AND PRETEND THEY DON'T HEAR OR UNDERSTAND YOU. NOT VERY POLITE! BUSES 120-122

BUS: 120

THE SERVICE IS POOR. DRIVERS ARE SO RUDE. I WANT THE LAST TRIP ON WEEKDAYS TO BE 1:00 AM AND ON WEEKENDS 12:00 MIDNIGHT.

BUS: 120

SAMTRANS DRIVERS VERY POLITE AND HAVE A GOOD CUSTOMER SERVICE. I LOVE THEM ALL

BUS: 121

I LOVE TO TRAVEL ON SAMTRANS. YOUR STAFF IS VERY FRIENDLY AND ITS VERY GOOD.

BUS: 121

DRIVERS ARE COURTEOUS, GOOD SERVICE AND ALWAYS ON TIME.

BUS: 121

SOMETIMES DRIVERS DIDN'T RIDE ME IN THE BUS BECAUSE I IN A POWERED CHAIR.

BUS: 122

SOMETIMES THE BUS DRIVES HAVE BAD ATTITUDES. THESE PEOPLE MAKE GOOD MONEY AND SHOULD LIKE TO DEAL WITH THE PUBLIC. SOMETIMES THEY SHOULD BEND THE RULES FOR THE SAKE OF CUSTOMER SERVICE BECAUSE RIDING THE BUS SUCKS!

BUS: 122

SOMETIMES, THE BUS IS NOT ON TIME. SOMETIMES, THE DRIVER DRIVES EVEN IF AN ELDERLY PASSENGER HAS NOT SEATED. SOMETIMES, DRIVER STEPS ON THE GAS SO HARD THAT STANDING PASSENGERS GET OUT OF BALANCE AND ARE SHOVED. BE ABLE TO CONTROL IF THERE ARE STANDING PASSENGERS.

BUS: 122

SERVICE GETTING BETTER. DRIVERS ARE MORE COURTEOUS

BUS: 130

BUS DRIVER #66 IS THE BEST. HE IS VERY NICE TO MY KIDS AND I.

BUS: 130

SOME DRIVERS ARE COURTEOUS SOME DON'T EVEN OPEN THEIR MOUTH TO SAY HI TO DRIVE EVEN COMMENTS WITH BY SMILING

BUS: 130

EVERYTHING IS VERY GOOD. DRIVERS ARE VERY FRIENDLY.

BUS: 130

EXCELLENT DRIVER, ALWAYS ON TIME, VERY PLEASANT.

BUS: 130

Personnel

VERY SATISFIED. VERY FRIENDLY DRIVERS. THANK YOU!	BUS: 131
THANKS SO MUCH FOR THE GREAT SERVICES. VERY NICE DRIVERS. THANKS FOR BEING ON TIME. MY FAMILY AND I LOVE SAMTRANS A LOT!	BUS: 131
RESPECT THE SCHEDULES.	BUS: 131
VERY RELIABLE, HELPFUL AND POLITE DRIVERS.	BUS: 133
DRIVER [ID NUMBER REMOVED] ALWAYS POLITE AND FRIENDLY-- WELCOMING-- THANK YOU. IF 140 WENT UP ROLLINGWOOD TO FLEETWOOD THEN TO COLLEGE, IT WOULD ALLOW ME BETTER ACCESS TO HOME, COLLEGE, AND OTHER BUS BY MONTE VERDE SCHOOL.	BUS: 140
THE OPERATOR [ID NUMBER REMOVED] ON ROUTE 146 PALMETTO IS AMAZING AND BEST DRIVER.	BUS: 140
IF ALL THE BUS DRIVERS DROVE WITHOUT JERKING AT THE STOPS THAT WOULD BE GREAT. AN AIR FRESHENER WOULD BE GREATLY APPRECIATED.	BUS: 140
YOUR DRIVERS ARE VERY COURTEOUS AND VERY PROFESSIONAL. MY ROUTES ARE ALWAYS ON TIME! THANK YOU SO MUCH ON OUR TRAINING PRACTICES! GREAT JOB SAMTRANS!	BUS: 140
HOPE YOU WILL ADD 7PM TRIP TO MANOT PALMETTO DURING WEEKENDS. ALL DRIVERS ON THIS ROUTE ARE ALL FRIENDLY. THANK YOU SO MUCH.	BUS: 140
PROFESSIONAL AND FRIENDLY BUS DRIVER.	BUS: 141
SOMETIMES NOT ON TIME. NOT ALL ARE GOOD DRIVERS.	BUS: 250
SOMETIMES I AM LATE FOR THE BUS (250), BUT JUST ONE OR TWO MINUTES. SOME OF THE DRIVERS SEE THE PASSENGER IN FRONT OR AT BACK OF THE BUS. THEY DIDN'T STOP. I HOPE SOME OF THEM WILL STOP, AND WILL GIVE US A RIDE, BECAUSE SOMETIMES THE DRIVERS ARE LATE ALSO.	BUS: 250
VERY FRIENDLY.	BUS: 252
GOOD SERVICE, YOUR DRIVERS ARE VERY POLITE.	BUS: 252

Personnel

DRIVERS ARE VERY FRIENDLY AND BUSES ARE SO CLEAN.	BUS: 256
VERY GOOD SERVICE AND THE SAMTRANS SERVICE STAFF ARE VERY LOVELY	BUS: 270
THE DRIVER OF ROUTE 270 IS VERY RUDE AND SCREAMS AT YOU IF YOU SPEAK SPANISH.	BUS: 270
BUS DRIVERS ARE FRIENDLY	BUS: 270
EXCELLENT DRIVERS. THE SPECIAL BUSES ARE GREAT. THANK YOU.	BUS: 273
BUS DRIVERS ARE ALWAYS NICE. WISH THAT THE 278 TO AND FROM CANADA ON SATURDAYS RAN LATER IN THE NIGHT AND ON SUNDAYS	BUS: 274
IT IS MY FIRST TIME TAKE SAMTRANS, I LIKE IT. WORKERS ARE VERY POLITE, KIND. BUS IS CLEAN. I AND MY PARENTS ARE VERY SATISFIED WITH YOUR SERVICE. GOOD LUCK.	BUS: 275
ALL DRIVERS ARE COURTEOUS, A FEW COMPLAIN ABOUT LOUD MUSIC BUT EARPHONES ARE ON RIDERS EARS.	BUS: 276
WHEN THERE IS A STREET ACCIDENT, SHOULD NOT WAIT AND FIGURE OUT A WAY TO KEEP GOING.	BUS: 276
SAMTRANS HAS GOOD SERVICE, BUT THE DRIVERS NEED IMPROVEMENT.	BUS: 278
BUS DRIVERS SHOULD NOT HAVE THE AIR CONDITIONER "BLASTING." I'VE POLITELY ASKED THE BUS DRIVER TO TURN IT OFF OR DOWN AND THEY ONLY DO IT FOR A FEW MINUTES AND THEN TURN IT BACK ON. NO COURTESY FOR OLDER PASSENGERS WHO MAY HAVE HEALTH CONDITIONS.	BUS: 281
I HAD A TERRIBLE EXPERIENCE WITH THE NO. 722 9:05 IN THE UNIVERSITY IN DONOHOE ON JUNE 1, 2017. THE DRIVER DIDN'T OPEN THE DOOR WHILE I'M IN A BUS STOP. ONE OF THE PASSENGER TOLD HER TO OPEN, BUT SHE JUST IGNORED IT. I REALLY, REALLY HATE HER AND I WAS ALMOST LATE AT MY WORK.	BUS: 281
I LIKE HOW THE BUS IS OPEN PUBLICLY AND ENJOY TALKING TO THE BUS DRIVERS. THE BUS DRIVERS ARE EXTREMELY NICE AND FRIENDLY. ALTHOUGH I LIKE USING SAMTRANS, I WISH THERE WERE TWO BUSES IN THE MORNING BECAUSE IT'S CROWDED AND UNSAFE. TWO BUSES WOULD BE MUCH APPRECIATED.	BUS: 286

Personnel

I OFTEN WORRY ABOUT MISSING BUS DUE TO INACCURATE 511 OR LATE/EARLY BUS. HAD A FEW EXPERIENCES WHERE DRIVER DROVE BY THE STOP.	BUS: 292
COURTEOUS DRIVERS-- MOSTLY ON-TIME.	BUS: 294
I HAVE NO CHANGES OR COMMENTS. YOU'RE ALL VERY NICE PEOPLE AND THAT'S IT	BUS: 295
VERY SATISFIED, MOST DRIVERS ARE FRIENDLY, PLEASANT, PROFESSIONAL, AND COURTEOUS. SOME, HOWEVER, NEED ADDITIONAL TRAINING IN CUSTOMER SERVICE. FEEL FREE TO CONTACT ME FOR ADDITIONAL COMMENTS: [NAME AND ADDRESS REMOVED]	BUS: 295
MY DRIVER IS VERY INVOLVED AND CARES ABOUT MY DAY.	BUS: 296
I WOULD LIKE TO SEE MORE PEOPLE OF COLOR.	BUS: 296
SOME DRIVERS ARE VERY ABRUPT ON THE BRAKES.	BUS: 296
BUS OPERATORS SHOULD TRY TO LEARN HOW TO BRAKE THE BUS AND NOT STOP TO HURT PEOPLE ON THEIR BUS.	BUS: 398
THANK YOU FOR THE SERVICE THAT GIVE US THAT IS VERY GOOD AND PUNCTUAL. THE BUS IS CLEAN AND WE ARE TREATED WELL.	BUS: 398
1) ARRIVED ON TIME. 2) COURTEOUS DRIVERS. 3) GOOD DRIVERS.	BUS: 398
GREAT SERVICE ON TIME/DRIVERS ARE PROFESSIONAL. THANKS.	BUS: 398
I THINK SOME DRIVERS SHOULD BE REEVALUATED. SOME TEND TO SPEED, OR TELL PASSENGERS TO GET ON AND CHARGE AFTER, THEY'VE HAD A SEAT.	BUS: ECR
LOT OF TIME DRIVERS DON'T SEE IF SOMEONE IS ON STOP AND DRIVE FAST	BUS: ECR
SAMTRANS DRIVER ARE THE BEST.	BUS: ECR
DRIVERS SHOULD BE MORE CONSISTENT WHEN DRIVING.	BUS: ECR

Personnel

MOST OF THE EXPERIENCE THAT I'VE BEEN RIDING IN THE BUS THAT SOME OF THE DRIVERS ARE NOT VERY POLITE WHEN THE PASSENGER IS GETTING IN THE BUS. LIKE FOR INSTANCE, "WATCH YOUR STEP" SOMETHING LIKE THAT. THANK YOU.

BUS: ECR

I DON'T LIKE HOW THEIR DRIVER DRIVES AWAY FROM YOU WHEN THEY SEE YOU RUNNING TO THE BUS. I KNOW THEY WANT TOO BE ON TIME, BUT THAT'S B.S.

BUS: ECR

BUS #124 ECR PALO ALTO DAY - 6/14/17 BUS DRIVER WAS RUDE, SHOULD REALLY TALK TO HIM ABOUT MANNERS.

BUS: ECR

SOMETIME THE DRIVERS DON'T WAIT FOR ME TO GET CASH OUT. A FEW TOOK OFF ON ME AND I WAS LATE TO WORK. REALLY DIDN'T LIKE THAT AT ALL!

BUS: ECR

I HOPE THE CLEANING GETS BETTER, THAT THE EMPLOYEES WILL BE A LITTLE NICER, AND THE SCHEDULES GET GREATER CONTROL. THANK YOU VERY MUCH. I LOVE SAMTRANS BEST.

BUS: ECR

THEY ARE NICE ESPECIALLY THE DRIVER VERY HELPFUL TO THE DISABLED PERSONS.

BUS: ECR

THE DRIVER IS VERY APPROACHABLE AND VERY NICE TO ALL THE PASSENGERS.

BUS: ECR

STICK TO THE SCHEDULE. SOME DRIVERS ARE VERY FRIENDLY, SOME ARE NOT.

BUS: ECR

VERY FRIENDLY DRIVERS AND VERY HELPFUL WITH ANY INFORMATION I NEED TO KNOW. KEEP IT UP.

BUS: ECR

I THINK THE DRIVERS DO A TERRIFIC JOB. THEY'RE NOT ONLY DRIVING A BUS, BUT AT TIMES RUNNING A HOMELESS SHELTER AND AT TIMES A MENTAL HEALTH CLINIC.

BUS: ECR

SOME BUS DRIVERS ARE VERY NICE, THERE ARE A FEW THAT ARE RUDE AND A FEW THAT DO NOT DRIVE VERY SMOOTHLY. IT MAY BE WORTHWHILE TO DO A RANDOM INSPECTION OF DRIVERS AND OBSERVE THEM FOR VARIATIONS IN BEHAVIOR AND DRIVING.

BUS: ECR

WE, THE CUSTOMER PASSENGER, USE PUBLIC TRANSPORTATION NEARLY EACH DAY TO GET TO WORK, SCHOOL, DOCTOR, OR GROCERY SHOPPING. NONE OF THIS WOULD HAPPEN WITHOUT A GOOD DRIVER. YOU'RE DOING A GREAT JOB! THANK YOU!

BUS: ECR

Personnel

I AM 83 YEARS OLD AND THE DRIVERS ARE EXTREMELY HELPFUL AND COMPASSIONATE. I RIDE THE BUS DAILY - EL CAMINO TO SAN BRUNO. DRIVER [NUMBER REMOVED] WAS GREAT!

BUS: ECR

DRIVER TAKES UNSCHEDULED BREAKS W/ PASSENGERS ON BOARD TO BUY DRINKS AT THE GAS STATION

BUS: KX

CHANGE SEATS/REMOVE THE CLOTH TO MAKE IT EASY TO CLEAN. CHECK ALL WINDOWS TO BE SURE THEY'RE WORKING. SOME STAY OPEN. MORE FRIENDLY DRIVERS. CHECK ALL DRIVERS HEALTH. SOME ARE FALLING ASLEEP. DRIVERS NEED TO START TO LOOK FOR PASSENGERS AT EVERY STOP.

BUS: KX

KX ROUTES ARE LONG- IT WOULD BE NICE TO HAVE LONG-ROUTE-PASSENGER FRIENDLY SEAT. KX BROCHURES ARE INCOMPLETE AND CAUSES CONFUSING W/ NEW RIDERS (IT SHOULD @ LEAST HAVE A NOTE). REMIND KX DRIVERS TO ACTUALLY DO THEIR SWEEP AT THE END OF THEIR ROUTE. I AM THE LAST PASSENGER OFF THE BUS EVERY DAY @ SF STATION AND I'VE ONLY SEEN ONE DRIVER DO IT ONCE (MY WALLET FELL OUT OF MY JACKET POCKET AND WOULD HAVE BEEN FOUND IF THE SWEEP HAD BEEN DONE).

BUS: KX

MOST OF THE DRIVERS ARE VERY CONSIDERATE. PLEASE DON'T LET [NUMBER REMOVED] DRIVE EVER - - VERY RUDE!

BUS: KX

PLANNING

Routes/Additional Stops

Routes/Additional Stops

I WOULD BE HAPPY CAMPER IF THE ROUTE FROM PACIFICA TO THE SF TRANSIT CENTER WERE RESTORED.

BUS: 110

THE SERVICE IS GOOD, BUT WE NEED THIS SATURDAY AND SUNDAY FROM TERRA NOVA TO LINDA MAR

BUS: 110

THANK YOU FOR ALWAYS HAVING TRASH BAGS! IMPROVEMENTS: MAKE WEEKEND ROUTES TO PLACES DIFFICULT TO REACH BY UBER OR LYFT. MORE BENCHES AND/OR SHELTERS AT STOPS. CHANGE (CANS) INSTEAD OF CHANGE RECEIPTS. THIS ONE OF MY FAVORITE TRANS SYSTEMS! THANKS.

BUS: 110

I WISH THEY HAD THE 110 BUS ON WEEK DAYS TILL 11:20 LIKE BEFORE. I HAVE TO TAKE A CAB, LYFT OR UBER NOW. WHEN I TOOK IT, THERE WERE AT LEAST 12 PEOPLE THAT GOT ON IT. ALSO ON WEEKENDS YOU HAVE TO GO EARLY FOR THE BUS AT NIGHT.

BUS: 112

IN PACIFICA, ON WEEKENDS, THERE IS NOTHING. HAVE A 140 BUS AT LINDA MAR FOR AIRLINE PERSONNEL AND PASSENGERS. IT'S ONLY AT PALMETTO AND YOU NEED ONE-- LINDA MAR-- EARLY MORNING 5 AM. ALSO, THE KIDS BUS (TERRA NOVA OR 1BL) IS OVER-CROWDED. HAVE 2 BUSES FOR THE KIDS. NEED MORE 118 FAST COMMUTER BUSES [DRIVER ID NUMBER REMOVED] (OUR FAVORITE DRIVER IS AWESOME). HIS 112 ROUTE IS WHAT WE NEED-- PACIFICA TO BART. HE GETS US THERE ON TIME EVERY TIME. FAST-- NO UP AND DOWNS-- JUST A STRAIGHT ROUTE TO BART.

BUS: 112

IT WOULD BE BETTER IF THERE WERE MORE LATE-NIGHT BUSES. ALSO MORE BUSES TO PARK PACIFICA BECAUSE THERE IS ONLY THE FLX WHICH ONLY RUNS ON WEEKDAYS (I WOULD LIKE TO SEE THE FLX RUN ON WEEKENDS).

BUS: 112

I COMMEND A LOT OF BUS OPERATORS FOR THEIR NICE AND HELPFUL ASSISTANCE, ESPECIALLY TO PASSENGERS WITH SPECIAL NEEDS. IT WOULD BE TREMENDOUS HELP FOR SENIORS WITH NO CARS IF FLEX PACIFICA WOULD ALSO OPERATE ON WEEKENDS, SO THEY CAN GO GROCERY SHOPPING, MCDONALDS, ETC. IN LINDA MAR SHOPPING CENTER. MAYBE ADD AN AUTOMATIC ELECTRIC TIMER ON FLEX PACIFICA AND SAMTRANS BUSES THAT SCHEDULE THE EXACT TIME AT BUS STOPS.

BUS: 112

I WISH 121 GO TO SOUTH HILL ALL THE TIME.

BUS: 121

BRING BACK THE 123 ROUTE.

BUS: 122

Routes/Additional Stops

PLEASE BRING BACK 130 TO DALY CITY OR CHANGE SCHEDULES TO CONNECT BETTER BETWEEN ECR AND 131 SOUTH SAN FRANCISCO TO DALY CITY, CAR TAKES OVER 45MINS AT TIMES

BUS: 131

THE 123 ROUTE- COLMA BART TO SKYLINE COLLEGE SHOULD BE RESTORED. FIFTEEN MINUTES FOR EVERY TRIP OF THE 121 AND 122 SERVICE.

BUS: 131

DRIVER [ID NUMBER REMOVED] ALWAYS POLITE AND FRIENDLY-- WELCOMING-- THANK YOU. IF 140 WENT UP ROLLINGWOOD TO FLEETWOOD THEN TO COLLEGE, IT WOULD ALLOW ME BETTER ACCESS TO HOME, COLLEGE, AND OTHER BUS BY MONTE VERDE SCHOOL.

BUS: 140

PLEASE ADD ONE OR TWO DIRECT TO BART TRIPS ON ROUTE 140, SKIPPING CHERRY, SAN BRUNO, ECR.

BUS: 140

IT WAS VERY CONVENIENT HAVING THE 140 BUS HAVE A STOP ON SAN BRUNO AVE TO CATCH THE ECR GOING SOUTH. NOW MANY TIMES I CROSS TO CATCH THE ECR, WAITING FOR THE TRAFFIC LIGHTS TO CHANGE, AND THE ECR COMES AND GOES BEFORE YOU CAN GET TO THE BUS STOP. BRING BACK THE STOP ON SAN BRUNO AVE AND MAKE IT MORE CONVENIENT TO CATCH THE ECR, ESPECIALLY FOR DISABLED PEOPLE.

BUS: 140

WE AND I NEED MORE STOPS ON THE 32P OR 141 PLEASE. ALSO, WEEKEND SERVICE WOULD HELP. THANK YOU.

BUS: 141

IN UPPER SAN BRUNO AREA, CRESTMOOR, ROLLINGWOOD, ETC. NEED WEEKEND SERVICE (141,140) AND TO RUN LONGER HOURS. ALSO NEEDED ARE BUS STOPS FURTHER UP FROM SHELTER CREEK TO SKYLINE (141).

BUS: 141

MASS TRANSIT HAS LESSENED SINCE I'VE BEEN RIDING. FIRST CALTRAIN DID AWAY WITH STOPS AND THEN SAMTRANS CHANGED ROUTES AND LESSENED ROUTES. THIS FORCES PEOPLE WHO CAN USE OTHER ALTERNATIVES TO DO SO, WHICH IN THE LONG RUN INCREASES OUR CARBON FOOTPRINT. PLEASE DO NOT DO AWAY WITH MORE ROUTES.

BUS: 250

SOMETIMES THE FOSTER CITY ROUTE COMMUTE GETS DELAYED. IT MAY BE DUE TO THE TRAFFIC. IS THERE ANY PLANS TO AVOID IT? MAYBE RIDE WITH SMALLER SHUTTLES IN THE EVENING HOURS TO SAVE SOME ENERGY.

BUS: 251

I AM INTERESTED IN SUNDAY SERVICE FOR FOSTER CITY; I'M INTERESTED IN AN EXPRESS BUS MON-FRIDAY FROM FOSTER CITY TO/FROM SAN FRANCISCO (SIMILAR TO THE "FX EXPRESS BUS" I USE TO RIDE.)

BUS: 251

Routes/Additional Stops

THE TIMETABLES ARE VERY DIFFICULT TO COMPREHEND ALL STOPS SHOULD HAVE A POSTED TIME. SERVICE IN AND TO FOSTER CITY IS VERY SPOTTY. (251-256)

BUS: 251

WISH WE HAD MORE FREQUENT ROUTE FOSTER CITY - HILLSDALE, BUT THERE MAY NOT BE A MARKET FOR IT.

BUS: 251

THERE SHOULD BE 251/256 BUSES DURING SUNDAYS SO PEOPLE WHO DON'T OWN CARS, ESPECIALLY ELDERS, CAN STILL GO OUT ON SUNDAYS.

BUS: 251

GOD BLESS YOU AND YOUR SERVICE. CAN YOU HAVE A BUS GOING TO/FROM FOSTER CITY (256/251) ON SUNDAYS? THANK YOU- GOD BLESS YOU FOR YOUR SERVICE. SOMETIMES REAL-TIME ARRIVAL INFORMATION IS NOT WORKING OR IS INCORRECT. EACH BUS RIDE HAS BEEN JESUS-SPIRIT FILLED. THANKS, AND GOD BLESS.

BUS: 251

BRING 250 BACK.

BUS: 252

WISH 252 OPERATED 7 DAYS A WEEK.

BUS: 252

MORE STOPS ON BUS 292.

BUS: 252

WE NEED BUS FROM FOSTER CITY TO SAN FRANCISCO AND TO REDWOOD CITY

BUS: 256

1) RESUME BUS FROM FOSTER CITY TO SAN FRANCISCO. 2) INCREASE FREQUENCY OF 251/256

BUS: 256

I REQUEST SAMTRANS TO START BUS SERVICE FROM FOSTER CITY TO SAN FRANCISCO. THERE ARE SO MANY RIDERS RIDE TO SF FROM FOSTER CITY EVERY DAY.

BUS: 256

1. WE WANT A SERVICE FROM FOSTER CITY TO SAN FRANCISCO DIRECTLY. 2. WE WANT A STOP NEAR THE CALTRAIN STATION. 3. WE NEED MORE SERVICES FROM CALTRAIN TO FOSTER CITY.

BUS: 256

WOULD WANT A SERVICE DIRECTLY TO SAN FRANCISCO. THE FREQUENCY OF THE BUS IS LESS AND IN THE EVENINGS IT IS DELAYED MOST OF THE TIME.

BUS: 256

I WOULD GREATLY APPRECIATE SUNDAY AND HOLIDAY SERVICE ON ROUTES 270/276 AND MORE FREQUENT SERVICE OF THESE ROUTES ON WEEKENDS. ALSO, THERE ARE NO BUSES THAT CAN GET ME TO M PARK CALTRAIN BY 5:45AM ON WEEKDAYS (FROM MARSH MANOR SHOPPING CENTER). I WOULD GREATLY APPRECIATE A COVERED BUS STOP AT THE CORNER OF TILTON AND EL CAMINO IN

Routes/Additional Stops

SAN MATEO. THERE IS PLENTY OF SPACE FOR THIS.

BUS: 270

THE ONLY THING I CAN SAY IS THAT I WOULD LIKE TO HAVE SERVICE BACK ON THE 270 BUS ON SUNDAYS.

BUS: 270

THE PUBLIC NEEDS A SUNDAY ROUTE FROM MARSH MANOR - 17TH AND FLORENCE - TO SEQUOIA STATION AND RETURN LOOP. OTHER THAN THAT- SAMTRANS PROVIDES AN EXCELLENT SERVICE

BUS: 276

THE SERVICE IS VERY GOOD. I WOULD LIKE THE ROUTE KX.

BUS: 292

I WISH A DIRECT ROUTE FROM BURLINGAME/SAN MATEO THAT GOES DIRECTLY TO CSM, CURRENTLY I TAKE 242 THEN 250, I TRANSFER AT HILLSDALE BLVD/SARATOGA. THE ROUTE PLANNING DOESN'T GIVE THE FASTEST WAY. SOMETIMES TAKING A TRAIN IN THE OPPOSITE DIRECTION IS FASTER THAN WAITING FOR THE NEXT TRAIN. I DON'T HAVE A CAR.

BUS: 292

I WISH THERE WAS A BUS AT 2PM GOING TO SAN MATEO, BUT OVERALL SCHEDULE IS OKAY.

BUS: 294

THINGS I WOULD LIKE: TRANSFER PASSES, GREATER FREQUENCY, AND BETTER ROUTES.

BUS: 295

FOR SUMMER NEED REGULAR SCHEDULE. FOR SERVICE IS GOOD

BUS: ECR

WE NEED ECR, 121, 140, 398; PLEASE DO NOT CUT THEM

BUS: ECR

ELIMINATE THE ECR STOP GOING NORTH TO TANFORAN BY SEARS. IT'S TOO CLOSE TO BART. PUT IT IN FRONT OF JC PENNY'S.

BUS: ECR

PROVIDE A BUS STOP ALONG J SERRA , COLMA (TARGET) GOING NORTH.

BUS: ECR

BRING BACK KX. THERE ARE NONE ON WEEKENDS.

BUS: ECR

I APPRECIATE THE SERVICE SAMTRANS PROVIDES. I THINK DURING PEAK HOURS M-F AM/PM IT WOULD BE NICE TO HAVE AN EXPRESS BUS THAT MAKES LIMITED STOPS BUT COVERS ALL OTHER TRANSPORTATION CONNECTIONS TO AND FROM TRANSIT STATIONS CENTERS. HAVE PLASTIC SEAT COVERS AVAILABLE ON BUS FOR CUSTOMERS TO USE FOR SAFETY PRECAUTIONS.

BUS: ECR

WE NEED MORE BUSES IN PACIFICA BADLY.

BUS: FLXP

Routes/Additional Stops

SAVE THE AIR BY PROVIDING MORE FREQUENCY FOR KX. IT IS MORE ECONOMICAL THAN RIDING BART. THANK YOU.

BUS: KX

PLEASE KEEP THE ROUTE OF 292, 398, AND 270. IT HELPS.

BUS: KX

KEEP THE KX FOREVER.

BUS: KX

I'D LOVE IT IF THE KX RAN MORE THAN ONCE AN HOUR AND IF THERE WERE A CLOCKWISE BUS THROUGH NORTH SHORELINE

BUS: KX

Schedules/Frequency

Schedules/Frequency

ADD LATER HOURS ON THE LINE 17. THERE IS A WORKING CLASS THAT ARE LEFT STRANDED (RESTAURANT LABORERS). AN 11PM LAST RUN WOULD HELP MANY - - - IT IS NEEDED - - YOU KNOW THIS.	BUS: 17
MAYBE A LATER BUS ON FRIDAYS AND SATURDAYS.	BUS: 17
I UNDERSTAND THAT WE'RE JUST SMALL TOWNS, BUT IT REALLY IS FRUSTRATING AND INCONVENIENT THAT BUSES COME SO INFREQUENTLY, ESPECIALLY ON WEEKENDS.	BUS: 17
SAMTRANS COULD BE FASTER AND ON POINT TO THEIR DESTINATIONS.	BUS: 110
COULD USE A BETTER FREQUENCY THAN EVERY 30 MINUTES.	BUS: 110
A COUPLE OF TIMES THE 110 BUS DIDN'T SHOW UP FOR MY MORNING PICK UP AT HIGHWAY 1 & REINA DEL MAR AVE. I HAD TO TAKE AN UBER AND SAMTRANS WOULDN'T REIMBURSE ME. ALSO, THIS BUS SHOULD RUN MORE FREQUENTLY ON THE WEEKENDS. REGARDING THE 511 APP. I REALIZED THE REAL TIME SHOWS WHERE THE BUS IS SUPPOSED TO BE AND NOT WHERE THE BUS ACTUALLY IS.	BUS: 110
GREAT I GET TO SCHOOL EARLIER THAN THE SCHEDULE SAYS I WILL. ALSO, THERE IS NEVER ANY TROUBLE WITH THE BUS DRIVER OR PASSENGERS ON BOARD.	BUS: 110
GOOD SERVICE, BUT IT SHOULD BE EVERY 10 MINUTES INTERVAL OF THE BUS.	BUS: 110
I WOULD LIKE THE BUS TO RUN THE WEEKEND SCHEDULE FOR EVERYONE WHO LIVES IN THE BACK OF THE VALLEY.	BUS: 110
I WOULD LIKE BUSES TO RUN EVERY 15 MINUTES IN THE MORNING.	BUS: 110
NOT ENOUGH BUSES ARE AVAILABLE IN AND OUT OF PACIFICA, DALY CITY BUSES SHOULD BE GOING LATER, ADULT RIDES SHOULD NOT BE \$2.25 BECAUSE IF YOU ARE LIVING IN THE BAY AREA YOU'RE NOT REALLY AN ADULT TILL YOUR 23, NOT 19!	BUS: 110
I WOULD LIKE MORE FREQUENT BUSES COMING DAILY.	BUS: 110

Schedules/Frequency

HOURLY BUSES SUCK.

BUS: 110

THE BUSES ARE VERY NICE, BUT IT WOULD BE BETTER IF THEY CAME MORE FREQUENTLY.

BUS: 110

MORE FREQUENT WEEKEND SVC. PLEASE.

BUS: 112

THEY NEED TO HAVE MORE BUSES

BUS: 112

WE CAN'T TAKE THE 14 IN THE AM HERE AT MANOR DRIVE BECAUSE IT LEAVES FIVE MINUTES TOO SOON. THE 110 NEEDS TO LEAVE FIVE MINUTES LATER FROM LINDA MAR. THERE ARE NO WEEKEND BUSES ON WEEKEND IN LINDA MAR.

BUS: 112

CAN YOU MAKE FOR LINE 112 TO ARRIVE EVERY 30 TO 45 MINUTES ON WEEKDAYS AND EVERY HOUR ON WEEKENDS?

BUS: 112

IT WOULD BE BETTER IF THERE WERE MORE LATE-NIGHT BUSES. ALSO MORE BUSES TO PARK PACIFICA BECAUSE THERE IS ONLY THE FLX WHICH ONLY RUNS ON WEEKDAYS (I WOULD LIKE TO SEE THE FLX RUN ON WEEKENDS).

BUS: 112

SAMTRANS OFFERS GREAT SERVICE, BUT I WOULD APPRECIATE IF THEY RAN BUSES MORE FREQUENTLY, PERHAPS EVERY 45-30MINUTES AS OPPOSED TO AN HOUR. INFORMATIONAL PAMPHLETS ARE NOT ALWAYS PRESENT ON THE BUSES.

BUS: 112

MORE WEEKEND SERVICE ON ROUTE 17.

BUS: 112

BUSES SHOULD RUN LATER ON THE WEEKEND.

BUS: 112

PLEASE ADD MORE 118.

BUS: 118

THE DRIVER ON THE #118 IS A GREAT DRIVER. EXCELLENT CUSTOMER SERVICE. GOOD REPRESENTATIVE FOR SAMTRANS. #118 STOP AT COLMA BART IS RIDICULOUSLY FAR FROM THE BART ENTRANCE- WHY? #118 SHOULD BE MORE FREQUENT.

BUS: 118

LIVING ON THE COAST ON WEEKENDS TRYING TO TAKE THE BUS OUT IS TRICKY. SO IS GETTING BACK PAST 8PM ANY DAY.

BUS: 118

Schedules/Frequency

PLEASE RUN LONGER ON WEEKENDS.	BUS: 118
DO NOT CHANGE BUS SCHEDULES SO MUCH.	BUS: 118
OVERALL HAPPY, WISH THERE WAS MORE BUSES ON 118 ROUTE.	BUS: 118
POLLUTION ON BUSES IS THE ONLY PROBLEM I HAVE. THEY EMIT TOO MUCH NATURAL GAS AND WE SHOULD SWITCH TO HYBRIDS AND/OR DIESEL. THEIR SERVICE IS GREAT BUT SOME BUSES TAKE TOO LONG.	BUS: 120
LATER BUSES ON SATURDAY.	BUS: 120
WE NEED MORE FREQUENT BUSES FOR SATURDAYS AND SUNDAYS.	BUS: 120
511 IS VERY UNRELIABLE AND HARDLY EVER WORKS. ALSO, I THINK ON WEEKENDS, THE BUSES SHOULD RUN EVERY 15 MINUTES. VERY UNRELIABLE ON THE WEEKENDS.	BUS: 120
THE SERVICE IS POOR. DRIVERS ARE SO RUDE. I WANT THE LAST TRIP ON WEEKDAYS TO BE 1:00 AM AND ON WEEKENDS 12:00 MIDNIGHT.	BUS: 120
WEEKEND SERVICES RUN LATER WHICH HAS MADE MY LIFE BETTER. MORE FREQUENCY WOULD BE NICE.	BUS: 121
CONVENIENT TO RIDE. VERY GOOD SERVICE.	BUS: 121
ADJUST THE TIME INTERVAL, ESPECIALLY ON WEEKENDS.	BUS: 121
I WOULD LIKE ROUTE 121 IF IT'S EVERY 20 MINUTES.	BUS: 121
IN MY OPINION SHOULD BE MORE ABOUT 11PM - 12AM (MIDNIGHT). THAT'S CONVENIENT FOR WORKER NIGHT SHIFT.	BUS: 121
HIGHER FREQUENCY RUN TIME WOULD BE MUCH APPRECIATED.	BUS: 122
NOT USUALLY ON TIME, BUS TIMES VERY FAR APART.	BUS: 122

Schedules/Frequency

I'VE ALWAYS LOVED SAMTRANS RIDES! ARE YOU PLANNING TO INCREASE 397/297 RUNS TO MILLBRAE BART CALTRAIN?

BUS: 122

GOOD SERVICE EXCEPT FOR WEEKENDS AND HOLIDAYS WHEN YOU HAVE TO WAIT LONGER IF YOU MISS, BECAUSE OF THE SCHEDULE.

BUS: 130

I WISH YOU RAN SCHEDULE LATER ON WEEKENDS AND STARTED EARLIER THAN 6:00AM.

BUS: 130

IT IS GOOD, BUT IT WOULD BE NICE TO HAVE MORE BUSES IN THE EVENING AFTER 7:30.

BUS: 130

MORE FREQUENT BUS SCHEDULE

BUS: 131

MORE BUSES TO PALO ALTO.

BUS: 131

I AM VERY UPSET WITH THE TIMES ROUTE 131 RUNS AFTER 5:40PM. HALF AN HOUR TO WAIT FOR A BUS (AND SOMETIMES LONGER) IS VERY INCONVENIENT. ALSO, BECAUSE I HAVE TO CONNECT TO ANOTHER BUS, IT SOMETIMES CAUSES PROBLEMS FOR ME.

BUS: 131

I WOULD LIKE 131 TO START EARLIER ON SUNDAYS, I HOPE TO BE AT WORK AT 7AM. THANK YOU.

BUS: 131

THE 123 ROUTE- COLMA BART TO SKYLINE COLLEGE SHOULD BE RESTORED. FIFTEEN MINUTES FOR EVERY TRIP OF THE 121 AND 122 SERVICE.

BUS: 131

MORE FREQUENT BUS SERVICE, ESPECIALLY ON WEEKENDS, IS THE MAIN AREA FOR IMPROVEMENT; OTHERWISE SAMTRANS SERVICE IS GREAT. THANK YOU!

BUS: 140

BUSES SHOULD RUN MORE OFTEN ON WEEKENDS. THAT'S ALL.

BUS: 140

IT WOULD BE NICE IF WEEKEND ROUTES HAD THE SAME TIME SCHEDULE. IT WOULD BE GOOD IF 7:04 AM ECR IN THE MORNING WAS BIGGER AND CLEANER AND IT WOULD BE NICE IF IT RAN MORE OFTEN. IT WOULD BE NICE TO HAVE DIGITAL SIGNS AT BUS STOPS.

BUS: 140

VERY PROMPT SERVICE. NICE AND CLEAN BUSES, MIGHT NEED TO INCREASE THE 122 STONESTOWN/SSF ROUTE DURING HOLIDAYS

BUS: 140

Schedules/Frequency

HOPE YOU WILL ADD 7PM TRIP TO MANOT PALMETTO DURING WEEKENDS. ALL DRIVERS ON THIS ROUTE ARE ALL FRIENDLY. THANK YOU SO MUCH.

BUS: 140

BUSES SHOULD COME MORE OFTEN (FROM S BRUNO BART).

BUS: 141

NEED BUS AT SHELTER CREEK ON WEEKENDS-- NEED TO HAVE A LATE RUN AT LEAST ON WEEKENDS FROM BART BACK TO SHELTER CREEK.

BUS: 141

WOULD LIKE 141 TO RUN MORE OFTEN IN THE MORNING NOT EVERY HOUR.

BUS: 141

I NEED 141 BUS RUN ON SAT. AND SUNDAY.

BUS: 141

I NEED MORE OF BUS #141 ON SAT & SUNDAY

BUS: 141

IN UPPER SAN BRUNO AREA, CRESTMOOR, ROLLINGWOOD, ETC. NEED WEEKEND SERVICE (141,140) AND TO RUN LONGER HOURS. ALSO NEEDED ARE BUS STOPS FURTHER UP FROM SHELTER CREEK TO SKYLINE (141).

BUS: 141

ADD MORE 398 BUSES SO THAT WE CAN GET THE BUS ON TIME. -- EVERY HOUR FROM BOTH POINTS.

BUS: 250

IT IS A GREAT WAY TO GO OVER SAN MATEO COUNTY. I SAVE A BIT OF TIME GOING TO TRAINING AND COMING BACK. I WOULD LIKE THE SEVEN DAY SCHEDULE TO BE THE SAME BECAUSE I GO TO CHURCH AND I HAVE TO WAIT TOO MUCH FOR THE BUS. BUT IT IS A VERY SAFE AND USEFUL WAY TO TRAVEL.

BUS: 250

YOU SHOULD HAVE THE SAME SCHEDULE SEVEN DAYS OF THE WEEK.

BUS: 250

I WOULD LIKE THE 251 AND 256 WORKS ON SUNDAY'S AND 20 WORKS ON SUNDAYS LATER, AT LEAST 8PM

BUS: 250

PLEASE INCREASE THE FREQUENCY OF THE BUS AND SHOULD RUN ON SUNDAY ON ALL THE ROUTES.

BUS: 251

I WOULD LIKE 250 TO BE AS IT WAS.

BUS: 251

IF FOSTER CITY BUS CAN WORK ALL THE DAYS A WEEK, IF CAN BE VERY HELPFUL

BUS: 251

Schedules/Frequency

VERY GOOD SERVICE, BUT THE TIMES BETWEEN BUSES ARE VERY LONG. FOR ME, IT SHOULD BE MORE CONSECUTIVE, AT LEAST EVERY 30 MINUTES AND NOT MORE THAN AN HOUR.

BUS: 251

GREAT CUSTOMER SERVICE BY DRIVERS! (251,256). ONLY ISSUE IS THAT IT RARELY HAS ROUTES TO FC TO HILLDALE. OTHERWISE VERY SATISFIED.

BUS: 251

MORE FREQUENT SCHEDULE OF 252. MORE FREQUENT STOPS ON 252.

BUS: 252

1) RESUME BUS FROM FOSTER CITY TO SAN FRANCISCO. 2) INCREASE FREQUENCY OF 251/256

BUS: 256

WOULD WANT A SERVICE DIRECTLY TO SAN FRANCISCO. THE FREQUENCY OF THE BUS IS LESS AND IN THE EVENINGS IT IS DELAYED MOST OF THE TIME.

BUS: 256

PLEASE HAVE ONE RUN EVERY HOUR. I PREFER THE OLD SYSTEM BUS 151.

BUS: 256

I WISH THERE WAS MORE FREQUENT SERVICE FOR 256 AND 281 (FOSTER CITY) THE CURRENT SCHEDULE IS ONLY ONE BUS PER HOUR.

BUS: 256

THE ONLY SAMTRANS LINE I UTILIZE IS THE 260 BETWEEN ISLAND AND CALTRAIN. THE 260 RUNS TOO INFREQUENTLY AND DOESN'T START RUNNING EARLY ENOUGH TO MEET MY NEEDS.

BUS: 260

270 BUS SERVICE IS NEEDED LATER IN THE EVENING ON WEEKDAYS ON SUNDAYS

BUS: 270

GOOD SERVICE, BUT WE NEED THIS BUS TO HAVE ANOTHER BUS MORE FREQUENTLY.

BUS: 270

ROUTE 270 SHOULD RUN EVERY 1/2 HOUR, NOT ONCE AN HOUR

BUS: 270

MORE BUSES, LATE NIGHT 270, 7 DAYS A WEEK

BUS: 270

BUS SHOULD RUN SEVEN DAYS A WEEK AND A LITTLE LATER AT NIGHT

BUS: 270

I WOULD GREATLY APPRECIATE SUNDAY AND HOLIDAY SERVICE ON ROUTES 270/276 AND MORE FREQUENT SERVICE OF THESE ROUTES ON WEEKENDS. ALSO, THERE ARE NO BUSES THAT CAN GET ME TO M PARK CALTRAIN BY 5:45AM ON WEEKDAYS (FROM MARSH MANOR SHOPPING CENTER). I WOULD GREATLY APPRECIATE A COVERED BUS STOP AT THE CORNER OF TILTON AND EL CAMINO IN SAN MATEO. THERE IS PLENTY OF SPACE FOR THIS.

BUS: 270

Schedules/Frequency

270 NEEDS MORE FREQUENT RUNS DESPERATELY.

BUS: 270

BUS DRIVERS ARE ALWAYS NICE. WISH THAT THE 278 TO AND FROM CANADA ON SATURDAYS RAN LATER IN THE NIGHT AND ON SUNDAYS

BUS: 274

I WOULD LOVE IF ROUTE 274 HAD SUNDAY SERVICE AND IF ROUTE 275 HAD EVENING SERVICE PAST 7 PM (FOR INSTANCE 10 PM).

BUS: 275

I WOULD REALLY APPRECIATE IT, WHEN SAMTRANS COULD START ISSUING TRANSFER PASSES SO I DON'T HAVE TO PAY THE BUS DRIVER EACH TIME I HAVE TO TAKE THE BUS. I WISH THE 275 SAMTRANS RAN ON SATURDAY AND SUNDAY

BUS: 275

WEEKEND SERVICE PLEASE #275

BUS: 275

LATER BUSES ON SUNDAY.

BUS: 275

I LIKE HOW THE BUS IS OPEN PUBLICLY AND ENJOY TALKING TO THE BUS DRIVERS. THE BUS DRIVERS ARE EXTREMELY NICE AND FRIENDLY. ALTHOUGH I LIKE USING SAMTRANS, I WISH THERE WERE TWO BUSES IN THE MORNING BECAUSE IT'S CROWDED AND UNSAFE. TWO BUSES WOULD BE MUCH APPRECIATED.

BUS: 286

MORE BUSES IN THE MORNINGS WOULD BE HELPFUL, AS WELL AS BUSES N MINIMUM DAYS.

BUS: 286

SAMTRANS HAS IMPROVED A LOT IN SERVICES TO PA IN THE LAST YEAR. SINCE THERE HAVE BEEN MORE BUSES, LESS CROWDING MEANS HAPPIER DRIVERS AND RIDERS AND OVERALL BETTER EXPERIENCE. THANKS FOR THAT!

BUS: 286

I WISH YOU RAN THE 286 BUS MORE OFTEN PER DAY AND ON THE WEEKEND.

BUS: 286

I DO NOT TAKE SAMTRANS MORE THAN ONCE/TWICE A YEAR. TODAY I HAD TO WAIT OVER AN HOUR TO GET ON A BUS (WITH SEVERAL OTHERS)

BUS: 292

WE NEED MORE BUSES I MEAN 5, 10, 15 MINUTES.

BUS: 292

THE SERVICE IS VERY GOOD. IT WILL BE MUCH BETTER IF THE WEEKEND SCHEDULE WAS THE SAME SCHEDULE FROM MONDAY TO FRIDAY.

BUS: 292

Schedules/Frequency

SAMTRANS IS GREAT! I JUST WISH THE BUSES WERE MORE FREQUENT	BUS: 294
HAVING THE BUSES RUN LATER ON FRIDAY AND SATURDAY WOULD BE CONVENIENT	BUS: 294
THINGS I WOULD LIKE: TRANSFER PASSES, GREATER FREQUENCY, AND BETTER ROUTES.	BUS: 295
I WOULD LIKE TO SEE ROUTE 280 INCREASED TO TWICE PER HOUR	BUS: 398
ENJOY THE SERVICE. 398 MORE INTERVALS ON WEEKDAYS	BUS: 398
ENJOY THE SERVICE. FIFTEEN MINUTE INTERVALS ON ECR ON WEEKDAYS ARE GOOD FOR ME.	BUS: 398
I JUST WISH THE ECR CAME SOONER THAN EVERY 40 MINUTES.	BUS: 398
I RIDE SAMTRANS WHEN NECESSARY. CAR IS BROKEN. THIRD TIME TAKING ST TO RWC BROADWAY IN 2 MONTHS. CONVENIENT WHEN I NEED IT. HOWEVER IT IS A LONG RIDE FROM DALY CITY (2 HOURS). THANK YOU.	BUS: 398
TO CHANGE ECR TO 131 SO CUSTOMER DON'T HAVE SUCH LONG WAIT. SCHEDULE FOR 131/ECR NOT GOOD.	BUS: ECR
I MAINLY THINK SAMTRANS NEEDS TO IMPROVE ON FREQUENCY AND POSSIBLY ADDING MORE RAPID BUSES BETWEEN SAN MATEO TO PALO ALTO.	BUS: ECR
IT TAKES TOO LONG.	BUS: ECR
HAVE CONNECTING SCHEDULES CLOSER IN TIME. FOR EXAMPLE, ECR/131 SOUTH SAN FRANCISCO TO DALY CITY IS OVER 45 MINUTES WAITING TIME.	BUS: ECR
SAMTRANS IS VERY CONVENIENT, BUT I WOULD LIKE TO SEE MORE FREQUENCIES HAPPEN AT NIGHT. SAMTRANS IS MUCH CLEANER THAN MUNI.	BUS: ECR
1. PLEASE ADD SAFEWAY (OR OTHER BIG CHAIN GROCER) FOR RELOADING MONTHLY SAMTRANS PASSES. WALGREENS SUCKS! 2. ROUTE 292 SUCKS WHEN IT GOES TO THE ONCE-PER-HOUR. SCHEDULE (EVENING, NIGHT) -- PLEASE STAY ON 1/2 HOUR ALL DAY! 3. ECR ROUTE NEEDS HELP.	BUS: ECR

Schedules/Frequency

MAKE MORE TIMES FOR 292 AFTER 8:00 PM!	BUS: ECR
MORE 140 BUSES.	BUS: ECR
CLEAN BUSES, MORE FREQUENCY.	BUS: ECR
MAKE SAMTRANS RUN AS WEEKDAYS.	BUS: ECR
SAMTRANS SHOULD PROVIDE THE MOST RELEVANT SCHEDULE AND IT TAKES LONG TIME TO RIDE SO, IT SHOULD IMPROVE ITS ON TIME AND SPEED.	BUS: ECR
COME EVERY THIRTY MINUTES.	BUS: ECR
EARLIER BUSES ON WEEKENDS.	BUS: ECR
SCHEDULE SHOULD BE MORE OFTEN ON ALL ROUTES. THANK YOU.	BUS: ECR
MORE TIMES NEED TO BE AVAILABLE DURING THE LATE EVENING FOR FLX DURING THE WEEK AS WELL AS DURING THE WEEKEND.	BUS: FLXP
PLEASE CONTINUE SERVICE ON FLX PACIFICA-- I RIDE THIS BUS TO CONNECT WITH 110 OR 112 FOR MY WORK. LIMITED SERVICE ON WEEKENDS WOULD BE VERY GOOD. THANK YOU.	BUS: FLXP
PACIFICA (NEIGHBORHOOD) LINDA MAR NEED TRANSPORTATION WEEKENDS, ESPECIALLY SENIORS.	BUS: FLXP
TO HAVE THE FLEX RUN ON WEEKENDS. AND LATER DURING THE WEEK. HAVE THE 112 RUN LATER ALSO.	BUS: FLXP
WISH THE 'KX' WOULD RUN MORE OFTEN DURING WEEKDAYS & WEEKENDS	BUS: KX
PREFER RIDING SAMTRANS DUE TO CONVENIENCE & VALUE COMPARED TO CALTRAIN OR BART. DISSATISFIED WITH REDUCED FREQUENCY OF KX, ESPECIALLY NO RUNS ON WEEKENDS. WOULD BE NICE IF SOME THOUGHT WOULD GO INTO ADDING A FEW RUNS ON THE WEEKENDS AS DEEMED APPROPRIATE.	BUS: KX

Schedules/Frequency

WOULD BE GOOD TO HAVE MORE KX BUSES DURING COMMUTER HOURS. KX LEAVING HILLSDALE AROUND 6:30AM ON TIME BUT AFTERNOON KX VARIES BY 5 TO 20 MINUTES. WOULD BE NICE TO HAVE COMFORTABLE HIGH BACK SEATS SO US SF RIDERS COULD SLEEP WITHOUT FALLING OVER, HITTING OUR HEADS ON PLASTIC SEAT BACK IN FRONT OF US. OLD BUSES HAVE NICE SEATS.

BUS: KX

PLEASE ADD MORE KX BUSES. IT ONLY RUNS ONCE AN HOUR DURING COMMUTER HOURS AND MOST DIRECT WAY TO GET TO WORK. IT IS NOT AS EFFECTIVE TO DRIVE TO CALTRAIN AND THEN TRANSFER TO BART. SOMETIMES THE BUS IS FULL SINCE CHANGING TO THE SMALL BUS AND MISS THE MORE COMFORTABLE SEATS ON THE EXTENSION BUSES

BUS: KX

KX=AWESOME! ADDITIONAL TIMES DURING PEAK HOURS WOULD BE APPRECIATED!

BUS: KX

PLEASE ADD MORE SCHEDULE FOR KX BUSES. 1) PLEASE ADD AT LEAST ONE FROM 10 TO 3PM SO WE CAN COMMUTE IN THE MIDDLE OF THE DAY FOR APPOINTMENTS. PLEASE ADD ONE AROUND 4:10PM FROM SF 7TH & MISSION TO THE SOUTH, SO WE DON'T NEED TO WAIT THIRTY MINUTES AFTER GETTING OFF WORK AT 4PM. THANKS.

BUS: KX

WE ARE REQUESTING TO ADD MORE BUSES ON WEEKDAYS, FOR EXAMPLE BETWEEN 3:45 PM AND 4:53 PM ON KX, PLEASE ADD ANOTHER BUS AROUND 4:10 PM AT 7TH AND MISSION SF TO THE SOUTH. CURRENTLY, WE HAVE TO WAIT 50 MINUTES AFTER GETTING OFF FROM WORK AT 4PM. THANKS.

BUS: KX

KX NEED TO RUN MORE FREQUENTLY, BETWEEN 20 MIN TO 30 MIN, INSTEAD OF EVERY HOUR DURING RUSH HOUR. I WILL RIDE MORE OFTEN AND YOU'LL HAVE MORE RIDERS.

BUS: KX

I'D LOVE IT IF THE KX RAN MORE THAN ONCE AN HOUR AND IF THERE WERE A CLOCKWISE BUS THROUGH NORTH SHORELINE

BUS: KX

PLEASE ADD MORE ROUTE KX, ESPECIALLY FOR AFTERNOON SCHEDULE FROM SF TO SOUTH. ADD ONE MORE AT 4PM FROM SF PLEASE. PLEASE ALSO ADD ONE IN THE MIDDLE OF THE DAY, LIKE 11 TO 12 FROM SF TO THE SOUTH. THANKS.

BUS: KX

NEED MORE FREQUENT SERVICE TO SFO KX AND 398. EVERY 30 MINUTES

BUS: KX

THERE ARE NO BUSES IN REDWOOD SHORES AT THE WEEKENDS. -BUS FREQUENCY IS VERY BAD->YOU ARE DEPENDENT ON THE TIMES

BUS: KX

Transit Connections/Transfers

Transit Connections/Transfers

SAMTRANS NEEDS TO MAKE BETTER CONNECTIONS BOTH BETWEEN ITSELF AND WITH OTHER AGENCIES LIKE MUNI AND CALTRAIN.

BUS: 110

SOMETIMES LOUD RADIOS INSIDE THE BUS. PEOPLE MUST USE HEADPHONES. SAN BRUNO BUS STATION LASTLY IS DISGUSTING TRASH OUTSIDE CONTAINERS. THERE ARE ABOUT 12 PAIR OF SHOES HANGING FROM A BEAN POLE NEXT TO THE CEILING.

BUS: 133

PLEASE COORDINATE BUS TIMES WITH OTHER BUS STOPS AND ESPECIALLY CALTRAIN!

BUS: 140

SERVICE IS EXCELLENT HOWEVER, IT WOULD BE HELPFUL IF SAMTRANS CAN ADJUST SOME SCHEDULES TO MEET THE BULLET TRAIN. FOR EXAMPLE. BULLET TRAIN ARRIVES THE RWC STATION BETWEEN 7:30-7:32. 270 BUS LEAVES AT 7:30AM. 270 WAITS A FEW MINUTES AT KAISER.

BUS: 270

I WISH SAMTRANS AND CALTRAIN WERE MORE IN SYNC. THERE ARE MANY INSTANCES WHERE SAMTRANS DELIVERS ME JUST AFTER A CALTRAIN DEPARTURE AND VICE VERSA.

BUS: 274

CAN YOU RESCHEDULE THE 398 BUS TO LEAVE SAN BRUNO ST FIVE MINUTE EARLIER SO THAT WHEN THIS BUS ARRIVES IN REDWOOD CITY, I CAN CATCH THE 297 BUS TO PALO ALTO ON TIME. THANKS.

BUS: 276

SOMETIMES PEOPLE SPEAK AND YELL- TOO LOUD. WE ALL WANT GUIDELINES.

BUS: 294

I HAVE SEEN MY BUS 296 PULL OUT FROM RC TRANSIT CENTER WHILE I WAS GETTING OFF THE TRAIN. VERY FRUSTRATING. DRIVERS SHOULD WAIT FOR TRAIN PASSENGERS AND COORDINATE SCHEDULE WITH CALTRAIN ARRIVALS.

BUS: 296

ACCURATE DEPARTURE/ARRIVAL PREDICTIONS AT NIGHT ALWAYS NOT WORKING. MORE BUS CONNECTIONS. BUS ROUTES STOPS MUST BE LIGHTED AT NIGHT FOR SAFETY OF PASSENGERS. I AVOID RIDING BUS AT NIGHT. IT'S NOT SAFE IN THE AREA OF SAMTRANS BUS STOP.

BUS: ECR

NEED TO COORDINATE BUS TIMING WITH CALTRAIN TIME AT PALO ALTO

BUS: ECR

I RIDE THREE BUSES TO GET HOME, AND I HAVE TO MAKE A CONNECTION FROM ONE BUS TO ANOTHER. SOMETIMES WHEN I GET OUT FROM ONE BUS, THE OTHER ONE IS GONE. I THINK THEY SHOULD WAIT FOR THE OTHER BUS TO ARRIVE.

BUS: ECR

BUS STOPS AND EQUIPMENT

Bus Cleanliness (Exterior and Interior)

Bus Cleanliness-Exterior/Interior

IMPROVE THE SANITATION

BUS: 110

LONG TIME SAMTRANS CUSTOMER , SERVICE HAS GREATLY IMPROVED YEAR AFTER YEAR OVER THE PAST FEW YEARS-- BUS ARE ALSO CLEANER IN GENERAL, ALWAYS A PLUS --NO COMPLAINTS.

BUS: 110

VERY CLEAN, GOOD DRIVERS.

BUS: 120

OUR COMMUNITY KEEPS THE BUSES CLEAN. LET'S KEEP UP WITH THIS TASK!

BUS: 120

BUSES ARE CLEAN AND ON TIME. THEY ARE CONVENIENT AS WELL.

BUS: 122

ROUTE ECR BUSES NEED MORE CLEANING, SMELL VERY BAD.

BUS: 130

BE CLEANER.

BUS: 133

IF ALL THE BUS DRIVERS DROVE WITHOUT JERKING AT THE STOPS THAT WOULD BE GREAT. AN AIR FRESHENER WOULD BE GREATLY APPRECIATED.

BUS: 140

IT WOULD BE NICE IF WEEKEND ROUTES HAD THE SAME TIME SCHEDULE. IT WOULD BE GOOD IF 7:04 AM ECR IN THE MORNING WAS BIGGER AND CLEANER AND IT WOULD BE NICE IF IT RAN MORE OFTEN. IT WOULD BE NICE TO HAVE DIGITAL SIGNS AT BUS STOPS.

BUS: 140

VERY PROMPT SERVICE. NICE AND CLEAN BUSES, MIGHT NEED TO INCREASE THE 122 STONESTOWN/SSF ROUTE DURING HOLIDAYS

BUS: 140

DRIVERS ARE VERY FRIENDLY AND BUSES ARE SO CLEAN.

BUS: 256

THE BUSES SMELL HORRIBLE! THE HOMELESS ARE ALWAYS ON THE BUS. FOSTER CITY NEED TO HAVE A SHARP TIMING BECAUSE OF THE CONNECTION OF BUSES TO CATCH AFTERWARDS. TIMING IS SUPPOSED TO BE ACCORDING TO THE SCHEDULE.

BUS: 256

IT IS MY FIRST TIME TAKE SAMTRANS, I LIKE IT. WORKERS ARE VERY POLITE, KIND. BUS IS CLEAN. I AND MY PARENTS ARE VERY SATISFIED WITH YOUR SERVICE. GOOD LUCK.

BUS: 275

Bus Cleanliness-Exterior/Interior

THESE BUSES SEEM DIRTY INSIDE. CLEAN THE WINDOWS, FLOORS, CHAIRS, AND THE OTHER THINGS IN THE BUS FOR BETTER AIR.
BUS: 276

GOOD SERVICE, NEED TO CLEAN MORE SEATS.
BUS: 292

TOO MANY HOMELESS SLEEPING IN THE BUS, VERY STINK.
BUS: 292

THANK YOU FOR THE SERVICE THAT GIVE US THAT IS VERY GOOD AND PUNCTUAL. THE BUS IS CLEAN AND WE ARE TREATED WELL.
BUS: 398

TIRED OF GETTING ON THE BUS AND SEEING FOUR OR FIVE HOMELESS WITH ALL THEIR BELONGINGS WITH THEM TAKING UP SEATING INTENDED FOR SENIORS OR DISABLED AND THEY WON'T MOVE-- AND SOME TIMES THE STENCH/SMELL IS UNBELIEVABLE, REALLY BAD.
BUS: ECR

SAMTRANS HAS EFFICIENT BUS SERVICES. ALWAYS CLEAN.
BUS: ECR

SAMTRANS IS VERY CONVENIENT, BUT I WOULD LIKE TO SEE MORE FREQUENCIES HAPPEN AT NIGHT. SAMTRANS IS MUCH CLEANER THAN MUNI.
BUS: ECR

PLEASE ADJUST THE AIR CONDITIONER AND CLEAN THE BUSES.
BUS: ECR

CLEAN THE BUSES.
BUS: ECR

CLEAN BUSES, MORE FREQUENCY.
BUS: ECR

ECR GETS STINKY AT CERTAIN DAY/TIMES.
BUS: ECR

I HOPE THE CLEANING GETS BETTER, THAT THE EMPLOYEES WILL BE A LITTLE MORE NICE, AND THE SCHEDULES GET GREATER CONTROL. THANK YOU VERY MUCH. I LOVE SAMTRANS BEST.
BUS: ECR

SAMTRANS NEEDS TO IMPROVE 397/242 AT NIGHT OF HOMELESSNESS PEOPLE SMELL. THANK YOU.
BUS: ECR

CHANGE SEATS/REMOVE THE CLOTH TO MAKE IT EASY TO CLEAN. CHECK ALL WINDOWS TO BE SURE THEY'RE WORKING. SOME STAY OPEN. MORE FRIENDLY DRIVERS. CHECK ALL DRIVERS HEALTH. SOME ARE FALLING ASLEEP. DRIVERS NEED TO START TO LOOK FOR PASSENGERS AT EVERY STOP.
BUS: KX

Bus Cleanliness-Exterior/Interior

EXCELLENT SERVICE! I WISH YOU WOULD ADD AIR FRESHENER, SO YOUR RIDE WILL BE MORE RELAXING. IT KILLS BAD ODORS!

BUS: KX

Bus Condition/Comfort of the Ride

Bus Condition/Comfort of the Ride

I LIKE THE COMFORT OF THE FELT CHAIRS.

BUS: 110

ALTHOUGH SAMTRANS BUSES ARE GENERALLY ON-TIME AND PREDICTABLE, IT WOULD BE GREAT TO HAVE REAL-TIME GPS ON ALL BUSES SO THAT I COULD BETTER PLAN MY TRIPS. ALSO, PLEASE RECONSIDER THE INTERIOR LAYOUT OF BUSES. THEY FEEL VERY CROWDED AND SMALL COMPARED TO MUNI, PARTICULARLY THE BACK OF THE BUSES.

BUS: 110

THE BUS SERVICE IS NO GOOD. THEY SHAKE SO MANY TIME THAT YOU GET SICK.

BUS: 122

KINDLY OPEN TWO WINDOWS IN FROM FOR PASSENGERS TO BREATHE FRESH AIR, SO THAT WE DON'T BREATHE THE SAME AIR INSIDE WHICH IS UNHEALTHY.

BUS: 122

TO OPEN THE WINDOW IN THE MORNING. THANK YOU.

BUS: 131

BETTER SEATS

BUS: 133

THANK YOU FOR BEING ON TIME & THANK YOU FOR THE AC

BUS: 251

THANK YOU, BUS DRIVER, FOR THE AIR CONDITIONER. IT FELT GOOD AND SUCH A PLEASANT RIDE.

BUS: 251

I AM VERY SATISFIED BECAUSE I FEEL VERY COMFORTABLE AND AM NOT CROWDED BY OTHER PASSENGERS.

BUS: 270

IT IS MY FIRST TIME TAKE SAMTRANS, I LIKE IT. WORKERS ARE VERY POLITE, KIND. BUS IS CLEAN. I AND MY PARENTS ARE VERY SATISFIED WITH YOUR SERVICE. GOOD LUCK.

BUS: 275

BUS DRIVERS SHOULD NOT HAVE THE AIR CONDITIONER "BLASTING." I'VE POLITELY ASKED THE BUS DRIVER TO TURN IT OFF OR DOWN AND THEY ONLY DO IT FOR A FEW MINUTES AND THEN TURN IT BACK ON. NO COURTESY FOR OLDER PASSENGERS WHO MAY HAVE HEALTH CONDITIONS.

BUS: 281

WHEN IT'S VERY COLD OR VERY HOT, ONLY THE AREA OF THE DRIVER IS COMFORTABLE. I THINK THAT YOU MUST REGULATE THE TEMPERATURE ACCORDING TO THE CLIMATE.

BUS: ECR

IT IS NICE AND COMFORTABLE. I LIKE IT. THANK YOU.

BUS: ECR

Bus Condition/Comfort of the Ride

PLEASE ADJUST THE AIR CONDITIONER AND CLEAN THE BUSES.

BUS: ECR

CHANGE SEATS/REMOVE THE CLOTH TO MAKE IT EASY TO CLEAN. CHECK ALL WINDOWS TO BE SURE THEY'RE WORKING. SOME STAY OPEN. MORE FRIENDLY DRIVERS. CHECK ALL DRIVERS HEALTH. SOME ARE FALLING ASLEEP. DRIVERS NEED TO START TO LOOK FOR PASSENGERS AT EVERY STOP.

BUS: KX

KX ROUTES ARE LONG- IT WOULD BE NICE TO HAVE LONG-ROUTE-PASSENGER FRIENDLY SEAT. KX BROCHURES ARE INCOMPLETE AND CAUSES CONFUSING W/ NEW RIDERS (IT SHOULD @ LEAST HAVE A NOTE). REMIND KX DRIVERS TO ACTUALLY DO THEIR SWEEP AT THE END OF THEIR ROUTE. I AM THE LAST PASSENGER OFF THE BUS EVERY DAY @ SF STATION AND I'VE ONLY SEEN ONE DRIVER DO IT ONCE (MY WALLET FELL OUT OF MY JACKET POCKET AND WOULD HAVE BEEN FOUND IF THE SWEEP HAD BEEN DONE).

BUS: KX

PLEASE ADD MORE KX BUSES. IT ONLY RUNS ONCE AN HOUR DURING COMMUTER HOURS AND MOST DIRECT WAY TO GET TO WORK. IT IS NOT AS EFFECTIVE TO DRIVE TO CALTRAIN AND THEN TRANSFER TO BART. SOMETIMES THE BUS IS FULL SINCE CHANGING TO THE SMALL BUS AND MISS THE MORE COMFORTABLE SEATS ON THE EXTENSION BUSES

BUS: KX

Bus Features/Amenities

Bus Features/Amenities

RECHARGER FOR PHONES

BUS: 112

INSTALL WI-FI ON THE BUSES LIKE VTA DOES.

BUS: 121

WE SHOULD HAVE WI-FI ON THE BUS.

BUS: 122

INSTALL PHONE CHARGING OUTLETS USB PORTS.

BUS: 133

IT WOULD BE NICE TO HAVE A DIGITAL SCREEN ON BUS WHERE THE PAPER SCHEDULES ARE INSTEAD
BUS: 398

1. NEED HAND WIPES (LIKE SAFEWAY) 2. COUGH DROPS FOR SICK 3. SEAT COVERS (PLASTIC) 4.
VENDING MACHINES 5. WI-FI

BUS: ECR

THE VTA BUSES HAVE WI-FI. SAMTRANS NEEDS TO HAVE WI-FI TOO.

BUS: ECR

I APPRECIATE THE SERVICE SAMTRANS PROVIDES. I THINK DURING PEAK HOURS M-F AM/PM IT
WOULD BE NICE TO HAVE AN EXPRESS BUS THAT MAKES LIMITED STOPS BUT COVERS ALL OTHER
TRANSPORTATION CONNECTIONS TO AND FROM TRANSIT STATIONS CENTERS. HAVE PLASTIC SEAT
COVERS AVAILABLE ON BUS FOR CUSTOMERS TO USE FOR SAFETY PRECAUTIONS.

BUS: ECR

WOULD BE GOOD TO HAVE MORE KX BUSES DURING COMMUTER HOURS. KX LEAVING HILLSDALE
AROUND 6:30AM ON TIME BUT AFTERNOON KX VARIES BY 5 TO 20 MINUTES. WOULD BE NICE TO
HAVE COMFORTABLE HIGH BACK SEATS SO US SF RIDERS COULD SLEEP WITHOUT FALLING OVER,
HITTING OUR HEADS ON PLASTIC SEAT BACK IN FRONT OF US. OLD BUSES HAVE NICE SEATS.

BUS: KX

Enforcement/Security

Enforcement/Security

PLEASE ENFORCE CELLPHONE POLICY!

BUS: 110

GREAT I GET TO SCHOOL EARLIER THAN THE SCHEDULE SAYS I WILL. ALSO, THERE IS NEVER ANY TROUBLE WITH THE BUS DRIVER OR PASSENGERS ON BOARD.

BUS: 110

STOP CELL PHONE CALLS. YOUNG FOLKS NEED TO MOVE BACK AND NOT SIT IN FRONT!

BUS: 110

WHEN PEOPLE ARE THE USUAL RIDERS AND THE BUS IS PACKED FULL, THERE IS NO NEED OF EXCESSIVE INTERCOM TO TELL THE PASSENGERS TO STAND BEHIND AREAS MARKED YELLOW. PASSENGERS SHOULD KNOW WHAT THEY ARE DOING IF THEY SEEM TO BE IN THE RIGHT STATE OF MIND AND ARE TAKING PRECAUTIONS

BUS: 120

SOMETIMES THE BUS DRIVES HAVE BAD ATTITUDES. THESE PEOPLE MAKE GOOD MONEY AND SHOULD LIKE TO DEAL WITH THE PUBLIC. SOMETIMES THEY SHOULD BEND THE RULES FOR THE SAKE OF CUSTOMER SERVICE BECAUSE RIDING THE BUS SUCKS!

BUS: 122

LOUD PHONE OR IN-PERSON CONVERSATIONS SHOULD NOT BE ALLOWED ON THE BUS (REGARDLESS OF RACE OR COLOR, DRIVER SHOULD NOT PLAY FAVORITES), BECAUSE IT IS VERY ANNOYING AND UNCOMFORTABLE FOR OTHER PASSENGERS. DRIVERS SHOULD WAIT UNTIL PASSENGERS ARE SEATED BEFORE THE BUS MOVES (ESPECIALLY SENIORS). LONG CONVERSATIONS BETWEEN DRIVERS AND PASSENGERS SHOULDN'T BE ALLOWED. DRIVERS SHOULD ASK NON-SENIORS TO VACATE SPACE FOR SENIORS AT ALL TIMES.

BUS: 122

IT'S TOUGH WHEN HOMELESS RIDERS ARE ON BECAUSE THE BUS SMELLS.

BUS: 250

WE NEED MORE CONTROL WITH SOME PASSENGERS.

BUS: 250

TOO MANY HOMELESS PEOPLE! MANY ALLOWED TO RIDE FREE!

BUS: 275

IN THE EARLY MORNING, A LOT OF HOMELESS ON THE BUS. COMPARE WITH MUNI, THEIR REAL-TIME INFORMATION IS MORE USEFUL

BUS: 292

BUS STINKS BECAUSE OF THE (BUM) PASSENGERS WHO'S MAKING THE BUS THEIR HOME OR MOTEL TO SLEEP. I CAN'T BREATHE NORMALLY. HAVE A NICE DAY!

BUS: 292

Enforcement/Security

I PAY EVERY MONTH AND PURCHASE A CLIPPER CARD. I NOTICE MANY DRIVERS ALLOW PEOPLE TO RIDE FOR FREE.

BUS: 292

SAMTRANS IS BY FAR BETTER THAN THE OVERALL SERVICE OF AC TRANSIT IN COMPARISON (I RIDE BOTH BUSES DAILY). I'VE BEEN A COMMUTER FOR OVER 30 YEARS AND SAMTRANS IS SUPERIOR. THANKS, AND KEEP UP THE GOOD WORK. *NEGATIVE: DRIVERS SHOULD BE ABLE TO HAVE UNRULY PASSENGERS REMOVED FOR THE SAFETY OF OTHERS.

BUS: 296

EVERYTHING IS SATISFACTORY IN RIDING SAMTRANS EXCEPT RIDING THE BUS AT NIGHT DEALING WITH HOMELESS PEOPLE.

BUS: 398

LATELY, I FEEL VERY UNCOMFORTABLE ON SAMTRANS. I HAVE SEEN PEOPLE DRINK ALCOHOL, WITH CIGARETTES IN THEIR MOUTHS, AND USE LOUD PROFANITY AND RACIAL SLURS WITHOUT THE DRIVER SAYING A WORD.

BUS: ECR

TIRED OF GETTING ON THE BUS AND SEEING FOUR OR FIVE HOMELESS WITH ALL THEIR BELONGINGS WITH THEM TAKING UP SEATING INTENDED FOR SENIORS OR DISABLED AND THEY WON'T MOVE-- AND SOME TIMES THE STENCH/SMELL IS UNBELIEVABLE, REALLY BAD.

BUS: ECR

SAMTRANS A GREAT BUS, PROVIDES A LOT OF BUMS A PLACE TO SLEEP. THEY STEAL YOUR PURSE, BUT EVERYTHING IS COOL.

BUS: ECR

I THINK THE DRIVERS DO A TERRIFIC JOB. THEY'RE NOT ONLY DRIVING A BUS, BUT AT TIMES RUNNING A HOMELESS SHELTER AND AT TIMES A MENTAL HEALTH CLINIC.

BUS: ECR

Parking

Parking

I DRIVE DAILY TO THE COMMUTER PARKING LOT TO PARK MY CAR BEFORE CATCHING THE BUS. HOWEVER, IT IS ALWAYS FULL OF NEARBY RESIDENTS' PARKED CARS, THUS CAUSING ME DELAYS IN GETTING TO MY BUS STOP. CAN MORE ENFORCEMENT BE MADE TO ABIDE BY THE RULES OF THE COMMUTER LOT.

BUS: KX

Safety Issues

Safety Issues

DRIVERS- COURTESY NOT REALLY AN ISSUE AS LONG AS THEY DRIVE SAFELY, LET SENIORS GET SEATED BEFORE THEY DRIVE AWAY. YOU COULD USE MORE "NEWS" ON THE WEB PAGE- SCHEDULE CHANGES, ETC... AND MAYBE SOME NOTIFICATION FOR BUSES OUT OF SERVICE.

BUS: 118

MAY I SUGGEST THAT THE DRIVERS LET THE PASSENGERS SIT FIRST BEFORE THEY GO, ESPECIALLY THE DISABLED PASSENGERS.

BUS: 120

SOMETIMES, THE BUS IS NOT ON TIME. SOMETIMES, THE DRIVER DRIVES EVEN IF AN ELDERLY PASSENGER HAS NOT SEATED. SOMETIMES, DRIVER STEPS ON THE GAS SO HARD THAT STANDING PASSENGERS GET OUT OF BALANCE AND ARE SHOVED. BE ABLE TO CONTROL IF THERE ARE STANDING PASSENGERS.

BUS: 122

WHEN IT RAINS, THE FLOORS GET SLIPPERY. IF THEY COULD HELP WITH THAT, IT WOULD BE GREAT,

BUS: 130

SOME DRIVERS ARE VERY ABRUPT ON THE BRAKES.

BUS: 296

BUS OPERATORS SHOULD TRY TO LEARN HOW TO BRAKE THE BUS AND NOT STOP TO HURT PEOPLE ON THEIR BUS.

BUS: 398

ACCURATE DEPARTURE/ARRIVAL PREDICTIONS AT NIGHT ALWAYS NOT WORKING. MORE BUS CONNECTIONS. BUS ROUTES STOPS MUST BE LIGHTED AT NIGHT FOR SAFETY OF PASSENGERS. I AVOID RIDING BUS AT NIGHT. IT'S NOT SAFE IN THE AREA OF SAMTRANS BUS STOP.

BUS: ECR

Stop Amenities/Condition/Cleanliness

Stop Amenities/Condition/Cleanliness

IMPROVE THE SANITATION

BUS: 110

THANK YOU FOR ALWAYS HAVING TRASH BAGS! IMPROVEMENTS: MAKE WEEKEND ROUTES TO PLACES DIFFICULT TO REACH BY UBER OR LYFT. MORE BENCHES AND/OR SHELTERS AT STOPS. CHANGE (CANS) INSTEAD OF CHANGE RECEIPTS. THIS ONE OF MY FAVORITE TRANS SYSTEMS! THANKS.

BUS: 110

THE DRIVER ON THE #118 IS A GREAT DRIVER. EXCELLENT CUSTOMER SERVICE. GOOD REPRESENTATIVE FOR SAMTRANS. #118 STOP AT COLMA BART IS RIDICULOUSLY FAR FROM THE BART ENTRANCE- WHY? #118 SHOULD BE MORE FREQUENT.

BUS: 118

SOMETIMES LOUD RADIOS INSIDE THE BUS. PEOPLE MUST USE HEADPHONES. SAN BRUNO BUS STATION LATELY IS DISGUSTING TRASH OUTSIDE CONTAINERS. THERE ARE ABOUT 12 PAIR OF SHOES HANGING FROM A BEAN POLE NEXT TO THE CEILING.

BUS: 133

BE CLEANER.

BUS: 133

I WOULD GREATLY APPRECIATE SUNDAY AND HOLIDAY SERVICE ON ROUTES 270/276 AND MORE FREQUENT SERVICE OF THESE ROUTES ON WEEKENDS. ALSO, THERE ARE NO BUSES THAT CAN GET ME TO M PARK CALTRAIN BY 5:45AM ON WEEKDAYS (FROM MARSH MANOR SHOPPING CENTER). I WOULD GREATLY APPRECIATE A COVERED BUS STOP AT THE CORNER OF TILTON AND EL CAMINO IN SAN MATEO. THERE IS PLENTY OF SPACE FOR THIS.

BUS: 270

THE SERVICE IS VERY GOOD, BUT MORE BATHROOMS ARE NEEDED,

BUS: ECR

1. NEED HAND WIPES (LIKE SAFEWAY) 2. COUGH DROPS FOR SICK 3. SEAT COVERS (PLASTIC) 4. VENDING MACHINES 5. WI-FI

BUS: ECR

Strollers/Bikes/Luggage Issues

Strollers/Bikes/Luggage Issues

MAKE IT EASIER TO BRING DOGS ON SAMTRANS AND CALTRAIN-- PLEASE!

BUS: 275

OTHER

General Compliments

General Compliments	
THANKS FOR SAMTRANS!	BUS: 17
THANK YOU FOR YOUR SERVICE.	BUS: 17
THANK YOU FOR YOUR SERVICE	BUS: 17
THANKS FOR YOUR SERVICE.	BUS: 17
EXCELLENT SERVICE. I RECOMMEND TO ALL MY FRIENDS.	BUS: 110
SAMTRANS IS GREAT	BUS: 110
THANK YOU!	BUS: 110
GOOD SERVICE ESPECIALLY 110 ROUTES	BUS: 110
THE BUS IS VERY GOOD	BUS: 110
SATISFIED CUSTOMER, GETS ME TO WORK ON TIME, IN A SAFE PUNCTUAL WAY.	BUS: 110
THANK YOU FOR THE GREAT SERVICE YOU ARE DOING FINE AND WE LOVE THE SERVICE.	BUS: 110
GOOD SERVICE!	BUS: 112
THEY DO GREAT JOB ALL THE EMPLOYEES OF THE SAMTRANS	BUS: 112
EVERYTHING IS VERY GOOD.	BUS: 120
BEST SERVICE.	BUS: 120
VERY GOOD.	BUS: 121

General Compliments

LOVE THAT YOU CAN GET JUST ABOUT ANYWHERE WITH LITTLE TO NO INCONVENIENCE.	BUS: 121
GREAT.	BUS: 121
THANKS FOR PROVIDING A GREAT SERVICE.	BUS: 122
VERY SATISFIED.	BUS: 122
GENERAL ASSISTANCE TO THE RIDING PUBLIC IS WONDERFUL. THANKS.	BUS: 122
SATISFIED.	BUS: 122
CONTINUE THE GREAT SERVICE.	BUS: 122
I LOVE HOW SAMTRANS HAVE MANY BUSES AND STOPS IN MY COMMUNITY. IT MAKES ME EXPERIENCE A LOT OF PLACES IN MY AREA.	BUS: 122
I ENJOY USING THE BUS BECAUSE I AM YOUNG AND MY FAMILY CAN'T ALWAYS DRIVE ME.	BUS: 122
GREAT SERVICE, MOST BUSES CONVENIENT.	BUS: 122
HAVE A NICE DAY.	BUS: 122
THANK YOU SAMTRANS FOR GREAT SERVICE	BUS: 130
I THINK THAT SAMTRANS IS VERY HELPFUL FOR ME TO GET TO PLACES AND I ENJOY IT A LOT.	BUS: 130
THANK YOU FOR GETTING ME TO WORK ON TIE EVERY DAY (130 BUS)	BUS: 130
KEEP UP THE GOOD WORK. [NAME REMOVED]	BUS: 130
GREAT SERVICE	BUS: 131
I TAKE SAMTRANS BUSES TO GO DIFFERENT PLACES EVERY DAY ALL THE TIME.	BUS: 131

General Compliments

GOOD SERVICE	BUS: 131
MY ONLY TRANSPORTATION	BUS: 131
PERFECT!	BUS: 131
NICE	BUS: 133
IT IS A GOOD SYSTEM	BUS: 133
RIDE ARE ALWAYS NICE	BUS: 133
AWESOME!	BUS: 140
SAMTRANS IS GOOD.	BUS: 141
GREAT SERVICE.	BUS: 141
I RIDE REGULARLY W/ MY CLIENTS WHO HAVE MENTAL ILLNESS ISSUES AND THE BUS SERVICES PROVIDED FOR THEM AND THEIR STAFF IS EXCEPTIONAL AND WONDERFUL BENEFIT FOR THEM AND THEIR STAFF. THANK YOU!	BUS: 250
SAMTRANS IS BEST BUS.	BUS: 250
I AM FULLY SATISFIED WITH SAMTRANS.	BUS: 250
VERY SATISFIED WITH SAMTRANS. I RIDE IT ALMOST ALWAYS EVERY DAY.	BUS: 250
ITS JUST A GREAT TIME TO SPEND AND GET TO MEET NEW PEOPLE.	BUS: 250
SERVICE VERY GOOD.	BUS: 250
I'VE ALWAYS RODE THE BUS TO AND FROM SCHOOL ON MULTIPLE OCCASIONS IT'S CONVENIENT AND PLEASANT NEVER HAD ANY COMPLICATIONS THANKS A LOT!	BUS: 250

General Compliments

I LIKE SAMTRANS VERY MUCH. I HOPE THEY DON'T STOP RUNNING!	BUS: 252
VERY SATISFIED	BUS: 256
I AM SUPER GRATEFUL FOR PUBLIC TRANSPORTATION. IT WOULD BE HARD TO GET TO WORK WITHOUT IT, BECAUSE OF MY DUI.	BUS: 256
I LIKE IT A LOT! SUPER GOOD OVERALL!	BUS: 256
I LIKE SAMTRANS.	BUS: 260
I LIKE SAMTRANS.	BUS: 260
GREAT JOB.	BUS: 260
GOOD SERVICE.	BUS: 260
I RIDE SAMTRANS EVERY DAY --- EXCELLENT SERVICE.	BUS: 270
IT IS A VERY GOOD SERVICE AND IT ALLOWS ME TO GET TO MY SCHOOL.	BUS: 270
I THINK THE SERVICE IS GOOD.	BUS: 270
I LIKE TO TAKE THE BUS BECAUSE IT HAS GOOD SERVICE	BUS: 270
I HAVE GOOD SERVICE.	BUS: 270
FOR ME, SAMTRANS IS GOOD. I LIKE TRAVELING TO MEET NEW PEOPLE.	BUS: 270
VERY GOOD SERVICE.	BUS: 270
I LOVE SAMTRANS	BUS: 273

General Compliments

I'M VERY HAPPY WITH SAMTRANS. IT COMES BY MY HOUSE AND IS EASY TO CATCH. I BEEN RIDING SAMTRANS FOR A LONG TIME, WAY BACK WHEN ROUTES CALLED 6A, 50C. THANK YOU. KEEP UP THE GOOD WORK!	BUS: 275
THEY HAVE BEEN VERY HELPFUL TRYING TO GET TO WORK AT STANFORD HOSPITAL	BUS: 276
THANK SAMTRANS.	BUS: 276
THANK YOU!	BUS: 280
THANK YOU FOR YOUR SERVICE. PEOPLE NEED IT VERY MUCH, THE SERVICE.	BUS: 281
THANKS FOR THE SERVICE.	BUS: 281
SAMTRANS IS BETTER THAN VTA.	BUS: 281
I'M LUCKY TAKING THE SAMTRANS BUS	BUS: 286
I LIKE SAMTRANS VERY MUCH.	BUS: 286
THIS IS A CONVENIENT ROUTE TO GET TO SLAC FROM MENLO.	BUS: 286
GREAT JOB!	BUS: 292
THE SERVICE IS GOOD	BUS: 292
THANKS	BUS: 292
I LIKE SAMTRANS	BUS: 292
IS GOOD. THANK YOU.	BUS: 292
LOVE TO KNOW THERE'S SAMTRANS BUS THAT GOES FROM WHERE I LIVE TO WHERE I WORK. IT'S CONVENIENT. THANKS.	BUS: 292

General Compliments

THANKS FOR YOUR GREAT SERVICE.	BUS: 294
I FLY IN OF OUT-OF-STATE TO VISIT MY DAD IN HALF MOON BAY. CATCHING THE BUS FROM SFO TO HILLSDALE TO HMB IS A GREAT SERVICE. WEEKEND SERVICE IS REALLY NICE 398-294. THANK YOU.	BUS: 294
GOOD SERVICE.	BUS: 295
IN GENERAL, IT IS GOOD SERVICE.	BUS: 296
THANK YOU- I RIDE MUNI IN SF AND BART AND CALTRAIN. SAMTRANS DOES A VERY GOOD JOB COMPARED TO MUNI, I THINK.	BUS: 296
ALWAYS GOOD SERVICE	BUS: 296
THANK YOU!	BUS: 296
IT HAS BEEN VERY HELPFUL IN MY SEARCH FOR WORK.	BUS: 398
I'M NOT A REGULAR BUS USER, BUT I AM ALWAYS IMPRESSED BY THE SERVICE.	BUS: 398
KEEP DOING YOUR BEST!	BUS: 398
I AM SO THANKFUL FOR THE BUS 398 TO EXIST. IT HAS AND STILL IS HELPING GO TO WORK FROM SAN BRUNO TO BELMONT.	BUS: 398
GOOD SERVICE!	BUS: 398
I LIKE SAMTRANS. I DON'T HAVE A CAR SO I TAKE THE BUS. THX SAMTRANS.	BUS: ECR
THANK YOU FOR THIS SERVICE.	BUS: ECR
GOOD SERVICE.	BUS: ECR
VERY GOOD SERVICE.	BUS: ECR

General Compliments

THE SERVICE IS VERY NECESSARY.	BUS: ECR
I LOVE SAMTRANS, THEY TREAT CUSTOMERS WITH CARE.	BUS: ECR
GOOD SERVICE!	BUS: ECR
FOR ME, IT IS A GOOD SERVICE.	BUS: ECR
THANK YOU FOR PROVIDING RIDES EVERY DAY	BUS: ECR
THANK YOU FOR CARING.	BUS: ECR
GOOD WORK.	BUS: ECR
KEEP UP THE AWESOME WORK. I APPRECIATE THE WORK YOU DO FOR THE COMMUNITY.	BUS: ECR
I LIKE LETTING OTHERS DO MY DRIVING. THANKS!	BUS: ECR
EVERYTHING IS VERY GOOD.	BUS: ECR
KEEP UP THE GOOD WORK	BUS: ECR
EXCELLENT SERVICE... KEEP ON BUSING.	BUS: ECR
EXCELLENT!	BUS: ECR
SAMTRANS IS A VERY GOOD OPTION FOR TRANSPORTATION.	BUS: ECR
VERY SATISFIED.	BUS: ECR
I REALLY USE OTHER NON-SAMTRANS BUS TOO, BUT SAMTRANS MAKES IT FAIRLY EASY TO CONNECT. THANKS FOR THAT.	BUS: ECR
THE SERVICE IS GOOD, BUT IT SHOULD BE BETTER FOR THE CUSTOMERS.	BUS: ECR

General Compliments

THANKS FOR THE CONTINUING SERVICE TO THE COMMUTER.	BUS: ECR
THANKFUL FOR THE SERVICE OF SAMTRANS.	BUS: ECR
GOOD SERVICE!	BUS: ECR
VERY SATISFIED FOR THE SERVICE AND COURTESY.	BUS: ECR
KEEP UP THE GOOD WORK.	BUS: ECR
THANKS FOR SAMTRANS FOR US WHO DON'T OWN A CAR.	BUS: ECR
I'M GLAD ABOUT THE BUS.	BUS: ECR
KEEP UP THE GOOD WORK!	BUS: FLXP
SAMTRANS IS GREAT SERVICE. KEEP UP THE GOOD WORK	BUS: FLXP
I AM VERY SATISFIED.	BUS: KX

Lost & Found

Lost & Found

LOST & FOUND IS NOT TOO GREAT.

BUS: 110

I LOST MY WALLET ON SAMTRANS BUT IT WAS NEVER RETURNED.

BUS: 120

MY FRIEND LOST A BAG ON THE BUS 727. THEN I WAS INFORM TO LOST AND FOUND. THAT'S BAD NEWS. THEY DIDN'T FIND IT. I'D LIKE TO RECOMMEND TO INSTANT CCTV ON THE BUS. MAYBE NEXT TIME IF ANYONE LOST SOMETHING THEY CAN FIND IT.

BUS: 121

LOST ITEMS ARE USUALLY MY CONCERN, AS I DON'T TRUST PEOPLE TO RETURN THEM. IF THAT CAN BE ADDRESSED, THAT WOULD BE GREAT.

BUS: 122

Other Comments

Other Comments

USE TO BE A LOT BETTER SERVICE IN THE PAST.

BUS: FLP