

# SamTrans



SamTrans Community Advisory Committee  
Meeting of May 27, 2026

Correspondence as of May 8, 2026

# Subject

1. Samtrans ECR stops in Burlingame permanently removed
2. RE: Samtrans ECR stops in Burlingame permanently removed
3. Re: Samtrans ECR stops in Burlingame permanently removed

**From:** [sarahisatoy@aol.com](mailto:sarahisatoy@aol.com)  
**To:** [Board\\_@samtrans.com](mailto:Board_@samtrans.com); [cacsecretary\\_@samtrans.com](mailto:cacsecretary_@samtrans.com); [Kevin Yin](mailto:Kevin Yin); [mbrownrigg@burlingame.org](mailto:mbrownrigg@burlingame.org); [apappajohn@burlingame.org](mailto:apappajohn@burlingame.org); [dcolson@burlingame.org](mailto:dcolson@burlingame.org); [dthayer@burlingame.org](mailto:dthayer@burlingame.org); [pstevenson@burlingame.org](mailto:pstevenson@burlingame.org); [D4CSLTEAM@dot.ca.gov](mailto:D4CSLTEAM@dot.ca.gov); [Jeneane.Crawford@dot.ca.gov](mailto:Jeneane.Crawford@dot.ca.gov); [SMCSupSpeier@smcgov.org](mailto:SMCSupSpeier@smcgov.org); [Corzo, Noelia \[ncorzo@smcgov.org\]](mailto:Corzo, Noelia [ncorzo@smcgov.org]); [SMC\\_SupMueller@smcgov.org](mailto:SMC_SupMueller@smcgov.org); [SMC\\_SupGauthier@smcgov.org](mailto:SMC_SupGauthier@smcgov.org); [Canepa, David \[dcanepa@smcgov.org\]](mailto:Canepa, David [dcanepa@smcgov.org]); [news@smdailyjournal.com](mailto:news@smdailyjournal.com)  
**Subject:** Samtrans ECR stops in Burlingame permanently removed  
**Date:** Sunday, May 3, 2026 8:33:44 PM

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

On April 30th Samtrans announced that almost all of the bus stops on El Camino Real in Burlingame will be closed "permanently", or at least for the duration of the three year construction project. All El Camino Real riders now have to go to California Drive and use the 292 stops.

Since the project started detours have been common and riders adapted and while it hasn't been fun I always had the sense that Samtrans was making a good faith effort to do the accommodate their riders while adjusting to schedules they didn't create. El Camino Real service in Burlingame was detoured starting at 8am and was restored at 5pm. It's wasn't great but personally I knew that Samtrans was doing their best in a rough situation.

The new city wide closure, 24/7, irrespective of when and where Caltran work is actually being done, is not making any effort to accommodate their ridership. It's burdensome, inconvenient and in some cases (which fortunately do not apply to me) it's catastrophic for riders with disabilities and/or mobility issues.

I called Samtrans customer service and the nice person who helped me revealed that Samtrans didn't choose this course of action and were "told" to shut the buses down on the ECR, although she didn't know for certain where the instructions came from. I believe her and my familiarity of how Samtrans works reflects that, Samtrans does tend to make an effort and I believe they take their mission seriously.

Observing the scope of this project firsthand, I live on El Camino Real in Burlingame, I have no trouble believing that coordination with other public agencies is time consuming and I don't envy whoever at Caltran is responsible for that coordination.

Unfortunately at this point it feels that Caltran has decided that people in Burlingame who take the bus are not worth any degree of effort or coordination.

I'm hoping that somebody with the heft to have their calls taken and e-mails acknowledged can intercede and hopefully bus access on El Camino Real can be restored in the evenings and weekends.

Please feel free to touch base with any questions but my hope is that person(s) can help come up with a workable solution.

<https://www.samtrans.com/routes/ecr?center=-122.31677%7E37.57433>

Thank you,  
Sarah Isatoy

# SAMTRANS



## **PERMANENT BUS STOP CLOSURE**

**EFFECTIVE: 4/30/2026 – Until further notice**

Due to ongoing construction on El Camino Real in Burlingame, CA, Route ECR north and south will not be able to travel along El Camino Real between Rosedale Ave/Ray Dr (Burlingame) to E. Bellevue Ave (San Mateo). All ECR bus stops from Rosedale Ave/Ray Dr. to E. Bellevue Ave will be **CLOSED**. All buses will be detouring along California Dr. Please use any Route 292 bus stops on California Dr. to access Route ECR.

*Debido a la construcción en curso en El Camino Real en Burlingame, CA, la Ruta ECR norte y sur no podrá viajar por El Camino Real entre Rosedale Ave/Ray Dr (Burlingame) hasta E. Bellevue Ave (San Mateo). Todas las paradas de autobús de la ECR desde Rosedale Ave/Ray Dr. hasta E. Bellevue Ave estarán **CERRADAS**. Todos los autobuses desviarán su recorrido por California Dr. Por favor, use cualquier parada de autobús de la Ruta 292 en California Dr. para acceder a la Ruta ECR.*

Contact Customer Service with any questions. **1-800-660-4287**



**1-800-660-4287**

llama a este número

如需翻譯,請電

Cần dịch thuật, xin gọi



**samtrans.com**



**From:** Crawford, Jeneane@DOT  
**To:** sarahisatoy@aol.com; Board (@samtrans.com); cacsecretary [@samtrans.com]; Kevin Yin; mbrownrigg@burlingame.org; apappajohn@burlingame.org; dcolson@burlingame.org; dthayer@burlingame.org; pstevenson@burlingame.org; D4CSLTEAM@DOT; SMC\_SupSpeier@smcgov.org; Corzo, Noelia [ncorzo@smcgov.org]; SMC\_SupMueller@smcgov.org; SMC\_SupGauthier@smcgov.org; Canepa, David [dcanepa@smcgov.org]; news@smdailyjournal.com  
**Subject:** RE: Samtrans ECR stops in Burlingame permanently removed  
**Date:** Monday, May 4, 2026 10:41:58 AM

Some people who received this message don't often get email from jeneane.crawford@dot.ca.gov. [Learn why this is important](#)

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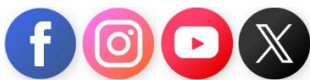
Hello Ms. Isatoy,

Thank you for sharing your experience with navigating the bus detours necessitated by the El Camino Real Roadway Renewal project. Caltrans, SamTrans, and the local cities have been coordinating frequently to find ways to safely accommodate bus users while the road is under construction. I'll be sure to include your comments regarding restoring evening/weekend service in the next Caltrans/SamTrans weekly meeting.

Please note that riders who qualify may choose to use RediWheels (<https://www.samtrans.com/accessibility/paratransit>).

Best regards,

Jeneane Crawford  
Public Information Officer - Caltrans District 4  
Cell: 510.390.3253



**From:** sarahisatoy@aol.com <sarahisatoy@aol.com>  
**Sent:** Sunday, May 3, 2026 8:31 PM  
**To:** board@samtrans.com; cacsecretary@samtrans.com; yink@samtrans.com; mbrownrigg@burlingame.org; apappajohn@burlingame.org; dcolson@burlingame.org; dthayer@burlingame.org; pstevenson@burlingame.org; D4CSLTEAM@DOT <D4CSLTEAM@dot.ca.gov>; Crawford, Jeneane@DOT <Jeneane.Crawford@dot.ca.gov>; SMC\_SupSpeier@smcgov.org; ncorzo@smcgov.org; SMC\_SupMueller@smcgov.org; SMC\_SupGauthier@smcgov.org; dcanepa@smcgov.org; news@smdailyjournal.com  
**Subject:** Samtrans ECR stops in Burlingame permanently removed

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Thank you,  
Sarah Isatoy

**From:** [Sarah Isatoy](#)  
**To:** [Jeneane@DOT.Crawford](mailto:Jeneane@DOT.Crawford)  
**Cc:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com)); [cacsecretary \(@samtrans.com\)](mailto:cacsecretary (@samtrans.com)); [Kevin Yin](#); [mbrownrigg@burlingame.org](mailto:mbrownrigg@burlingame.org); [apappajohn@burlingame.org](mailto:apappajohn@burlingame.org); [dcolson@burlingame.org](mailto:dcolson@burlingame.org); [dthayer@burlingame.org](mailto:dthayer@burlingame.org); [pstevenson@burlingame.org](mailto:pstevenson@burlingame.org); [D4CSLTEAM@dot.ca.gov](mailto:D4CSLTEAM@dot.ca.gov); [SMCSupSpeier@smcgov.org](mailto:SMCSupSpeier@smcgov.org); [Corzo, Noelia \[ncorzo@smcgov.org\]](mailto:Corzo, Noelia [ncorzo@smcgov.org]); [SMC\\_SupMueller@smcgov.org](mailto:SMC_SupMueller@smcgov.org); [SMC\\_SupGauthier@smcgov.org](mailto:SMC_SupGauthier@smcgov.org); [Canepa, David \[dcanepa@smcgov.org\]](mailto:Canepa, David [dcanepa@smcgov.org]); [news@smdailyjournal.com](mailto:news@smdailyjournal.com)  
**Subject:** Re: Samtrans ECR stops in Burlingame permanently removed  
**Date:** Monday, May 4, 2026 11:00:28 AM

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Ms. Crawford,

I appreciate your help. My impression is that this was a unilateral decision imposed by Caltran for the sake of convenience as opposed to safety; I'm not optimistic that people who ride the bus are even a consideration for Caltran but I'd love to be wrong and I'll gleefully apologize and be grateful if my snap judgement is incorrect.

Thank you.

On May 4, 2026, at 10:41 AM, Crawford, Jeneane@DOT <[Jeneane.Crawford@dot.ca.gov](mailto:Jeneane.Crawford@dot.ca.gov)> wrote:

Hello Ms. Isatoy,

Thank you for sharing your experience with navigating the bus detours necessitated by the El Camino Real Roadway Renewal project. Caltrans, SamTrans, and the local cities have been coordinating frequently to find ways to safely accommodate bus users while the road is under construction. I'll be sure to include your comments regarding restoring evening/weekend service in the next Caltrans/SamTrans weekly meeting.

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[<image001.jpg>](#)

[<image002.jpg>](#)  
[<image003.jpg>](#)  
[<image004.jpg>](#)

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**Sent:** Sunday, May 3, 2026 8:31 PM

**To:** board@samtrans.com; cacsecretary@samtrans.com; yink@samtrans.com;  
mbrownrigg@burlingame.org; apappajohn@burlingame.org; dcolson@burlingame.org;  
dthayer@burlingame.org; pstevenson@burlingame.org; D4CSLTEAM@DOT  
<D4CSLTEAM@dot.ca.gov>; Crawford, Jeneane@DOT  
<Jeneane.Crawford@dot.ca.gov>; SMCSupSpeier@smcgov.org; ncorzo@smcgov.org;  
SMC\_SupMueller@smcgov.org; SMC\_SupGauthier@smcgov.org;  
dcanepa@smcgov.org; news@smdailyjournal.com

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