



SamTrans Board of Directors
Meeting of July 2, 2025

Correspondence as of June 13, 2025

Subject

1. Re FCX

From: [SamTrans BOD Public Support](#)
To: wen2368@hotmail.com
Cc: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: RE: FCX
Date: Thursday, June 12, 2025 4:21:23 PM

To Wen-Chin Chen,

Thank you for taking the time to send us comments and concerns regarding our Route FCX. Your feedback was forwarded to our Operations Planning team for further handling. A copy of this correspondence will also be provided to our Board of Directors.

To your first two points concerning the survey conducted back in April, we apologize for the confusion surrounding the matter. This was not an official survey for Route FCX, but one conducted informally to get an abbreviated understanding of riders' experiences with the route. Please rest assured that any official surveys conducted for the FCX will be formally structured and communicated to the public in advance.

Regarding your third concern, you are right: there had been a technical error on our end that had redirected a number of public comments, which led to a delay in our receipt and handling of these correspondences. We sincerely apologize for the trouble--and for the worry it caused. However, once the error was corrected, all feedback that had been received and redirected had been recovered and included in our Board materials.

To your closing concerns around Route FCX's current structure, please understand that we are very much in alignment with your assessment: SamTrans service is meant to serve the public; it is only right they see its benefit. This, though, is why we cannot quickly make changes to our bus lines—because we are considering the needs of all of our riders. We assure you that we are not disregarding our San Francisco riders; we consider their transit needs as closely and carefully as those of any of our other communities' transit needs.

To that point, we do recognize that the changes to Route FCX has impacted the travel of our riders who utilized our Mission St & 8th St and Mission St & 9th St stops. However, we have found there are more riders getting off and on by the Salesforce Transit Center, which is a transit hub and within walking distance to other well-used stops on the old FCX, like Drumm St & Clay St or Mission St & 3rd St. We understand you have had your reservations about this decision and how it has affected the appeal and growth of the FCX, but average weekday ridership for the bus line has overall increased, with average weekday ridership for April 2025 up by 49% compared to April 2024 to give an example.

Additionally, please understand that our service is closely interlinked, so any changes we make to one part of our service will also affect others. This means we need to spend time evaluating potential adjustments before we commit to implementation. SamTrans staff are well aware of how important Route FCX is to a number of our riders' commutes, so we are already spending a significant amount of time evaluating the service and customer feedback as we prepare to move forward. Additionally, we will have a consultant evaluate the effect of Reimagine SamTrans on our system, including the changes made to Route FCX, this coming summer and fall to help guide our efforts.

We hope we were able to address your concerns about Route FCX and its future. Thank you again for reaching out. And thank you for riding SamTrans!

Your SamTrans BOD Public Support Team

From: Wen-Chin Chen <wen2368@hotmail.com>
Sent: Thursday, May 29, 2025 2:15 PM
To: Public Comment <publiccomment@samtrans.com>
Subject: FCX

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To the Board Members:

I like to make some comments about FCX.

1. There was a survey conducted in April and only surveyed 2 buses in the afternoon. I asked the first and second bus passengers and no one got the surveys. I called Samtrans and he asked around and told me there was no survey about FCX. I also like to point out that the riders who changed their commute after SamTrans implemented new route with one stop last year, did not get to voice their opinions.
2. The survey we received was not clear. It asked about cleanliness of the buses, drivers etc. and did not specify what the survey was for. It was confusing for riders about the purpose of this survey. Some riders did not know where to write their opinions.
3. I saw lots of Recovered Correspondence and Public Comments that people emailed the past few months and just got posted on May 23rd board mtg's correspondence. I believe there were more emails lost because some people said they emailed and did not get posted. I am interested in knowing why some emails got lost.
4. I do understand that some riders work around Salesforce But the bus is to serve the public and you offer effortless travel. This new route stresses people out and also causes some injuries and incidents already. This new route is very unfriendly. How does SamTrans work on increasing ridership while you make it so hard for people to take the bus? You are forcing people to drive.
5. People working in SF really depends on FCX. We should not be on the bottom of your list. We deserve your attention like other riders.

Thank you for reading my concerns.

Wen