

# 2024 SAMTRANS CUSTOMER SURVEY

## Systemwide On-Board Bus Survey

### **VERBATIM COMMENTS**

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## OVERVIEW

In total, for the 2024 SamTrans Customer Survey, 3,248 complete questionnaires were collected and tabulated. Of these 3,248 respondents, 738 respondents (23%) 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.

- Weekday Off-Peak riders were more likely to provide comments (24%) than Weekend (22%) or Weekday Peak (22%) riders.
- Riders of routes that crossed multiple geographic areas were slightly more likely to provide a comment (24%), but riders of Coastal (23%), Southern (23%), Northern (22%), and Central (20%) routes were equally as likely to provide a comment.
- Riders who rated their Overall SamTrans Experience as Dissatisfied (1.0 or 2.0 out of 5.0) were most likely (36%) to provide a comment. Riders who rated their overall experience as Satisfied (4.0 or 5.0 out of 5.0) were least likely (23%) 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 (29%)
- Schedules and frequency (20%)
- On-time performance/Reliability (14%)
- Personnel (11%)
- Routes/Additional stops (7%)

Of riders who provided a comment:

- Satisfied riders (riders who rated their Overall SamTrans Experience as 4 or 5 out of 5) were most likely to make a general compliment (31%) or make a comment about schedules and frequency (21%), on-time performance/reliability (12%), personnel (11%), or routes (7%).

Some of the satisfied rider comments about schedules and frequency were:

- I usually have to wait for a long time. Please have more buses.
  - Please have more buses come more often, like every 15 minutes.
  - I am very happy that ECRs are arriving more frequently!
- Neutral riders (riders who rated their Overall SamTrans Experience as 3 out of 5) were most likely to make a comment about schedules and frequency (22%), on-time performance/reliability (22%), personnel (12%), routes (10%), or homeless issues (7%).
  - Some of the neutral rider comments about schedules and frequency were:
    - The waiting time is too long.
    - The buses in the afternoon take a long time to get to the stop.
    - As I'm living in HMB, I would suggest scheduling buses each 30 minutes and, if it's possible, keep us updated when there's any delay or cancellation. Thank you.

- Dissatisfied riders (riders who rated their Overall SamTrans Experience as 1 or 2 out of 5) were most likely to make a comment about schedules and frequency (21%), on-time performance/reliability (21%), crowding/seat availability (9%), personnel (9%), or homeless issues (7%). Notably, 12% of these riders made a general compliment.
  - Some of the dissatisfied rider comments about schedules and frequency were:
    - Inconvenient (and more costly) without (110) service from Daly City BART to Pacifica later than 10 PM.
    - Please, more frequent bus times!
    - Make wait times shorter.
- Weekday Peak riders were most likely to make a general compliment (31%) or make a comment about schedules and frequency (18%), on-time performance/reliability (14%), personnel (11%), or routes (6%).
  - Some of the Weekday Peak rider comments about schedules and frequency were:
    - Better early schedule during weekend.
    - More buses by Crestview San Carlos.
    - SamTrans has been amazing as I live very close to the bus stop, especially with bus coming very 10-15 minutes during the mornings and weekends. However, I do find myself driving to Daly City BART Station more often despite there being a convenient SamTrans route for me due to infrequent bus schedule in the evening. When returning home via BART and SamTrans in later evenings, I generally need to wait for over 20 minutes with the 120 bus coming every 30 minutes, and the BART Station is not the friendliest looking place during late night. I would definitely ride SamTrans more if I could come back home later in the evening within a reasonable time.
- Weekday Off-peak riders were most likely to make a general compliment (27%) or make a comment about schedules and frequency (22%), on-time performance/reliability (13%), personnel (12%), or routes (8%).
  - Some of the Weekday Off-peak rider comments about schedules and frequency were:
    - More frequent buses to/from airport and Millbrae station. BART connection is terrible!
    - More frequent buses from SFO to downtown San Francisco would be needed.
    - If there are more frequent buses after 6 PM, that will be better for passengers.
- Weekend riders were most likely to make a general compliment (28%) or make a comment about schedules and frequency (22%), on-time performance/reliability (15%), personnel (10%), or routes (8%).
  - Some of the Weekend rider comments about schedules and frequency were:
    - I would like an earlier schedule for ECR, like before 4:30 AM.
    - More frequent and expansive network, especially to HMB or anything else north.
    - The 257 bus comes very infrequently and sometimes not at all.

- Riders who took the survey in English were most likely to make a general compliment (26%) or make a comment about schedules and frequency (21%), on-time performance/reliability (14%), personnel (11%), or routes (8%).
  - Some of the English language rider comments about schedules and frequency were:
    - More frequency would be helpful, specifically around 10-11 pm.
    - More times for 112 and 110.
    - Increasing frequency on 292 is good. I think the frequency of service should continue to 7 pm instead of 6 pm. The 292 bus gets overcrowded because of the airport.
- Riders who took the survey in Spanish were most likely to make a general compliment (46%) or make a comment about on-time performance/reliability (15%), schedules and frequency (13%), personnel (12%), or enforcement/security Issues (4%).
  - Some of the Spanish language rider comments about on-time performance/reliability were:
    - The 257 bus comes very infrequently and sometimes not at all.
    - Sometimes they arrive late but it is a great help.
    - Schedules are not met often. I suggest attention to the schedules.
- While only a small share of riders took the survey in Chinese (2%), 13 of these riders left a comment. These riders were most likely to make a comment about schedules and frequency (8 riders), on-time performance/reliability (3 riders), crowding/seat availability (1 rider), or make a general compliment (1 rider).
  - Some of the Chinese language rider comments about schedules and frequency were:
    - Have more times.
    - Increase the number of buses at night.
    - EPX needs bigger buses or to come more often

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.

## 2024 SamTrans Triennial Customer Survey Code Sheet – Comment Code Frequencies

	(Base =738)	
	#	%
General Compliments .....	[214]	29%
Schedules – frequency .....	[148]	20%
On-Time Performance / Reliability / Speed .....	[104]	14%
Personnel – including driving safety, driving skills .....	[81]	11%
Routes – include additional / extend/more stops .....	[52]	7%
Bus Cleanliness – interior and exterior .....	[31]	4%
Fares and Fare Policy .....	[26]	4%
Enforcement / Security Issues .....	[23]	3%
Bus Stop Amenities/Condition /Cleanliness .....	[22]	3%
Crowding/Seat Availability .....	[20]	3%
Homeless Issues .....	[17]	2%
Bus Features/Amenities.....	[13]	2%
Other Comments .....	[12]	2%
App/Phone/Website/Internet .....	[12]	2%
Delay Information/Service Announcements/Updates .....	[10]	1%
Next Bus/Signage/Printed Schedules .....	[9]	1%
Transit Connections/Transfers .....	[5]	1%
Bus Condition/Comfort Of The Ride.....	[4]	1%
AC/Temperature Control .....	[3]	<1%
Lost and Found .....	[2]	<1%
Survey Comments .....	[1]	<1%

*(Multiple codes accepted on this question)*

Note: The coding of respondent comments is intended to provide a department-specific or subject-specific listing of comments. Consequently, the comments identified with each code above may be either positive or negative. A compilation of the actual comments has been compiled in a separate report.

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

## **COMMUNICATIONS**

## Delay Information/Service Announcements/Updates

### Delay Information/Service Announcements/Updates

WOULD LIKE TO BE NOTIFIED OF DELAYS.

ROUTE: 110

BETTER COMMUNICATION WITH SUDDEN ROUTE CHANGES OR BUS AVAILABILITY.

ROUTE: 122

PLEASE IF THE BUS GETS CANCELLED OR DELAYED, NOTIFY US IMMEDIATELY. SOMETIMES I WAIT FOR ONE HOUR. IT'S NOT GOOD.

ROUTE: 130

POTENTIAL ROUTE CHANGES SHOULD BE ANNOUNCED IN BUSES SERVICING THE ROUTE.

ROUTE: 292

I THINK THAT IF SAMTRANS IS GOING TO CHANGE ROUTE 292 FOR A SPECIAL EVENT, THIS NEEDS TO BE BETTER COMMUNICATED.

ROUTE: 292

ANNOUNCE ROUTE CHANGES/ SERVICE INTERRUPTIONS ON SOCIAL MEDIA OTHER THAN X/ TWITTER

ROUTE: 294

AS I'M LIVING IN H.M.B., I WOULD SUGGEST TO SCHEDULE BUSES EACH 30 MINUTES AND IF IT'S POSSIBLE TO KEEP US UPDATED WHEN THERE'S ANY DELAY OR CANCELLATION. THANK YOU.

ROUTE: 294

MORE ADVERTISING OF YOUR ROUTES AFTER MAKING CHANGES.

ROUTE: ECR

I WISH THERE IS AN ACCURATE MAP WHERE I CAN SEE DELAYS BECAUSE I NEED TO CALL SAMTRANS EVERY TIME.

ROUTE: FCX

INFORM PEOPLE OF CHANGES TO BUS SCHEDULE.

ROUTE: FCX



## App/Phone/Website/Internet

### App/Phone/Website/Internet

PLEASE FOR THE LOVE OF GOD UPDATE YOUR WEBSITE SO IT'S COMPREHENSIBLE.	ROUTE: 60
MAYBE MAKE GOOGLE MAPS MORE ACCURATE.	ROUTE: 60
GOOGLE MAPS DOESN'T GIVE ACCURATE BUS TIMES FOR 110 PACIFICA.	ROUTE: 110
SOMETIMES GOOGLE MAPS SCHEDULE TIME IS NOT CORRECT.	ROUTE: 141
I JUST WILL LOVE TO BE ABLE TO LOOK UP ON MY PHONE WHEN THE NEXT BUS IS COMING.	ROUTE: 250
PUT IN GOOGLE MAPS EXACTLY.	ROUTE: 278
MAKE SURE REAL TIME ARRIVALS ARE REFLECTED ONLINE.	ROUTE: 292
STOP PUTTING WRONG TIME ON GOOGLE.	ROUTE: ECR
NEED MORE ACCURATE BUS TIMES ON TRANSIT APPS!	ROUTE: ECR
SOMETIMES GOOGLE MAPS IS WRONG.	ROUTE: ECR
SOMETIMES THE WEBSITE SAYS A BUS IS COMING, BUT IT NEVER DOES	ROUTE: ECR
REAL TIME LOCATION ON GOOGLE MAPS.	ROUTE: EPX

## Next Bus/Signage/Printed Schedules

### Next Bus/Signage/Printed Schedules

SIGNS AT BART TO WHERE EACH BUS IS!

ROUTE: 122

BETTER ILLUMINATED STOPS, NEXT BUS OR STATUS INFORMATION

ROUTE: 292

MORE ACCURATE BUS ETA. THERE ARE SOME DAYS I WAIT 10 TO 20 MINUTES PAST THE EXPECTED ETA AND THE CLIPPER APP DOES NOT UPDATE.

ROUTE: 292

LIVE TRACKING.

ROUTE: 292

BUS SIGNS FOR NORTHBOUND OR SOUTHBOUND CONFUSE SFO RIDERS.

ROUTE: 292

PUT TIME ON STOPS

ROUTE: 296

MORE ACCESSIBLE LIVE MAP

ROUTE: ECR

MORE BUS SCHEDULE CARDS.

ROUTE: ECR

MORE PAPER ROUTE MAPS AVAILABLE.

ROUTE: ECR

## **FARE PAYMENT**

## Fares/Fare Policy/Ticket Validation Procedure

### Fares/Fare Policy/Ticket Validation Procedure

INCONVENIENT (AND MORE COSTLY) WITHOUT (110) SERVICE FROM DALY CITY BART TO PACIFICA LATER THAN 10 PM.	
CHEAPER	ROUTE: 110
I THINK THAT RIDES SHOULD BE CHEAPER.	ROUTE: 110
MAKE FREE FOR UNDER 19.	ROUTE: 120
TRANSFER FARE TO BART WOULD BE GREAT.	ROUTE: 120
IT SHOULD BE POSSIBLE TO MAKE IT A FREE BUS RIDE.	ROUTE: 120
FREE FOR SENIORS.	ROUTE: 121
HOW CAN I GET A CARD TO PAY LESS? I HAVE SEEN THAT SOME PEOPLE HAVE IT AND PAY LESS. I ALREADY HAVE THREE CHILDREN.	ROUTE: 121
ADD THE CLIPPER MACHINE TO THE BACK ENTRANCE.	ROUTE: 121
MAKE IT CHEAPER.	ROUTE: 122
FREE FARE	ROUTE: 122
MORE AFFORDABILITY. MORE FINANCIAL RESOURCES.	ROUTE: 130
WISH I COULD BUY CLIPPER CARD IN THE BUS.	ROUTE: 250
MAKE RIDES FREE/REDUCED FOR STANFORD STUDENTS	ROUTE: 280
MORE BUSES, MORE TICKET OPTIONS; MAKE PEOPLE USE PUBLIC TRANSPORTATION	ROUTE: 281
LOWER FARES	ROUTE: 281
FINANCIAL SUPPORT VOUCHERS.	ROUTE: 281
LOWER COST OF TRANSFERS. LIVING IN EAST PALO ALTO YOU HAVE ZERO ACCESS TO FREE SHUTTLES, AND HAVE TO MAKE A MINIMUM OF TWO TRANSFERS.	ROUTE: 281
SHOULD BE EASIER TO ACCESS THE MONTHLY PASS.	ROUTE: 281
	ROUTE: 292

### Fares/Fare Policy/Ticket Validation Procedure

THE MONTHLY PASS IS NOT WORTH THE MONEY SPENT.

ROUTE: 292

COST \$2 INSTEAD OF \$2.25 IN CLIPPER APP.

ROUTE: 294

PLEASE DO NOT RAISE PRICES

ROUTE: 296

THANK YOU FOR THE FREE RIDE YESTERDAY! 9-16-24

ROUTE: 296

SHOULD BE FREE FOR PEOPLE WITH DISABILITIES.

ROUTE: ECR

THANKS FOR THE FREE RIDE DAY.

ROUTE: ECR

THE AFFORDABILITY OF THESE RIDES IS AMAZING! I LIVE DOWNTOWN SF AND WORK AT SFO.  
THE PRICE MAKES ME CHOOSE THIS OVER BART.

ROUTE: EPX

## **OPERATIONS**

## Crowding/Seat Availability

### Crowding/Seat Availability

HAVE TWO BUSES COME AFTER SCHOOL BECAUSE IT GETS CROWDED.	ROUTE: 18
BIGGER BUS	ROUTE: 24
PLEASE MANAGE THE STUDENT CROWDS WHEN BOARDING AFTER-SCHOOL BUSES. THE SCHOOL DOESN'T WANT TO TAKE RESPONSIBILITY.	ROUTE: 60
HAVE MORE AVAILABLE BUSES SO THEY'RE NOT OVERCROWDED AND DON'T KICK STUDENTS OFF.	ROUTE: 60
PLEASE HAVE MORE BUSES FOR MORE ROOM ON THE BUS.	ROUTE: 62
MORE BUSES OR ONE OF THE DOUBLE BUSSES	ROUTE: 62
LARGER BUSES FOR BUSIER TIMES.	ROUTE: 110
MORE BUSES FOR THE HIGH SCHOOL KIDS	ROUTE: 117
MAKE PEOPLE MOVE INTO SEATS FOR MORE SITTING ROOM.	ROUTE: 120
MORE RIDES DUE TO SAMTRANS BEING FULL.	ROUTE: 292
MORE LONG BUSES.	ROUTE: 296
STOP ALLOWING THE HOMELESS RIDE THESE BUSES. THEY TAKE UP ALL THE AVAILABLE SPACE.	ROUTE: 397
HELP GET HOMELESS OFF THE BUS SO IT'S NOT SO CROWDED.	ROUTE: 397
INCREASING FREQUENCY ON 292 IS GOOD. I THINK THE FREQUENCY OF SERVICE SHOULD CONTINUE TO 7 PM INSTEAD OF 6 PM. THE 292 BUS GETS OVERCROWDED BECAUSE OF THE AIRPORT.	ROUTE: 130B
TOO MANY HOMELESS WHO RIDE FOR FREE. THEY TAKE UP MULTIPLE SEATS AND SMELL BAD.	ROUTE: ECR
ALL BUSES ON 392 AND 217 NEED TO BE DOUBLE-LENGTH AFTER 11 AM.	ROUTE: ECR
NOT ENOUGH SEATING ON ROUTE 397.	ROUTE: ECR
EPX NEEDS BIGGER BUSES OR TO COME MORE OFTEN	ROUTE: EPX
MAKE LARGER BUSES	ROUTE: RIDEPLUS EPA

## On-Time Performance/Reliability/Travel Speed

### On-Time Performance/Reliability/Travel Speed

SOMETIMES, THE BUSES COME WAY TOO EARLY.

ROUTE: 24

BE FASTER

ROUTE: 59

BUSES HAVE SKIPPED US, LEAVING TO SCRAMBLING IN MORNING.

ROUTE: 60

YOU GUYS TAKE TOO LONG, HAVE IRREGULAR TIMES TO SHOW UP, AND JUST GENERALLY SUCK.

ROUTE: 60

THE MOST IMPORTANT THING FOR ME IS THAT THE BUSES ARE ON TIME.

ROUTE: 61

MORE ON TIME.

ROUTE: 62

BE ON TIME.

ROUTE: 110

BE ON TIME.

ROUTE: 110

SAMTRANS HAS BEEN GREAT BUT I WISH THERE WERE MUCH FASTER ROUTES ESPECIALLY FOR 112 PACIFICA AND 110 LINDA MAR.

ROUTE: 110

QUICKER ROUTES BETWEEN COLMA BART AND PACIFICA HIGH SCHOOLS!

ROUTE: 112

MAKES TRIPS SHORTER.

ROUTE: 117

THE BUS IS FINE MOST OF THE TIME. BUT WHEN THE DRIVER IS CONSTANTLY LATE IN THE MORNING, I GET ON BEFORE 6:30 AM IT'S FRUSTRATING BECAUSE THERE IS NO REASON FOR IT OTHER THAN THE DRIVER BEING SLOW OR STARTING LATE. I TAKE THE BUS TO BART AND HAVE HAD TIMES WHERE I MISSED THE TRAIN DUE TO THE BUS BEING LATE. I WORK IN THE EAST BAY AND DON'T WANT TO HAVE TO MAKE THAT DRIVE SO I APPRECIATE HAVING TRANSIT.

ROUTE: 120

SOME DRIVERS LEAVE RIGHT AWAY, NOT WAIT FOR THE RIGHT TIME TO LEAVE.

ROUTE: 120

ALWAYS IN TIME AND THE BUS DRIVERS ARE COURTEOUS.

ROUTE: 120

DON'T BE LATE.

ROUTE: 120

VERY GOOD WORK. JUST COME BY ON TIME.

ROUTE: 120

PLEASE, DRIVERS SHOULD BE MORE FRIENDLY AND COME AT THE TIME INDICATED

ROUTE: 120

VERY LONG TO RIDE.

ROUTE: 120



### On-Time Performance/Reliability/Travel Speed

BUS IS NOT ON TIME	ROUTE: 120
MAKE TRANSIT TIMES MORE ACCURATE.	ROUTE: 120
BUS COMES ON TIME PLEASE. DON'T WANT TO BE LATE FOR WORK.	ROUTE: 120
BE ON TIME.	ROUTE: 120
ON TIME.	ROUTE: 121
1215 BUS IS EXCEPTIONALLY SLOW AND LATE ALWAYS, NEVER COMES EARLY.	ROUTE: 121
BE MORE ON TIME. SOMETIMES THE BUS WILL COME SOONER OR LATER THAT ITS ACTUAL TIME.	ROUTE: 121
CHANGE SCHEDULE TIMES IF BUSES ARE CONSISTENTLY LATE ON ROUTES.	ROUTE: 121
PLEASE HELP REMINDING THE DRIVER OF 122 STONESTOWN TO COME ON TIME DURING THE MORNING.	ROUTE: 122
BE ON TIME	ROUTE: 122
SOMETIMES LATE-- SAMTRANS.	ROUTE: 122
122 BUS IS SOMETIMES LATE.	ROUTE: 122
MORE PUNCTUAL ECR.	ROUTE: 130
MORE BUSES, MAKE SURE THEY'RE ON TIME (ALWAYS LATE)	ROUTE: 130
INCREASE FREQUENCY & BE ON TIME	ROUTE: 130
BE FASTER PLS.	ROUTE: 130
EL CAMINO REAL NEEDS TO BE FASTER. IT'S ALWAYS LATE, THEN WHEN IT FINALLY COMES, TWO BUSES COME BACK TO BACK.	ROUTE: 130
KEEP THE TIME SCHEDULES MORE CONSISTENT	ROUTE: 141
THEY SHOULD COME MORE OFTEN BECAUSE SOMETIMES YOU DON'T CATCH ONE AND YOU HAVE TO WAIT LONGER OR SOMETIMES, THEY COME EARLIER THAN THE INDICATED TIME.	ROUTE: 141
ON-TIME PERFORMANCE IS CRUCIALLY REQUIRED.	ROUTE: 141

### On-Time Performance/Reliability/Travel Speed

BE ON TIME TO WHAT THE BUS SCHEDULES SAY.	ROUTE: 141
SOMETIMES BUS AT SKYLINE COLLEGE LEAVES 2-3 MINUTES EARLY.	ROUTE: 141
MORE PUNCTUALITY AND FASTER.	ROUTE: 141
MORE ECR BUSES AND BE ON TIME!	ROUTE: 141
LOVE THE BUS, JUST TAKES TOO LONG. A 10 MIN DRIVE IS 40 MIN ON THE BUS.	ROUTE: 250
THE BUSES NEED TO PASS ON TIME.	ROUTE: 250
ONTIME IN THE PM.	ROUTE: 250
WOULD BE BETTER IF ROUTES LIKE ECR CAN BE MORE ON TIME SINCE THERE ARE A LOT OF CONNECTING BUSES WITH THEM.	ROUTE: 250
YOUR BUSES ARE ALWAYS DELAYED. 251 IS THE WORST IN THE AFTERNOON.	ROUTE: 250
THE 257 BUS COMES VERY INFREQUENTLY AND SOMETIMES NOT AT ALL.	ROUTE: 251
LACK OF PUNCTUALITY.	ROUTE: 281
HARDWORKING DRIVERS AND IN GENERAL MY EXPERIENCE IS FAIR. JUST IMPROVE ON TIME SCHEDULE.	ROUTE: 281
SOME SEATS ARE DIRTY.	ROUTE: 292
DON'T LET THE BUSES BE LATE	ROUTE: 292
SOMETIMES BUS DOESN'T ARRIVE. BIGGER BUS AT LAST BUS NEAR MIDNIGHT BECAUSE THERE'S AN HOUR WAIT.	ROUTE: 292
JUST A LITTLE MORE CONSISTENCY ON STAYING TO THE SCHEDULE.	ROUTE: 292
ON TIME. NO DELAY.	ROUTE: 292
TRY TO BE PUNCTUAL IN SCHEDULES.	ROUTE: 292
BUSES 292 IS OFTEN LATE	ROUTE: 292
292 SOUTHBOUND DIDN'T STOP FOR US TODAY. OTHER THAN THAT, I LOVE RIDING THE BUS.	ROUTE: 292

### On-Time Performance/Reliability/Travel Speed

SOMETIMES THEY ARRIVE LATE BUT IS A GREAT HELP.	ROUTE: 292
PLEASE BE ON TIME 292 ROUTE.	ROUTE: 292
SOMETIMES BUS LEAVES EARLIER THAN SCHEDULED.	ROUTE: 292
SOMETIMES IT'S A BIT LATE.	ROUTE: 296
IF BUSES ARRIVE EARLY TO ANY STOP, THEY SHOULD WAIT UNTIL THE SCHEDULED TIME, PLEASE.	ROUTE: 130B
SOME BUS ROUTES DON'T COME ON TIMES. OTHERWISE, ALL GOOD.	ROUTE: 130B
ARRIVE ON TIME.	ROUTE: 130B
I REALLY LIKE SAMTRANS, ONLY TWO THINGS WE NEED. PASS ON TIME AND CLEAN BUS STOP PLEASE.	ROUTE: 130B
BE PUNCTUAL.	ROUTE: ECR
SAMTRANS IS VERY NICE BUT SOMETIMES IT IS DELAYED.	ROUTE: ECR
EXCELLENT SERVICE, BUT BUS DOES NOT COME AT TIME ON SCHEDULE.	ROUTE: ECR
BUSES ARE ALWAYS LATE.	ROUTE: ECR
THEY ARE SOMETIMES LATE IN ARRIVING AT THE STOP AND SMELL BAD.	ROUTE: ECR
THANK YOU. ON TIME PLEASE.	ROUTE: ECR
ARRIVE ON TIME AT THE BUS STOP TIMES.	ROUTE: ECR
RELIABILITY OF ON-TIME ACCESS TO BUS STOP SHOULD BE BETTER	ROUTE: ECR
BE MORE RESPONSIBLE WHEN A DRIVER DOES NOT ARRIVE AT WORK.	ROUTE: ECR
I WOULD LIKE THE OPERATORS TO ARRIVE ON TIME.	ROUTE: ECR
NOWADAYS BUS WILL NOT COME ON TIME AT MORNING. FIX THE TIME.	ROUTE: ECR
SOMETIMES THEY ARE LATE COMING, WAITING FOR 20 AND 30 MINUTES.	ROUTE: ECR
PLEASE TELL THE DRIVERS TO WAIT FOR THE RIGHT TIME TO LEAVE THE BUS STOP.	ROUTE: ECR

### On-Time Performance/Reliability/Travel Speed

SCHEDULES ARE NOT MET OFTEN. I SUGGEST ATTENTION TO THE SCHEDULES.

ROUTE: ECR

THE ECR IS NEVER ON TIME AND CAUSES ME TO BE LATE TO WORK.

ROUTE: ECR

SOMETIMES LATE.

ROUTE: ECR

ON TIME-- VERY SMOOTH.

ROUTE: ECR

SOMETIME BUS COMES TOO LATE, THEN TWO BUS COME TOGETHER.

ROUTE: ECR

BE MORE ON TIME.

ROUTE: ECR

MORE PUNCTUAL.

ROUTE: ECR

BETTER PUNCTUALITY

ROUTE: ECR

MORE CONSISTENT TIME FOR BUSES.

ROUTE: ECR

MORE ACCURATE TIMING.

ROUTE: ECR

NEED ON TIME.

ROUTE: ECR

THEY SHOULD WORK MORE ON PUNCTUALITY.

ROUTE: ECR

VERY RELIABLE.

ROUTE: ECR

PLEASE COME ON TIME INCLUDING WEEKENDS.

ROUTE: ECR

ALWAYS LATE. NOT ON TIME.

ROUTE: ECR

ON TIME.

ROUTE: ECR

NEED TO BE ON TIME

ROUTE: ECR

ON WEEKENDS, THE BUS DOESN'T SHOW UP AT THE SCHEDULED TIME.

ROUTE: ECR

I WISH TO ARRIVE ON TIME

ROUTE: ECR

THEY ARE ALWAYS PUNCTUAL AND THE DRIVERS ARE FRIENDLY.

ROUTE: ECR

MORE PUNCTUALITY.

ROUTE: ECR

SAMTRANS BUS WAS DELAYED.

ROUTE: ECR

### On-Time Performance/Reliability/Travel Speed

SOMETIMES THE WEBSITE SAYS A BUS IS COMING, BUT IT NEVER DOES

ROUTE: ECR

I WISH THEY WERE FASTER.

ROUTE: ECR

VERY USEFUL AND I ENJOY USING IT, JUST ANNOYING ABOUT THE CONSTANT DELAYS AND LONG WAIT.

ROUTE: ECR

DRIVERS NEED TO BE ON TIME PICK UP THEIR PASSENGERS. OTHER THAN THAT, I LOVE RIDE PLUS.

ROUTE: RIDEPLUS EPA

ACCURATE TIMES

ROUTE: SKY

## Personnel

### Personnel

I SUGGEST FURTHER TRAINING WITH THE BUS DRIVERS BECOME SOME ARE REALLY HARSH WHEN BRAKING, AFFECTING THE PEOPLE STANDING UP.

ROUTE: 62

IMPROVE WORKING CONDITIONS FOR SAMTRANS OPERATORS/DRIVERS.

ROUTE: 110

WHEN THE DRIVER DOESN'T SEE ME AT THE STOP, HE LEAVES AND DOESN'T WAIT FOR THE DEPARTURE TIME. THERE ARE TIMES WHEN YOU WALK TO GET ON BUT THE DRIVER LEAVES.

ROUTE: 110

DRIVERS ARE KIND AND UNDERSTANDING.

ROUTE: 110

DRIVERS ARE VERY CONSCIENTIOUS.

ROUTE: 110

DRIVERS WERE FRIENDLY - THANK YOU SO MUCH

ROUTE: 112

BETTER BUS DRIVERS-- NICER ONES.

ROUTE: 112

GOOD DRIVING

ROUTE: 117

DRIVER ID {NUMBER REMOVED} WAS VERY RUDE TO RIDERS. HE WAS VERY LATE ON HIS ROUTE AND IN A HURRY.

ROUTE: 117

THE DRIVERS ARE VERY FRIENDLY. THANKS FOR THAT!

ROUTE: 120

ALWAYS IN TIME AND THE BUS DRIVERS ARE COURTEOUS.

ROUTE: 120

PLEASE, DRIVERS SHOULD BE MORE FRIENDLY AND COME AT THE TIME INDICATED

ROUTE: 120

I REALLY LIKE THE SERVICE AND THEY ARE VERY FRIENDLY.

ROUTE: 120

SO FAR ALL THE DRIVERS ARE VERY FRIENDLY, AND GREET PASSENGERS.

ROUTE: 120

BUS DRIVERS ARE NOT VERY FRIENDLY.

ROUTE: 120

BETTER SERVICE. SOME DRIVERS DON'T STOP.

ROUTE: 120

PLEASE LET THE PASSENGER SIT BEFORE DRIVING. MY EXPERIENCE TODAY IS NOT OKAY!

ROUTE: 120

SOME DRIVERS ARE GOOD.

ROUTE: 120

ROUTES 120 AND 122 DRIVERS ARE VERY FRIENDLY.

ROUTE: 120

## Personnel

EXCELLENT SERVICE, MOST OF THE DRIVERS ARE VERY FRIENDLY AND HAVE A LOT OF RESPONSIBILITY WHEN DRIVING, I TRAVEL WITH MY SON TO SCHOOL EVERY DAY AND WE ALWAYS FEEL SAFE USING IT.

ROUTE: 121

DRIVER SHOULD ANSWER YOU SHE YOU GREET THEM. RUDE!

ROUTE: 121

THEY ARE VERY KIND.

ROUTE: 121

ALL SAMTRANS DRIVERS ARE DOING A FINE JOB!

ROUTE: 121

I LOVE RIDING SAMTRANS. DRIVERS ARE POLITE BUT FEW DRIVERS ARE RUDE.

ROUTE: 122

I'M VERY HAPPY TO RIDE THIS BUS. ALL THE DRIVERS ARE VERY GOOD.

ROUTE: 122

SOMETIMES THE DRIVERS ARE RUDE AND ONCE THIS GUY CLOSED THE DOOR WHILE I WAS STILL GETTING OFF.

ROUTE: 122

I LOVE THIS DRIVER! ALWAYS A SMOOTH RIDE

ROUTE: 130

THE DRIVERS ARE HELPFUL & APPROACHABLE

ROUTE: 130

IT WOULD BE GOOD IF THEY WERE BILINGUAL.

ROUTE: 130

TRY TO WAIT FOR THE PASSENGER TO SIT DOWN FIRST BEFORE STARTING TO GO.

ROUTE: 130

I LOVE YOUR EMPLOYEES.

ROUTE: 130

ALL EMPLOYEES ARE EXCELLENT.

ROUTE: 141

DRIVERS ARE SO KIND. THANK YOU!

ROUTE: 250

VERY GOOD CUSTOMER SERVICE-- THEY RESPOND OR ACT ON TEL COMPLAINTS FROM CLONTS.

ROUTE: 250

BETTER TREATMENT TO PEOPLE.

ROUTE: 250

THERE ARE DRIVERS WITH BAD TEMPER.

ROUTE: 250

KIND TO DISABLED PEOPLE, NICE.

ROUTE: 250

ALL GOOD. NOTHING TO SUGGEST. ALL DRIVERS ARE WONDERFUL.

ROUTE: 250

SOME OF THE BUSES NEED TO SLOW DOWN.

ROUTE: 250

## Personnel

VERY NICE AND FRIENDLY DRIVERS.

ROUTE: 251

THE DRIVERS HAVE A BAD TEMPER.

ROUTE: 278

I APPRECIATE THE BUS DRIVERS' TIME.

ROUTE: 280

HELPFUL AND PLEASANT DRIVERS: VERY GOOD SERVICE. THANK YOU!

ROUTE: 280

SAMTRANS IS THE BEST. I HAVE ONE DRIVER I REGARD AS A BROTHER BE CAUSE HE SOCIALIZES WITH CUSTOMERS.

ROUTE: 281

SOMETIMES DRIVERS DO NOT ACCEPT MY DISCOUNT CARD.

ROUTE: 281

HARDWORKING DRIVERS AND IN GENERAL MY EXPERIENCE IS FAIR. JUST IMPROVE ON TIME SCHEDULE.

ROUTE: 281

SOME DRIVERS NEED BETTER MANNERS, DRIVE BETTER, PATIENCE, MAYBE HAVE A BUS ASSISTANT.

ROUTE: 292

MAKE THE BUS NOT LEAVE IN ABOUT A MINUTE GIVE THE RIDER A CHANCE.

ROUTE: 292

TELL THE YOUNG DRIVERS TO STOP BREAKING SO DAMN HARD.

ROUTE: 292

FORCING STROLLERS TO BE FOLDED MAKES ME VERY RELUCTANT TO RIDE BUSES BECAUSE IT'S A LOT OF WORK TO FOLD WITH BELONGINGS.

ROUTE: 292

THEY ARE AWESOME. 99% OF BUS DRIVERS SUPER NICE.

ROUTE: 294

MAKE SURE 294 DRIVERS ARE AWARE OF THE HILLSDALE LIBRARY STOP.

ROUTE: 295

HAVE HAD DRIVERS PASS BY AND NOT STOP TO PICK ME UP SEVERAL TIMES. NOT NICE!

ROUTE: 295

THE DISRESPECT THAT THE DRIVERS SHOWED DURING STRIKE WAS DISGUSTING. THEY DIDN'T HURT YOU, THEY HURT SINGLE PARENTS WITH A NEW JOB

ROUTE: 296

THAT THE DRIVERS ARE KINDER AND MORE EMPATHETIC.

ROUTE: 296

SOME DRIVERS ARE NOT GOOD PEOPLE

ROUTE: 296

OPEN DOORS FOR PASSENGER WHO DIDN'T CATCH THE BUS.

ROUTE: 130B

VERY PATIENT FOR A SENIOR PASSENGER.

ROUTE: 130B

DRIVERS ARE VERY FRIENDLY

ROUTE: 130B



## Personnel

VERY GOOD DRIVER. VERY APPROACHABLE, WITH SMILE.

ROUTE: ECR

WHEN THE BUS HAS TO STOP, UNSCHEDULED FOR ANY REASON, THE OPERATOR SHOULD INFORM PASSENGERS. OTHERWISE, WE ARE HOSTAGES, NO?

ROUTE: ECR

PEOPLE TEND TO TAKE ADVANTAGE OF THE DRIVERS.

ROUTE: ECR

I LIKE THEIR SERVICE AND THEY ARE ALMOST ALWAYS FRIENDLY.

ROUTE: ECR

DRIVER WAS SPEEDING. ADDRESS THE ISSUE!

ROUTE: ECR

VERY GOOD, GOOD DRIVERS, POLITE

ROUTE: ECR

ASIAN DRIVERS, PLEASE BE POLITE.

ROUTE: ECR

PLEASE TAKE CARE OF THE DRIVERS AS THESE SOME PASSENGERS WHO ARE ABUSIVE TO THEM WHEN THEY WANT TO GET FOR FREE. YOU HAVE GOOD DRIVERS! THANK YOU!

ROUTE: ECR

FOR DRIVERS TO STOP & WAIT FOR PEOPLE. TO NOT STOP IN WRONG SIDE, HARD FOR PEOPLE TO GET ON THE BUS

ROUTE: ECR

THE DRIVERS DO NOT STOP AT THE BUS STOPS AND LEAVE US.

ROUTE: ECR

BETTER DRIVERS.

ROUTE: ECR

DRIVERS RUN YELLOW LIGHTS.

ROUTE: ECR

MORE CONSIDERATION FOR SENIORS. BUS TO SF FOR THE SENIORS ARE LONGER. DRIVER SOMETIMES HAS NO CONSIDERATION! THEY LEAVE BEFORE WE HAD A CHANCE TO SIT DOWN.

ROUTE: ECR

UNFRIENDLY DRIVERS.

ROUTE: ECR

VERY CLEAN AND FRIENDLY.

ROUTE: ECR

WISH BUS DRIVERS DIDN'T JUST DRIVE PAST ME.

ROUTE: ECR

MAYBE MAKE DRIVERS DO TRAINING ON HOW TO BE LESS RUDE AND RACIST.

ROUTE: ECR

THEY ARE ALWAYS PUNCTUAL AND THE DRIVERS ARE FRIENDLY.

ROUTE: ECR

I WANT TO COMMEND ALL THE DRIVERS FOR A JOB WELL DONE AND THEIR WILLINGNESS TO HELP.

ROUTE: ECR

THEY NEED TO WAIT MORE IN THE STATION OR COME MORE OFTEN.

ROUTE: ECR

## Personnel

SAMTRANS NEEDS TO PICK PEOPLE UP CLOSE TO THE CURB.

ROUTE: ECR

VERY FRIENDLY AND GOOD SERVICE.

ROUTE: RIDEPLUS EPA

## **PLANNING**

## Routes/Additional Stops

Routes/Additional Stops	
BUS FROM LINDA MAR TO SERRAMONTE	ROUTE: 10
MORE BUS STOPS	ROUTE: 14
THE OLD 112 BUS WAS BETTER.	ROUTE: 110
BRING BACK THE 112 PLEASE.	ROUTE: 110
RETURN RT 112 TO SERVICE. SENIOR CENTER (OCEAN VIEW) PACIFICA.	ROUTE: 110
PLEASE PUT THE BUS STOP IN CRESTLINE DRIVE.	ROUTE: 110
IT TAKES 43 STOPS TO GET TO THE BACK OF THE VALLEY PACIFICA CAN WE SHORTER?	ROUTE: 110
UPDATE 110 - DALY CITY - NO STOP AFTER MALAGRA	ROUTE: 110
BRING BACK THE 112	ROUTE: 110
110 SHOULD GO STRAIGHT THROUGH WITHOUT NEEDING TO CHANGE TO ANOTHER 110 AT LINDA MAR CENTER	ROUTE: 110
THE SAMTRANS STOP IS TOO FAR AWAY FROM MY HOUSE. I HAVE TO WALK MORE THAN FOUR BLOCKS.	ROUTE: 110
THE BUS STOP LOCATION FOR ROUTE 112 AT COLMA BART DOESN'T FEEL SAFE AND NEEDS TO MOVE BACK WHERE IT WAS.	ROUTE: 110
PLEASE KEEP THE 112 BUS LINE! I AM DEPENDENT ON IT!	ROUTE: 112
WE NEED A BUS TO STOP IN FRONT OF THE PACIFICA SENIOR CENTER	ROUTE: 112
BRING BACK #140.	ROUTE: 112
MORE BUS ROUTES. BETTER BUS DRIVERS-- NICER ONES.	ROUTE: 112
BRING BACK THE PESCADERO ROUTE	ROUTE: 117
LOVE IT, WOULD LIKE A ONE-WAY TRIP FROM PACIFICA TO HMB THOUGH.	ROUTE: 117
HOPE BUS 121 WON'T CHANGE THE ROUTE BECAUSE IT NEEDS TO TRANSFER TO OTHER AREA.	ROUTE: 121

## Routes/Additional Stops

PUT SOUTHERN HILLS ROUTE BACK.

ROUTE: 121

BRING 140 BACK.

ROUTE: 121

I WISH THE 121 RAN MORE OFTEN AND HAD A STOP CLOSER TO OUR SCHOOL (123 EDMONT DR/94015). I ALSO WISH THE 112 RAN MORE OFTEN.

ROUTE: 121

MAKE THE ROUTE SHORTER.

ROUTE: 122

REINSTATE BUS STOP CRYSTAL SPRINGS AND EL CAMINO WALGREENS TO HELP THE ELDERLY/HANDICAPPED TO STORE MORE CONVENIENTLY.

ROUTE: 141

RESTORE STOPS AT CAPITOL SPRING WALGREENS. IT WAS CONVENIENT FOR ELDERLY PASSENGERS.

ROUTE: 141

CHANGE THE ROUTE FOR 142 TO THE OLD ROUTE.

ROUTE: 142

PLEASE HAVE A DIRECT LINE TO CSM FROM FOSTER CITY

ROUTE: 250

COSTCO ACCESS? FROM CITY SOUTH.

ROUTE: 250

NEEDS MORE STOPS FOR 250 SAMTRANS.

ROUTE: 250

PLEASE CONSIDER RETURNING THE OLDER VERSION OF THE ROUTE 260 IN REDWOOD SHORES THAT WAS ALTERED ON APRIL 22ND, SUNDAY 2022. TOO MANY ELDERS LIVE EAST OF BRIDGE PARKWAY!

ROUTE: 260

REDUCE THE DISTANCE BETWEEN BUS STATIONS

ROUTE: 270

MORE FREQUENT AND EXPANSIVE NETWORK, ESPECIALLY TO HMB OR ANYTHING ELSE NORTH.

ROUTE: 278

280- MORE STOPS WITHIN EPA

ROUTE: 280

MORE ROUTES TO EAST BAY AND BART!

ROUTE: 281

295, ROUTING BACK FROM THE HILLSDALE MALL, PLEASE EXTEND TILL 8

ROUTE: 295

EXTEND 295 BACK TO 8:00.

ROUTE: 295

CLOSER STOPS

ROUTE: 296

MORE ACCESSIBLE STOPS.

ROUTE: 296

## Routes/Additional Stops

I WISH THERE'S MORE ROUTES THAN ECR IN PM TIME.

ROUTE: 130B

MORE FREQUENT BUS SCHEDULES FOR BUS 122 ADD MORE STOPS OR PUT BACK ECR BUS STOP AT SNEATH LANE. VERY HARD TO WALK BACK TO GET OFF FROM SAN BRUNO BACK TO MY WORKPLACE.

ROUTE: ECR

WALK TO 280, 296, AND EPX IS TOO FAR FOR SENIORS.

ROUTE: ECR

GREATER BUS ACCESSIBILITY.

ROUTE: ECR

PLEASE RETURN THE ORIGINAL BUS STOP.

ROUTE: ECR

CURRENTLY THE ECR IS DIFFICULT.IT WAS MUCH BETTER BEFORE THE SERVICE WAS CHANGED.

ROUTE: ECR

I'D LIKE YOU TO PUT BACK BUS STOPS FOR ECR ON EL CAMINO REAL.

ROUTE: ECR

MORE ROUTES

ROUTE: ECR

MORE BUSES IN EAST PALO ALTO

ROUTE: ECR

MORE ROUTES

ROUTE: ECR

I NEED A BUS STOP AT CRYSTAL SPRINGS AND EL CAMINO REAL IN SAN BRUNO

ROUTE: ECR

I LIKE THE EPX. IF IT WENT DOWN SOUTH AIRPORT BOULEVARD IN SOUTH SAN FRANCISCO IT WOULD BE AWESOME.

ROUTE: EPX

PLEASE ADD ANOTHER ROUTE TO MISSION STREET IN SAN FRANCISCO.

ROUTE: EPX

I HAVE BEEN VERY DISAPPOINTED IN THE FCX ROUTE CHANGE THAT TOOK PLACE ON AUGUST 4 OF THIS YEAR. IN THE PAST, THE FCX BUS ROUTE TOOK ME FROM DOOR TO DOOR. NOW, I HAVE TO TRANSFER FROM THE FCX TO MUNI, WHICH ADDS ANOTHER 40 MINUTES TO MY COMMUTE JUST ONE WAY. THIS HAS MADE IT CHALLENGING TO CATCH EARLY MORNING MEETINGS AND GET HOME EARLY ENOUGH FOR OTHER ACTIVITIES. MANY FCX BUS RIDERS HAVE VOICED THEIR COMPLAINTS OVER THE LAST FEW MONTHS, BUT SAMTRANS HAS DONE VERY LITTLE TO CONSIDER RESTORING THE OLD FCX BUS ROUTE. PLEASE RESTORE THE FCX BUS STOPS ALONG MISSION STREET TO SHORTEN OUR COMMUTES!

ROUTE: FCX

EXTEND THE TRANSPORTATION SERVICE TO OTHER CITIES NEAR THIS AREA.

ROUTE: RIDEPLUS EPA

## Schedules/Frequency

### Schedules/Frequency

IT WOULD BE NICE TO HAVE AN 18 BUS AT MORE TIMES DURING THE DAY.	ROUTE: 18
HAVE MORE AVAILABLE BUSES SO THEY'RE NOT OVERCROWDED AND DON'T KICK STUDENTS OFF.	ROUTE: 60
YOU GUYS TAKE TOO LONG, HAVE IRREGULAR TIMES TO SHOW UP, AND JUST GENERALLY SUCK.	ROUTE: 60
MORE BUSES, MORE FREQUENCY OF BUSES	ROUTE: 61
MORE BUSES BY CREATVIEW SAN CARLOS	ROUTE: 61
SEND MORE 62 BUSSES	ROUTE: 62
SEND MORE 62 BUSES	ROUTE: 62
MORE FREQUENT BUSES.	ROUTE: 110
MORE BUSES	ROUTE: 110
PLEASE, MORE FREQUENT BUS TIMES!	ROUTE: 110
BUSES 110 MUST BE MORE FREQUENT. THANKS.	ROUTE: 110
INCREASE FREQUENCY.	ROUTE: 110
INCONVENIENT (AND MORE COSTLY) WITHOUT (110) SERVICE FROM DALY CITY BART TO PACIFICA LATER THAN 10 PM.	ROUTE: 110
MORE TIMES; MORE FREQUENT.	ROUTE: 110
BUSES COME MORE FREQUENTLY AND SAFE WAITING AREA.	ROUTE: 110
I USUALLY HAVE TO WAIT FOR A LONG TIME. PLEASE HAVE MORE BUSES.	ROUTE: 110
THANK YOU! MORE FREQUENT 110 + 112 ROUTES (GOING BOTH IN AND OUT OF PACIFICA)	ROUTE: 110
MORE TIMES FOR 112 AND 110	ROUTE: 110
I WISH THE 112 RAN ONE HOUR LONGER (IE LAST TRIP OUT OF PACIFICA ~8:15)	ROUTE: 110
MORE FREQUENCY.	ROUTE: 112

## Schedules/Frequency

LATER 112.

ROUTE: 112

LATER TIMES, I WORK LATE

ROUTE: 112

NEED MORE BUSES AND LATER TIMES RUN UNTIL 12 AM.

ROUTE: 117

SAMTRANS HAS BEEN AMAZING AS I LIVE VERY CLOSE TO THE BUS STOP, ESPECIALLY WITH BUS COMING VERY 10-15 MINUTES DURING THE MORNINGS AND WEEKENDS. HOWEVER, I DO FIND MYSELF DRIVING TO DALY CITY BART STATION MORE OFTEN DESPITE THERE BEING A CONVENIENT SAMTRANS ROUTE FOR ME DUE TO THE INFREQUENT BUS SCHEDULE IN THE EVENING. WHEN RETURNING HOME VIA BART AND SAMTRANS IN LATER EVENINGS, I GENERALLY NEED TO WAIT FOR OVER 20 MINUTES WITH THE 120 BUS COMING EVERY 30 MINUTES, AND BART STATION IS NOT THE FRIENDLIEST LOOKING PLACE DURING LATE NIGHT. I WOULD DEFINITELY RIDE SAMTRANS MORE IF I COULD COME BACK HOME LATER IN THE EVENING WITHIN REASONABLE TIME.

ROUTE: 120

MORE FREQUENT.

ROUTE: 120

MORE FREQUENT.

ROUTE: 120

THE WAITING TIME IS TOO LONG,

ROUTE: 120

PLEASE MAKE BUSES MORE FREQUENT AT NIGHT.

ROUTE: 120

MAKE THE BUSES MORE FREQUENT PLEASE.

ROUTE: 120

IMPROVE THE HOURS

ROUTE: 120

WISH I COULD GET MORE FREQUENT BUSES ESPECIALLY AT NIGHT TIMES

ROUTE: 120

MORE BUSES EARLY.

ROUTE: 120

MORE 120 BUSES TO COLMA IN EVENING

ROUTE: 120

WISH MORE BUSES COME FREQUENTLY.

ROUTE: 120

I WISH THE 24 BUS CAME MORE OFTEN.

ROUTE: 120

MORE FREQUENT BUSES ON THE WEEKEND FOR ROUTE 110.

ROUTE: 120

I WANT SAMTRANS MORE BUSES TIMES.

ROUTE: 120

IF THERE ARE MORE FREQUENT BUSES AFTER 6 PM, THAT WILL BE BETTER FOR PASSENGERS.

ROUTE: 120



## Schedules/Frequency

START EARLIER IN THE MORNING.	ROUTE: 120
MORE FREQUENT BUSES	ROUTE: 120
MORE FREQUENT	ROUTE: 121
TO HAVE NIGHT BUS.	ROUTE: 121
MORE FREQUENTLY BUSES AT NIGHTTIME.	ROUTE: 121
BUSES HAVE TO PASS EARLIER ON WEEKENDS.	ROUTE: 121
I WISH THE 121 RAN MORE OFTEN AND HAD A STOP CLOSER TO OUR SCHOOL (123 EDMONT DR/94015). I ALSO WISH THE 112 RAN MORE OFTEN.	ROUTE: 121
MORE 122 PLEASE!	ROUTE: 122
MORE 122!	ROUTE: 122
MAKE WAIT TIMES SHORTER.	ROUTE: 122
122 NEEDS AN EARLIER MORNING DEPARTURE.	ROUTE: 122
I HOPE THE BUS SCHEDULE WILL ADD MORE FREQUENCY.	ROUTE: 122
MORE FREQUENT 122.	ROUTE: 122
IMPROVE SCHEDULES IN FOSTER CITY-- HILLSDALE.	ROUTE: 122
MORE BUSES.	ROUTE: 122
MORE FREQUENT BUSES.	ROUTE: 122
PLEASE HAVE MORE BUSES COME MORE OFTEN, LIKE EVERY 15 MINUTES.	ROUTE: 122
BETTER EARLY SCHEDULE DURING WEEKEND.	ROUTE: 122
PLEASE KINDLY PROVIDE MORE BUSES FOR 112 (PACIFICA). THANKS!	ROUTE: 130
FASTER REPETITION FOR 130.	ROUTE: 130
MORE BUS PLS.	ROUTE: 130

### Schedules/Frequency

MORE BUSES, MAKE SURE THEY'RE ON TIME (ALWAYS LATE)	ROUTE: 130
INCREASE FREQUENCY & BE ON TIME	ROUTE: 130
MORE BUSES TO COME FREQUENTLY	ROUTE: 130
THEY SHOULD COME MORE OFTEN	ROUTE: 130
WISH THERE ARE MORE BUSES AND MORE IN FREQUENT TIME.	ROUTE: 130
HOPE TO HAVE 6 AM TRIP ON SUNDAYS.	ROUTE: 130
121 SAM TRANS BUS IS TOO LONG BETWEEN BUSES	ROUTE: 130
MORE FREQUENCY	ROUTE: 130
NOT ENOUGH BUSES	ROUTE: 130
LESS BUSSES THAT ONLY COME BY THE HOUR, ESPECIALLY AT NIGHT	ROUTE: 141
MORE FREQUENT AIRPORT SERVICE	ROUTE: 141
MORE ECR BUSES AND BE ON TIME!	ROUTE: 141
I HOPE THE BUS CAN BE MORE FREQUENT!	ROUTE: 250
JUST MAKE BUSES COME MORE FREQUENTLY	ROUTE: 250
BUS TILL 9 PM ON SATURDAY & SUNDAY AS WELL.	ROUTE: 250
VERY HELPFUL FOR FREQUENT SERVICE	ROUTE: 250
MORE BUSES, MORE FREQUENCY SPECIALLY DURING THE WEEKDAYS	ROUTE: 250
BUSES COMING WITH MORE FREQUENCY.	ROUTE: 250
INCREASE FREQUENCY OF BUSES, PLEASE.	ROUTE: 251
THE 257 BUS COMES VERY INFREQUENTLY AND SOMETIMES NOT AT ALL.	ROUTE: 251
BUS COMES MORE OFTEN.	ROUTE: 270
I WOULD LIKE TO SEE THE FREQUENCY OF THE TRANSPORT	ROUTE: 270

## Schedules/Frequency

WOULD LIKE MORE FREQUENCY OF BUSES (ESPECIALLY 270) AND CLEANER AND SAFER BUS STOPS AND STATIONS

ROUTE: 270

THERE IS NO GOOD SERVICE 270, 278.

ROUTE: 276

MORE FREQUENT AND EXPANSIVE NETWORK, ESPECIALLY TO HMB OR ANYTHING ELSE NORTH.

ROUTE: 278

PASS MORE FREQUENTLY.

ROUTE: 280

THAT THEY HAPPEN MORE FREQUENTLY.

ROUTE: 280

MORE 280 BUSES.

ROUTE: 280

MORE FREQUENT 280 BUS.

ROUTE: 280

280-- MORE FREQUENT STOPS

ROUTE: 280

MORE FREQUENCY PLEASE

ROUTE: 281

MORE BUSES, MORE TICKET OPTIONS; MAKE PEOPLE USE PUBLIC TRANSPORTATION

ROUTE: 281

MORE BUSES ON WEEKENDS

ROUTE: 281

MORE BUSES ON SUNDAY.

ROUTE: 281

LONGER SCHEDULES AT NIGHT

ROUTE: 281

MORE FREQUENT BUSES FROM SFO TO DOWNTOWN SAN FRANCISCO WOULD BE NEEDED.

ROUTE: 292

SOMETIMES BUS DOESN'T ARRIVE. BIGGER BUS AT LAST BUS NEAR MIDNIGHT BECAUSE THERE'S AN HOUR WAIT.

ROUTE: 292

FREQUENCY OF BUS EVERY 15 MINUTES EVEN IN WEEKENDS AND HOLIDAYS.

ROUTE: 292

MAKE IT MORE FREQUENT.

ROUTE: 292

ON WEEKENDS, I WOULD LIKE IT IF IT HAPPENED MORE FREQUENTLY AFTER 6 PM.

ROUTE: 292

MORE BUSES SCHEDULED DURING WEEKENDS TOO.

ROUTE: 292

MORE BUSES ON WEEKENDS

ROUTE: 292

YOU NEED THE BUS TO COME EARLIER SHIFTS.

ROUTE: 292

## Schedules/Frequency

A BUS EVERY THIRTY MINUTES.

ROUTE: 292

MORE BUS ON LATE NIGHT.

ROUTE: 292

THE BUSES IN THE AFTERNOON TAKE A LONG TIME TO GET TO THE STOP

ROUTE: 292

AS I'M LIVING IN H.M.B., I WOULD SUGGEST TO SCHEDULE BUSES EACH 30 MINUTES AND IF IT'S POSSIBLE TO KEEP US UPDATED WHEN THERE'S ANY DELAY OR CANCELLATION. THANK YOU.

ROUTE: 294

MORE FREQUENT BUSES.

ROUTE: 294

MORE REGULAR BUSES PLEASE!

ROUTE: 294

MORE FREQUENCY

ROUTE: 295

MORE BUSES AT NIGHT. BUT THEY DO A GREAT JOB... THANKS!

ROUTE: 130B

INCREASING FREQUENCY ON 292 IS GOOD. I THINK FREQUENCY OF SERVICE SHOULD CONTINUE TO 7 PM INSTEAD OF 6 PM. THE 292 BUS GETS OVERCROWDED BECAUSE OF THE AIRPORT.

ROUTE: 130B

MORE BUSES

ROUTE: ECR

TIME FREQUENCY DURING WEEKENDS AND TRANSFERRING BUS ROUTE (122, 250).

ROUTE: ECR

MORE 251 TIMES!

ROUTE: ECR

PLEASE IMPROVE BUS FREQUENCY.

ROUTE: ECR

HOPE 260 COMES OFTEN.

ROUTE: ECR

NEED BUS ECR @ 2:30 AM

ROUTE: ECR

I AM VERY HAPPY THAT ECRS ARE ARRIVING MORE FREQUENTLY!

ROUTE: ECR

SOMETIMES THEY ARE LATE COMING, WAITING FOR 20 AND 30 MINUTES.

ROUTE: ECR

IMPROVE FREQUENCY BETWEEN ROUTES

ROUTE: ECR

MORE FREQUENT BUS SCHEDULES FOR BUS 122 ADD MORE STOPS OR PUT BACK ECR BUS STOP AT SNEATH LANE. VERY HARD TO WALK BACK TO GET OFF FROM SAN BRUNO BACK TO MY WORKPLACE.

ROUTE: ECR

IMPROVE BUS SCHEDULES FURTHER SO THAT THEY WORK FASTER.

ROUTE: ECR

## Schedules/Frequency

MORE TIME ON WEEKENDS.

ROUTE: ECR

BUSES EVERY 1/2 HOUR IS FINE.

ROUTE: ECR

IF POSSIBLE, I'D LIKE BUSSES TO COME MORE FREQUENTLY THAN ONCE AN HOUR.

ROUTE: ECR

KEEP UP THE GOOD WORK, CONSISTENCY AND HAVE MORE FREQUENT BUSES.

ROUTE: ECR

MORE FREQUENT BUSES.

ROUTE: ECR

MORE FREQUENT BUSES TO/FROM AIRPORT AND MILLBRAE STATION. BART CONNECTION IS TERRIBLE!

ROUTE: ECR

I WANT THE BUS TO PASS EVERY 15 MINUTES AND DON'T CHANGE ROUTE FOR THE TIME.

ROUTE: ECR

ROUTE 295 NEEDS TO PASS EVERY 15 MINUTES AND RUN ON WEEKENDS.

ROUTE: ECR

THERE SHOULD BE MORE FREQUENT BUSES.

ROUTE: ECR

I WOULD LIKE AN EARLIER SCHEDULE FOR ECR, LIKE BEFORE 4:30 AM.

ROUTE: ECR

MORE BUSES

ROUTE: ECR

MORE FREQUENCY WOULD BE HELPFUL, SPECIFICALLY AROUND 10-11 PM.

ROUTE: ECR

HAVE MORE TIMES.

ROUTE: ECR

INCREASE THE NUMBER OF BUSES AT NIGHT.

ROUTE: ECR

VERY USEFUL AND I ENJOY USING IT, JUST ANNOYING ABOUT THE CONSTANT DELAYS AND LONG WAIT.

ROUTE: ECR

IT SEEMS A GOOD SYSTEM. MAYBE RUN BUSES BEFORE 5:00 AM

ROUTE: ECR

I WORK TO THE AIRPORT AND THE BUS DOESN'T RUN.

ROUTE: EPX

EPX NEEDS BIGGER BUSES OR TO COME MORE OFTEN

ROUTE: EPX

I WOULD LIKE MORE BUSES WHERE THEY COME MORE FREQUENTLY.

ROUTE: FCX

CAN BE MORE FREQUENT.

ROUTE: FCX

I JUST WANT TO SUGGEST IF THE PLUS SERVICE COULD BE MORE FREQUENT HERE IN EAST PALO ALTO. WHEN I ASK FOR IT, I HAVE TO GO TO A MEETING IN THE AFTERNOON. IT IS VERY

## Schedules/Frequency

COMPLICATED FOR THEM TO BE AVAILABLE. WHEN I TRY TO RESERVE THE TRIP, I WOULD HAVE TO WAIT THREE HOURS. THAT IS VERY COMPLICATED TO BE ABLE TO GET TO THE PLACES THAT ONE WANTS TO GO. COULD YOU EXTEND YOUR SERVICE MORE MILES BECAUSE SOMETIMES I WANT TO GO TO THE POST OFFICE THAT IS BY THE PALO ALTO LIMITS AND EAST PALO ALTO DOES NOT HAVE SERVICE. THANK YOU.

ROUTE: RIDE PLUS

WE NEED MORE SERVICE FROM RIDE PLUS. EAST PALO ALTO TAKES A LONG TIME FOR SERVICE, MORE THAN THREE HOURS.

ROUTE: RIDEPLUS EPA

I HOPE YOU HAVE MORE BUSES DURING YOUR WEEKENDS.

ROUTE: SKY

MORE FREQUENT BUSES.

ROUTE: SKY

## Transit Connections/Transfers

### Transit Connections/Transfers

PLEASE ALIGN BUSES TO CALTRAIN SCHEDULE.

ROUTE: 278

THE 292 NEEDS TO CONNECT BETTER WITH THE 141; 141 NEEDS TO CONNECT BETTER WITH THE ECR.

ROUTE: 292

MORE FREQUENT BUSES TO/FROM THE AIRPORT AND MILLBRAE STATION. BART CONNECTION IS TERRIBLE!

ROUTE: ECR

COORDINATE SCHEDULES WITH CALTRAIN

ROUTE: ECR

FREE TRANSFERS

ROUTE: ECR

## **STATIONS AND EQUIPMENT**



## AC/Temperature Control

### AC/Temperature Control

MORE VENTILATION ON THE BUSES.

ROUTE: 120

IN THE MORNINGS, GIVEN THAT IS COLD IT WOULD BE NICE IF THE SAMTRANS HAD A HEATER

ROUTE: ECR

I WOULD LIKE MORE ATTENTION TO BE GIVEN TO THE CLEANLINESS OF THE SEATS AND BUS SPACES, AS WELL AS THE AIR CONDITIONING. ALSO, MORE SECURITY FOR THE PASSENGERS.

ROUTE: ECR

## Bus Features/Amenities

Bus Features/Amenities	
FASTER WIFI	ROUTE: 61
WIFI	ROUTE: 61
BETTER INTERNET	ROUTE: 61
BETTER CONNECTION WIFI ON BUS AND PHONE.	ROUTE: 120
PUT BEVERAGES ON BUS.	ROUTE: 120
MORE WHEELCHAIR-ACCESSIBLE BUSES.	ROUTE: 122
WIFI.	ROUTE: 130
SHOULD HAVE OUTLETS.	ROUTE: 250
BETTER WIFI CONNECTIVITY MAYBE?	ROUTE: 278
WIFI ON BUSES.	ROUTE: 281
WIFI INTERNET ON BUSES DOESN'T WORK MOST OF THE TIME.	ROUTE: 292
HAVING NEW THINGS AROUND THE OTHER BUSES.	ROUTE: 296
I WISH THE TRANSPORT BROUGHT ITS OWN CHAIR FOR MINOR CHILDREN IT IS UNCOMFORTABLE TO CARRY A CHAIR.	ROUTE: RIDEPLUS EPA

## Enforcement/Security Issues

Enforcement/Security Issues	
ECR IS A PURE NIGHTMARE TO RIDE AS A FEMALE	ROUTE: 56
BUSES COME MORE FREQUENTLY AND SAFE WAITING AREA.	ROUTE: 110
UNDERCOVER COPS CAN BOARD FOR PASSENGER SAFETY. I'VE SEEN UNRULY PASSENGER THAT CAUSES VIOLENT	ROUTE: 110
LET MOTHERS CARRY BABIES IN STROLLERS.	ROUTE: 120
MOST PASSENGERS, LIKE MEXICANS, TALK VERY LOUDLY IN TO THEIR PHONE.	ROUTE: 120
APPLY AND ENFORCE NO SMOKING SIGNS AT STOPS AND SHELTERS.	ROUTE: 260
STOP LETTING INTOXICATED PEOPLE ON BUS.	ROUTE: 270
WOULD LIKE MORE FREQUENCY OF BUSES (ESPECIALLY 270) AND CLEANER AND SAFER BUS STOPS AND STATIONS	ROUTE: 270
MAKE SAMTRANS SAFE AGAIN.	ROUTE: 270
MORE SECURITY ON THE BUS, YESTERDAY AN ASIAN RASTA GUY GOT ON WITH A KNIFE.	ROUTE: 281
IMPROVE SECURITY ON THE BUS, SINCE YESTERDAY I HAD AN INCIDENT WITH A RACIST PERSON WHO YELLED AT ME AND THREATENED ME.	ROUTE: 281
THE NOISE LEVEL! CELL PHONE USE OUT OF CONTROL.	ROUTE: 292
TOO MANY PASSENGERS THAT ARE CONSIDERED BIOHAZARD. PASSENGERS NOT USING HEADPHONES.	ROUTE: 397
PROTECTING PASSENGERS' SAFETY A LITTLE MORE FROM DRUNK OR DRUGGED PEOPLE.	ROUTE: ECR
LOTS OF SKETCHY PEOPLE	ROUTE: ECR
TRY TO CONTROL THE CRAZIES!	ROUTE: ECR
HAVING (UNDERCOVER) TRANSIT POLICE WOULD SAVE MOST PROBLEMS.	ROUTE: ECR
MORE CONSIDERATION FOR SENIORS. BUS TO SF FOR THE SENIORS ARE LONGER. DRIVER SOMETIMES HAS NO CONSIDERATION! THEY LEAVE BEFORE WE HAD A CHANCE TO SIT DOWN.	ROUTE: ECR

## Enforcement/Security Issues

I LIKE THAT SAMTRANS FEELS SAFE AND IS KEPT CLEAN

ROUTE: ECR

MAKE IT TIDY AND SAFE.

ROUTE: ECR

I WOULD LIKE MORE ATTENTION BE GIVEN TO THE CLEANLINESS OF THE SEATS AND BUS SPACES, AS WELL AS THE AIR CONDITIONING. ALSO, MORE SECURITY FOR THE PASSENGERS.

ROUTE: ECR

SOME AREAS ARE DARK AND ARE NOT SAFE.

ROUTE: ECR

I LIKE THE CLEAN AND SAFE BUSES. THANK YOU FOR THE SERVICE

ROUTE: FCX

## Bus Stop Amenities/Condition/Cleanliness

Bus Stop Amenities/Condition/Cleanliness	
SHADE AND SHELTER.	ROUTE: 110
WATER FOUNTAINS!	ROUTE: 110
MORE BENCHES, MORE BUS SHELTERS	ROUTE: 110
MORE BENCHES + COVERINGS AT STOPS THANK YOU!	ROUTE: 110
SAFER AREA TO GET ON BUSES; BETTER PROTECTION FROM ELEMENTS.	ROUTE: 117
SOME BUS STOPS NEED MORE LIGHTS.	ROUTE: 120
NEED TO MAKE MORE BUS BENCHES FOR PEOPLE TO SIT DOWN.	ROUTE: 120
SHELTERS TO PROVIDE SHELTER FROM THE SUN OR RAIN.	ROUTE: 121
IT WOULD BE GOOD TO HAVE A LIGHT OR ANY REFLECTOR IN THE BUS STOP, SO THAT EASY FOR US TO KNOW WHERE THE BUS WILL STOP.	ROUTE: 122
MORE BUS STOPS. HARD FOR WALKING FAR.	ROUTE: 130
I WOULD APPRECIATE UPGRADED AND NICER BUS STOPS, ESPECIALLY ON ECR.	ROUTE: 142
PLEASE PUT SOME KIND OF SHADE A 27TH AND EL CAMINO STOP.	ROUTE: 250
BETTER ILLUMINATED STOPS, NEXT BUS OR STATUS INFORMATION	ROUTE: 292
SHED ON BUS STOP.	ROUTE: 292
USE VOLUNTEERS FROM SMUMSD WORKABILITY PROGRAM TO CLEAN BUS STOPS.	ROUTE: 292
ILLUMINATE STOPS AND NEXT BUS SIGNS.	ROUTE: 292
CLEANER STOPS	ROUTE: 296
I REALLY LIKE SAMTRANS, ONLY TWO THINGS WE NEED. PASS ON TIME AND CLEAN BUS STOP PLEASE.	ROUTE: 130B
BUS STOPS SHOULD HAVE MORE LIGHTING.	ROUTE: ECR

### Bus Stop Amenities/Condition/Cleanliness

IT WOULD BE NICE TO HAVE REGULAR CLEANING FOR BUS STOP SEATING.

ROUTE: ECR

REPLACE GLASS AT SHELTERS SSF BART

ROUTE: ECR

BUS WAITING AREAS ARE VERY MUSTY AND SMELL OF PEE.

ROUTE: ECR

## Bus Cleanliness (Exterior and Interior)

Bus Cleanliness (Exterior and Interior)	
NEWER SEATS AND CLEANER.	ROUTE: 28
CLEANER BUS PLZ	ROUTE: 59
CLEANER WINDOWS.	ROUTE: 61
CLEANER PLEASE.	ROUTE: 110
CLEANLINESS.	ROUTE: 122
THE BEST TRANSIT LINE I'VE TAKEN IN THE BAY AREA. IT'D BE MORE CONVENIENT IF CLEANER.	ROUTE: 122
PLEASE PUT GARBAGE CONTAINERS ONTO BUS.	ROUTE: 130
I HOPE BUSES WILL BE KEPT CLEAN EVERY DAY, SEATS SMELL TERRIBLE. THANK YOU.	ROUTE: 141
KEEP BUSES CLEANER	ROUTE: 141
OFFER SANITATION	ROUTE: 270
WOULD LIKE MORE FREQUENCY OF BUSES (ESPECIALLY 270) AND CLEANER AND SAFER BUS STOPS AND STATIONS	ROUTE: 270
CLEANER!	ROUTE: 281
THE SEATS ARE DIRTY AND SMELL BAD, THEY ARE NEVER CLEANED, THEY ARE DISGUSTING.	ROUTE: 292
BUS DOESN'T COME ON TIME ESPECIALLY 8 TO 9 AM.	ROUTE: 292
CLEANER BUSES, SOMETIMES THERE IS A LOT OF TRASH OR SOMETIMES IT SMELLS.	ROUTE: 292
WITH THE HOMELESS RIDING FOR FREE, I GOT ON THE BUS AND THE SEAT WAS WET – SOAKED IN URINE.	ROUTE: 292
WIPE DOWN SEATS EVERY MORNING	ROUTE: ECR
THEY ARE SOMETIMES LATE IN ARRIVING AT THE STOP AND SMELL BAD.	ROUTE: ECR
GOOD SERVICE, ATTENTION AND KINDNESS. CLEANLINESS ON THE FABRIC SEATS.	ROUTE: ECR

### Bus Cleanliness (Exterior and Interior)

THANK YOU FOR YOUR CLEANLINESS AND SERVICES!

ROUTE: ECR

OTHER SAMTRANS BUSES HAVE FLEAS!

ROUTE: ECR

JUST DO FREQUENT CLEANING.

ROUTE: ECR

VERY CLEAN AND FRIENDLY.

ROUTE: ECR

CLEAN UP THE 397.

ROUTE: ECR

I LIKE THAT SAMTRANS FEELS SAFE AND IS KEPT CLEAN

ROUTE: ECR

MAKE IT TIDY AND SAFE.

ROUTE: ECR

I WOULD LIKE MORE ATTENTION BE GIVEN TO THE CLEANLINESS OF THE SEATS AND BUS SPACES, AS WELL AS THE AIR CONDITIONING. ALSO, MORE SECURITY FOR THE PASSENGERS.

ROUTE: ECR

PROVIDE CLEANER BUSES

ROUTE: ECR

BUS SEATS WITH WOOL COVERS MUST BE WELL MAINTAINED AND NOT SMELL.

ROUTE: ECR

YOU MUST CLEAN THE BUS REGULARLY.

ROUTE: ECR

I LIKE THE CLEAN AND SAFE BUSES. THANK YOU FOR THE SERVICE

ROUTE: FCX



## Bus Condition/Comfort of The Ride

### Bus Condition/Comfort of The Ride

NEWER SEATS AND CLEANER.

ROUTE: 28

NOISE REDUCTION.

ROUTE: 60

VERY COMFORTABLE.

ROUTE: 292

GO ELECTRIC.

ROUTE: ECR

## **OTHER**

## General Compliments

General Compliments	
GOOD SERVICE	ROUTE: 10
IT'S PRETTY NICE, HAVING BUSES.	ROUTE: 28
PRETTY GOOD.	ROUTE: 35
LOVE WHAT YOU GUYS ARE DOING. KEEP IT UP.	ROUTE: 35
AWESOME	ROUTE: 59
THANKS FOR ALWAYS BEING THERE FOR ME.	ROUTE: 61
THANK YOU.	ROUTE: 62
IT'S A GOOD TRANSPORT.	ROUTE: 81
I DON'T KNOW! IS GOOD!	ROUTE: 81
SAMTRANS IS GOOD FOR ME.	ROUTE: 110
VERY USEFUL FOR ME, THANK YOU.	ROUTE: 110
FEELS GREATLY IMPROVED FROM A FEW YEARS AGO. BETTER THAN LA METRO NOW.	ROUTE: 110
YOU'RE DOING GREAT!	ROUTE: 110
MANY THANKS FOR YOUR SERVICE	ROUTE: 110
THANK YOU FOR THE SERVICE.	ROUTE: 110
ALL GOOD IN SERVICE.	ROUTE: 110
I LIKE YOUR SERVICE	ROUTE: 110
GREAT	ROUTE: 110
GOOD LOOK!	ROUTE: 110
I'M VERY HAPPY WITH THE SERVICE.	ROUTE: 112

## General Compliments

SAMTRANS IS VERY HELPFUL, THANK YOU!	ROUTE: 112
I CONGRATULATE YOU ON YOUR GOOD WORK.	ROUTE: 112
KEEP UP THE GOOD WORK!	ROUTE: 112
VERY GOOD.	ROUTE: 112
IT'S GOOD FOR ME	ROUTE: 117
GOOD.	ROUTE: 120
SATISFACTORY.	ROUTE: 120
KEEP UP THE GOOD WORK.	ROUTE: 120
EXCELLENT SERVICE.	ROUTE: 120
THANK YOU FOR YOUR CONSISTENT SERVICE.	ROUTE: 120
GOOD SERVICE.	ROUTE: 120
KEEP UP THE GOOD WORK.	ROUTE: 120
THANK YOU FOR YOUR SERVICE. KEEP UP THE GOOD JOB.	ROUTE: 120
VERY GOOD SERVICE TRANSPORT.	ROUTE: 120
IT IS VERY GOOD.	ROUTE: 120
VERY GOOD AT THE MOMENT	ROUTE: 120
EVERYTHING GOOD	ROUTE: 120
THIS BUS IS VERY AWESOME	ROUTE: 120
LOVING SAMTRANS	ROUTE: 120
THEY ARE GOOD.	ROUTE: 120
THINGS HAVE IMPROVED OVER THE YEARS.	ROUTE: 120
VERY GOOD SERVICE	ROUTE: 120

## General Compliments

GOOD SERVICE.	ROUTE: 120
EXCELLENT SERVICE!	ROUTE: 120
THANKS FOR ALL THE GREAT SERVICE.	ROUTE: 120
VERY MUCH SATISFIED WITH THE SERVICES RENDERED TO THE PUBLIC. THANKS.	ROUTE: 120
THANK YOU.	ROUTE: 120
THANKS FOR GIVING US A RIDE.	ROUTE: 120
GOOD BUS!	ROUTE: 121
MY TRIPS HAVE BEEN VERY GOOD WITHOUT ANY PROBLEMS.	ROUTE: 121
THANK YOU SAMTRANS FOR PROVIDING TRANSPORTATION TO THE COMMUNITY.	ROUTE: 121
EXCELLENT SERVICE	ROUTE: 121
I SUGGEST FOR THOSE IN NEED OF A RIDE, TAKE A SAMTRANS BUS.	ROUTE: 122
GOOD TRANSPORTATION	ROUTE: 122
ALWAYS ENJOY MY RIDE TO WORK.	ROUTE: 122
GOOD.	ROUTE: 122
GOOD SERVICE AS MY EXPERIENCE.	ROUTE: 122
VERY GOOD SERVICE.	ROUTE: 122
VERY GOOD SERVICE.	ROUTE: 122
SATISFIED WITH SERVICE.	ROUTE: 122
GOOD-- VERY SATISFIED.	ROUTE: 122
GOOD!	ROUTE: 122
NICE, GOOD.	ROUTE: 122
VERY WELL.	ROUTE: 130

## General Compliments

THANK YOU, SAMTRANS.	ROUTE: 130
I AM VERY MUCH COMFORTABLE TO USE THE SAMTRANS. THANKS	ROUTE: 130
IT'S GREAT TRANSPORTATION.	ROUTE: 130
EXCELLENT SERVICE	ROUTE: 130
GOOD.	ROUTE: 130
THE SERVICES ARE GREAT. I HAVE NO COMPLAINTS.	ROUTE: 130
VERY GOOD SERVICE	ROUTE: 130
GOOD.	ROUTE: 130
EVERYTHING IS FINE FOR MY NEEDS.	ROUTE: 130
VERY ACCESSIBLE	ROUTE: 130
GREAT JOB.	ROUTE: 141
I LOVE SAMTRANS. I'VE BEEN RIDING SINCE I WAS A LITTLE GIRL.	ROUTE: 141
IT IS GOOD.	ROUTE: 141
I FIND IT TO BE A VERY QUIET AND EASY TRANSPORTATION TO TAKE.	ROUTE: 141
JUST GOOD.	ROUTE: 142
VERY GOOD	ROUTE: 250
ITS REALLY GOOD!	ROUTE: 250
I LIKE TO TRAVEL BECAUSE I LIKE THE COMFORT OF SAMTRANS.	ROUTE: 250
VERY GOOD SERVICE.	ROUTE: 250
ALL IS EXCELLENT	ROUTE: 250
VERY GOOD	ROUTE: 250
THANK YOU FOR YOUR SERVICE.	ROUTE: 250

## General Compliments

GOOD SERVICE.	ROUTE: 250
LOVE YOU.	ROUTE: 250
I LIKE COMMUTING ON SAMTRANS	ROUTE: 250
THANK YOU FOR YOUR JOB!	ROUTE: 251
THANK YOU.	ROUTE: 251
VERY GOOD SERVICE.	ROUTE: 260
KEEP UP THE GOOD WORK	ROUTE: 270
I AM GRATEFUL. THANK YOU, YOU'RE APPRECIATED.	ROUTE: 276
GOOD SERVICE, ATTENTION AND KINDNESS.	ROUTE: 278
GOOD SERVICE.	ROUTE: 278
IT HELPS ME A LOT BECAUSE I DON'T HAVE A CAR.	ROUTE: 278
VERY GOOD SERVICE.	ROUTE: 280
KEEP DOING THE GOOD JOB.	ROUTE: 280
IT IS GOOD	ROUTE: 281
VERY GOOD SERVICE.	ROUTE: 281
THE SERVICE IS VERY GOOD.	ROUTE: 281
THANK YOU VERY MUCH FOR PROVIDING YOUR HELP WITH PUBLIC TRANSPORTATION.	ROUTE: 281
ALL FINE WITH SAMTRANS	ROUTE: 281
VERY GOOD SERVICE FOR ME!	ROUTE: 281
THANK YOU!	ROUTE: 281
GREAT JOB!	ROUTE: 281
WELL DONE	ROUTE: 292

## General Compliments

GOOD!	ROUTE: 292
IS VERY GOOD FOR ME.	ROUTE: 292
ALL GOOD.	ROUTE: 292
VERY GOOD	ROUTE: 292
THANKS GUYS! YOU DA BEST.	ROUTE: 292
I LOVE THE MYRIAD OF PLACES I CAN GET TO ON SAMTRANS AND THE ACCURACY OF THE CLIPPER APP.	ROUTE: 292
IT'S ALL GOOD,	ROUTE: 292
VERY GOOD SERVICE	ROUTE: 292
NO SUGGESTIONS VERY GOOD WORK.	ROUTE: 292
I USE A COMMUTE ALTERNATIVES PROGRAM THROUGH MY EMPLOYER, SO MY MONTHLY PASS IS PAID FOR. THERE IS ONLY ONE CAR IN MY HOME SO MY ACCESS TO THE BUS IS ESSENTIAL. THANK YOU.	ROUTE: 294
VERY GOOD SERVICE.	ROUTE: 294
VERY GOOD SERVICE.	ROUTE: 294
KEEP UP THE GOOD WORK.	ROUTE: 294
VERY GOOD	ROUTE: 294
THEY DO EVERYTHING SUPER WELL AND THAT I THANK THEM	ROUTE: 295
IT'S GOOD TRANSPORTATION	ROUTE: 296
SAMTRANS IS GOOD.	ROUTE: 296
THAT IS A GOOD TRANSPORT, THANKS!	ROUTE: 296
THANKS FOR YOUR TIME.	ROUTE: 296
IT IS A GOOD TRANSPORT.	ROUTE: 296



## General Compliments

GOOD SERVICE	ROUTE: 296
ALL GOOD.	ROUTE: 296
VERY GOOD SERVICE	ROUTE: 397
GOOD.	ROUTE: 397
KEEP IT UP!	ROUTE: 130B
THANKS FOR YOUR SERVICE!	ROUTE: 130B
THANK YOU FOR PROVIDING YOUR SERVICE!	ROUTE: 130B
VERY GOOD SERVICE.	ROUTE: 130B
GOOD NO PROBLEM.	ROUTE: 130B
GOOD SERVICE.	ROUTE: 130B
GOOD SERVICE.	ROUTE: 130B
EXCELLENT SERVICE.	ROUTE: 130B
KEEP MOVING, GOOD JOB	ROUTE: 130B
CSM LINE IS GREAT AND TAKES 40 MINUTES OFF MY COMMUTE EACH DAY	ROUTE: CSM
SAMTRANS HELPS A LOT OF PEOPLE GO TO WORK.	ROUTE: ECR
VERY SATISFIED WITH SAMTRANS.	ROUTE: ECR
GOOD.	ROUTE: ECR
KEEP GOING!	ROUTE: ECR
EVERYTHING WAS WONDERFUL, EXCELLENT SERVICE.	ROUTE: ECR
I LIKE IT!	ROUTE: ECR
EVERYTHING IS EXCELLENT.	ROUTE: ECR
GOOD.	ROUTE: ECR

ROUTE: ECR

## General Compliments

VERY GOOD AND SAFE TRAVEL.

ROUTE: ECR

GOOD SERVICE.

ROUTE: ECR

SERVICE IS RELIABLE AND EFFICIENT. THANK YOU.

ROUTE: ECR

GOOD!

ROUTE: ECR

GOOD SERVICE

ROUTE: ECR

GOOD AND VERY RELIABLE.

ROUTE: ECR

GOOD.

ROUTE: ECR

IT'S VERY GOOD.

ROUTE: ECR

ALL IS VERY GOOD,

ROUTE: ECR

THIS IS A REALLY GOOD WAY TO GET AROUND THANKS.

ROUTE: ECR

THE SERVICE IS GOOD.

ROUTE: ECR

THE SERVICE IS GOOD

ROUTE: ECR

EVERYTHING IS GOOD

ROUTE: ECR

GOD SERVICE, THANKS!

ROUTE: ECR

ITS REALLY CONVENIENT

ROUTE: ECR

VERY HELPFUL FOR ME

ROUTE: ECR

I CONGRATULATE YOU FOR EXCELLENT SERVICE

ROUTE: ECR

YOU GUYS ARE DOING GOOD!

ROUTE: ECR

EXCELLENT SERVICE

ROUTE: ECR

GOOD SERVICE.

ROUTE: ECR

VERY EFFICIENT, SAFE AND VERY COMFORTABLE.

ROUTE: ECR

VERY GOOD SERVICE. THIS TRIP WAS EXCELLENT.

ROUTE: ECR

## General Compliments

GOOD SERVICE.	ROUTE: ECR
VERY NICE.	ROUTE: ECR
MY EXPERIENCE WAS REALLY GOOD. GOOD JOB.	ROUTE: ECR
GOOD SERVICE.	ROUTE: ECR
COMPLETELY SATISFIED.	ROUTE: ECR
IT HELPS A LOT! THANK YOU FOR YOUR SERVICE.	ROUTE: ECR
BLESSINGS, CONTINUE YOUR WORK AS YOU ARE DOING, YOU DO A BEAUTIFUL JOB.	ROUTE: ECR
IT'S A GOOD COMPANY.	ROUTE: ECR
EXCELLENT	ROUTE: ECR
IT'S OKAY.	ROUTE: ECR
I LOVE YOU AND YOUR SERVICE.	ROUTE: ECR
VERY GOOD.	ROUTE: ECR
I HAVE BEEN USING SAMTRANS FOR 4 MONTHS AND IT HAS BEEN SATISFACTORY.	ROUTE: ECR
EVERYTHING IS GOOD.	ROUTE: ECR
THANK YOU.	ROUTE: ECR
GOOD.	ROUTE: ECR
FOR ME, THIS IS A GOOD SERVICE.	ROUTE: ECR
ALL GOOD.	ROUTE: ECR
VERY GOOD SERVICE! 10 OUT OF 10.	ROUTE: ECR
ALL GOOD - 5	ROUTE: ECR
SAMTRANS IS SUPER GOOD, WIFI, HEATER AND AIR-CON ALL THERE. THANK YOU.	ROUTE: ECR
KEEP MAKING IT BETTER	ROUTE: ECR

### General Compliments

SAMTRANS IS MY FAVORITE MODE OF PUBLIC TRANSPORTATION.	ROUTE: ECR
GOOD JOB SAMTRANS!	ROUTE: ECR
I HAVE BEEN RIDING SAMTRANS FOR ALMOST TEN YEARS NOW, GOOD JOB!	ROUTE: ECR
NO PROBLEMS, I'VE BEEN TAKING THE BUS FOR YEARS.	ROUTE: ECR
VERY GOOD SERVICE	ROUTE: ECR
IT'S GOOD SERVICE!	ROUTE: ECR
IT'S GOOD.	ROUTE: ECR
KEEP UP THE GOOD JOB.	ROUTE: ECR
GOOD SERVICE	ROUTE: ECR
THANKS! KEEP GOING ON.	ROUTE: ECR
SAMTRANS IS GREAT.	ROUTE: ECR
I LIKE IT	ROUTE: ECR
GOOD SERVICE!	ROUTE: ECR
EVERYTHING IS GOOD . THANKS.	ROUTE: ECR
VERY GOOD SERVICE	ROUTE: PCX
I HAVE HAD A GREAT EXPERIENCE WITH RIDEPLUS. I DON'T DRIVE AND WAS LOOKING FOR A PLACE NEAR PUBLIC TRANSPORTATION AND SAMTRANS WORKS SO WELL.	ROUTE: RIDEPLUS EPA
YOUR SERVICE ON THE COASTSIDE HAS CHANGED MY LIFE FOR THE BETTER	ROUTE: RIDEPLUS HMB
I AM SO EXCITED ABOUT RIDES PLUS!	ROUTE: RIDEPLUS HMB
THIS PROGRAM IS BENEFITING MY LIFE IN A VERY POSITIVE WAY	ROUTE: RIDEPLUS HMB
THANK YOU FOR THE BUS SERVICE SO THAT I AM ABLE TO GO TO SCHOOL DAY BY DAY.	ROUTE: SKY

## Homeless Issues

Homeless Issues	
HOMELESS PEOPLE GET ON AND DISTURB OTHER PASSENGERS	ROUTE: 130
NEED TO REFUSE THE RIDE TO STINKY PEOPLE	ROUTE: 250
KEEP THE HOMELESS OUT OF SEQUIOA STATION	ROUTE: 270
NO MORE SMELLY HOMELESS.	ROUTE: 292
LESS HOMELESS ON THE BUS.	ROUTE: 292
THE HOMELESS PEOPLE MAKE THE BUSES STINK REALLY BAD.	ROUTE: 292
WITH THE HOMELESS RIDING FOR FREE, I GOT ON THE BUS AND THE SEAT WAS WET – SOAKED IN URINE.	ROUTE: 292
OTHER PASSENGERS ODOR/SMELL. NONE SHOWERING,	ROUTE: 397
TOO MANY PASSENGERS THAT ARE CONSIDERED BIOHAZARD. PASSENGERS NOT USING HEADPHONES.	ROUTE: 397
STOP ALLOWING THE HOMELESS RIDE THESE BUSES. THEY TAKE UP ALL THE AVAILABLE SPACE.	ROUTE: 397
HELP GET HOMELESS OFF THE BUS SO IT'S NOT SO CROWDED.	ROUTE: 397
WE NEED A HOMELESS BUS – ONLY FOR THEM.	ROUTE: 397
TOO MANY HOMELESS WHO RIDE FOR FREE. THEY TAKE UP MULTIPLE SEATS AND SMELL BAD.	ROUTE: ECR
TO FIND A WAY TO HAVE LESS HOMELESS ON BOARD. SPECIFICALLY IN THE EARLY MORNINGS.	ROUTE: ECR
KEEP HOMELESS OFF THE BUSES.	ROUTE: ECR
TOO MANY HOMELESS. THEY ARE NOT SAFE.	ROUTE: ECR
I DON'T LIKE THAT THEY'RE SO MANY HOMELESS AND THEY SMELL BAD.	ROUTE: ECR

## Lost & Found

### Homeless Issues

IT COULD BE MORE EFFICIENT AT FINDING LOST ITEMS.

ROUTE: 61

NEED BETTER LOST AND FOUND.

ROUTE: ECR

## Other Comments

### OTHER COMMENTS

MORE WAYS TO GET STUDENTS/YOUTH TAKING THE BUS IS ALWAYS GREAT.	ROUTE: 110
MAINTAIN A GOOD SERVICE	ROUTE: 122
PLEASE MAKE SURE GTFS DATA IS CONSISTENT. IT'S VERY HELPFUL!	ROUTE: 250
YOU'VE ASKED FOR VOLUNTEERS FOR YOUR COMMISSION. I RESPONDED THREE TIMES. ARE YOU SERIOUS?	ROUTE: 250
I SAY FIND THE RIGHT RATIO OF FREQUENCY OF TRAINS TO COST INVESTED AND IMPROVE YOUR SERVICE.	ROUTE: 251
LET THEM NOT BE DISCONTINUED BECAUSE IT IS OUR MEANS OF TRANSPORTATION	ROUTE: 270
I WOULD LIKE TO BE ON THE CITIZENS ADVISORY COUNCIL.	ROUTE: ECR
THEY NEED TO PROVIDE BETTER SERVICES TO SENIORS.	ROUTE: ECR
PLS. CONTINUE TO SERVE THE COMMUNITY.	ROUTE: ECR
PLEASE FIX THE ROADS ON EL CAMINO. THEY'RE TERRIBLE FOR RIDING BUS.	ROUTE: ECR
DON'T TAKE THE VACCINE.	ROUTE: ECR
STOP HIRING FOREIGN MILITARIES.	ROUTE: ECR

## Survey Comments

### Survey Comments

SOME OF THESE QUESTIONS ARE UNNECESSARY AND APPEAR TO BE FOR DEMOGRAPHICS ONLY, NOT FOR THE PURPOSE OF IMPROVING SAMTRANS. WHY DOES 13 THROUGH 18 MATTER? A RIDER IS A RIDER! DOES NOT MATTER! RIDERS ARE RIDERS!

ROUTE: 292