



SamTrans Board of Directors
Meeting September 2, 2026

Correspondence as of September 2, 2026

Subject

1. Re: 292 and 397 lines not stopping and picking up passengers
2. RE: 292 and 397 lines not stopping and picking up passengers – *Staff Response*
3. RE: 292 and 397 lines not stopping and picking up passengers
4. Letter of Support for Senate Bill (SB) 741 (Blakespear) LCTOP Reform – REQUEST FOR SIGNATURE

From: [Mike Jones](#)
To: [April Chan](#); [Board \(@samtrans.com\)](#)
Subject: Re: 292 and 397 lines not stopping and picking up passengers
Date: Monday, August 31, 2026 12:06:29 PM

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

Hi April, just following up on your last email. Any update? I haven't heard from anyone on the SamTrans team. Thank you

[Sent from Yahoo Mail for iPhone](#)

On Monday, August 24, 2026, 6:09 AM, April Chan <chana@samtrans.com> wrote:

Thank you Mr. Jones for bringing this to our attention, we appreciate that.

I'm copying our SamTrans team to look into this. Someone will get back to you regarding the incident.

Regards, April Chan

From: Mike Jones <lewisclubs@yahoo.com>
Sent: Saturday, 22 August 2026 14:25:02
To: April Chan <ChanA@samtrans.com>; San Mateo County Transportation Authority <info@smcta.com>
Subject: 292 and 397 lines not stopping and picking up passengers

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Good morning,

I got off work this morning and wanted to take the bus home at 4 am.

I waited at the 1st and mission st stop but the 397 never showed up.

Then I went to 9th and mission and waited for the 292 and it didn't stop. I watched it go right past me and turn on 10th street. Why are your busses not stopping at the designated bus stops!?!?



What is the final destination of the 392?!?!

[Sent from Yahoo Mail for iPhone](#)

From: April Chan
Sent: Monday, August 31, 2026 3:56 PM
To: Mike Jones; Board (@samtrans.com)
Subject: RE: 292 and 397 lines not stopping and picking up passengers

Hi Mike, Someone from the Customer Service team will be getting back to you. Thank you for your patience.

Regards, April

April Chan, General Manager/CEO

San Mateo County Transit District
166 N. Rollins Road, Millbrae, CA 94030
Phone: 650-508-6228 | Cell: 650-868-9930

Email: chana@samtrans.com

Websites: [SamTrans](#) | [Caltrain](#) | [SMCTA](#)



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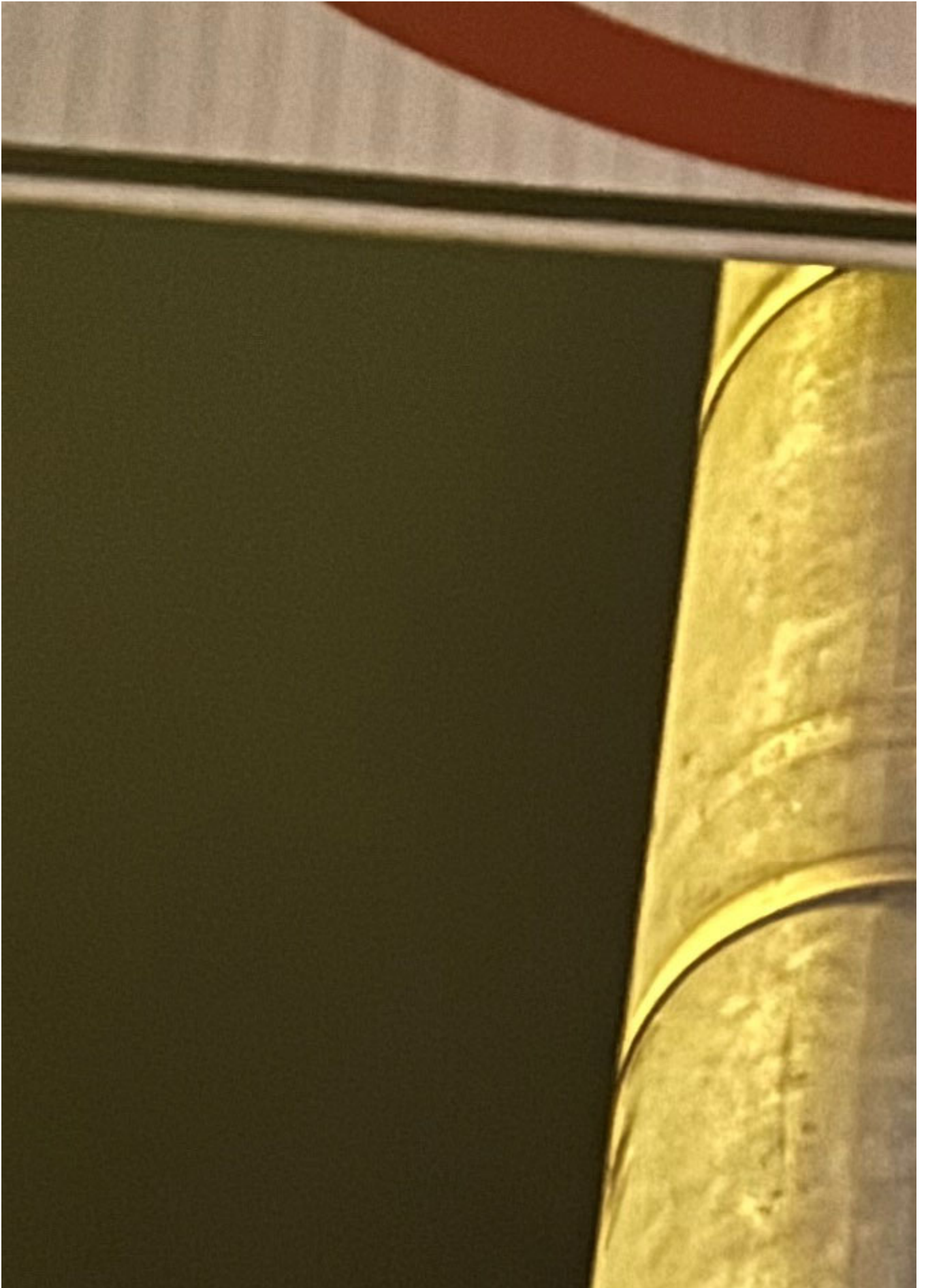
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From: SamTrans BOD Public Support
Sent: Monday, August 31, 2026 5:28 PM
To: lewisclubs@yahoo.com
Cc: Board (@samtrans.com)
Subject: RE: 292 and 397 lines not stopping and picking up passengers

To Mike Jones,

Thank you for contacting SamTrans. We are sorry to hear of the back-to-back issues you had trying to travel with us, especially so early in the morning, but we appreciate you taking the time to reach out with your concerns. Your feedback regarding the no show from our Route 397 you experienced on top of the issues you encountered at the Mission St & 9th St stop was forwarded to the proper parties for review and remediation. A copy of this correspondence will also be provided to our Board of Directors.

Regarding the Route 397, the 4:15 AM bus actually did run on August 22nd, but it did run slightly behind schedule. Rather than depart Mission St & 1st St at 4:15 AM, the bus began its trip about 3 minutes past its scheduled time. Our records have the bus instead beginning its trip at 4:18:18 AM. This delayed departure may be the reason why you had not seen the bus that day. No matter the reason, though, we understand you still had missed the chance to take this bus, and we sincerely apologize for the inconvenience.

As for the trouble with our Route 292 at the Mission St & 9th St stop, you are correct in noting this is an active bus stop for the Route 292. Buses should not be bypassing this stop when there are waiting passengers. Likewise, your frustration with the information on the bus stop's signage is understandable. As you know, there is no SamTrans "392" bus line. And the lack of information about the listed bus lines' final destination could be troubling for passengers unfamiliar with the service.

To address this, the bus stop sign will be removed and replaced. Additionally, Bus Operations was notified of the pass up incident, so that they can investigate the incident and ensure all 292 operators are aware of and servicing the stops on route.

Once more, we apologize for the poor experience you had with our service. And we again thank you for taking the time to share your experiences. Please rest assured that SamTrans will continue to improve and strive to provide our riders with safe and reliable transit service.

Your SamTrans BOD Public Support Team

From: April Chan <chana@samtrans.com>
Sent: Monday, August 31, 2026 3:55:50 PM (UTC-08:00) Pacific Time (US & Canada)
To: Mike Jones <lewisclubs@yahoo.com>; Board (@samtrans.com) <Board@samtrans.com>
Subject: RE: 292 and 397 lines not stopping and picking up passengers

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April Chan, General Manager/CEO

San Mateo County Transit District

166 N. Rollins Road, Millbrae, CA 94030

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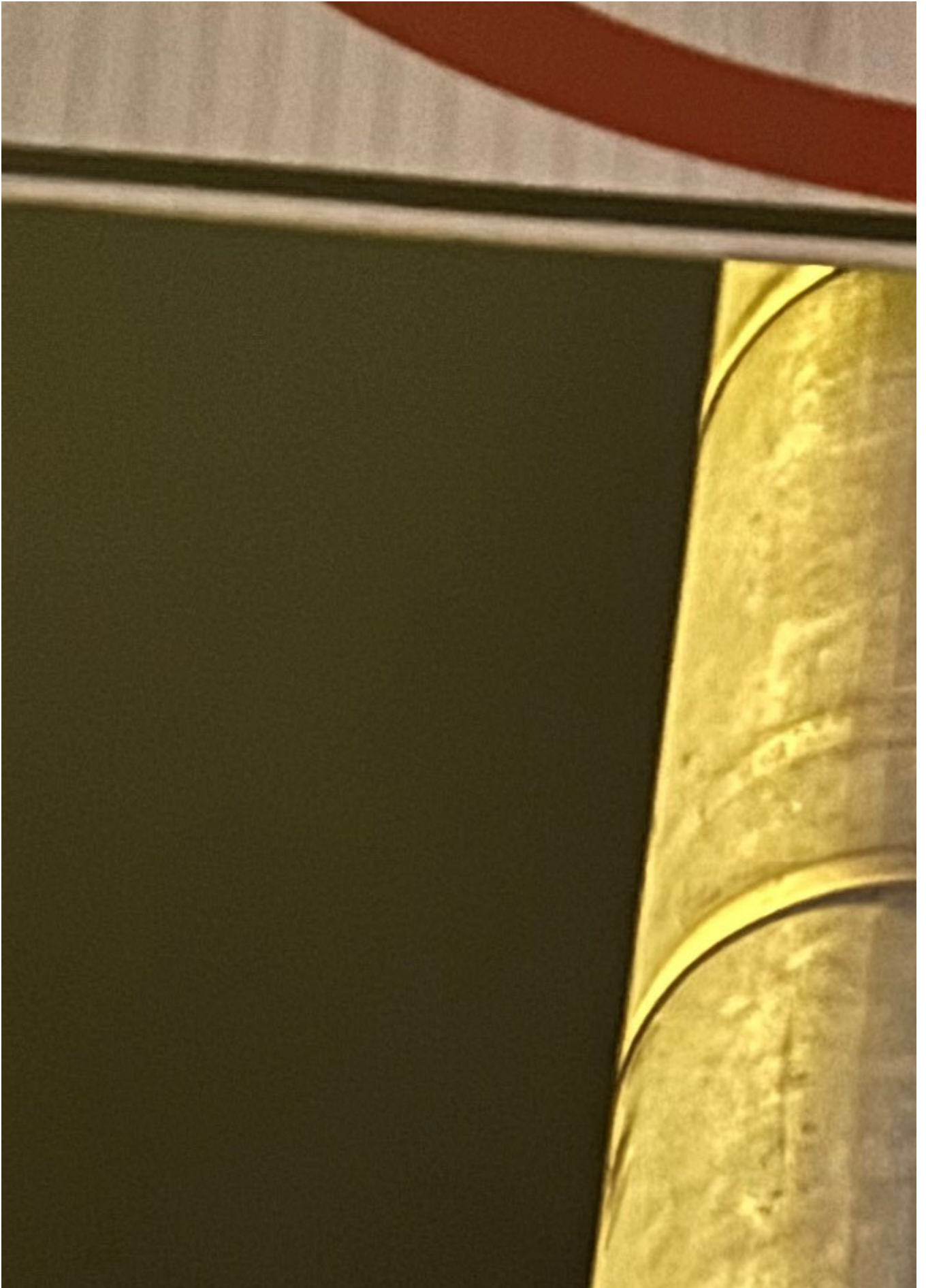
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BOARD OF DIRECTORS 2026

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JACKIE SPEIER

APRIL CHAN
GENERAL MANAGER/CEO

September 1, 2026

The Honorable Gavin Newsom
Governor, State of California
1021 O Street, Suite 9000
Sacramento, CA 95814

RE: Letter of Support for Senate Bill (SB) 741 (Blakespear) LCTOP Reform – REQUEST FOR SIGNATURE

Dear Governor Newsom,

On behalf of the San Mateo County Transit District (SamTrans), I write to express our support for Senate Bill (SB) 741 (Blakespear), which would update and make critical improvements to the Low Carbon Transit Operations Program (LCTOP).

Since its creation more than a decade ago, LCTOP has proven to be one of California's most important tools for sustaining and expanding public transit. Funded through the Greenhouse Gas Reduction Fund, the program has delivered millions of dollars both to SamTrans and to our sister transit agencies across the state. SamTrans receives approximately \$2.5 million annually from LCTOP for capital funding.

Unfortunately, LCTOP has grown increasingly difficult and unwieldy to administer. Transit agencies face complicated and redundant documentation, ongoing compliance requirements, and a Caltrans review process that can be inflexible. As a result, agencies must devote staff time and resources to administrative processes that could be better spent supporting service delivery. In the current financial environment for public transit, we are working to maintain service and need every available funding source to operate as efficiently and effectively as possible.

SB 741 would modernize LCTOP by expanding eligible uses to include transit maintenance, simplifying Caltrans' administrative role to mirror existing, effective programs like the State Transit Assistance-State of Good Repair Program, and clarifying that agencies may continue funding previously approved services without having to restart the application process at regular intervals.

SAN MATEO COUNTY TRANSIT DISTRICT

166 N. Rollins Road
Millbrae, CA 94030 (650) 508-6200

These changes would provide important benefits for SamTrans. The bill would give transit agencies greater flexibility to use state funds to preserve existing service and support ongoing operations. SB 741 would also help address one of the most persistent gaps in transit funding: maintenance. Bus operators like SamTrans have very few funding sources available for maintenance and often must rely on local funds for these needs. Allowing LCTOP funds to support maintenance would help keep existing assets in good condition, improve service reliability, and support efficient transit operations.

For these reasons, SamTrans respectfully supports SB 741 and we request your signature. Please contact Government and Community Affairs Director Jessica Epstein at epsteinj@samtrans.com if you have any question or need additional information.

Sincerely,



April Chan
General Manager/CEO

CC: San Mateo County Transit District Board of Directors