

**From:** [Mai 麥](#)  
**To:** [Salandakanan, Jan Alexis](#)  
**Cc:** [cacsecretary \[@samtrans.com\]](mailto:cacsecretary [@samtrans.com]); [Mai 麥](#); [HsuPing Kuo](#)  
**Subject:** Re: Samtrans Comment - 855774  
**Date:** Tuesday, August 30, 2022 10:30:25 PM

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**ATTENTION:** This email came from an external source. Do not open attachments or click on links from unknown senders.

Dear Alexis,

Thanks for your reply. However, we don't see how SamTrans gonna solve the problem. For your reference, we saw the route 62 bus was delayed again on 8/29 Monday. Even if it's on time as the schedule started from 7:46, the route 62 bus would never send students to Carlmont High before 8:20 and allow students to walk into the classroom before 8:30. We suggest the route 62 start from 7:30. Otherwise, it's impossible for students to arrive school on time under current traffic situations. Thank you for the help.

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**From:** HsuPing Kuo <[sunnykhp0401@hotmail.com](mailto:sunnykhp0401@hotmail.com)>  
**Sent:** Monday, August 29, 2022 12:23 PM  
**To:** [Mai 麥 <shenchih@hotmail.com>](mailto:shenchih@hotmail.com)  
**Subject:** Fw: Samtrans Comment - 855774

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**From:** [Salandakanan, Jan Alexis <SalandakananJ@samtrans.com>](mailto:SalandakananJ@samtrans.com)  
**Sent:** Monday, August 29, 2022 11:27 AM  
**To:** [sunnykhp0401@hotmail.com](mailto:sunnykhp0401@hotmail.com) <[sunnykhp0401@hotmail.com](mailto:sunnykhp0401@hotmail.com)>  
**Subject:** Samtrans Comment - 855774

To Sunny Kuo,

Thank you for contacting SamTrans, though we regret it was due to issues with Route 62's on-time performance. We sincerely apologize for the poor experience. Know, though, that your concerns were forwarded to the proper parties for further handling as part of our improvement process.

On that note, Bus Operations did disclose that the bus had been severely late on the day you reported this issue, 08/29/2022. While our schedules account for some variance in timing due to the nature of public transportation, this incident was well outside our timetables' window of tolerance. Rest assured, Bus Operations takes on-time performance issues very seriously, and they do take appropriate action to ensure our timetables are maintained.

Nonetheless, we recognize this is only a reactionary measure; it does not change what happened. Once more, we apologize for the trouble. We will work to address this matter, but please do not hesitate to reach out to us again if this problem persists or if you encounter any

other issues that require our attention.

Kind regards,

**Alexis Salandanan**

San Mateo County Transit District

Customer Service Dept.

1250 San Carlos Avenue

San Carlos, CA 94070-1306

1-800-660-4287

[www.smctd.com](http://www.smctd.com)

**From:** [Brook, Jean](#)  
**To:** [cacsecretary \[@samtrans.com\]](mailto:cacsecretary [@samtrans.com]); [Board \(@samtrans.com\)](#)  
**Subject:** FW: Samtrans Comment - 855921  
**Date:** Wednesday, August 24, 2022 4:25:43 PM

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**From:** Salandanan, Jan Alexis <SalandananJ@samtrans.com>  
**Sent:** Tuesday, August 23, 2022 6:22 PM  
**To:** wtai2002@yahoo.com  
**Subject:** Samtrans Comment - 855921

To Winnie Tai,

Thank you for reaching out. SamTrans takes feedback from our customers seriously, and we appreciate you for bringing your concerns to our attention.

The service change on Route 260 was a recommendation from a multi-year long transit planning study called [Reimagine SamTrans](#), which examined ridership data, transit needs in areas of the County with high transit dependency, as well as feedback from our community over the course of several years. Reimagine SamTrans considered pre-pandemic ridership as well as ridership throughout the recovery.

It has come to our attention that some students use the removed portion of the western end of Route 260 for school-related travel. SamTrans staff is assessing options to potentially serve these students while minimizing impacts to existing service.

We recognize that there are transit needs throughout the County. Unfortunately, we do not have the resources to provide service wherever it is wanted. Rest assured, however, our planning process is dynamic and we continuously assess information about increased demand, as well as overall ridership, rider and operator feedback, system efficiency, and on-time performance to ensure our resources are in the right places.

Kind regards,

**Alexis Salandanan**  
San Mateo County Transit District  
Customer Service Dept.  
1250 San Carlos Avenue  
San Carlos, CA 95070-1306  
1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

**From:** [Brook, Jean](#)  
**To:** [cacsecretary \[@samtrans.com\]](mailto:cacsecretary [@samtrans.com])  
**Subject:** FW: Samtrans Comment - 855920  
**Date:** Wednesday, August 24, 2022 4:24:43 PM

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**From:** Salandanan, Jan Alexis <SalandananJ@samtrans.com>  
**Sent:** Tuesday, August 23, 2022 6:20 PM  
**To:** scro0004@gmail.com  
**Subject:** Samtrans Comment - 855920

To Justin Smith,

Thank you for reaching out. SamTrans takes feedback from our customers seriously, and we thank you for bringing your concerns to our attention.

The service change on Route 260 was a recommendation from a multi-year long transit planning study called [Reimagine SamTrans](#), which examined ridership data, transit needs in areas of the County with high transit dependency, as well as feedback from our community over the course of several years. Reimagine SamTrans considered pre-pandemic ridership as well as ridership throughout the recovery.

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Kind regards,

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