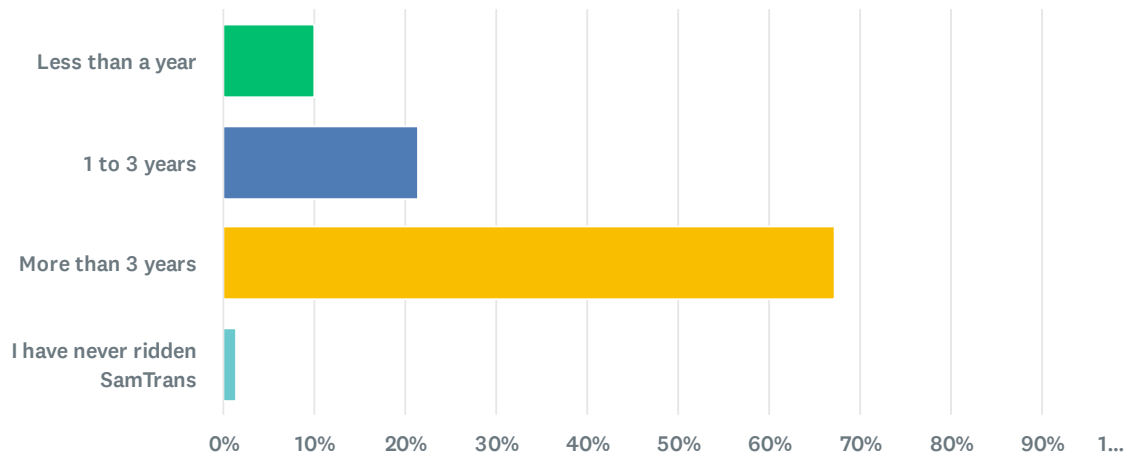


Q1 How long have you been riding SamTrans? (select one)

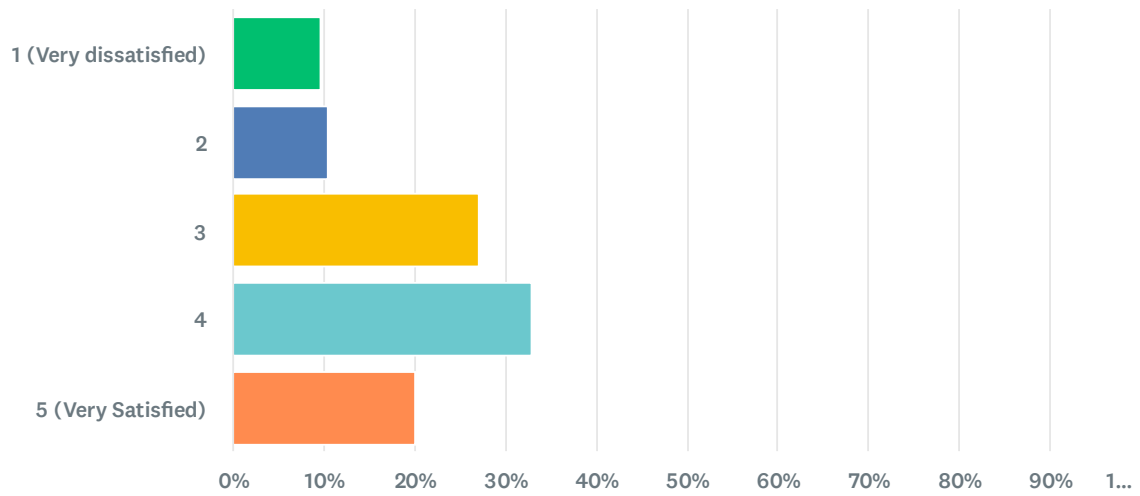
Answered: 210 Skipped: 0



Answer Choices	Percentage	Responses
● Less than a year	10.00%	21
● 1 to 3 years	21.43%	45
● More than 3 years	67.14%	141
● I have never ridden SamTrans	1.43%	3
Total		210

Q2 How would you rate your overall SamTrans experience? (select one)

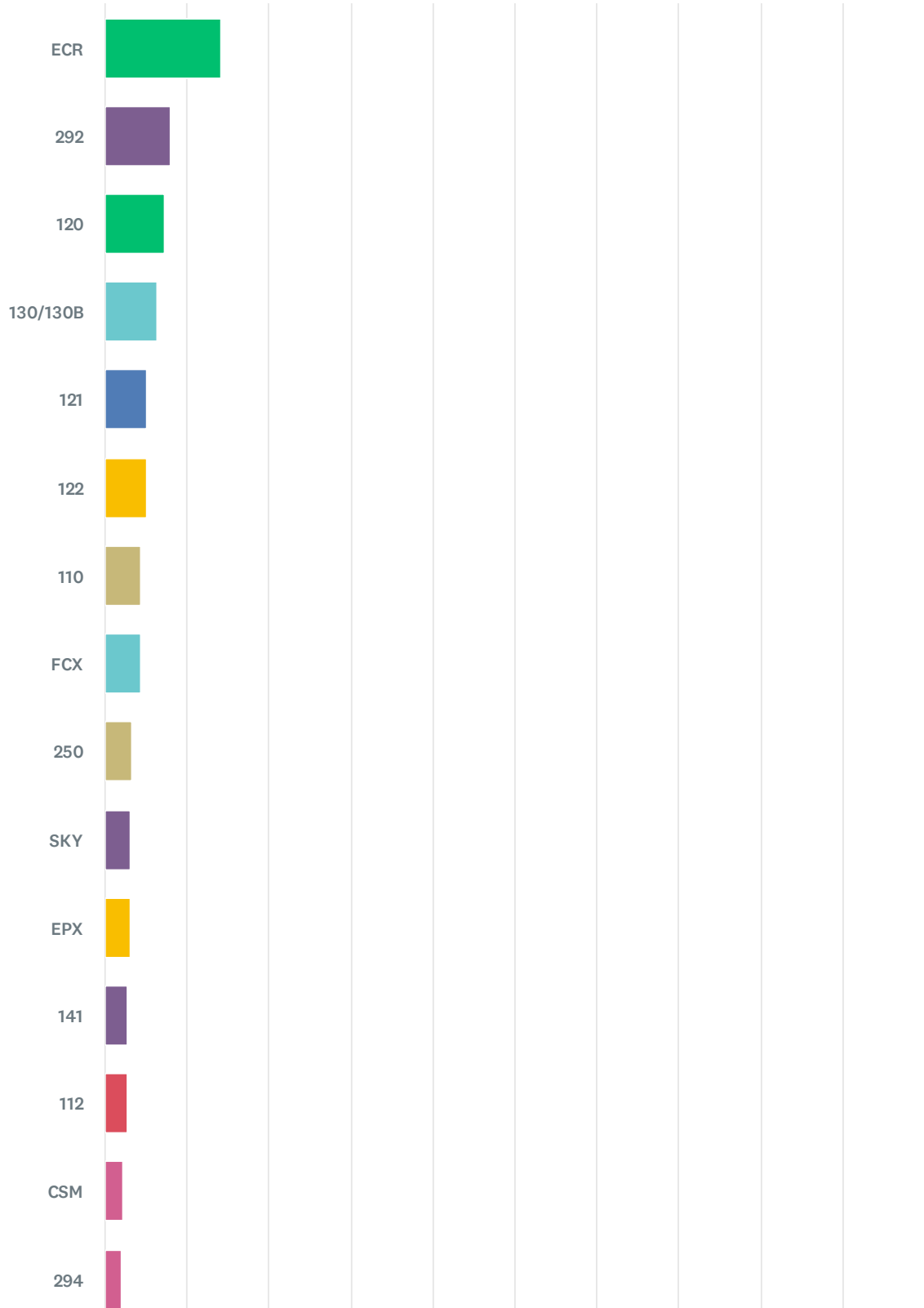
Answered: 210 Skipped: 0



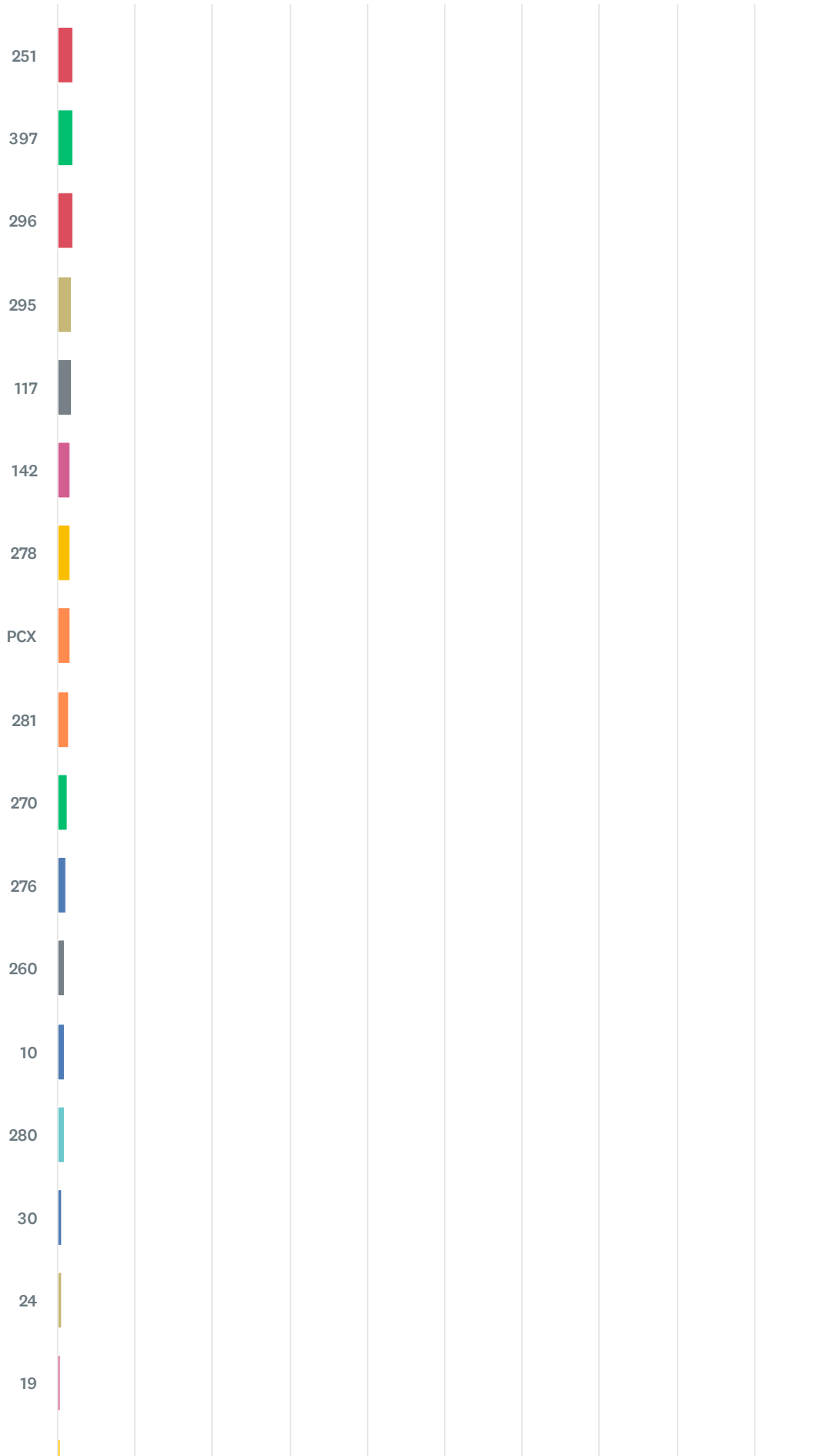
Answer Choices	Percentage	Responses
● 1 (Very dissatisfied)	9.52%	20
● 2	10.48%	22
● 3	27.14%	57
● 4	32.86%	69
● 5 (Very Satisfied)	20.00%	42
Total		210

Q3 What route(s) have you ridden in the last three years? (select all that apply)

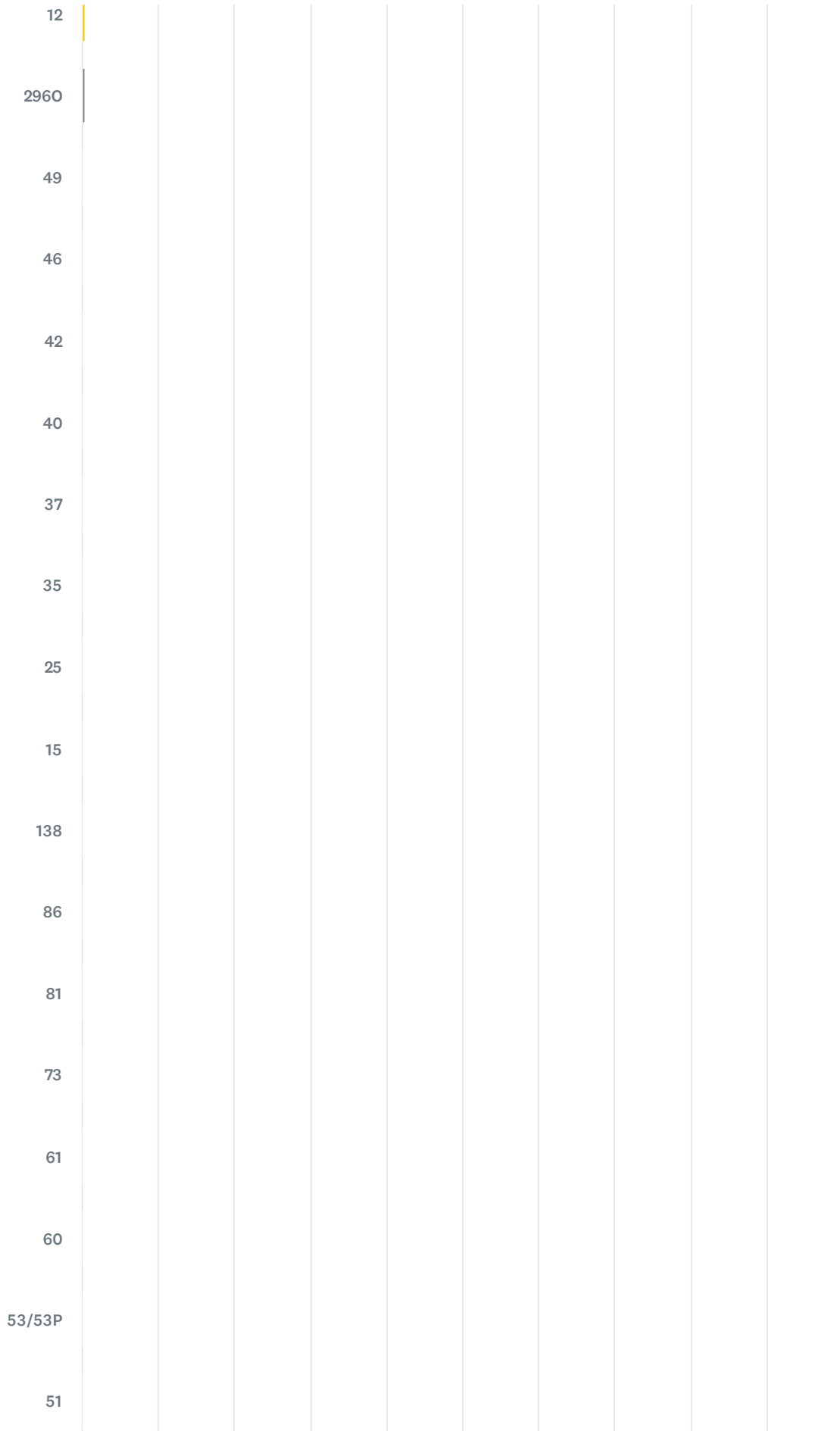
Answered: 200 Skipped: 10



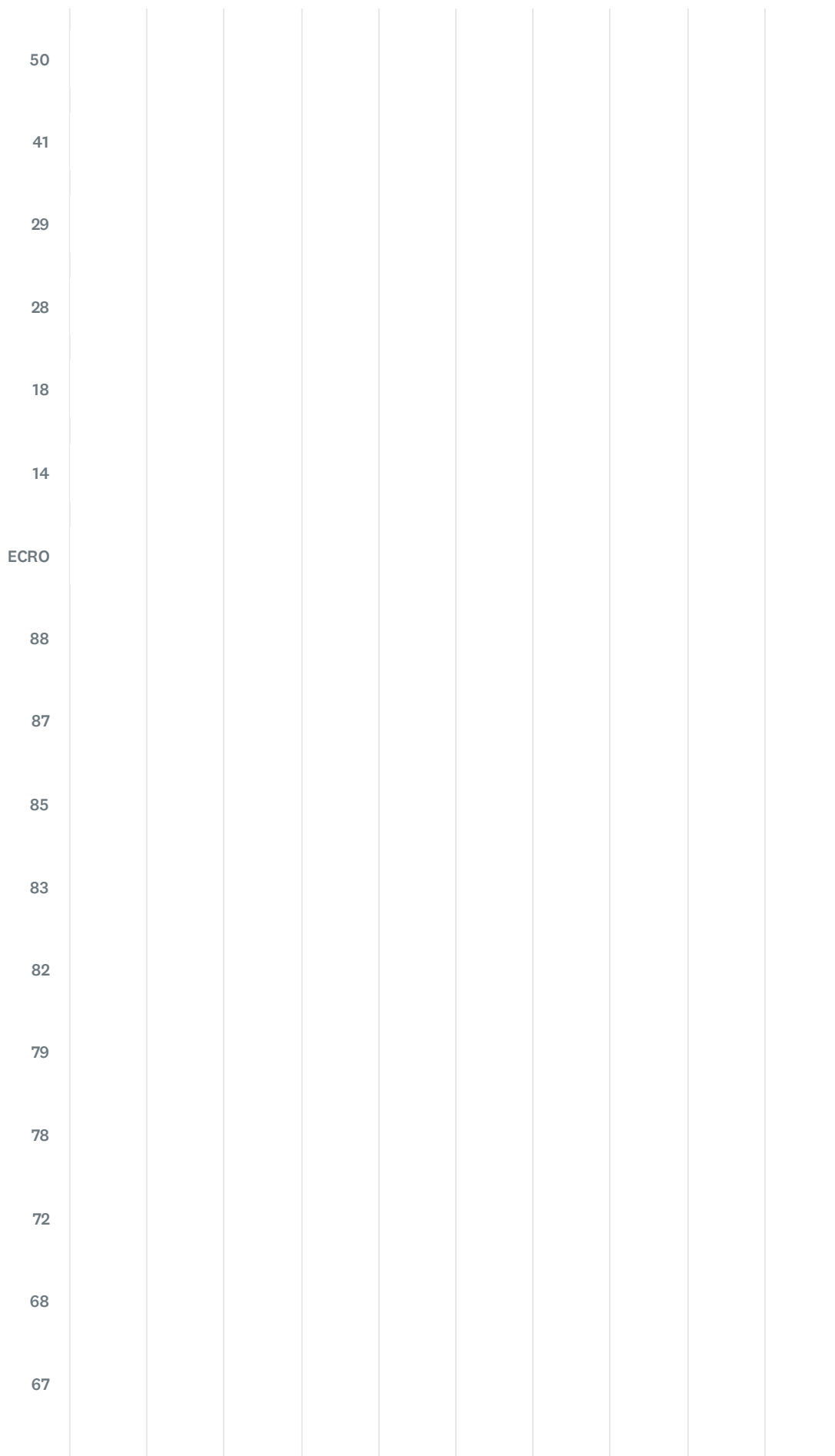
Reimagine SamTrans Evaluation Survey



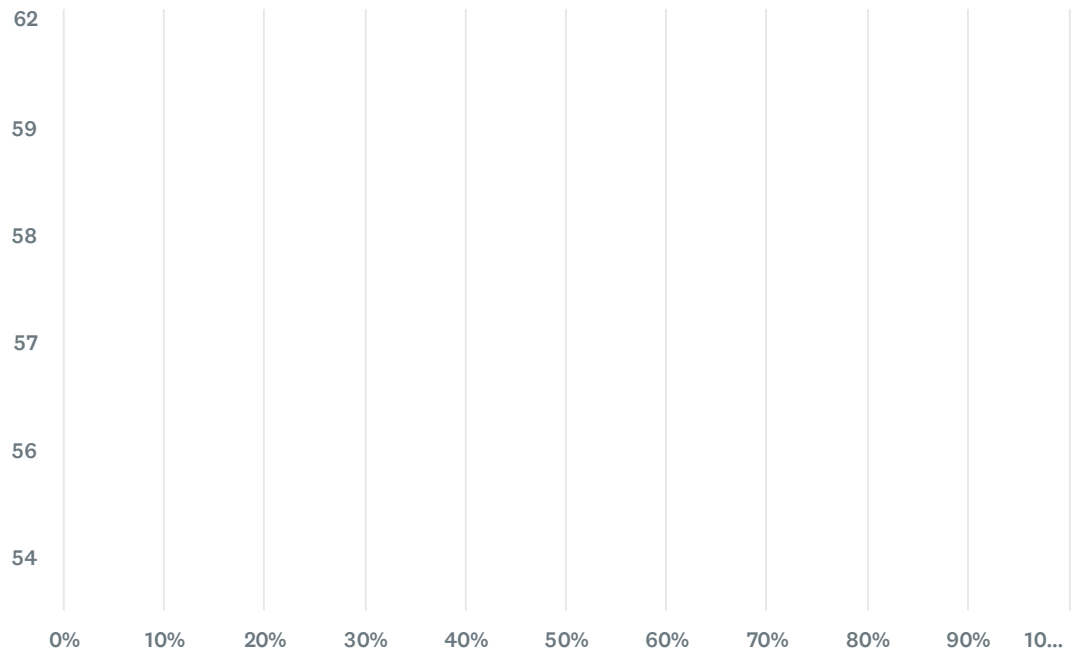
Reimagine SamTrans Evaluation Survey



Reimagine SamTrans Evaluation Survey



Reimagine SamTrans Evaluation Survey



^ Collapse

Answer Choices	Percentage	Responses
● ECR	14.11%	118
● 292	7.89%	66
● 120	7.18%	60
● 130/130B	6.34%	53
● 121	5.14%	43
● 122	5.02%	42
● 110	4.43%	37
● FCX	4.43%	37
● 250	3.23%	27
● SKY	3.11%	26
● EPX	2.99%	25
Total		836



















Reimagine SamTrans Evaluation Survey

Answer Choices	Percentage	Responses
● 141	2.63%	22
● 112	2.63%	22
● CSM	2.15%	18
● 294	2.03%	17
● 251	2.03%	17
● 397	1.91%	16
● 296	1.91%	16
● 295	1.79%	15
● 117	1.79%	15
● 142	1.67%	14
● 278	1.56%	13
● PCX	1.56%	13
● 281	1.44%	12
● 270	1.20%	10
● 276	1.08%	9
● 260	0.96%	8
● 10	0.84%	7
● 280	0.84%	7
● 30	0.60%	5
● 24	0.60%	5
● 19	0.36%	3
● 12	0.36%	3
Total		836

Reimagine SamTrans Evaluation Survey

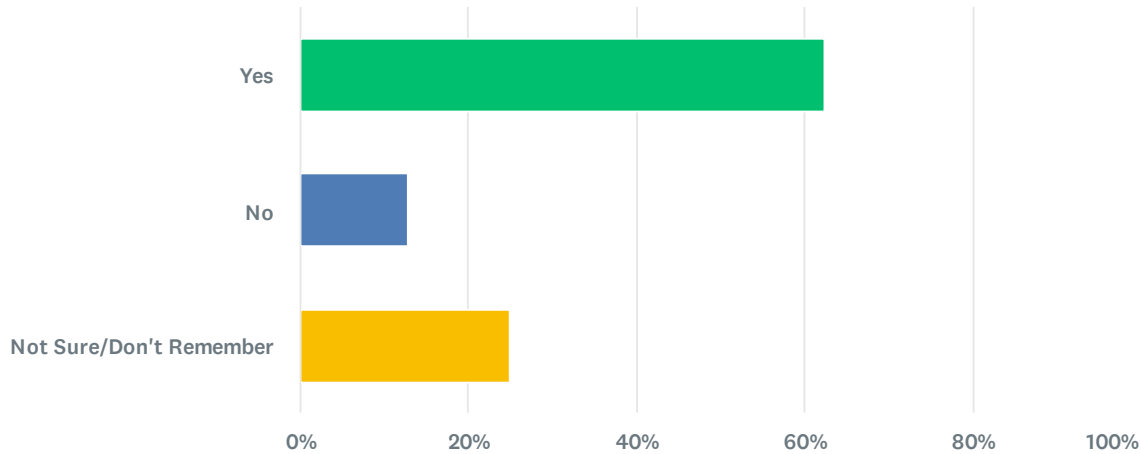
Answer Choices	Percentage	Responses
● 2960	0.36%	3
● 49	0.24%	2
● 46	0.24%	2
● 42	0.24%	2
● 40	0.24%	2
● 37	0.24%	2
● 35	0.24%	2
● 25	0.24%	2
● 15	0.24%	2
● 138	0.24%	2
● 86	0.12%	1
● 81	0.12%	1
● 73	0.12%	1
● 61	0.12%	1
● 60	0.12%	1
● 53/53P	0.12%	1
● 51	0.12%	1
● 50	0.12%	1
● 41	0.12%	1
● 29	0.12%	1
● 28	0.12%	1
● 18	0.12%	1
Total		836

Reimagine SamTrans Evaluation Survey

Answer Choices	Percentage	Responses
 14	0.12%	1
 ECRO	0.12%	1
 88	0%	0
 87	0%	0
 85	0%	0
 83	0%	0
 82	0%	0
 79	0%	0
 78	0%	0
 72	0%	0
 68	0%	0
 67	0%	0
 62	0%	0
 59	0%	0
 58	0%	0
 57	0%	0
 56	0%	0
 54	0%	0
Total		836

Q4 Has SamTrans changed the routes you use in the past three years, from 2022 to 2024 (e.g., new or discontinued route, new routing, new schedule, new day of the week, etc.)? (select one)

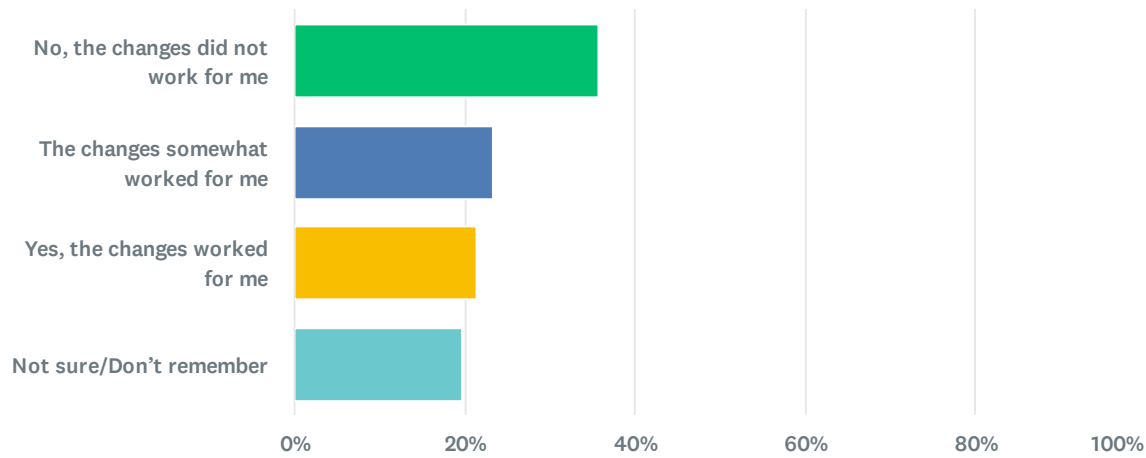
Answered: 197 Skipped: 13



Answer Choices	Percentage	Responses
● Yes	62.44%	123
● No	12.69%	25
● Not Sure/Don't Remember	24.87%	49
Total		197

Q5 Did the route changes work for you? (select one)

Answered: 163 Skipped: 47



Answer Choices	Percentage	Responses
● No, the changes did not work for me	35.58%	58
● The changes somewhat worked for me	23.31%	38
● Yes, the changes worked for me	21.47%	35
● Not sure/Don't remember	19.63%	32
Total		163

Q6 Please tell us more about what made the changes work or not work for you. Please specify which route(s) in your comments.

Answered: 113 Skipped: 97

#	RESPONSES	DATE
1	No uso esas rutas	1/31/2026 6:28 PM
2	FCX route change two years ago is making me suffering from much longer commute time for work in the past two years. I live in Foster City and work in SF. FCX is the only Express bus. It used to stop on Mission Street & 4th in SF. I got off the bus and walk less than 10 min to office. Now I have to spend at least half an hour every morning from Salesforce to office. Going home in the afternoon even takes longer time. Please consider to go back FCX old way to stop on Mission Street. I appreciate you can save my time and reduce my stress.	1/31/2026 11:08 AM
3	Muchas veces la ruta no pasa a la hora que tiene que pasar	1/30/2026 4:34 PM
4	Since the FCX changed the route by no more stopping on Mission & 9th street in SF, my commute time has been greatly increased. I used to walk 5 min. from office to take FCX on Mission & 9th Street. Now I need to take 30-45 min. to go Salesforce Terminal. The round-trip travel time has increased 1 - 1.5 hours daily. I have signed petition with many other passengers to request to have limited stops on Mission street in SF. It has passed two years; there is no anything happen. I am so tired with the new route. Can you please feel passengers' pain and help on this? Thank you.	1/30/2026 1:08 PM
5	They make tiny adjustments to the arrival and departure times. The schedule still often doesn't match the bus arrivals and departures.	1/30/2026 10:13 AM
6	Reintroducing the 276 (which was discontinued after COVID for a few years) greatly helped me. However, the timing is bad. You need to space the 270 and 276 exactly 30 minutes apart at the point where they leave the Redwood City Caltrain Station. Also, having one of these running on Sundays recently has been fantastic. It's the first time that a Sunday bus has run in my neighborhood EVER.	1/29/2026 10:04 PM
7	no real way to use samtrans to get to stanford in time for work at 5:45 unless i want a long early commute on the 397 a hour earlier	1/29/2026 4:52 PM
8	tengo que tomar más tiempo para tomar el bus y caminar más	1/29/2026 4:49 PM
9	The morning bus, 120 to Daly City BART from lake Merced, gets there 10-15 minutes later than before the changes. Now I had to take the earlier bus around 5:50 am instead of the 6:25 am bus in order to get to make it for my regular BART trains.	1/29/2026 4:21 PM
10	Cerraron las dos paradas del ECR que utilizaba más que cualquier otras, y nada que abren una parada directamente en la bahía para buses en la estación del metro. Sería bueno conectar mejor la estación del tren con el centro del pueblo.	1/29/2026 1:02 PM
11	Both of my nearest ECR stops (NB and SB, off of Hillcrest & ECR in Millbrae) were discontinued/removed, and the accessibility related request I made regarding ECR stops at Millbrae Station were never addressed—the route should use Murchison/California/ the same way it uses Sneath in SB, and James in RWC to go all the way to the bus stop at the bus bay.	1/29/2026 12:32 PM
12	The bus used to stop by 9th and mission but now i have stop at the Salesforce which is further from my job. The changed required me to purchase a scooter and having to take the earlier bus.	1/29/2026 10:22 AM
13	Fcx stopped making stops along Mission and now drops us at Salesforce.	1/29/2026 6:31 AM
14	FCX has changed the route two years ago and no more stopped on Mission street in SF. Many passengers have complained for a long time to ask to stop on limited stops on Mission Street in SF. I work around City Hall near 9th Street and Mission. I am spending at least 1.5 to 2 hours extra hours daily because of this route change. Before the change, I just walk around 10 mins to the bus station and was able to catch the early bus around 3:30pm on Mission and	1/28/2026 11:02 PM

Reimagine SamTrans Evaluation Survey

9th. I have observed that the new route didn't save time for drivers. Please just stop at two limited stops on 4th & Mission and 9th & Mission as most passengers can get off to walk to offices. This will also save driving times. Thanks.

15	FCX go down to Misson	1/28/2026 6:16 AM
16	Well you see the bus 110 it usually takes 40 minutes to get to Linda mar park and ride and when it gets there the 117 leaves and some people that go to work in HMB have a difficult time due to the same arrival and departure time	1/27/2026 11:05 PM
17	I rode Sam Trans (it wasn't called that) as a child when I lived in San Mateo. I now live in Pacifica, and Sam Trans does not have reliable service in my area. I MUST drive even to get to a bus stop to take me to BART, which I actually do use. We need good shuttle service to BART in Pacifica to make transit feasible. You survey questions don't even allow a response that takes into account those of us who don't have access to Sam Trans, and thus have no idea what routes may have changed.	1/27/2026 6:33 PM
18	Las rutas de la mañana. Son muy impuntuales . Siempre Yega 10 o 15 minutos tarde . O a veces . El autobús . Que tiene que pasar alas 9:19 am bay rd & university ave . No pasa . Muy mal servicio.	1/27/2026 5:18 PM
19	They added EPX. It goes from my favorite bakery in front of my employer, to my favorite train station (RWC) to my airport. 🤗 I'm always trying to think of ways to encourage more people to take the bus.	1/27/2026 4:24 PM
20	I use to ride 123 to Colma bart from skyline college, it was flexible if I missed that time, the 121 was also heading there too. However, now both 121 and SKY no longer operate at Colma and just Daly City restricting that flexibility. I get 121 moving to Daly City but I think sky should serve both Colma and Daly City bart stations. Colma is easier to catch a connection on Samtrams than Daly city	1/27/2026 4:15 PM
21	As someone who commutes from Linda Mar in Pacifica, the shortening of route 112 to not go further south than Sharp Park has made the route essentially infeasible to me. Additionally, while I while I prefer the PCX to former route 118, the PCX not stopping at Sharp Park or Manor has been a large downside. I believe that this could be rectified by the use of the existing bus pads on Highway 1, and would like to hear more about this from SamTrans in the future.	1/27/2026 1:09 PM
22	For FCX, routing it along Mission St would be more ideal. It worked very well to increase frequency to once every 30 minutes instead of every hour though, and made me want to take it more	1/26/2026 9:38 PM
23	110線路延伸到Terra Nova Blvd 非常棒，及增加了班次非常好。但是因為我們需要在工作日每天更早的時間搭乘前往Daly city 再換乘其他公共交通去上班，而現時Linda Mar 首班車的發車時間稍遲，可否將PCX 調整為6am首班車。現時的PCX 與110的時刻接近重疊，將PCX 8:30am 調為6am更有利於確有需要的居民。謝謝	1/26/2026 6:59 PM
24	近年來，Samtrans又不斷調整綫路和時刻表，對改善區域交通便利居民出行很有好處。不過對於需要早乘車上班的我們仍有不便，建議：1. PCX Linda Mar首班車調整至6am開出 2. 110 Linda Mar 工作日首班車回復為5：45am 開出 以上兩項工作只作一項調整都能實實在在使此區域需早上乘搭公共交通上班的居民得到幫助。十分感謝！	1/26/2026 6:49 PM
25	Eliminate mission/civic center stop won't work for me	1/26/2026 5:24 PM
26	jaydenmuolic1@gmail.com	1/26/2026 5:17 PM
27	有些站改變了使我行程遠一點。比較不方便。	1/25/2026 4:39 PM
28	Route 121 this is the best road I go to and the most bus I ride what makes it change for me there's too many changes like the bus time when it's coming and war of that like the road, where does it go more buses new.	1/25/2026 10:33 AM
29	Buses leaving earlier than scheduled	1/23/2026 8:31 AM
30	Some drivers are late or drives toooooooo slow that I miss my connecting BART or Muni transportation. The changes also made it difficult to have another alternative route. Removing one bus route or discontinuing a bus stop made it more farther walking to us.	1/22/2026 7:04 PM
31	Cancelled bus to Pescadero needs more reliable rides on demand	1/22/2026 6:33 PM

Reimagine SamTrans Evaluation Survey

32	(I'm sorry--it's long!) Discontinuing 398 and partially replacing it with the EPX nearly doubled my commute times; I can't use EPX at all. Removing stop 341103 from the 250 leaves a 6-minute transfer window for the 292 in the morning, from the closest 250 stop. Walking to the nearest CSM-bound 250 stops by the Caltrain Station feels out of the way. Having limited transfers to the 251 from the 250 makes traveling in and out of Foster City stressful. The increased peak hour frequency for the 250 has helped me when a bus is full or I miss one. The increased weekend frequency for the 250 has alleviated some dread about being stranded without a bus to get home. Removing the destination of the route from bus stop signs has been confusing. The stop reductions along all routes is punishing in bad weather conditions; I'm drenched by the time I board a bus or reach my destination.	1/21/2026 11:35 PM
33	110. Frequency changes has improved compared to 2020.	1/21/2026 10:35 PM
34	Hillsdale Mall to San Francisco 以前2:55PM到达国际机场T2站，这时间刚好可以赶上我在机场工作的下班时间同时也可以准时接我的小孩放学。现在的时间表改成2:42PM，因为提前了十几分钟，而下一班车要等到3:10，所以我现在经常迟到接小孩放学	1/21/2026 7:43 PM
35	The only route change that I am not satisfied with is the EPX. The old 398 served all of the airport and ran all day prior to service changes made to cut trips on the 398 back in 2022. The EPX could work if the bus ran weekends and ran into Downtown SF 7 days a week, it would also work for me to get to the airport as BART is already too pricey given the fact they pay a surcharge at SFO.	1/21/2026 5:19 PM
36	Operator took off without picking anyone up from bart station. I payed extra to beat the bus down to South San Francisco bart to get the operator ID.	1/21/2026 3:56 PM
37	292 I used to get on the bus at 9th and Mission. The stop was discontinued. The bus stop was more convenient for me.	1/21/2026 3:42 PM
38	FCX - Thank you for the recent improvements to service frequency during work hours — those changes are appreciated. However, there are still challenges during non-work hours. I have missed the bus even when taking the first scheduled service, and there remains a long gap for the first bus going into the city as well as the return trip from the city. In addition, the 4:18 pm bus to Foster City is consistently overcrowded. An earlier additional bus or a mid-day service would help relieve congestion and better accommodate riders.	1/20/2026 6:28 AM
39	It would be nice if we know what's the next stop and the led sign shows where n the bus. It NEVER showed. It's not friendly for people not taking the bus everyday or if the ride is during the night you don't know where the bus goes till you miss the stop you are supposed to get off.	1/19/2026 8:39 PM
40	The 278 used to go both ways, from Redwood City Caltrain to Cañada College and back. I live in the Farm Hills area, and I could get to downtown RWC, and more importantly, to SFO quickly, easily, and affordably by using Sam Trans buses plus Caltrain. Now, Sam Trans has discontinued the 278 in the direction from downtown RWC to Cañada College, forcing me to either take the 295, then WALK from the intersection of Jefferson and Alameda (2 miles - uphill!), or to take the 278 all the way down Woodside road, on to 280, and finally to Cañada College and the intersection of Farm Hill and Emerald Hill Road, which adds an extra hour. The result is that I can no longer use Sam Trans to get to/from the airport. Now, I have to rely partially on my neighbors to take me to the Caltrain station, or call a cab/Uber/Lyft. I really miss the independence and affordability of being able to get from my home to downtown.	1/19/2026 11:01 AM
41	Well I use 292 and the time is kinda hard for the SFO schedule is 00:54 and many of us working here we clocked out at 1 am I would be nice the schedule would be 1:05 instead of 00:54	1/19/2026 1:28 AM
42	The FCX bus route was changed such that the stops along Mission Street were removed, and only stopped at the Salesforce Transit Center in SF. I originally got off at the Mission and 9th Street stop, and my office was just one block away. However, now, I spend more time on FCX, as the bus travels further, and have to transfer to an MTA bus (7) to get to the office. My commute now takes 40 minutes longer, one way, 1 hour 20 minutes longer for a day, and that makes getting to work for early morning meetings as well getting back home for evening activities difficult. Please switch to the old bus route, or at the very least, add a few stops on Mission Street.	1/18/2026 8:41 PM
43	你們取消了我們要搭車上、落的站(ECR 在Colma BART 往Polo Alto 方向的下一個車站) 非常不方便；請你們回復該站好嗎。？ 有 新增credit 咭扣車費有廣告，乘客如果疊住錢包拍咭便給它多扣車費了（因為我的朋友試過。多謝改善。	1/18/2026 3:56 PM

Reimagine SamTrans Evaluation Survey

44	FCX used to stop at mission st, which is closed to my workplace. Currently it only stops at salesforce transit center.	1/17/2026 9:23 PM
45	ECR -- weekend 15 minute frequencies, bus stop balancing. Life-changing improvement	1/17/2026 9:23 PM
46	The old route stops at 9th st and mission st, which is close to my workplace. Now it only stops at Salesforce Transit center. Add 20 more minutes for me. Please consider add a stop at mission st and 9th st.	1/17/2026 9:16 PM
47	FCX routes should go down mission Street, like before changed.	1/17/2026 9:00 PM
48	For FCX, please help change the route to go down mission street.	1/17/2026 8:55 PM
49	I had an ECR stop closer to me and now I have one that's further away.	1/17/2026 8:53 PM
50	Please reinstate the 260 to CSM. Stopping it beyond Alameda leaves thousands of residents without service. I am glad that you kept the 292 into SF. It needs more service. I'm currently on the 292 on Saturday morning at 5:20 am leaving SF and the bus is completely full with standees. The frequency is 45 minutes. It needs to be no worse than 20 minutes at all times as many people need to access the airport at all hours. The EPX is not very useful as currently structured. Rather than duplicate Caltrain, please consider consolidating it with the 276 and making it consistent 30 minute service all day between East Palo Alto and Redwood City. The 117 and PCX should be combined so there is direct service between Half Moon Bay and BART. The transfer at Linda Mar just doesn't work. That route would be extremely popular; currently, ridership is left on the table.	1/17/2026 5:48 AM
51	The change for FCX to go directly did not work for me because I work close to city hall. I had to take muni across town from the transit center to van ness to get to work which effectively added 50 - 60 minutes of daily commute time. It also added an additional cost of \$5.70 per day. I explored other options like BART and cycling part of the way and these were also not ideal. Eventually I moved to the east bay so that I could have an easier commute on BART.	1/16/2026 8:21 PM
52	I take FCX on weekdays and take ECR for my dr app and 292 to airport. I am ok with adding Millbrae bart stop since I took it only a few times. FCX for work does not work because only one stop in SF.	1/16/2026 4:10 PM
53	The new routes takes a little longer to get to my final destination.	1/16/2026 4:07 PM
54	ECR going towards Palo Alto, the bus changed the time from 6:09 to 6:05	1/16/2026 3:00 PM
55	#110-more frequent service and added weekends.	1/16/2026 11:09 AM
56	I use SamTrans very rarely, and so don't know if changes occurred or not.	1/16/2026 10:47 AM
57	I have to walk much farther now and cross a major intersection.	1/16/2026 7:55 AM
58	I used to take the 292 from San Francisco to San Mateo and back. But with the rerouting of the 292 to service Millbrae BART, that ride takes way too long. I understand the need for the airport stops, which is usually mired in heavy traffic. But the routing to Millbrae BART makes no sense and adds a lot of time to the trip, especially since it returns to Old Bayshore. Not sure why the 292 needs to service Millbrae, as there are BART and existing SamTrans bus service between BART and the airport. As a result, I stopped riding 292.	1/16/2026 7:37 AM
59	The 142 service was cut back to once an hour. Many seniors use this route and there are no benches/seats available if you miss a bus and have to wait. Also, the last evening bus is 6 PM which is very early. Reimagine SAMTRANS did not take the needs of seniors into consideration when changing the route/timing. We have no transit options in the evening and the wait in between buses is too long.	1/16/2026 7:29 AM
60	It was just hard to find a new route but after that nothing out of the ordinary	1/14/2026 4:24 PM
61	La ruta 121 es la más pésima en sus horarios, aparte que pasa cada 30 o más el horario no beneficia, antes el primer bus era a las 5:50 o 55 AM, después a las 6:05 AM y ahora asta las 6:10 AM, ya llega uno tarde al trabajo, otras conexiones de buses nos deja y es frustrante. Es la única ruta así porque las otras rutas como el 120 y el ecr si pasan cada 10 minutos. Así debiera ser el 121.	1/14/2026 4:11 PM
62	The 140 was very helpful for me. I am a senior veteran. I appreciated the service to bayhill shopping center. It has been negative for the senior and Ada passengers.	1/14/2026 3:19 PM

Reimagine SamTrans Evaluation Survey

63	122 , 130B, 120,112,121 and ECR. 的改变都有大帮助。	1/14/2026 3:13 PM
64	Hillsdale mall to San Francisco, before weekdays schedule was 2:55PM at SFO airport T2 station. This schedule was perfect to catch it for after work and I can pick up my kids on time. Now the schedule had been changed to 2:42, so I can't catch it and I need to wait the next bus until around 3:15PM. I always late to pick up my kids. I hope the schedule will be back to 2:55PM at SFO airport T2 station.	1/14/2026 12:24 PM
65	I was deeply affected by the dissolution of route 140, the rerouting of route 141, and the increased stop spacing on route ECR.	1/13/2026 2:33 PM
66	Increased frequency of 260 and 295 were very appreciated	1/13/2026 2:31 PM
67	Having to transfer to the 112 from 110 adds at least 20 minutes to travel time in each direction. Annoying!!	1/13/2026 10:58 AM
68	ROUTE 260 direct to CSM increased my total commute times by around 50 minutes.	1/13/2026 9:02 AM
69	La ruta sky es mas rápido su recorrido	1/13/2026 8:57 AM
70	7:52am always late due to school and no alternative to go to Caltrain	1/13/2026 7:56 AM
71	Cutting my commute time between my house in Daly City to Daly City BART from 10-15 minutes to only 5-7 minutes, with the route changes	1/12/2026 5:22 PM
72	The 250 & 278 routes — & the Canada college bus routes — are not frequent enough — especially on weekends.	1/12/2026 2:01 PM
73	I loved the addition of the SKY bus because it's fast and convenient when I'm coming from the Daly City BART station. I usually take the 121 to Skyline College, but with the new SKY route, it has made a huge difference.	1/12/2026 1:37 PM
74	Time isn't synchronized with CalTrain departure/arrival.	1/12/2026 11:05 AM
75	ECR: I appreciated some lesser utilized stops were removed. It felt like it streamlined the route, allowing a faster and smoother commute. I also liked the change to the schedule, and appreciate the shorter wait times between busses. If I happen to miss one by minutes, it doesn't throw off my schedule by whole hours, which I'm thankful for. SKY: I really love the faster route that goes alongside the 121 route. I think it collects the stops most viable for quicker, easier foot traffic on that route. It really does feel like a good, viable alternative to personal driving, or expensive uber / lyft options. For both routes mentioned above, I like the forethought and respect for time spent traveling—or more accurately the reasonably smaller time spent traveling.	1/12/2026 10:43 AM
76	I don't know what changed. But I do feel there's some room for improvemen with getting the scheduling right. For instance with ECR, I feel I can rely on it more on the weekend than I used to before - because of speed and trust on ETAs. The 270 bus in Redwood city is reliably coming every hour. I only wish routes with little overlap - like 251 in Foster City/San Mateo and 270 in Redwood City were more frequent than once every hour - since these are the only buses that serve those areas - and even an improvement to every 30 minutes would be huge to start	1/12/2026 9:51 AM
77	I wish the 122 would run later until at least last bus being at 11pm for serramonte stop	1/11/2026 9:58 PM
78	I liked how you guys put all the bus stops in one place at serramonte mall.	1/11/2026 8:46 PM
79	Need more bus to airport sfo	1/11/2026 8:37 PM
80	Most of FCR commuter 's office was located near the mission steet. The FCX terminated the mission stops which really affect lots of SF and Foster City commuters. We have to give up taking the FCX. Hope you can add some route for mission stops.	1/11/2026 12:47 PM
81	I used to be a frequent 112 rider when it went to Linda Mar. It was shortened in 2022 and it became incredibly difficult to get around in Pacifica, often to the point where it was easier to drive places. On top of that, the transfer between the southbound 112 and southbound 110, especially at night, is very uncomfortable. The 112 is the only Pacifica route to go to Serramonte, and it being shortened made Serramonte around 60-90 minutes away compared to 20 minutes away. Additionally, the 140 was a very helpful route to me when going to the airport and Skyline College. I am now a City College of SF student in Pacifica just because it's shorter to take the bus all the way into the city than to transfer through multiple SamTrans buses to Skyline. And no, the SKY line is only a mild improvement. The PCX is a life saver for	1/11/2026 1:32 AM

Reimagine SamTrans Evaluation Survey

me. It gets me home from Daly City in just 10-15 minutes. However, before it went into service, it was advertised to stop at the bus pads along CA-1, but it never did. The 118, which the PCX replaced, ran along Oceana Blvd in Sharp Park before hopping onto CA-1 in Pacific Manor. It may be beneficial to restore service to those areas, as the PCX has quite low ridership as it is. I've seen people getting on the bus and asking the operator if it stops in Pacific Manor, only to get off the bus when they realize it doesn't. Even worse is that the internal ticker displays on the bus say that the PCX DOES go to Pacific Manor via Oceana, which it does not. The 118 did. I started this out with bad things, but that's not to say I have no good things to say. The 110 is now much more frequent on all days of the week. It's quite helpful when going to BART or traveling around Pacifica. Also, I'm very glad the 110 and FLXP were merged, but it may be useful to route some service up into Park Pacifica, as they have none in the back of the valley. Overall, I believe the changes made were more good than bad, but I still feel like my area pulled the short straw when it comes to bus service.

82	You cut off service from San Bruno to Pacific Manor and it now adds over an hour to my trip if I take the bus. I mostly drive now because your "improvements " are garbage and shows that you don't actually ride Samtrans. Also you eliminate stops for "efficiency " however those stop enable riders to catch connecting buses rather than riding to main connection and missing your bus. That is true efficiency. Perhaps those who have ridden the bus for decades should be included on the decisions. Because the new changes are terrible and shows how out of touch Samtrans really is.	1/10/2026 7:51 AM
83	I don't know if 292 San Francisco and Hillsdale mall route are old route because I only know this only a year ago and help me a lot	1/10/2026 7:49 AM
84	Specifically on Sundays the 281 stops running at 8 and there is no option for public transit in East Palo alto until 10 now	1/9/2026 9:41 PM
85	我希望在等车站的牌子上，至少说明这个车是往哪个方向开的，现在的牌子没有说下一站在哪里，只有说服务的地区是哪里看起来不够直观	1/9/2026 6:38 PM
86	Some of the changes didn't work cause it made me miss my BART connections times by a few mins.	1/9/2026 6:10 PM
87	121 iba antes al Bart de colma me afecta el cambio. Pero me gusta el servicio	1/9/2026 5:27 PM
88	N/ A	1/9/2026 4:54 PM
89	abeses no hay muchas rutas en la madrugada y cuando vengo de sanFrancisco al Airport. no hay suficientes asientos por que jente desamparados de la calle vienen durmiendo y peleando.	1/9/2026 3:52 PM
90	Si me han resultado útiles. Solo que a veces los conductores no verifican su pantalla y ya me ha pasado dos veces que el bus dice San Francisco y resulta que va para millbrae	1/9/2026 1:29 PM
91	The route for 110 changed from 4:40 to 4:35 and arrives earlier now. This has effected me as I now have to wait at the West Manor Drive & Palmetto Ave stop for 30 minutes for another bus each day.	1/9/2026 7:27 AM
92	Siempre llega tarde, nunca está la hora puntual	1/9/2026 6:49 AM
93	Samtrams cut the 112 in half so now there is only one bus that travels all the way through Pacifica. I have to take 2 buses just to get to work in Dalycity/Colma. It takes a really long time. Sometimes the buses are late and I miss my connection. Samtrams also pushed back the start times for these buses, so the earliest bus is 6:05, and that isn't realistically early enough for all jobs and work and schools. Samtrams doesn't seem to understand what it is like to try to get around in Pacifica or they really just don't care.	1/9/2026 6:40 AM
94	130/130B did a good improvement but there are some mistakes in the morning. It has happened multiple time for me, when I wait for 130B at 6:44 am however the bus comes until 7am. Sometimes back to back with the bus that comes at 7am bus	1/8/2026 9:16 PM
95	Los horarios y las rutas son terribles, ni siquiera cumplen la hora de salida	1/8/2026 8:09 PM
96	PLEASE BRING BACK THE 140 AIRTRAIN. I cannot go from Pacifica to San Bruno with nearly as much ease as before.	1/8/2026 7:49 PM
97	I can take the EXP straight to the airport, otherwise i had to take ECR then 292 to the airport.	1/8/2026 5:35 PM
98	The bus is never on time for the morning routes. It consistently comes between 6-7 minutes late making me miss needed train connections at 5:30 am at the south ssf bart. The buses	1/8/2026 5:21 PM

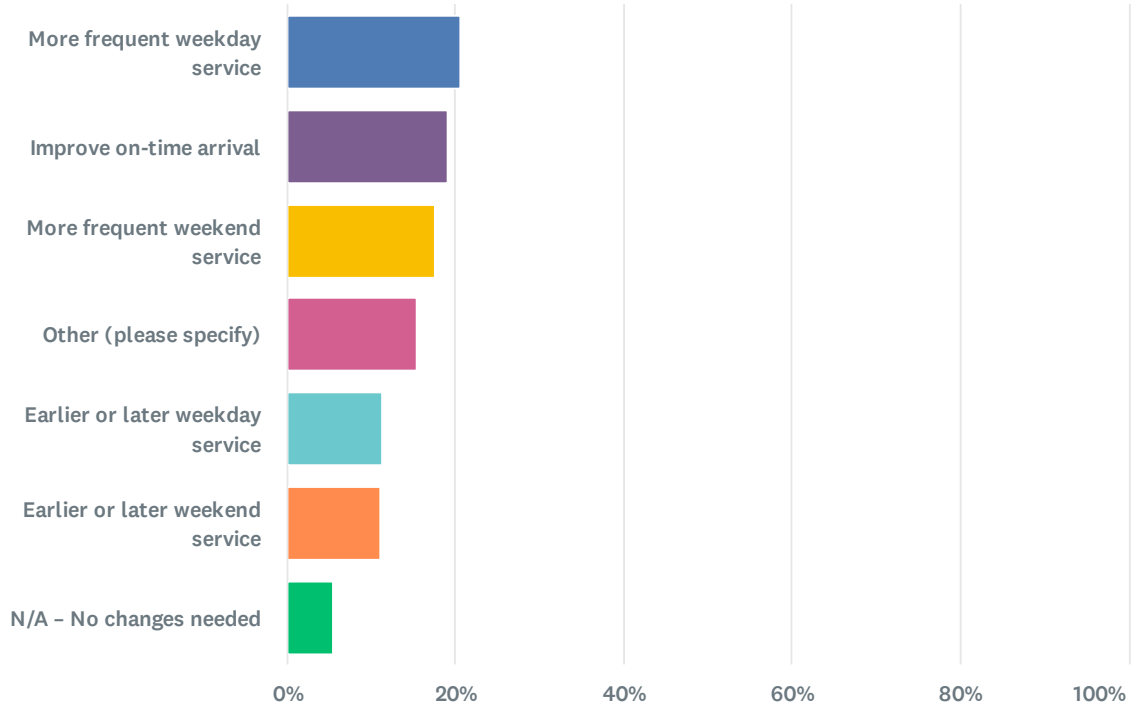
Reimagine SamTrans Evaluation Survey

and trains should be synced so that max wait time is 5 min or less between connections. We have jobs to be at if we are commuting between 4:30 and 6:00 am. I called to raise this concern before and was dismissed by the person who answered indicating a 6 min variance exists early or late and no one would care about my comment. I would also like the ssf bus station shelter at ssf bart repaired not demolished it gets very cold, rainy, and windy in the winter months and I watch riders disparetly try to shelter themselves with the windows broken. I heard in the news funding has been granted to remove them but that is not what the riders want. I think they should think of the elderly, disabled, and young riders and make the shelter bigger and better not demolish it. Thank you for this opportunity to comment. The afternoon drivers are very kind and the on board service is fine, just please fix the issues mentioned above.

99	I think the change that was most meaningful for me was the increased frequency of 120 during peak periods.	1/8/2026 5:02 PM
100	FCX with only one stop in SF. That is very inconvenient. It should go down Mission with 2 more stops to get more passengers. Most people from 9th/mission do not take the bus anymore.	1/8/2026 5:01 PM
101	The changes to Route 250 made it easier for CSM students like me to travel between the mall/Caltrain station and CSM. Route CSM is also a nice addition, allowing quick and easy access to Downtown San Mateo. Route SKY has been the biggest change to my commute; as somebody who has been living on Callan since the original 123 was in service, I have greatly appreciated the creation of SKY. I just wish it ran on the weekends because I would totally use it for going on runs at Sunset Dunes, visiting friends & family, and hanging out in the city. It saves so much time vs taking the 120, 121, 122, or 130 (I usually save 30 minutes taking SKY). I notice lots of people riding, and it's not just Skyline students. People ride SKY to get to work, shop at Serramonte, get groceries at King Plaza or Seafood City, and get from Daly City to SF quickly and easily. Having access to this convenience on weekends would make SKY perfect.	1/8/2026 4:32 PM
102	The 278 had a big boost in service, for every hour to every 30 mins.	1/8/2026 1:42 PM
103	La ruta 121, solia parar min para a las 6:05 am. El cual me favorecía con el horario del Bart en Daly City y conectaba bien. Pero ahora es a las 6:10 am y todavía el driver se queda parado unos minutos en la edgeworth/90 st. Por eso pierdo el vagón del Bart. Espero suple explicarme. Muchas gracias	1/8/2026 12:28 PM
104	No me gusta los cambios de algunos stops no tienen sentido	1/7/2026 3:51 PM
105	N/A, I've not been riding long enough to have a route change affect me.	1/7/2026 12:47 PM
106	FCX added additional times in the morning and evening. It also has only one stop in SF at the Salesforce transit center. This shortened the commute.	1/7/2026 7:50 AM
107	The 250 was removed from my neighborhood, and the 294 is so unreliable, inflexible and unusable that it literally forced me into Uber and Lyft, and often is forcing me to skip using Caltrain completely due to the cost.	1/6/2026 5:15 PM
108	250 going to downtown and FCX going to SFO both meet at same time in the morning while going to work. I wish I could take 250 from Shoreview area and then have 3 to 5 min connecting time to meet FCX at the intersection of 3rd Ave and Norfolk Ave. Please consider this change	1/6/2026 5:00 PM
109	Missed bus few times because fcx scheduled early	1/6/2026 8:19 AM
110	250, 295	1/5/2026 7:56 AM
111	Changing 295 and 250 from no longer going on Alameda de Las Pulgas from Hillsdale north definitely affected my ability to take those buses. I take 251 everyday for work, and thankfully that change still works in my favor (except for the actual bus schedule).	1/5/2026 7:49 AM
112	The number of FCX daily buses increased. This was good. FCX no longer made local stops in San Francisco along mission Street. This increased my walk time to work by 15 minutes each way. This is an extra burden on me.	1/5/2026 7:46 AM
113	The loss of frequency and the missing coverage from route 398's removal tripled my work commute time, and I had to quit my job.	1/5/2026 3:43 AM

Q7 What suggestions do you have on how to improve the service on the routes you ride? (select all that apply)

Answered: 183 Skipped: 27



Answer Choices	Percentage	Responses
● More frequent weekday service	20.64%	77
● Improve on-time arrival	19.03%	71
● More frequent weekend service	17.43%	65
● Other (please specify) Show responses	15.28%	57
● Earlier or later weekday service	11.26%	42
● Earlier or later weekend service	10.99%	41
● N/A - No changes needed	5.36%	20
Total		373

Reimagine SamTrans Evaluation Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Please let FCX stop on Mission Street in SF.	1/31/2026 11:09 AM
2	Please change FCX route to have limited stops on Mission Street in SF.	1/30/2026 1:09 PM
3	Run the 276 AND the 270 on Saturdays and Sundays - spaced 30 minutes apart rather than 1 hour apart.	1/29/2026 10:09 PM
4	bus benching is crazy going south on ecr. start southbound ecr earlier.	1/29/2026 4:56 PM
5	horarios más tarde	1/29/2026 4:51 PM
6	Adding the 9th and mission stop	1/29/2026 10:25 AM
7	Could we stop on Mission again?	1/29/2026 6:31 AM
8	Please consider my comments in last page and have Route FCX stop on Mission in SF.	1/28/2026 11:04 PM
9	Give those of us who live up in the hills of Pacifica a place where we can reliably catch a bus.	1/27/2026 6:34 PM
10	Do not cover windows with wraps.	1/27/2026 4:34 PM
11	I like that the SKY came back to serve Skyline and Daly City Bart the 121 is just so long to ride to skyline. I would like to see the SKY come back to Colma though. The 122 is even more painful to ride to get back from Colma Bart.	1/27/2026 4:20 PM
12	Better to have direct access to Chinatown	1/26/2026 10:32 PM
13	Add stop near Mission/Civic for FCX	1/26/2026 5:26 PM
14	Operator	1/26/2026 7:58 AM
15	不要兩班車同日走到達。	1/25/2026 4:44 PM
16	After 8pm once an hour is not enough service	1/24/2026 6:32 PM
17	No homeless on the buses. They cause trouble and delays.	1/24/2026 5:57 PM
18	Most of your drivers are rude and plain mean people, they leave before scheduled stop times. Plain ignore providing plain good professional attitude to the gen. Public.	1/23/2026 5:10 PM
19	Stop Announcements	1/22/2026 7:46 AM
20	Bus operators emotional management.	1/21/2026 3:58 PM
21	Let the led stop sign showed in the bus	1/19/2026 8:40 PM
22	Stop at each bus stop not skipping	1/19/2026 6:14 PM
23	Please restore the full 278 route (both east and west)	1/19/2026 11:02 AM
24	292 SFO courtyard A schedule 00:54 but works ends at 1 am it would be nice to be 1:05 instead of 00:54	1/19/2026 1:30 AM
25	Please add the old Mission Street stops on the FCX bus route	1/18/2026 8:57 PM
26	FCX stops at mission street.	1/17/2026 9:24 PM
27	Add some stops at mission st.	1/17/2026 9:19 PM
28	The 292 needs more service. It should be no worse than 20 minutes at all times, including the early morning and late evening hours.	1/17/2026 5:48 AM
29	FCX was late. But, Salesforce is too far. I work on Howard and 9th. I am not taking Muni. FCX is a bus services which should have more than one stop in SF. quite a lot of people working for the city do not take Samtrans anymore. need to think about having more passengers and increasing ridership. More stops will interest more riders.	1/16/2026 4:14 PM
30	Go more directly from Point A to Point B instead of driving all over RWC to get to Caltrain. Any rider survey on 278 will tell you that. Notice how low ridership is?	1/16/2026 12:57 PM
31	The 61 route that serves the school pickup/dropoff needs to be improved along Melendy. Parents are constantly parking their cars in the bus stop area, slowing down the route and	1/16/2026 9:37 AM

Reimagine SamTrans Evaluation Survey

traffic because the bus cannot fully pull over to the curb. More enforcement and ticketing is needed to deter illegal bus stop parking and make the route more efficient for both passengers and traffic.

32	Restore eliminated stops.	1/16/2026 7:56 AM
33	Reroute the 292 to eliminate the service to Millbrae BART.	1/16/2026 7:39 AM
34	Service on Cherry Ave.restored	1/14/2026 3:21 PM
35	Los Horarios deben Modificarse para Que Todos Los Buses No Tengan El Mismo Tiempo de Llegada y Partida Porque Siempre por el Trafico Habra Buses que Llegen Minutos Tarde y El Pasajero No Pueda Hacer su Coneccion con El Otro Bus Que ya Partio Y Esperar para Poder Viajar a Su Destino y Llegar a Tiempo sera Imposible.	1/14/2026 11:31 AM
36	could we please have one	1/14/2026 7:07 AM
37	Please heavily consider reinstating route 140.	1/13/2026 2:48 PM
38	Eliminate pigeons and filth and non working screens at Daly City	1/13/2026 1:24 PM
39	Use of bus pulses to connect to regional transit and other lines - like in redwood city transit center or connection to Dumbarton Express, this will make things more reliable.	1/13/2026 10:25 AM
40	Routes i mentioned in previous question allocation early on weekend days.	1/12/2026 2:03 PM
41	Stop picked homeless people	1/12/2026 11:18 AM
42	Add some mission street stops route	1/11/2026 12:50 PM
43	maybe add a route that goes up and down hillsdale throughout the day	1/10/2026 9:25 PM
44	En san francisco se suben muchos indigentes y encienden tabaco eso no deberían permitir	1/10/2026 2:39 PM
45	I need 251 to go to the grocery shopping and work commute, but 1 hour per 251 waste me a lot time on waiting bus.	1/10/2026 10:46 AM
46	Reinstate some of the connections adjacent to the ECR.	1/10/2026 7:54 AM
47	不知道是我运气不好还是怎么样，每次在机场等这一班292路公交，都是会有延迟或者是根本就不到达，我也不知道是不是我走错地方了	1/9/2026 6:40 PM
48	More buses to San Bruno from Pacifica	1/8/2026 7:50 PM
49	Change the route to go down Mission in SF with 2 stops along the way. It does not take that much time. Bus service should serve people's needs.	1/8/2026 5:02 PM
50	Better Bus stop, with islands and bike lanes. Signal priority aswell.	1/8/2026 1:42 PM
51	timing of transit center and Caltrain	1/7/2026 12:42 PM
52	Rerouting of existing low ridership lines to serve neighborhoods displaced	1/6/2026 5:22 PM
53	FCX - Departs from SFO at 4:18pm, please add earlier service to get back home.	1/6/2026 5:01 PM
54	Ok	1/6/2026 2:12 PM
55	Wish that there is one more service after 8:15 for fcx	1/6/2026 8:21 AM
56	Bring back 295 to downtown. Alameda only has one bus now, and it's not frequent .	1/5/2026 7:59 AM
57	Have FCX make local stops in San Francisco on Mission	1/5/2026 7:47 AM

Q8 How else could SamTrans improve bus service?

Answered: 113 Skipped: 97

#	RESPONSES	DATE
1	Waited for the bus at strawflower village that was supposed to arrive at 3:17 to go to moonridge bus never came.	2/1/2026 3:46 PM
2	Entrenando a sus conductores en respeto y cortesía	1/31/2026 6:29 PM
3	Que pase a tiempo y no tarde	1/30/2026 4:35 PM
4	Have SalTrans drivers put up with less noise and bad behavior from unruly passengers.	1/30/2026 10:18 AM
5	It would be very nice to have a bus that goes from Marsh Manor Shopping Center in Redwood City to the Menlo Park Caltrain Station. For many years, the only service from Marsh Manor has been to the Redwood City Caltrain Station which is in a separate Caltrain zone. Therefore (depending on the dirccction of travel), that can make a trip on Caltrain even more expensive.	1/29/2026 10:09 PM
6	raise fares to offset improvement costs	1/29/2026 4:56 PM
7	con más horarios más noche	1/29/2026 4:51 PM
8	Aparte de servicio más frecuente y de abrir una parada en la ruta ECR directamente en la estación de Caltrain/BART (en la bahía de buses, donde paran todos los otros buses al lado oeste de la estación, tal vez utilizando Murchison y California como se utiliza James en Redwood City), sería bueno que los semáforos se comuniquen con los buses como se hace en otros lugares, para que cuando llegue un bus cambien las luces y se permita que el transporte público tenga prioridad en la vía	1/29/2026 1:13 PM
9	Other than improving frequencies, on-time performance, and adding a stop at Millbrae station's west side bus bay using Murchison/California the way Sneath is used in SB and James is used in RWC as mentioned in my previous comment, the only suggestions I have would be related to infrastructure—specifically, transit signal priority for buses—it'd be great if we could get that, and bus lanes, for ECR in particular.	1/29/2026 12:42 PM
10	I think the service is okay but the removal of 9th mission declined on riders.	1/29/2026 10:25 AM
11	Clean the buses! They're often filthy; those seats are disgusting, so please respect the riders by taking better care of the bus cleanliness. Lastly, do NOT reduce service to/from SFO (routes 292 and 397) on holidays. A lot of airport workers rely on these routes and are forced to work those holidays. When the buses come around on the holiday, they're usually FULL and don't even pick up at our bus stops in south San Francisco and north San Mateo towards SFO.	1/28/2026 3:13 PM
12	停站看看有否乘客在等车，不要飞站而过。出发前检查车头终点站方向是否正确。这些都是本人经历过的问题。	1/28/2026 11:38 AM
13	On weekend FCX	1/28/2026 6:19 AM
14	Serve us.	1/27/2026 6:34 PM
15	Más puntualidad .	1/27/2026 5:19 PM
16	1. We MUST PRICE DRIVING. How can the bus compete when a private coach is subsidized by tens of thousands a year *per driver.* 2. Deal with homelessness. The unhoused may use the bus as transportation but when it becomes a de facto shelter and bus stops a hangout, ridership from every other demographic will plummet. 3. Rebrand: the bus is seen as charity: a ride of last resort for the poor. It is the safest, best way to move people at scale. It is safe, fast, comfortable and humane. It is superior to driving and needs to be seen that way. 4. Build housing, shops and businesses on your land *especially parking lots* as high as the law will allow: Instant riders, community and money. Win-win-win. 5. Shane CalTrans into BRT lanes. We can call them fire hero lanes if we must but the ticket for a car driving g in them should be a million dollars. 6. AV driver tech. 7. Smaller buses for smaller routes.	1/27/2026 4:34 PM

Reimagine SamTrans Evaluation Survey

17	I miss Colma bart being served by 120, 121, 122, and 123. It had a lot of options to take to Serramonte and 2 buses to serve Skyline college. Now it is just 120 and 122 that get you to Serramonte. 122 is so long to ride and has quite a lot of stops.	1/27/2026 4:20 PM
18	Improving service coverage by returning non school-oriented routes (such as route 140) would be a large benefit to ridership, from what I have personally seen. Additionally, reducing headways from one hour to half an hour on many routes could get many to start using SamTrans or return riders that stopped riding due to previous service cuts.	1/27/2026 1:09 PM
19	It is better to have extending to Chinatown if possible	1/26/2026 10:32 PM
20	Reroute FCX back along Mission St in SF for easier Downtown access	1/26/2026 9:39 PM
21	提前首班車發車時間	1/26/2026 6:59 PM
22	調整首班時刻表	1/26/2026 6:50 PM
23	Add more stop in Sanfrancisco	1/26/2026 5:26 PM
24	Operator is slow using the slow lane instead of fast lane. Not on time in air train station airport late for 12 minutes missing my transfer. He is rude too. No customer service at all.	1/26/2026 7:58 AM
25	期待不要給不付錢的人搭車，使車裡十分危險和不清潔一陣氣味。使我們付錢的顧客不共平。	1/25/2026 4:44 PM
26	Make a new buses and make all the buses electric, neat, and SamTrans should make alliance in the ground in the street that says this line is for the bus only so it doesn't make any traffic like the buses in San Francisco	1/25/2026 10:36 AM
27	They need to be more diligent with keeping their schedule. Sometimes they don't even show up.	1/24/2026 6:32 PM
28	No homeless on buses. They cause trouble and delays for us working people. They have no where to go but demand things from the drivers and mess with other passengers. They smell bad and use the buses as their toilet.	1/24/2026 5:57 PM
29	cleaner buses	1/23/2026 10:09 PM
30	Be more professional & caring for our riders. More 280 bus routs, we wait almost an hour between routs and this rout is needed for a large community of our city please. It would be great if we can have as much routs as 281 routs have for our side of the city. We have many workers, students and elderly who would benefit from this addition to 280, thank you.	1/23/2026 5:10 PM
31	Either add another bus to the route or put one a little bit later like 8:35 since some people have to take Caltrain or another bus in order to get to the station	1/23/2026 8:41 AM
32	Please be on-time with the arrival. And please don't drive tooooooo slow. We also have to cath our connecting buses and trains.	1/22/2026 7:06 PM
33	等車時間長 最好10 - 15分鐘一班車	1/22/2026 5:05 PM
34	I'm new to using the bus system and not yet familiar with the stops. Having automated announcements or having the driver call out the stops would be very helpful.	1/22/2026 7:46 AM
35	Increasing transfer opportunities between routes (e.g., between 250 and 251), extending peak frequency windows (e.g., from 9am to 10am, from 6pm to 7pm), increasing coverage to areas. Though ECR is a popular route, not everyone lives within ten minutes of its stops. Keeping bus stops as clean as SamTrans can manage, and finding some way to discourage smoking at bus stops.	1/21/2026 11:42 PM
36	Bus stop balancing to help improve total travel time	1/21/2026 10:37 PM
37	By expanding into other rural areas in San Mateo County where service doesn't exist.	1/21/2026 5:20 PM
38	Pretty solid company just need better employees.	1/21/2026 3:58 PM
39	Bus is sometimes super crowded in early morning, and there are many homeless people occupying 2seats.	1/21/2026 3:49 PM
40	probably hard to ask for more frequent service considering there's not as many bus riders	1/20/2026 8:04 AM
41	I see often bus drivers not stopping slowing down at international terminal at SFO at night. My route to San francisco and more often for Hillsdale	1/19/2026 6:14 PM

Reimagine SamTrans Evaluation Survey

42	Conner for example homeless stunk the bus pretty bad	1/19/2026 1:30 AM
43	The FCX afternoon buses rarely come on time. The 4:48, 5:18, and 5:48 buses often show up late, to the point that two buses would show up at the same time (earlier bus delayed by 30 minutes). We even had several cases of buses not showing up at all. Please stick to the scheduled departure times.	1/18/2026 8:57 PM
44	像Mini,有些車站設置將到站時間CCTV.....	1/18/2026 4:04 PM
45	FCX stops at mission street.	1/17/2026 9:24 PM
46	Increasing frequency and speed of ECR would have by far the most meaningfully positive impact on my household's mobility	1/17/2026 9:24 PM
47	Some buses leave stops earlier than scheduled time in foster city, causing us miss the bus.	1/17/2026 9:19 PM
48	FCX route should go down Mission Street in San Francisco.	1/17/2026 9:01 PM
49	Multiple door boardings	1/17/2026 8:54 PM
50	On school days please have the bus operator implement seats reserved for seniors/disabled	1/17/2026 1:40 PM
51	Please publish your system map again. It's impossible to know from a phone where all your services go and how all the routes fit together. Also, please look at how you operate your service. Having buses deadhead all across the county going between routes, rather than staying on one route wastes and going back and forth, wastes resources and makes it difficult to manage the on-time performance of routes Those resources could be reinvested in more service.	1/17/2026 5:48 AM
52	Direct the FCX to make stops down mission st. With stops in mid market.	1/16/2026 8:21 PM
53	For the buses to be on time specially the 130 Daly City bus is always late.	1/16/2026 3:01 PM
54	Run earlier and later so people work a variety of hours can use it instead of taking a uber	1/16/2026 1:42 PM
55	Survey the surrounding neighborhood: Ask them what they would like (as opposed to guessing and having buses circle around empty).	1/16/2026 12:57 PM
56	more benches	1/16/2026 11:10 AM
57	Restore eliminated stops.	1/16/2026 7:56 AM
58	It's a good service that services long and short-distance rides. I only wish the 292 routing is more direct.	1/16/2026 7:39 AM
59	There is always a menacing, belligerent passenger on every bus. They usually don't pay. I wish we could keep them off Samtrans. They make every bus ride into a miserable commute.	1/16/2026 7:33 AM
60	Return the 142 service to every 30 minutes and add more runs in the evening. A lot of seniors have few options with the current schedule.	1/16/2026 7:32 AM
61	Evening frequencies could be slightly better for the 120. Or potentially re-operate overnight service along 120 routing.	1/16/2026 1:58 AM
62	More buses on route 46	1/15/2026 5:44 PM
63	Route 141's lack of on time performance makes it an unsuitable option in unfriendly weather. The newer buses have harsh bright lights. At night, these lights not only make it impossible to see where I'm at so that I can know where to get off, but are also intense enough to induce headaches if I sit in any of the seats in the rear half. Other than that, general improvements to cleanliness and safety.	1/15/2026 12:49 AM
64	Y cuando uno paga en efectivo debieran de dar un tranfer para poder usar el otro bus	1/14/2026 4:12 PM
65	Listen to the feedback provided by the riders. My comments have always been ignored.	1/14/2026 3:21 PM
66	希望尽可能准时到站。	1/14/2026 3:15 PM
67	Hillsdale mall to San Francisco, before weekdays schedule was 2:55PM at SFO airport T2 station. This schedule was perfect to catch it for after work and I can pick up my kids on time. Now the schedule had been changed to 2:42, so I can't catch it and I need to wait the next bus	1/14/2026 12:25 PM

Reimagine SamTrans Evaluation Survey

until around 3:15PM. I always late to pick up my kids. I hope the schedule will be back to 2:55PM at SFO airport T2 station.

68	Necesitan Mucha Pintura Roja y Amarilla Para que Los Pasajeros se Acostumbren a Estar Listos Cuando el Bus Llegue y no Esten En el Filo de la Acera, porque Los Buses Tienen Extendidos Su Espejo Fuera del Bus Cerca de 2 Pies de Distancia y Tienen que Estacionarse muy Cerca de La Acera Para que Todos Los Pasajeros No Importa su Edad Puedan Bajar Y Subir del Bus Comodamente Y rapido sin Accidentes. La Pintura Roja para Que No se Parquen Vehiculos en La Parada del Bus. En Muchas Paradas del Bus Tienen Que Moverse Los Postes Metalicos Con Las Senales Hacia Adentro de La Acera por 2 Pies de Distancia Para Que el Chofer Tenga La Seguridad de no Chocar. La Pintura Amarilla Para Que los Pasajeros No esten tan Cerca del Filo de la Banqueta y no sean Investidos por el Bus 2 Pies desde el Filo De la Banqueta o Acera. Tienen Que Estar Seguros Que no Hay Estorbos De Arboles y sus Ramas Cerca de Todo El Frente de La Parada del Bus Para que No Raspen Y Peguen al Bus Cuando Lleguen. Tambien Tienen que Estar Seguros Que La Acera o Banqueta Este en Buenas Condiciones sin Huecos, Desniveles, Rajaduras Para Evitar accidentes con los Pasajeros. Por Ultimo todo el Frente del Asfalto o Cemento de la Parada del Bus Tiene que Repararse para que El Chofer No Tenga Ningun Problema cuando pare en La Parada del Omnibus o Camion. Esta Ceria una Nueva Cultura Para Todos los Que usamos los Autobuses.	1/14/2026 11:31 AM
69	Most busses arrive a minute early. At Salesforce tower, busses tend to start 1 min before departure time or leave the second it turns to the departure time, without waiting for the full minute (60sec) to end. This is a small action that matters to people who are scrambling to catch a bus that's only 2 an hour. if we can wait just until the fill minute is exhausted and start taking off, it will be easier to plan ahead if you are barely able to leave work to catch the next bus without waiting another 30 min.	1/14/2026 7:07 AM
70	SamTrans desperately needs to address the fact that ever since the Reimagine SamTrans initiative, entire communities and neighborhoods are left without viable bus services as a lot of former bus routes saw a dramatic reduction in their length and many others were transformed into two-digit school bus routes that only benefit students. In addition, SamTrans needs to sooner or later improve their busiest lines like ECR, 292, and 296 with proper infrastructure like BRT level bus lanes and stops, express services to supplement the local services, add transit priority signaling, and perhaps even turn them into trolleybus lines. Lastly, SamTrans can consider ordering future rolling stock from other manufacturers other than New Flyer and Gillig. The Polish bus manufacturing company Solaris is pushing for a market here in the United States so that could be an option.	1/13/2026 2:48 PM
71	Improve timeliness and connectivity with Caltrain; tax car drivers more	1/13/2026 1:24 PM
72	More frequent service for the 295. With the current service, it's difficult to get to Sequoia hospital	1/13/2026 12:41 PM
73	Smaller, more fuel efficient vehicles.	1/13/2026 11:00 AM
74	Better rescheduling for Caltrain to Samtrans and vice versa connection. E.g. Caltrain to Samtrans 251 at Hillsdale - during Caltrain local train hours - so riders have a 5-7 minute transfer window.	1/13/2026 10:25 AM
75	Bring back 260. Also increase volume of 295 if possible.	1/13/2026 9:03 AM
76	For weekends, start trips at 5:30-6am and run until 12am	1/12/2026 5:23 PM
77	Connecting transportation routes. Sometimes when the bus is delayed for a long time, I miss my connecting route to the Caltrain. As result, I'm forced to wait, making me late for work. I know this is because of traffic, but perhaps being mindful of the time buses arrive to the Caltrains Station could be helpful to others.	1/12/2026 2:44 PM
78	More reliable EXR buses. They often are late, especially during weekday rush hours. And I end up just missing connections to other bus routes — especially at San Mateo, Redwood City, & Palo Alto bus & train hubs.	1/12/2026 2:03 PM
79	Stopping pick up homeless people specially if they don't pay fare this is bus not a motel for they to sleep off	1/12/2026 11:18 AM
80	Replace the fabric seating with something non-permeable. Those seat fabrics looks old and dirty. I don't feel comfortable sitting on those seats on the bus anymore after seeing homeless	1/12/2026 11:08 AM

Reimagine SamTrans Evaluation Survey

people leaving bodily fluid on this fabric seats.

81	ECR Route: I've noticed that the bus arrivals for the south San Francisco library stop isn't always on time. Sometimes I've waited 40 minutes for the next bus. Otherwise, I have no complaint.	1/12/2026 10:45 AM
82	Not driving past people waiting at the bus stop. I have been left standing at the bus stop watching as the 122 zooms by more times than I can count. If there is someone at the bus stop please slow down at least	1/11/2026 10:00 PM
83	Some drivers run the yellow near serramonte and it's scary sometimes	1/11/2026 8:47 PM
84	296 always leaves EPA ~5 mins late making me miss my NB caltrain transfer	1/11/2026 8:47 PM
85	Need more time during sunday	1/11/2026 8:37 PM
86	Beside, adding mission street stop route, hope the driver turn on the live GPS and open the stop announcement.	1/11/2026 12:50 PM
87	Just keep up the good work. OTP has improved drastically over the past two years, and I genuinely think SamTrans is reliable and predictable now.	1/11/2026 1:40 AM
88	Homeless are staying in the Stonestown bus shelter. Please enforce that this is not allowed.	1/10/2026 4:53 PM
89	Why calling 511 is not working now?	1/10/2026 10:46 AM
90	Have some express routes run on weekends like EPX and SKY	1/10/2026 8:04 AM
91	I wish that if you already in the area of bus station and you only late a little bit but the bus still there I wish that the bus driver stop and ride you because it's unfair when the bus delay we are waiting And sometime s the driver see that you are coming almost running I mean a little bit consideration and even the rider not see that the bus coming because maybe co incidence that your have caller please always stop in the bus stop	1/10/2026 7:56 AM
92	Restore service from San Bruno BART to Pacific Manor.	1/10/2026 7:54 AM
93	i'm working at airport, i take always take 292 samtran go there, most i saw a lot homeless, most homeless always made trouble with driver. i'm sorry about that to driver, sometimes they crazy fighting with driver, omg, that all i know, hope you guys need to do something with homeless people, do something help driver be safe and alls Employee people be safe too please thank you,	1/10/2026 4:42 AM
94	292路如果未来可以提升准点率会更好。	1/9/2026 6:40 PM
95	By using real time machines at BART stations that they used to work and now they stop using them. Better yet why don't we recommend apps that provide real time arrivals on all SamTrans' lines.	1/9/2026 6:12 PM
96	Que tengan 121 ida al Bart.	1/9/2026 5:29 PM
97	deberían de poner más vigilancia en los buses de san Francisco a el aeropuerto	1/9/2026 4:06 PM
98	Wish more frequent routes occurred to improve wait time.	1/9/2026 7:29 AM
99	Drivers need to turn down the volume on announcements. Some days it's so loud it's painful. Also, in the early mornings when it's cold, please don't open all the windows. It's 5 degrees centigrade outside and the bus is freezing.	1/9/2026 6:42 AM
100	How can elderly navigate through bus schedules on the website to find out the bus schedule and holidays	1/8/2026 9:17 PM
101	Cumpliendo los horarios establecidos	1/8/2026 8:10 PM
102	See response to 6 please	1/8/2026 5:22 PM
103	On-time arrival at Serramonte is an issue, particularly on weekends. I'd love to see if there could be updates in partnership with the mall and city (e.g. longer traffic lights, bus only entrances).	1/8/2026 5:03 PM
104	SKY running on weekends please.	1/8/2026 11:00 AM
105	I wish there could be more FCX routes during weekday and especially during weekends. It's a	1/7/2026 6:38 PM

Reimagine SamTrans Evaluation Survey

	very convenient route but I seldom have the chance to take it.	
106	Fox在家门口，希望增加班次，以利出行	1/7/2026 6:34 PM
107	Entrenar mejor a los nuevos choferes	1/7/2026 3:52 PM
108	The evening FCX bus in SF is often late, with no way of knowing if it was cancelled or late.	1/7/2026 7:52 AM
109	Reroute line CSM to go via Alameda (from Hillsdale to Parrott) and Hillsdale Blvd, and possibly expand ride plus to include San Mateo/Foster City for residents who were unfairly displaced instead of running literally empty routes throughout mid and south San Mateo county! This has literally been brought to San Mateo City Counsel's attention directly!	1/6/2026 5:22 PM
110	FCX - Departs from SFO at 4:18pm, please add earlier service to get back home.	1/6/2026 5:01 PM
111	Good	1/6/2026 2:12 PM
112	More access to service. Some of us are disabled and depend on smooth transitions	1/5/2026 7:59 AM
113	Some of your drivers look so unhappy (and I get it) but it makes it hard when they're being rude for no reason and I'm just trying to get to where I need to go.	1/5/2026 7:50 AM