



SamTrans Board of Directors

Meeting February 4, 2026

Correspondence as of January 9, 2026

Subject

1. Public Comment: 13c - SamTrans Bus Stop Improvement Plan
2. Re: Safety concern for all road users – *Response to Staff response*
3. Re: Safety concern for all road users – *Staff response*
4. RE: Complaint - Bus Failed to Stop – *Staff response*

From: [Adina Levin](#)
To: [Board \(@samtrans.com\)](#); [Public Comment](#)
Cc: [Michaela Petrik](#)
Subject: 13c - SamTrans Bus Stop Improvement Plan
Date: Wednesday, January 7, 2026 12:44:31 PM

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Dear Board and Staff,

Thank you very much for the progress on the SamTrans Bus Stop Improvement Plan which will greatly improve the comfort and dignity of people using SamTrans around the county.

I wanted to make comment about a feature that will be helpful in some locations, that will make transit easier to use.

At bus stops served my multiple agencies, it would be helpful to have realtime signage showing the arrival time - not only for SamTrans buses but for the other agencies people are using.

Such multi-agency signs have most recently been rolled out in the North Bay, and were done in as part of a existing project in that project's budget.

<https://www.seamlessbayarea.org/blog/2026/1/6/smart-launches-multi-agency-signs-for-better-connections>

Thanks again for improving bus stops in San Mateo County.

Best,
- Adina
Adina Levin
Seamless Bay Area
<https://seamlessbayarea.org>
650-646-4344

From: [Liam](#)
To: [SamTram@cityofseattle.gov](#)
Cc: [SamTram@cityofseattle.gov](#)
Subject: [Safety concern for all road users](#)
Date: December 24, 2025 at 1:28 PM

You don't often get email from [samtram@cityofseattle.gov](#). [Learn why this is important](#)

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Hi SamTram BOD Public Support Team,

Called into the Jan 19 board meeting and was unable to get the timing right to read my public comment. Will my comments be included in the meeting minutes?

Thank you,

On Wed, Dec 24, 2025 at 1:28 PM SamTram BOD Public Support <SamTramBODPublicSupport@cityofseattle.gov> wrote:

To: Kevin Remick

Thank you for contacting SamTram. We assure you that safety is a top priority at SamTram, and we are very sorry to hear you have had such consistent issues with us that you have been left feeling intimidated—even threatened—by your experiences with our operators out on the road. However, we appreciate you taking the time to raise these concerns with us, including providing us with information of this most recent encounter. Know that your concerns and the information you provided us were forwarded to the proper parties for review. A copy of this correspondence will also be provided to our Board of Directors.

Please rest assured that SamTram will make every effort to provide our community with safe and reliable transit service. To that end, thank you again for reaching out with your comments. We hope this will be the beginning of the end of such experiences for you and your fellow cyclists, but please do not hesitate to contact us again if you have further concerns, whether for this issue or otherwise.

Your SamTram BOD Public Support Team

From: Kevin Remick <kremick@seattle.gov>
Sent: Friday, December 12, 2025 6:30:46 PM (UTC+08:00) Honolulu, Hialeah
To: SamTram BOD Public Support <SamTramBODPublicSupport@cityofseattle.gov>
Subject: Safety concern for all road users

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To Whom it May Concern,

Writing with concerns about daily issues of SamTram bus drivers, driving erratically and without care. For example, today December 12th at 6:10 AM southbound on Rivercrest Road and almost cross almost at in Maple Park. Bus number 296 was continuously driving in the bike lane while students going to Hillview middle school and myself trying to get to downtown Maple Park on our bicycles. We were threatened and intimidated by the actions on the driver. Please, help further educate bus drivers about the safety of all users on the road and please if not for me, for the safety of our children getting to school. The violence and intimidation against cyclist results to and

Submitted reports: 903518, previous 903528





Respectfully,

Kevin Rennie
Mundo Park
Private Citizen

Sent from my iPhone

Kevin Rennie
Kevin.Rennie@worldnet.att.net
(650) 704-2371

From: [SanTrans 800 Public Support Team](#)
To: [Knox Remick](#)
Cc: [SanTrans 800 Public Support Team](#)
Subject: Safety concerns for all road users

Hi, Knox,

To your question, that depends on when you had submitted your comment.

To be included in the Board's weekly correspondence reading file, it must be received by 2:00 PM the day before. For the week of the Board meeting, it must be received by 2:00 PM the day before the Board meeting.

If your comment meets other criteria, then it would be included in one of the documents of compiled correspondence to the SanTrans Board in the weeks leading up to the meeting in question. If your comment was made later than 2:00 PM the day before the meeting, though, there is no need to be concerned, our Board secretaries keep strict record of all correspondence received by the District intended for the Board—public comments, of course, included. Even if your comment cannot be attached to the January 7th meeting due to being received too late, it will still be quite on time for the next meeting and be included with the other correspondence our Board will review in the preceding weeks.

You SanTrans 800 Public Support Team

From: Board ([board@santrans.com](#))
Sent: Wednesday, January 07, 2020, 4:20 PM
To: SanTrans 800 Public Support Team ([SanTrans800PublicSupport@santrans.com](#))
Subject: Re: Safety concerns for all road users

From: K Remick ([kremick@santrans.com](#))
Sent: Thursday, January 8, 2020 12:20:20 AM (UTC-08:00) Mountain, Nevada
To: SanTrans 800 Public Support Team ([SanTrans800PublicSupport@santrans.com](#))
Cc: Board ([board@santrans.com](#))
Subject: Re: Safety concerns for all road users

You don't often get email from [kremick@santrans.com](#). Learn why this is important

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Hi SanTrans 800 Public Support Team,

Called into the Jan 7th board meeting and was unable to get the timing right to read my public comment. Will my comments be included in the meetings minutes?

Thank you,

On Wed, Dec 24, 2020 at 1:26 PM SanTrans 800 Public Support Team ([SanTrans800PublicSupport@santrans.com](#)) wrote:

To: Knox Remick,

Thank you for contacting SanTrans. We assure you that safety is a top priority at SanTrans, and we are very sorry to hear you have had such consistent issues with us that you have been left feeling intimidated—even threatened—by your experiences with our operators out on the road. However, we appreciate you taking the time to raise these concerns with us, including providing us with information of this most recent encounter. Know that your concerns and the information you provided us were forwarded to the proper parties for review. A copy of this correspondence will also be provided to our Board of Directors.

Please rest assured that SanTrans will make every effort to provide our community with safe and reliable transit service. To that end, thank you again for reaching out with your comments. We hope this will be the beginning of the end of such experiences for you and your fellow cyclists, but please do not hesitate to contact us again if you have further concerns, whether for this issue or otherwise.

You SanTrans 800 Public Support Team

From: Knox Remick ([kremick@santrans.com](#))
Sent: Friday, December 18, 2020 8:36:49 AM (UTC-08:00) Mountain, Nevada
To: Board ([board@santrans.com](#))
Subject: Safety concerns for all road users

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To Whom It May Concern,

Writing with concern about daily issues of SanTrans bus drivers, driving erratically and without care. For example, today December 12th at 8:10 AM southbound on Ravenwood Avenue and closest cross Alma at in Merlo Park. Bus number 296 was continuously driving in the bike lane while students going to Hillview middle school and myself trying to get to downtown Merlo Park on our bicycles. We were threatened and intimidated by the actions on the driver. Please, help further educate bus drivers about the safety of all users on the road and please if not for me, for the safety of our children getting to school. The violence and intimidation against cyclist needs to end.

Submitted reports: 95518, previous 95538





Respectfully,

Kevin Remie
Merido Park
Private Citizen

Sent from my iPhone

Kevin Remie
kremie@samtrans.com
(650) 704-2271

From: [SamTrans BOD Public Support](#)
To: ellenbonagua@gmail.com
Cc: [Board \(@samtrans.com\)](#)
Subject: RE: Complaint - Bus Failed to Stop
Date: Thursday, January 8, 2026 11:51:22 AM

To Elena,

Thank you for taking the time to bring this incident to our attention. This was forwarded to our Bus Operations team for investigation. A copy of this correspondence will also be provided to our Board of Directors.

To the matter at hand, our Bus Operations team has since reviewed the incident, and they have addressed this issue with the 292 operator. Bus Operations has also reinforced our expectations with this driver regarding his responsibility as public transit operator, which, of course, includes properly serving all stops on his route moving forward. And, on behalf of SamTrans, both Bus Operations and we would like to apologize for the poor experience you had with us.

We hope your travels with us since have been better experiences, but do not hesitate to reach out to us again if you have further comments or concerns.

Your SamTrans BOD Public Support Team

From: Elena <ellenbonagua@gmail.com>
Sent: Friday, December 26, 2025 4:57 PM
To: Public Comment <publiccomment@samtrans.com>
Cc: cacsecretary [@samtrans.com] <cacsecretary@samtrans.com>
Subject: Complaint - Bus Failed to Stop

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

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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