



SamTrans Community Advisory Committee
Meeting of January 2, 2026

Correspondence as of January 28, 2026

Subject

1. Safe Trips to BART: learnings
2. Complaint - Bus Failed to Stop

From: [Max Mautner](#)
To: [cacsecretary \[@samtrans.com\]](mailto:cacsecretary [@samtrans.com])
Subject: Safe Trips to BART: learnings
Date: Friday, December 26, 2025 12:41:13 PM

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Hi fellow CAC members,

BART just released their "[Safe Trips to BART](#)" plan.

Two findings jumped out as directly relevant to SamTrans:

1. High vehicle speeds inhibit pedestrian access to stations
2. Poor lighting increases safety risks (real and perceived)

From firsthand experience, these same barriers affect SamTrans bus stops but aren't addressed in our pending [Bus Stop Improvement Plan](#).

The issue is that these improvements fall under city or CalTrans jurisdiction, not SamTrans.

My request: Could SamTrans staff provide guidance on:

1. How to identify which jurisdiction controls safe access to a specific bus stop?
2. What channels exist for CAC members or the public to advocate for these improvements?

Understanding this would help us push for holistic ridership improvements beyond what SamTrans directly controls.

Happy holidays!

- Max Mautner

From: [Elena](#)
To: [Public Comment](#)
Cc: cacsecretary_1@samtrans.com
Subject: Complaint - Bus Failed to Stop
Date: Friday, December 26, 2025 4:57:03 PM

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Hello,

I would like to file a complaint regarding an incident that occurred today involving one of your buses.

I was waiting at the designated stop when the driver of the 292 southbound bus toward Hillsdale Mall approached but did not stop. The driver looked directly at us and continued driving, even though we were clearly standing at the stop and signaling to board. This caused significant inconvenience and delay.

Incident Details:

- Route: 292 Southbound — to Hillsdale Mall
- Stop ID: 335162
- Date: Today
- Time: 4:44 PM

Thank you for your attention to this matter