



SamTrans Board of Directors

Meeting of May 7, 2025

Correspondence as of April 11, 2025

Subject

1. Incident on SamTrans bus: April 5, El Camino Real bus, northbound on ECR (Hillsdale stop)
2. RE: Incident on SamTrans bus: April 5, El Camino Real bus, northbound on ECR (Hillsdale stop)
3. RE: FCX – Wen-Chin Chen
4. Re: FCX route feedback –Kim Wong
5. RE: Request to Add Stops on Mission Street for FCX – Charles Ding
6. RE: Concerns of FCX Route – Chrissy Chen
7. Re: FCX route feedback – From Kim Wong
8. Letter of Support Regarding Sales and Use Tax Exemption for Zero-Emission Buses

From: [Vicky Boyd](#)
To: [Michelle Bouchard](#); chanaa@samtrans.com; [Peter Skinner](#)
Cc: [Board \(@caltrain.com\)](#); [Board \(@samtrans.com\)](#)
Subject: Incident on SamTrans bus: April 5, El Camino Real bus, northbound on ECR (Hillsdale stop)
Date: Sunday, April 6, 2025 1:33:33 AM

You don't often get email from vickylboyd@yahoo.com. [Learn why this is important](#)

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

Dear Ms. Bouchard, Ms. Chan, Mr. Skinner,

I was waiting for a lengthy time for the SamTrans El Camino Bus, northbound, at Hillsdale station. Approximately 10:30 p.m. on April 5. When the bus finally pulled up, there was clearly an incident going on inside the bus. I could see through the glass door and hear it from outside - an African American male screaming and acting hostile. The bus driver had a wooden baton in her hand and appeared to be trying to make a phone call. The bus stayed parked with the motor on but bus driver would not open the door for me. I waited for a while to see if the situation would de-escalate but it did not, the passenger was out of control. I was VERY concerned for the bus driver who was distressed but trying her best to contact someone for help. There were other passengers on the bus. Unfortunately my phone had just died so standing outside was not able to do anything. I tried to make eye contact with the bus driver to let her know I was aware of the situation and would try to get help.

I immediately went to the CalTrain train station just as a northbound train was pulling up. Ms. Bouchard, here is where I need your attention please. I reported the incident to the CalTrain employee as soon as I entered the train and requested he contact the police or authority. His indifference was beyond my comprehension. He said he had no way to dial out or call for help. He told me even if there was an incident on his train he would have no way to dial out. Completely non-complacent attitude. I attempted to ask another passenger on the train if he could use his phone to report this incident but he could care less. I felt like I was in the twilight zone surrounded by employee and fellow passenger that were completely indifferent to the incident I tried in vain to report. I waited until my Broadway, Burlingame stop to exit, got off the train and went immediately to a gas station. The attendant there allowed me to use his phone, I called San Mateo Police to report. The officer I spoke to said he was aware of the situation, it had been called in. That was a huge relief.

Often I have to take the El Camino northbound bus at night, the last (2) scheduled runs. It is like a mobile homeless encampment. Other passengers with feet up on chairs, terrible smells, unkempt. I take multiple transfers when I depart Half Moon Bay at night and that last leg of the journey, El Camino Real northbound, is dreadful. I don't know if you are aware just how bad it is. After not being able to get on the bus after waiting 1+ hour for because of this incident, then having to take the train instead, I did not get home until midnight tonight.

I think what is most disturbing is that when I tried to report it to a CalTrain employee he was so indifferent and just walked away. That was shocking to me.

Just wanted you to be aware. I am concerned for the bus drivers, the other passengers and myself that these disturbances are going on. The bus drivers have always been very cordial, polite and helpful.

Sincerely,
Vicky Boyd
(650) 431-9502

From: [Caltrain BOD Public Support](#)
To: vickylboyd@yahoo.com
Cc: [Board \(@caltrain.com\)](#); [Board \(@samtrans.com\)](#)
Subject: Re: Incident on SamTrans bus: April 5, El Camino Real bus, northbound on ECR (Hillsdale stop)
Date: Monday, April 7, 2025 12:03:24 PM

Dear Vicky Boyd,

Your message to the Caltrain Board of Directors has been forwarded to me for a response, and a copy of our correspondence will also be shared with the Board members. Thank you for taking the time to share your feedback. On behalf of Caltrain, we sincerely apologize for the experience you had. Please understand that this does not reflect the values or standards we uphold as an organization. We have received your concerns regarding the incident on the SamTrans El Camino Bus and the interaction with the Caltrain employee, and we are currently investigating the situation.

We truly appreciate your patience and understanding as we look into this matter.

Sincerely,

Your Caltrain BOD Public Support Team

From: Vicky Boyd <vickylboyd@yahoo.com>
Sent: Sunday, April 6, 2025 8:32:46 AM (UTC+00:00) Monrovia, Reykjavik
To: Michelle Bouchard <bouchardm@caltrain.com>; chanaa@samtrans.com <chanaa@samtrans.com>; Peter Skinner <skinnerp@samtrans.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Board (@samtrans.com) <board@samtrans.com>
Subject: Incident on SamTrans bus: April 5, El Camino Real bus, northbound on ECR (Hillsdale stop)

You don't often get email from vickylboyd@yahoo.com. [Learn why this is important](#)

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

Dear Ms. Bouchard, Ms. Chan, Mr. Skinner,

I was waiting for a lengthy time for the SamTrans El Camino Bus, northbound, at Hillsdale station. Approximately 10:30 p.m. on April 5. When the bus finally pulled up, there was clearly an incident going on inside the bus. I could see through the glass door and hear it from outside - an African American male screaming and acting hostile. The bus driver had a wooden baton in her hand and appeared to be trying to make a phone call. The bus stayed parked with the motor on but bus driver would not open the door for me. I waited for a while to see if the situation would de-escalate but it did not, the passenger was out of control. I was VERY concerned for the bus driver who was distressed but trying her best to contact someone for help. There were other passengers on the bus. Unfortunately my phone had just died so standing outside was not able to do anything. I tried to make eye contact with the bus driver to let her know I was aware of the situation and would try to get help.

I immediately went to the CalTrain train station just as a northbound train was pulling up. Ms. Bouchard, here is where I need your attention please. I reported the incident to the CalTrain employee as soon as I entered the train and requested he contact the police or authority. His indifference was beyond my comprehension. He said he had no way to dial out or call for help. He told me even if there was an

incident on his train he would have no way to dial out. Completely non-complacent attitude. I attempted to ask another passenger on the train if he could use his phone to report this incident but he could care less. I felt like I was in the twilight zone surrounded by employee and fellow passenger that were completely indifferent to the incident I tried in vain to report. I waited until my Broadway, Burlingame stop to exit, got off the train and went immediately to a gas station. The attendant there allowed me to use his phone, I called San Mateo Police to report. The officer I spoke to said he was aware of the situation, it had been called in. That was a huge relief.

Often I have to take the El Camino northbound bus at night, the last (2) scheduled runs. It is like a mobile homeless encampment. Other passengers with feet up on chairs, terrible smells, unkempt. I take multiple transfers when I depart Half Moon Bay at night and that last leg of the journey, El Camino Real northbound, is dreadful. I don't know if you are aware just how bad it is. After not being able to get on the bus after waiting 1+ hour for because of this incident, then having to take the train instead, I did not get home until midnight tonight.

I think what is most disturbing is that when I tried to report it to a CalTrain employee he was so indifferent and just walked away. That was shocking to me.

Just wanted you to be aware. I am concerned for the bus drivers, the other passengers and myself that these disturbances are going on. The bus drivers have always been very cordial, polite and helpful.

Sincerely,
Vicky Boyd
(650) 431-9502

From: [SamTrans BOD Public Support](#)
To: wen2368@hotmail.com
Cc: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: RE: FCX
Date: Monday, April 7, 2025 5:06:18 PM

To Wen-Chin Chen,

Thank you for taking the time to share your concerns with our current Route FCX alongside your suggestions on what we can do to improve the experience for our riders. Know that your feedback was provided to our Operations Planning team for review. A copy of your correspondence was also provided to our Board of Directors.

SamTrans staff are currently evaluating the feasibility of returning Route FCX to Mission St. However, this is still an ongoing process, so we do not yet have any details to share on the matter. Rest assured, though, the results of our findings will be made available at a future Board of Directors meeting.

Thank you again for sending us your comments. Please visit our website to stay up to date on details about upcoming Board meetings: <https://www.samtrans.com/board-of-directors/meetings>.

Your SamTrans BOD Public Support Team

From: Wen-Chin Chen <wen2368@hotmail.com>
Sent: Thursday, March 6, 2025 11:47:40 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@samtrans.com) <Board@samtrans.com>
Subject: FCX

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

To the Board members:

I have been taking FCX for my commute to work 5 days a week for years. Since August 2024, FCX dropped all the stops in San Francisco with only one stop at Salesforce.

I do understand that quite a lot of people working around that area. But, the bus services are not just for them. This year, a lot of public employees are requested to go back to work on site and their locations are around 8th and 9th street which are about 2 miles from Salesforce. SamTrans staff said there are options of walking and taking the bus which are not very safe.

The commute became so long and difficult which keeps people away from taking the bus.

Also, about the time, the new route does not save that much time with circling inside the Salesforce and traffic around the center. We still hit the traffic jam on highway entrance and on highway 101.

I like to suggest that FCX changes the route to start from SalesForce and go down Mission St with 2 stops on Mission (5th and 9th) before get on the highway 101. This way, it can offer the people working around those areas a chance to consider taking the FCX bus. Bus 292 is doing that already.

We did a petition among the FCX passengers and have been talking to them. More than 90% signed the petition (more than 50 signatures) that they support for the bus to go down Mission street to pick up passengers. Some passengers said the new route did not save them time. And even if it takes a few more minutes going down Mission, they are ok with that.

I hope the Board can look into this issue.

Thank you for your time.

Wen

From: [SamTrans BOD Public Support](#)
To: kimberleywong@gmail.com
Cc: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: RE: FCX route feedback
Date: Monday, April 7, 2025 5:07:28 PM

To Kim Wong,

Thank you for taking the time to share your concerns with our current Route FCX alongside your suggestions on what we can do to improve the experience for our riders. Know that your feedback was provided to our Operations Planning team for review. A copy of your correspondence was also provided to our Board of Directors.

SamTrans staff are currently evaluating the feasibility of returning Route FCX to Mission St. However, this is still an ongoing process, so we do not yet have any details to share on the matter. Rest assured, though, the results of our findings will be made available at a future Board of Directors meeting.

Thank you again for sending us your comments. Please visit our website to stay up to date on details about upcoming Board meetings: <https://www.samtrans.com/board-of-directors/meetings>.

Your SamTrans BOD Public Support Team

From: Kim Wong <kimberleywong@gmail.com>
Sent: Friday, March 7, 2025 8:31:38 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@samtrans.com) <board@samtrans.com>; Public Comment <publiccomment@samtrans.com>; SamTrans BOD Public Support <SamTransBODPublicSupport@samtrans.com>; Jan Alexis Salandanan <salandananj@samtrans.com>; John C Baker <jcbaker@humboldt.edu>
Subject: FCX route feedback

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

To Whom It May Concern,

I am writing to submit feedback on the FCX route as a Foster City to SF commuter. I work near Civic Center (25 Van Ness) as an SF City and County employee (SF Department of Public Health) and I currently ride the bus three times a week. Mayor Lurie has made a call for all city workers to return to the office four days a week, so I will soon be taking the bus four times a week. Given this new commuting situation, I would again like to submit feedback regarding the FCX route which was changed in August 2024. Before the change, the bus route made stops in the mid-Market area

which was convenient for SF City & County workers to get to our work places near City Hall. I personally had a five minute walk from 9th and Mission to my office on Market & Van Ness, which I loved! Since the route change which drops passengers at the Salesforce Transit Center, my door to door one way commute time has increased to 90 minutes and increased my transit fare to include a Muni ride across town (\$2.25 - \$2.75 I only get a transfer credit in one direction). Aside from me, there are multiple other FCX riders that work for SF City and Country in multiple agencies including Department of Public Works, Department of Public Health, Human Services Administration, and SF Public Library and we are all subject to the Mayor's call to return to the office more days per week. I would like to make a strong ask to add back the FCX stops (9th st and 5th St) that service the mid-Market area to provide a valuable service to the commuters of Foster City, including the many City workers and public servants who ride the bus. San Francisco needs to preserve existing services so that the city can continue its revitalization efforts and this includes public transit options to the city's center. Thank you for your time and consideration in this email.

Best,
Kim Wong
650-787-1492

From: [SamTrans BOD Public Support](#)
To: charlesding95@gmail.com
Cc: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: RE: Request to Add Stops on Mission Street for FCX
Date: Monday, April 7, 2025 5:08:47 PM

To Charles Ding,

Thank you for taking the time to share your concerns with our current Route FCX alongside your suggestions on what we can do to improve the experience for our riders. Know that your feedback was provided to our Operations Planning team for review. A copy of your correspondence was also provided to our Board of Directors.

SamTrans staff are currently evaluating the feasibility of returning Route FCX to Mission St. However, this is still an ongoing process, so we do not yet have any details to share on the matter. Rest assured, though, the results of our findings will be made available at a future Board of Directors meeting.

Thank you again for sending us your comments. Please visit our website to stay up to date on details about upcoming Board meetings: <https://www.samtrans.com/board-of-directors/meetings>.

Your SamTrans BOD Public Support Team

From: charles ding <charlesding95@gmail.com>
Sent: Monday, March 10, 2025 11:58:59 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@samtrans.com) <board@samtrans.com>
Subject: Request to Add Stops on Mission Street for FCX

You don't often get email from charlesding95@gmail.com. [Learn why this is important](#)

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

Dear SamTrans board,

I am a Foster City resident who rides the FCX line to and from work. It has been over half a year since the stops on Mission Street for FCX were removed as part of the bus schedule changes.

So far, this change has been a big inconvenience to FCX riders, and many of us have

voiced our complaints over the last six over emails, surveys, and attending the SamTrans board meetings. Many of the bus riders work in offices that are on Mission Street far from the Salesforce transit center, and have to either walk a long distance, ride a bike, or change to another line. My commute was lengthened by 40 minutes one way, as a result of having to change to another line to get to work. It has been a headache trying to make early morning meetings and getting back home timely for evening activities. For the other riders, some have even gotten injured trying to travel within SF on bike or scooter or threatened walking a long distance to the Salesforce transit center.

Adding back the stops on Mission Street would allow the FCX bus to pick up more passengers, as the bus can accommodate more commuters, which would help reduce congestion on the highways. Many of the current riders would greatly benefit from a much shorter and easier commute. Please help restore the FCX to the previous route at the earliest possible time.

Thanks,
Charles Ding

From: [SamTrans BOD Public Support](#)
To: chrissy0428@gmail.com
Cc: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: RE: Concerns of FCX Route
Date: Monday, April 7, 2025 5:09:57 PM

To Chrissy Chen,

Thank you for taking the time to share your concerns with our current Route FCX alongside your suggestions on what we can do to improve the experience for our riders. Know that your feedback was provided to our Operations Planning team for review. A copy of your correspondence was also provided to our Board of Directors.

SamTrans staff are currently evaluating the feasibility of returning Route FCX to Mission St. However, this is still an ongoing process, so we do not yet have any details to share on the matter. Rest assured, though, the results of our findings will be made available at a future Board of Directors meeting.

Thank you again for sending us your comments. Please visit our website to stay up to date on details about upcoming Board meetings: <https://www.samtrans.com/board-of-directors/meetings>.

Your SamTrans BOD Public Support Team

From: Chrissy Chen <chrissy0428@gmail.com>
Sent: Friday, March 14, 2025 10:49:33 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@samtrans.com) <board@samtrans.com>; Public Comment <publiccomment@samtrans.com>
Subject: Concerns of FCX Route

Some people who received this message don't often get email from chrissy0428@gmail.com. [Learn why this is important](#)

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

Dear Sir/Madam,

I hope this message finds you well. My name is Chrissy, and I am writing to express my concerns regarding the recent changes to the FCX Community Express route, which took effect on August 4, 2024.

I work near 9th and Mission Street, and the FCX has always been a convenient and affordable option for my daily commute. However, with the new route now stopping only at the Salesforce Transit Center, I have to spend extra time and money taking MUNI.

While I appreciate the expanded service times, I would like to kindly request that you consider adding at least one stop near 9th and Mission to better accommodate those of us who depend on this route.

Thank you for your time and consideration.

Best regards,
Chrissy

From: [Kim Wong](#)
To: [SamTrans BOD Public Support](#); [Public Comment](#)
Cc: [Board \(@samtrans.com\)](#)
Subject: Re: FCX route feedback
Date: Monday, April 7, 2025 7:06:48 PM

Some people who received this message don't often get email from kimberleywong@gmail.com. [Learn why this is important](#)

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

Thank you for your response. I wanted to take the time to submit further comment based on an event on Thursday, March 27. That day, I was running behind schedule to catch the 4:48pm FCX. I hurried from the elevator to the bus stop and tore my Achilles tendon in the Salesforce Transit Center. Unfortunately, I missed my bus...and have a serious injury with a two month recovery ahead. My injury and resulting mobility limitations highlight the need for a more direct transit options to Civic Center. The transfer from FCX to Muni is a challenge for people with limited mobility. For example, because I need crutches or a can walker for the next two months, commuting the FCX is not an option. I also can't help but muse about if the bus still stopped on Mission St and 9th St, would I still have been stressed about a long commute and made the decision to run and seriously injure myself?

Please do keep me updated on the process of returning the route to Mission St.

Thank you,
Kim Wong

On Mon, Apr 7, 2025 at 5:07 PM SamTrans BOD Public Support
<SamTransBODPublicSupport@samtrans.com> wrote:

To Kim Wong,

Thank you for taking the time to share your concerns with our current Route FCX alongside your suggestions on what we can do to improve the experience for our riders. Know that your feedback was provided to our Operations Planning team for review. A copy of your correspondence was also provided to our Board of Directors.

SamTrans staff are currently evaluating the feasibility of returning Route FCX to Mission St. However, this is still an ongoing process, so we do not yet have any details to share on the matter. Rest assured, though, the results of our findings will be made available at a future Board of Directors meeting.

Thank you again for sending us your comments. Please visit our website to stay up to date

on details about upcoming Board meetings: <https://www.samtrans.com/board-of-directors/meetings>.

Your SamTrans BOD Public Support Team

From: Kim Wong <kimberleywong@gmail.com>
Sent: Friday, March 7, 2025 8:31:38 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@[samtrans.com](https://www.samtrans.com)) <board@samtrans.com>; Public Comment <publiccomment@samtrans.com>; SamTrans BOD Public Support <SamTransBODPublicSupport@samtrans.com>; Jan Alexis Salandanan <salandananj@samtrans.com>; John C Baker <jcbaker@humboldt.edu>
Subject: FCX route feedback

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

To Whom It May Concern,

I am writing to submit feedback on the FCX route as a Foster City to SF commuter. I work near Civic Center (25 Van Ness) as an SF City and County employee (SF Department of Public Health) and I currently ride the bus three times a week. Mayor Lurie has made a call for all city workers to return to the office four days a week, so I will soon be taking the bus four times a week. Given this new commuting situation, I would again like to submit feedback regarding the FCX route which was changed in August 2024. Before the change, the bus route made stops in the mid-Market area which was convenient for SF City & County workers to get to our work places near City Hall. I personally had a five minute walk from 9th and Mission to my office on Market & Van Ness, which I loved! Since the route change which drops passengers at the Salesforce Transit Center, my door to door one way commute time has increased to 90 minutes and increased my transit fare to include a Muni ride across town (\$2.25 - \$2.75 I only get a transfer credit in one direction). Aside from me, there are multiple other FCX riders that work for SF City and Country in multiple agencies including Department of Public Works, Department of Public Health, Human Services Administration, and SF Public Library and we are all subject to the Mayor's call to return to the office more days per week. I would like to make a strong ask to add back the FCX stops (9th st and 5th St) that service the mid-Market area to provide a valuable service to the commuters of Foster City, including the many City workers and public servants who ride the bus. San Francisco needs to preserve existing services so that the city can continue its revitalization efforts and this includes public transit options to the city's center. Thank you for your time and consideration in this email.

Best,

Kim Wong

650-787-1492



BOARD OF DIRECTORS 2025

JEFF GEE, CHAIR
MARIE CHUANG, VICE CHAIR
DAVID J. CANEPA
BROOKS ESSER
MARINA FRASER
RICO E. MEDINA
JOSH POWELL
PETER RATTO
JACKIE SPEIER

APRIL CHAN
GENERAL MANAGER/CEO

April 11, 2025

The Honorable Jerry McNerney
Chair, Senate Revenue and Taxation Committee
1021 O Street, Room 6640
Sacramento, CA 95814

RE: SB 752 (Richardson) Zero-Emission Buses: Sales and Use Tax Exemption – SUPPORT

Dear Chair McNerney,

On behalf of the San Mateo County Transit District (SamTrans), I write in support of SB 752 (Richardson), which extends the partial sales and use tax exemption for zero-emission buses (ZEBs) purchased by California public transit agencies from its current expiration date of January 1, 2026, to January 1, 2028. This extension is an important step in supporting California's transition to a cleaner, more sustainable transportation system. Public transit agencies are required to fully convert their bus fleets from conventional fuels to zero-emission by 2040. SamTrans is on track to complete the transition to a 100 percent zero emission fleet by 2034, six years ahead of the state deadline. Our agency already began the transition purchasing a mix of Battery Electric and Hydrogen Fuel Cell Electric buses.

In 2019, Legislature created a partial sales and use tax exemption for zero-emission buses to help California's transit agencies make this important, but expensive, change. The Legislature subsequently extended the law in 2022. The Legislative Analyst's Office has studied the exemption and found that it has helped increase the number of ZEB deployments: between 2020 and 2022, large transit agencies grew their ZEB fleets from 10 percent to 28 percent; for small transit agencies, from 11 percent to 38 percent.

The transportation sector is one of the largest contributors to greenhouse gas emissions, and more work remains to be done. Extending this tax exemption for an additional two years will enable transit agencies to continue making cost-effective, strategic decisions in their transition to zero-emission buses. I strongly urge your support for this bill.

SAN MATEO COUNTY TRANSIT DISTRICT
1250 San Carlos Avenue
San Carlos, CA 94070 (650) 508-6200

Chair McNerney

April 11, 2025

Page 2 of 2

Please contact SamTrans' Government and Community Affairs Director, Jessica Epstein, at epsteinj@samtrans.com if you have any questions or need any additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'April Chan', with a long, sweeping horizontal stroke extending to the right.

April Chan
General Manager/CEO

Cc: San Mateo County Transit District Board of Directors
San Mateo County Transit District State Legislative Delegation