



SamTrans Board of Directors

Meeting November 5, 2025

Correspondence as of November 4, 2025

Subject

1. RE: SamTrans Comment – 990976 – *Staff response*

From: [SamTrans BOD Public Support](#)
To: [Board \(@samtrans.com\)](#)
Subject: RE: SamTrans Comment - 990976
Date: Friday, October 31, 2025 11:18:30 AM
Attachments: [990976.Response.doc](#)

Good morning.

Operations Planning has noted receipt of this feedback and provided their response.

Customer Service will be sending the attached letter today to the customer to relay said response.

Thank you.

Alexis Salandanan

San Mateo County Transit District
Customer Service Dept.
1250 San Carlos Avenue
San Carlos, CA 94070-1306
1-800-660-4287
www.smctd.com

From: SamTrans BOD Public Support
Sent: Friday, October 24, 2025 6:56 PM
To: Board (@samtrans.com) <Board@samtrans.com>
Subject: SamTrans Comment - 990976

Good evening.

Customer Service received this letter today address to the Board. This has been entered into IndustrySafe as CR 990976 and forwarded to Operations Planning for review.

Thank you.

Alexis Salandanan

San Mateo County Transit District
Customer Service Dept.
1250 San Carlos Avenue
San Carlos, CA 94070-1306
1-800-660-4287
www.smctd.com

October 31, 2025

Orlando Nell
10 Martin Ln
Woodside, CA 94062

To Orlando Nell,

Thank you for taking time to compile your thoughts and observations for our Route 278 and send them to us for review. We appreciate your initiative and advocacy for public transit and for the Woodside community. Your feedback was provided to our Operations Planning team for consideration. Additionally, a copy of this correspondence will be provided to our Board of Directors.

Unfortunately, we cannot accommodate your recommendation to extend or adjust the 278 at this time. As you noted, route changes require careful study and planning, which, of course, requires appropriate time investment. However, this is primarily because our services are so closely tied together; we only have so much manpower and equipment to provide service to our riders, and we are currently utilizing all of our resources for our current transit system.

However, please rest assured that our Operations Planning team intends to keep your feedback in mind for the future. Once we have more resources at our disposal, SamTrans staff will be able to give your recommendations for the Route 278 proper consideration. Until then, though, thank you again for reaching out and riding SamTrans.

Your SamTrans BOD Public Support Team