



SamTrans Board of Directors

Meeting November 5, 2025

Correspondence as of October 24, 2025

# Subject

1. (untitled)
2. Letter from Chair Steve Heminger of the Caltrain Board of Director Chair re: JPB comments on SamTrans Classification and Compensation Study
3. samtrans
4. Re: Automatic reply (untitled)
5. SamTrans Letter to Shavon Butler re: RediWheels Fare
6. FW: Automatic reply: (untitled)
7. (untitled)
8. Re: (untitled)
9. FW: (untitled)
10. RE: samtrans – *Staff response*
11. Route SKY Weekend Service

**From:** [Shavon Latrice Butler](#)  
**To:** [Board \(@samtrans.com\)](#)  
**Date:** Sunday, October 12, 2025 1:32:25 PM  
**Attachments:** [SB READY WHEEL LETTER.pdf](#)  
[benefit-verification-letter \(1\).pdf](#)

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You don't often get email from shavonlatricebutler@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.

Please update my address please in my file to the new San Mateo address residence this is where all mail will be getting forwarded to now please remove the San Francisco address you have on my file I should now be able to qualify for the lifeline reduced rate program please accept this as my new application thank you

[REDACTED] please update my address in the file

Shavon Butler

[REDACTED] thank you





2712 Augustine Drive, Ste 120  
Santa Clara, CA 95054  
Tel: 408-780-2542

Date: October 8, 2025

To The Ready Wheels Program:

RE: Shavon Butler (06/08/1980)

This letter is to confirm that Ms. Shavon Butler is under the care of several providers at Carbon Health in the South Bay Area for her chronic medical conditions. Ms. Butler requests that her location be updated to Carbon Health's office location in San Mateo for reduced fare consideration: [REDACTED].

Please feel free to contact our office at Santa Clara and or San Mateo locations if you have any further questions.

Sincerely,

[REDACTED]

Ngoc-Tuyen Tran, PA-C  
Primary Care Physician Assistant  
Carbon Health Santa Clara Square  
2712 Augustine Dr #120  
Phone: (408) 789-9636  
Fax: (669) 215-2509  
Santa Clara, CA 95054

**P: 415.612.3256**

**F: 888.972.1912**

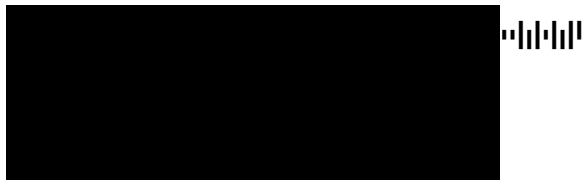
**E: [support@carbonhealth.com](mailto:support@carbonhealth.com)**



# Social Security Administration Benefit Verification Letter

Date: October 7, 2025  
BNC#: 25F4892C14424  
REF: A, C1, DI

\*0201BEV7SBK17Z7\* CCM.M72.BEV7S.R251007



You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

## Information About Current Social Security Benefits

Beginning December 2024, the full monthly Social Security benefit before any deductions is \$1,159.50.

We deduct \$0.00 for medical insurance premiums each month.

The regular monthly Social Security payment is \$1,159.00.  
(We must round down to the whole dollar.)

Social Security benefits for a given month are paid the following month. (For example, Social Security benefits for March are paid in April.)

Your Social Security benefits are paid on or about the third of each month.

We found that you became disabled under our rules on April 23, 2014.

## Information About Past Social Security Benefits

From December 2023 to November 2024, the full monthly Social Security benefit before any deductions was \$1,131.30.

We deducted \$0.00 for medical insurance premiums each month.

The regular monthly Social Security payment was \$1,131.00.  
(We must round down to the whole dollar.)

## Type of Social Security Benefit Information

You are entitled to monthly disability benefits.

See Next Page

**Information About Current Social Security Benefits**

Beginning March 1997, the full monthly Social Security benefit before any deductions is \$0.00.

We deduct \$0.00 for medical insurance premiums each month.

The regular monthly Social Security payment is \$0.00.  
(We must round down to the whole dollar.)

Benefits were stopped beginning March 1997.

Social Security benefits for a given month are paid the following month. (For example, Social Security benefits for March are paid in April.)

Your Social Security benefits are paid on or about the third of each month.

**Type of Social Security Benefit Information**

You are entitled to monthly benefits as a dependent of the wage earner.

**Information About Supplemental Security Income Payments**

Beginning October 2025, the current Supplemental Security Income payment is \$57.94.

This is after we have withheld \$10.00 to recover an overpayment.

This payment amount may change from month to month if income or living situation changes.

Supplemental Security Income Payments are paid the month they are due.

(For example, Supplemental Security Income Payments for March are paid in March.)

We found that you became disabled under our rules on June 1, 2011.

**Type of Supplemental Security Income Payment Information**

You are entitled to monthly payments as a disabled individual.

**Medicare Information**

You are entitled to hospital insurance under Medicare beginning July 2014.

You are entitled to medical insurance under Medicare beginning July 2014.

Your Medicare number is [REDACTED]. You may use this number to get medical services while waiting for [REDACTED] card.

If you have any questions, please log into Medicare.gov, or call 1-800-MEDICARE (1-800-633-4227).

**Date of Birth Information**

The date of birth shown on our records is [REDACTED].

## Suspect Social Security Fraud?

Please visit <http://oig.ssa.gov/r> or call the Inspector General's Fraud Hotline at 1-800-269-0271 (TTY 1-866-501-2101).

## If You Have Questions

### Need more help?

1. Visit [www.ssa.gov](http://www.ssa.gov) for fast, simple and secure online service.
2. Call us at **1-800-772-1213**, weekdays from 8:00 am to 7:00 pm. If you are deaf or hard of hearing, call TTY **1-800-325-0778**. Please mention this letter when you call.
3. You may also call your local office at **1-866-964-5051**.

SOCIAL SECURITY  
ANNEX 1ST FL  
90 7TH ST  
SAN FRANCISCO CA 94103

*Social Security Administration*





## Application

### Redi-Wheels / RediCoast "Lifeline" Fare Assistance Program

Name:

SHAWN BUTLER

Address:

Phone:

As proof of eligibility for the fare assistance program, I have enclosed one of the following:

- ☒ A copy of a letter from Social Security indicating eligibility for Supplemental Security Income (SSI) (Letter must be dated within the last two months.)
- ☐ A copy of a letter from Medi-Cal, indicating that I receive Medi-Cal. (Letter must be dated within the last two months.)
- ☐ A copy of a currently valid Medi-Cal card.
- ☐ A recent letter from San Mateo County Department of Human Services stating that I am receiving General Assistance (GA) (dated within the last two months).
- ☐ A copy of a GA check or an SSI check. (The check must be dated within the last two months.)

I certify that all the information contained in this application is true and accurate to the best of my knowledge. I understand that if I purposefully misrepresent information contained in or attached to this application, my paratransit eligibility may be affected. I hereby authorize the Social Security Office and the San Mateo County Department of Human Services to release information to SamTrans to verify my eligibility for this program. I further certify that I will inform SamTrans and the appropriate service agency of changes in my income which may affect my eligibility for SSI, Medi-Cal or General Assistance. I understand that this information will be kept confidential and only the information required to provide the services I request will be disclosed to those who perform the services. I also understand that I must re-certify every

Date

10/12/2025

Please note: You must be a registered Redi-Wheels / RediCoast client and live within San Mateo County to be eligible for "lifeline" fare assistance.



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SHAWN BUTLER

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Date

10/12/2025

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SHAVON BUTLER

Address:

Phone:

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Date

10/12/2025

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BOARD OF DIRECTORS 2025

STEVE HEMINGER, CHAIR  
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DAVID COHEN  
JEFF GEE  
SHAMANN WALTON

MICHELLE BOUCHARD  
EXECUTIVE DIRECTOR

October 20, 2025

**Re: JPB comments on SamTrans Classification and Compensation Study**

Dear Chair Gee,

Caltrain appreciates SamTrans' efforts to review classification and compensation for employees of SamTrans, TA, and Caltrain and to share information about its recommendations with the Caltrain Board. We understand this has taken significant time and resources to complete, and we appreciate SamTrans efforts to ensure the agencies have the ability to recruit and retain top talent.

We also recognize that under the Governance Memorandum of Understanding executed by Caltrain and its member agencies on August 5, 2022, SamTrans is considered to be the employer of rail employees, who are subject to the SamTrans Salary Ordinance. The approval of the class and compensation recommendations are therefore within SamTrans' jurisdiction. Nonetheless, we appreciate SamTrans' collaboration with Caltrain staff in developing the recommendations arising from the study and for the opportunity to offer Caltrain's input on the proposed recommendations.

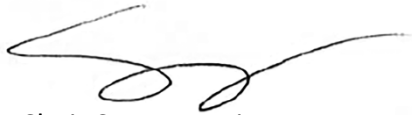
The Caltrain Board is supportive of SamTrans' staff recommendations, which we believe will improve the agencies' ability to recruit and retain employees. We request that the SamTrans Board also consider the fact that Caltrain, as a three-county rail management organization, may have certain high-level technical positions that are unique to it and that may require a higher salary range than is currently contemplated in the SamTrans' Salary Ordinance in order to recruit and retain key talent. In light of this, we request that the SamTrans Board consider granting Caltrain some flexibility with respect to the salary range to recruit for these positions. This could also benefit the railroad financially by reducing the overreliance on costly seconded contractor resources.

Caltrain is moving into a new era as a railroad, with exciting, complex, and rewarding work to be done throughout the agency. Caltrain views the class and compensation recommendations as supporting us in finding and retaining our most important resource: our employees.

Chair Gee  
October 20, 2025  
Page 2 of 2

We appreciate SamTrans' support of Caltrain's mission and the important role it plays as Caltrain's managing agency.

Best,

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke extending to the right.

Chair Steve Heminger

**From:** F.G  
**To:** Board (@samtrans.com)  
**Subject:** samtrans  
**Date:** Monday, October 20, 2025 2:48:00 PM

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You don't often get email from fgunes1987@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.

everyday i use samtrans ECR and 292, bus drivers let's dirty smelly aggressive homeless ride for free every bus half of passengers are homeless and they disturbing our peace and ride quality, yet bus drivers don't say anything to them and let's them ride for free, i have never seen them pay or never seen driver talk to them they yell scream throw trash and smells so heavy, they take all the seats, so unsafe for citizens like me using clippe and paying money, also this bus always late , how ECR can be late everyday and different locations always late 10-15 mins. Always very consistently, also when they turn on light at night in bus they places bus lights close to windows literally we cannot see outside, how stupid is this? i travel over 50 countries even african countries had better buses and system, another thing is samtrans ECR drivers almost never stop, they see us sitting on bus stop they just pass dont stop unless we stand up and wave , it's so crazy!!! bus drivers drive crazy and they brake very fast they dont want to stop on stations when they do they slam brake so hard, seriously stop wasting my tax money, i will send email to Gary newsom and transportation department. also i have many proofs evidence . who bought these uncomfortable bus brands? stop investing in these prison type buses so uncomfortable , check other develop countries order from them, stop wasting our Tax money for garabage service and busses , never seen bus shakes this much in my life , even new ones are garbage

**From:** [Shavon Latrice Butler](#)  
**To:** [Board \(@samtrans.com\)](#)  
**Subject:** Re: Automatic reply:  
**Date:** Monday, October 20, 2025 4:47:29 PM

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You don't often get email from shavonlatricebutler@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.

Is there anybody that can help me with my application and let me know if I'm approved yet for the \$1.75 so I'm able to pay the lower fee I haven't been able to use the bus until the admin inform the bus rate was lowered

On Sun, Oct 12, 2025, 1:32 PM Board (@[samtrans.com](#)) <[board@samtrans.com](#)> wrote:

Hello – We have received your correspondence addressed to the SamTrans Board of Directors. For your reference: all correspondence is reviewed and typically referred to Customer Service Team Experience for a response before being sent to the Board of Directors and all public correspondence received is routinely posted online weekly under each Board meeting Documents tab: [SamTrans Meetings | SamTrans](#)

Additionally, all correspondence received up to 24 hours before a scheduled Board meeting is provided to the Board of Directors and posted online. The Board of Directors values your input and appreciates your support for the transportation system in our community.

For your reference:

SamTrans Customer Service: 1-800-660-4287

Information for hearing impaired: (TTY) 650-508-6448

Office Address: [1250 San Carlos Avenue, San Carlos, CA 94070](#)

Office Phone: 650-508-6200



**BOARD OF DIRECTORS 2025**

JEFF GEE, CHAIR  
MARIE CHUANG, VICE CHAIR  
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BROOKS ESSER  
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JOSH POWELL  
PETER RATTO  
JACKIE SPEIER

APRIL CHAN  
GENERAL MANAGER / CEO

October 8, 2025

Shavon Butler



Dear Shavon Butler:

Redi-Wheels received your application for the fare assistance program along with your Social Security benefit verification letter. However, the fare assistance program is paid for with local funds from San Mateo County and is only for residents of San Mateo County. It is noted on the bottom of the application a client must live within San Mateo County to be eligible for the program.

I regret to inform you that you are not eligible for the fare assistance program because you are a San Francisco County resident.

Please continue to pay the standard Redi-Wheels fare. Please be aware that even the standard fare is heavily subsidized for the customer.

Thank you,

SamTrans Accessible Services

**From:** [Tina Dubost](#)  
**To:** [Board \(@samtrans.com\)](#)  
**Subject:** FW: Automatic reply:  
**Date:** Tuesday, October 21, 2025 11:40:03 AM  
**Attachments:** [Butler Shavon denial fare assistance.docx](#)

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We mailed this letter to the customer to respond to her request.

Thank you

---

**From:** Shavon Latrice Butler <[shavonlatricebutler@gmail.com](mailto:shavonlatricebutler@gmail.com)>  
**Sent:** Monday, October 20, 2025 4:47 PM  
**To:** Board (@samtrans.com) <[board@samtrans.com](mailto:board@samtrans.com)>  
**Subject:** Re: Automatic reply:

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

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Information for hearing impaired: (TTY) 650-508-6448

Office Address: [1250 San Carlos Avenue, San Carlos, CA 94070](#)

Office Phone: 650-508-6200



October 20, 2025

Shavon Butler  
[REDACTED]

Dear Shavon Butler:

Redi-Wheels received your application for the fare assistance program along with the verification letter you submitted from the Social Security Administration. However, as we stated both in the email and letter sent to you on October 8, 2025 the fare assistance program is for residents of San Mateo County.

The address you are submitting of 46 Hillsdale Mall San Mateo CA 94403 is not a valid residence in San Mateo County. We regret to inform you that you are not eligible for the fare assistance program.

Thank you,

SamTrans Accessible Services

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

**From:** [Shavon Latrice Butler](#)  
**To:** [Board \(@samtrans.com\)](#)  
**Date:** Tuesday, October 21, 2025 1:55:08 PM

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

I went and applied and my doctor wrote a letter from the doctor's office that the address I gave you was my resident address I have somebody with this company stalking me she's using the name Paula Linda and Susan dubois and Diane Diana disel this lady has been doing anything to deny me the lifeline rate and I cannot afford the normal rate at all my doctor has written a letter you're supposed to comply with the doctor's letter this lady is telling me she's not going to update my address after the administrative office called me two weeks ago and said they updated the address they had me waiting for the lifeline amount to change they did not change it I called today two weeks and just been waiting here she said she's not removing my address that she saw it was some sort of business address we're not going to accept it you're not telling me you're not accepting a business or any address if that's my address you have a letter from the doctor that's my resident address you're not telling me you're not accepting it I do not live at that San Francisco address I've asked her numerous times to remove my address I'm bringing the police up there is what I'm doing I made a police report on this lady you guys have the same ladies stalking me on the phone tell her to remove the San Francisco address and put the address I gave her we have a letter from the doctor that is my resident address you're not arguing with me and a doctor of the company people live inside their company business address all the time people run businesses out of their home she has no right to tell me I cannot take out an address that I'm not living at I'm not at [REDACTED] any longer I am at 46 Hillsdale Mall San Mateo California 94403 which qualifies also for the lifeline program this lady said she's refusing to take my San Francisco address out after she received a letter from the company saying that this is my resident address put her in jail

Shavon Butler  
[REDACTED]



**From:** [Shavon latrise Butler](#)  
**To:** [Board \(@samtrans.com\)](#); [Rediwheels](#)  
**Subject:** Re:  
**Date:** Tuesday, October 21, 2025 2:36:47 PM

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You don't often get email from shavonlatrisebutler@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.

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Shavon Butler  
[REDACTED]

Look what this lady wrote me okay my doctor put her phone number for her to talk to the doctor directly she lied and said that she called carbon Health my doctor's office first of all you don't have any release Simon for you to go call anybody's doctor's office the doctor put her phone number for you to talk to her I just spoke to my doctor she said this lady never called her she lied on this letter I have a billion people and my family who run businesses out of their home I don't care if it's a doctor's office I don't care if it's a grocery store if you have a room back there you have a key and all your mail goes there you live there it's still considered resident you can be a resident in San Francisco and in San Mateo okay you can have two residents address this lady is stalking me to try to keep some sort of price when I'm never giving cash to any of these drivers I will continue to pay online they will never get a dollar for \$4 or a dollar so I don't see why it mattered they said they're doing this for a certain cab driver or a bus driver to get some sort of money when I'm going to continue to pay anything if I use

this bus online

I just spoke to my doctor I've asked her to give this lady a phone call because we did not appreciate her to lie and act like she spoke to this doctor's office the doctor wrote a letter to the company for ready Wheels the corporate office saying that this was my resident address you're not able to tell me you're not taking out an address that I'm not living at at San Francisco and you're not going to add a address that I'm at whether it's a company or not and you have a letter from the company and the business and I can provide mail that my mail is coming there she refused to even have me show her my other mail that is coming to this address

On Tue, Oct 21, 2025, 2:12 PM Lynn Spicer <[SpicerL@samtrans.com](mailto:SpicerL@samtrans.com)> wrote:

Ms. Butler,

This is again official notification that you are not eligible for the reduced fare and we are not changing your address to [46 Hillsdale Mall](#) in San Mateo. We have confirmed with staff at Carbon Health in San Mateo that you are not residing there.

Thank you,

Accessible Services

---

**From:** Shavon latrise Butler <[shavonlatrisebutler@gmail.com](mailto:shavonlatrisebutler@gmail.com)>

**Sent:** Tuesday, October 21, 2025 1:55 PM

**To:** Accessible Services <[accessible@samtrans.com](mailto:accessible@samtrans.com)>

**Subject:**

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

I went and applied and my doctor wrote a letter from the doctor's office that the address I

gave you was my resident address I have somebody with this company stalking me she's using the name Paula Linda and Susan dubois and Diane Diana disel this lady has been doing anything to deny me the lifeline rate and I cannot afford the normal rate at all my doctor has written a letter you're supposed to comply with the doctor's letter this lady is telling me she's not going to update my address after the administrative office called me two weeks ago and said they updated the address they had me waiting for the lifeline amount to change they did not change it I called today two weeks and just been waiting here she said she's not removing my address that she saw it was some sort of business address we're not going to accept it you're not telling me you're not accepting a business or any address if that's my address you have a letter from the doctor that's my resident address you're not telling me you're not accepting it I do not live at that San Francisco address I've asked her numerous times to remove my address I'm bringing the police up there is what I'm doing I made a police report on this lady you guys have the same ladies stalking me on the phone tell her to remove the San Francisco address and put the address I gave her we have a letter from the doctor that is my resident address you're not arguing with me and a doctor of the company people live inside their company business address all the time people run businesses out of their home she has no right to tell me I cannot take out an address that I'm not living at I'm not at [REDACTED] any longer I am at [46 Hillsdale Mall San Mateo California 94403](#) which qualifies also for the lifeline program this lady said she's refusing to take my San Francisco address out after she received a letter from the company saying that this is my resident address put her in jail

Shavon Butler

[REDACTED]

**From:** [Lynn Spicer](#)  
**To:** [Board \(@samtrans.com\)](#)  
**Cc:** [Tina Dubost](#)  
**Subject:** FW:  
**Date:** Tuesday, October 21, 2025 2:46:56 PM  
**Attachments:** [Butler, Shavon denial fare assistance.docx](#)

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Wanted to be sure that you were seeing the attachment that was sent along with the email. Also I did speak with "Erin" at Carbon Health today at 1:55 PM to let them know what we had decided about using the address as her mailing.

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**From:** Lynn Spicer <SpicerL@samtrans.com>  
**Sent:** Tuesday, October 21, 2025 2:13 PM  
**To:** Shavon latrise Butler <shavonlatrisebutler@gmail.com>; Accessible Services <accessible@samtrans.com>  
**Subject:** RE:

Ms. Butler,

This is again official notification that you are not eligible for the reduced fare and we are not changing your address to 46 Hillsdale Mall in San Mateo. We have confirmed with staff at Carbon Health in San Mateo that you are not residing there.

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Accessible Services

---

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**Sent:** Tuesday, October 21, 2025 1:55 PM  
**To:** Accessible Services <[accessible@samtrans.com](mailto:accessible@samtrans.com)>  
**Subject:**

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

I went and applied and my doctor wrote a letter from the doctor's office that the address I gave you was my resident address I have somebody with this company stalking me she's using the name Paula Linda and Susan dubois and Diane Diana diesel this lady has been doing anything to deny me the lifeline rate and I cannot afford the normal rate at all

my doctor has written a letter you're supposed to comply with the doctor's letter this lady is telling me she's not going to update my address after the administrative office called me two weeks ago and said they updated the address they had me waiting for the lifeline amount to change they did not change it I called today two weeks and just been waiting here she said she's not removing my address that she saw it was some sort of business address we're not going to accept it you're not telling me you're not accepting a business or any address if that's my address you have a letter from the doctor that's my resident address you're not telling me you're not accepting it I do not live at that San Francisco address I've asked her numerous times to remove my address I'm bringing the police up there is what I'm doing I made a police report on this lady you guys have the same ladies stalking me on the phone tell her to remove the San Francisco address and put the address I gave her we have a letter from the doctor that is my resident address you're not arguing with me and a doctor of the company people live inside their company business address all the time people run businesses out of their home she has no right to tell me I cannot take out an address that I'm not living at I'm not at [REDACTED] any longer I am at 46 Hillside Mall San Mateo California 94403 which qualifies also for the lifeline program this lady said she's refusing to take my San Francisco address out after she received a letter from the company saying that this is my resident address put her in jail

Shavon Butler

[REDACTED]



October 20, 2025

Shavon Butler  
[REDACTED]

Dear Shavon Butler:

Redi-Wheels received your application for the fare assistance program along with the verification letter you submitted from the Social Security Administration. However, as we stated both in the email and letter sent to you on October 8, 2025 the fare assistance program is for residents of San Mateo County.

The address you are submitting of 46 Hillsdale Mall San Mateo CA 94403 is not a valid residence in San Mateo County. We regret to inform you that you are not eligible for the fare assistance program.

Thank you,

SamTrans Accessible Services

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

**From:** [SamTrans BOD Public Support](#)  
**To:** [fgunes1987@gmail.com](mailto:fgunes1987@gmail.com)  
**Cc:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))  
**Subject:** RE: samtrans  
**Date:** Wednesday, October 22, 2025 1:11:06 PM

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Good afternoon.

Thank you for contacting SamTrans. We appreciate you taking the time to share your experiences on SamTrans with us, though we are sorry to see you have been left with a rather poor impression of our service. We apologize for the trouble.

However, please keep in mind that our buses are public access vehicles; our operators cannot determine who can or cannot ride as long as they have paid the appropriate fare. But, as noted, this is contingent on whether a given passenger has indeed paid the appropriate fare. And certain extenuating circumstances can lead to a passenger being removed or denied boarding, such as a potential safety issue.

Similarly, SamTrans staff do actively monitor the performance of our service and take necessary action to ensure we are providing our community with safe and reliable transit. But we recognize problems can still arise in spite of our best efforts. As such, we would like the opportunity to address your concerns, but we need more details concerning these incidents to properly investigate these issues.

To that end, please provide us with the dates and times for these incidents, alongside the approximate location for these incidents and your intended direction of travel at the time. Additionally, if possible, please provide us with the badge numbers of the operators and the vehicle ID of the buses involved in these issues.

Please rest assured that SamTrans remains committed to providing our riders with a high-quality transit system. Thank you again for reaching out, and thank you for riding SamTrans.

Your SamTrans BOD Public Support Team

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**From:** F G <[fgunes1987@gmail.com](mailto:fgunes1987@gmail.com)>  
**Sent:** Monday, October 20, 2025 9:47:44 PM (UTC+00:00) Monrovia, Reykjavik  
**To:** Board (@samtrans.com) <[Board@samtrans.com](mailto:Board@samtrans.com)>  
**Subject:** samtrans

You don't often get email from [fgunes1987@gmail.com](mailto:fgunes1987@gmail.com). [Learn why this is important](#)

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everyday i use samtrans ECR and 292, bus drivers let's dirty smelly aggressive homeless ride for free every bus half of passengers are homeless and they disturbing our peace and ride quality, yet bus drivers don't say anything to them and let's them ride for free, i have never seen them pay or never seen driver talk to them they yell scream throw trash and smells so heavy, they take all the seats, so unsafe for citizens like me using clippe and paying money, also this bus always late , how ECR can be late everyday and different locations always late 10-15 mins. Always very consistently, also when they turn on light at night in bus they places bus lights close to windows literally we cannot see outside, how stupid is this? i travel over 50 countries even african countries had better buses and system, another thing is samtrans ECR drivers almost never stop, they see us sitting on bus stop they just pass dont stop unless we stand up and wave , it's so crazy!!! bus drivers drive crazy and they brake very fast they dont want to stop on stations when they do they slam brake so hard, seriously stop wasting my tax money, i will send email to Gary newsom and transportation department. also i have many proofs evidence . who bought these uncomfortable bus brands? stop investing in these prison type buses so uncomfortable , check other develop countries order from them, stop wasting our Tax money for garabage service and busses , never seen bus shakes this much in my life , even new ones are garbage



**From:** [Nash Manalili](#)  
**To:** [Public Comment](#)  
**Subject:** Route SKY Weekend Service  
**Date:** Wednesday, October 22, 2025 4:31:46 PM

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You don't often get email from nashhbm05@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.

Hello, my name is Nash Manalili. I am a daily samTrans rider based in Daly City. The introduction of Route SKY has completely changed my commute for the better. I use it for recreation and leisure, school, shopping, and visiting friends and family. I have lived in the south side of Daly City for over 13 years; I moved to the neighborhood when Route 123 was in service (the original Route SKY that went to Colma instead of Daly City BART). Route SKY is extremely convenient as it allows me to catch a bus without having to walk through very hilly areas for 7-10 minutes, sometimes 15 or more minutes, to catch alternative routes 122 and 130 (which also have longer travel times to reach the same destinations that SKY serves). The hills in my neighborhood make it especially hard for seniors who take transit, and I know and have seen quite a few from my area. Route SKY is used by people of all ages; it is not just Skyline students riding this line. People have jobs on the weekends too – my mom and brother would strongly benefit from weekend SKY service. I notice a lot of seniors taking the bus to and shopping at Manila Oriental Market at King Plaza and Seafood City at Westborough Hills Plaza. I see many people and families taking samTrans to Serramonte on weekends – arguably the busiest time of the week for that mall. Route SKY providing supplemental service on Saturday and Sunday would make it so much easier and faster to get around for these riders, especially those living on the stretch of Callan/the other nearby streets that routes 121 and 122 do not serve. SKY's counterpart, Route CSM – which serves the same purpose SKY does, but down south in San Mateo – has weekend service. Daly City/South San Francisco deserve weekend service too.