



SamTrans Board of Directors

Meeting October 7, 2026

Correspondence as of October 2, 2026

# Subject

1. RE: Complaint – *Staff Response*
2. SamTrans Building in San Carlos: Clock is wrong! (1250 San Carlos Avenue)
3. Repeated delays on Route 281 (Lytton Ave at Kipling St)
4. RE: SamTrans Building in San Carlos: Clock is wrong! (1250 San Carlos Avenue) – *Staff Response*
5. Re: SamTrans Building in San Carlos: Clock is wrong! (1250 San Carlos Avenue)
6. RE: Repeated delays on Route 281 (Lytton Ave at Kipling St) – *Staff Response*

**From:** [SamTrans BOD Public Support](#)  
**To:** [uyjack390@gmail.com](mailto:uyjack390@gmail.com)  
**Cc:** [Board \(@samtrans.com\)](#)  
**Subject:** RE: Complaint  
**Date:** Friday, September 25, 2026 3:58:52 PM  
**Attachments:** [Microsoft Word - ST Title VI Complaint Form - English 2-25-13.doc.pdf](#)

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To Jack Uy,

Thank you for sending us feedback regarding your recent experience on our service. While we are sorry it was such a poor experience, we appreciate you taking the time to share your concerns about this Route 397 operator with us. Your comments about this operator's conduct towards you were forwarded to the proper parties for review. A copy of this correspondence will also be provided to our Board of Directors.

Additionally, as you had noted you felt this operator's behavior towards you was racist, your concerns were also provided to our Office of Civil Rights. In turn, you are to be provided with a copy of our Title VI Complaint Form. In order for our Civil Rights Office to move forward with their own investigation of these incidents, they will need you to submit a completed Title VI Complaint Form. You can find information about the Title VI process, information about the Title VI Complaint Form, and a download link for form itself on our website:

<https://www.samtrans.com/rider-info/title-vi>. For convenience's sake, we have also included a copy of the Title VI Complaint Form as an attachment to this correspondence.

Again, we apologize for the poor experience and poor impression of our service, and again we thank you for taking the time to bring this matter to our attention. We assure you, though, SamTrans is committed to providing our community with transit service that is as safe and welcoming as it is timely. SamTrans will work to improve, and it is our sincere hope to provide you with a better transit experience moving forward.

Your SamTrans BOD Public Support Team

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**From:** Jack Uy <[uyjack390@gmail.com](mailto:uyjack390@gmail.com)>  
**Sent:** Tuesday, September 22, 2026 6:47:30 AM (UTC-08:00) Pacific Time (US & Canada)  
**To:** Customer Service <[customerservice@samtrans.com](mailto:customerservice@samtrans.com)>; Ehab Azab <[azabe@samtrans.com](mailto:azabe@samtrans.com)>; Kevin Yin <[yink@samtrans.com](mailto:yink@samtrans.com)>; Tina Dubost <[dubostc@samtrans.com](mailto:dubostc@samtrans.com)>; [samtrans@customerservice.com](mailto:samtrans@customerservice.com) <[samtrans@customerservice.com](mailto:samtrans@customerservice.com)>; Board (@samtrans.com) <[board@samtrans.com](mailto:board@samtrans.com)>; Public Comment <[publiccomment@samtrans.com](mailto:publiccomment@samtrans.com)>; Stacey Routt <[routts@samtrans.com](mailto:routts@samtrans.com)>; Wessam Zanaty <[zanatyw@samtrans.com](mailto:zanatyw@samtrans.com)>; Juan Carlos (JC) Aguila <[aguilaj@samtrans.com](mailto:aguilaj@samtrans.com)>; Manny Caluya <[caluyam@samtrans.com](mailto:caluyam@samtrans.com)>; Linda Tamtum <[tamtuml@samtrans.com](mailto:tamtuml@samtrans.com)>; Vanessa Mariano <[marianov@samtrans.com](mailto:marianov@samtrans.com)>; Terry Loo <[loot@samtrans.com](mailto:loot@samtrans.com)>; Cathie Silva <[silvac@samtrans.com](mailto:silvac@samtrans.com)>; Jessica Valdez <[valdezj@samtrans.com](mailto:valdezj@samtrans.com)>; Emely Balingit <[balingite@samtrans.com](mailto:balingite@samtrans.com)>; Patrick Ng <[ngpatrick@samtrans.com](mailto:ngpatrick@samtrans.com)>; Adam Jung <[junga@samtrans.com](mailto:junga@samtrans.com)>; Procurements <[procurements@samtrans.com](mailto:procurements@samtrans.com)>; Mary Garcia <[garciam@samtrans.com](mailto:garciam@samtrans.com)>; Johnny Loo <[looj@samtrans.com](mailto:looj@samtrans.com)>; Danielle Rodriguez <[rodriguezda@samtrans.com](mailto:rodriguezda@samtrans.com)>; Luis Velasquez <[velasquezl@samtrans.com](mailto:velasquezl@samtrans.com)>; Alice Cho <[choa@samtrans.com](mailto:choa@samtrans.com)>

**Subject:** Complaint

You don't often get email from uyjack390@gmail.com. [Learn why this is important](#)

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

I was in the 397 bus today going to San Mateo. Around 3:30 AM, I asked the girl driving some questions and she was extremely hostile, rude, racist and behaved disgustingly towards me. She needs to be disciplined by administration and/or she needs to be fired so she loses her job. The fact that Samtrans hires garbage like her proved Samtrans has now gone the drain.

## SamTrans – Title VI Discrimination Complaint Form

SamTrans is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin. Any person who believes they have been discriminated against based on one of these categories may file a complaint. Complaints must be filed within 180 calendar days of the incident.

Within 10 working days of receipt of your completed complaint form, SamTrans will contact you to confirm receipt of your complaint form and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation may include discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation generally will be conducted and completed within 60 days of receipt of a complete complaint form. Based upon all information received, an investigation report will be submitted to a SamTrans Deputy CEO. The complainant will receive a letter stating the SamTrans' final decision by the end of the 60-day time limit.

Please complete the information below and send to: SamTrans, Title VI Administrator  
166 N. Rollins Rd. 5th Floor  
Millbrae, CA 94030  
or: [TitleVI@samtrans.com](mailto:TitleVI@samtrans.com)

### **SECTION 1 - CONTACT INFORMATION**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: (Home) \_\_\_\_\_ (Cell) \_\_\_\_\_ (Work) \_\_\_\_\_

[Please note if any of the phone numbers are for a TDD or TTY.]

E-mail: \_\_\_\_\_@\_\_\_\_\_

### **SECTION 2 – FILING FOR ANOTHER PERSON**

Are you filing this complaint on your own behalf? \_\_\_\_\_ Yes \_\_\_\_\_ No

[If you answered "yes" to this question, go to Section 3.]

If not, please supply the name and relationship of the person for whom you are filing the complaint:

\_\_\_\_\_

Please explain why you have filed for a third party. \_\_\_\_\_

\_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. \_\_\_\_\_ Yes \_\_\_\_\_ No

### **SECTION 3 – DISCRIMINATION COMPLAINT**

Which of the following describes the reason you believe the discrimination took place? Was it because of your:

\_\_\_\_ Race      \_\_\_\_ Color      \_\_\_\_ National Origin

Please describe the Race, Color or National Origin of the aggrieved party \_\_\_\_\_

Date and time the alleged discrimination took place: Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Time \_\_\_\_\_ a.m. / p.m.

Where did the alleged discrimination take place? Specific vehicle information is helpful (e.g. vehicle number).

\_\_\_\_\_  
\_\_\_\_\_

Is there a person you can identify who discriminated against the aggrieved party?

Name: \_\_\_\_\_ ID# \_\_\_\_\_

In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible. Please use additional sheets if necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **SECTION 4 – PREVIOUS OR EXISTING COMPLAINTS AND LAWSUITS**

Have you previously filed a Title VI discrimination complaint with SamTrans?

\_\_\_\_ Yes, for this incident      \_\_\_\_ Yes, for a different incident      \_\_\_\_ No

Have you filed this complaint with any other agencies or a court?

\_\_\_\_ Federal Agency      \_\_\_\_ State Agency      \_\_\_\_ Local Agency

\_\_\_\_ Federal court      \_\_\_\_ State court

\_\_\_\_ Other (please specify): \_\_\_\_\_

Have you filed a claim or lawsuit regarding this complaint? Yes \_\_\_\_ No \_\_\_\_

If yes, please provide a copy of the complaint form and note court where filed:

\_\_\_\_ Federal Court      \_\_\_\_ State Court

Please provide contact person information for the agency/court where the complaint was filed.

Name / Office: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number \_\_\_\_\_

## **SECTION 5 – SIGNATURE**

Please sign below to attest to the truthfulness of the above. You may attach any written materials or other information that you think is relevant to your complaint.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

**Note:** A complaint also may be filed with: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

2/25/13

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للتزجمة, أتلصل على 1.800.660.4287

如需翻譯, 請電1.800.660.4287.

अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

翻訳のご用命は、+1.800.660.4287 までお電話ください。

번역을 원하시면, 1.800.660.4287 번으로 전화하십시오.

برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Если вам нужны услуги переводчика, обращайтесь по телефону 1-800-660-4287.

Para sa pagsasalin sa ibang wika, tumawag sa 1.800.660.4287

Cần dịch thuật, xin gọi 1.800.660.4287.

**From:** Brian Keare  
**To:** [Customer Service](#)  
**Cc:** [Board.1@samtrans.com](mailto:Board.1@samtrans.com)  
**Subject:** SamTrans Building in San Carlos: Clock is wrong! (1250 San Carlos Avenue)  
**Date:** Tuesday, September 29, 2026 10:13:48 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

Some people who received this message don't often get email from [brian@keare.com](mailto:brian@keare.com). [Learn why this is important](#)

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

Hello,

I was referred your way by the City of San Carlos.

The large exterior clock on the former SamTrans headquarters at 1250 San Carlos Avenue is showing the wrong time.

As a resident of the City of Good Living, I'm concerned that such a prominent incorrect clock suggests that we are, quite literally, not on top of things. I'm even more concerned about the potential for ridicule from towns up and down the Peninsula.

Could someone at SamTrans please get the clock back on time?

Many thanks,  
Brian Keare

Begin forwarded message:

**From:** City Manager <[citymanager@cityofsancarlos.org](mailto:citymanager@cityofsancarlos.org)>  
**Subject:** RE: A timely concern for the City of Good Living  
**Date:** September 29, 2026 at 10:06:25 AM PDT  
**To:** Brian Keare <[brian@keare.com](mailto:brian@keare.com)>

Hello,

Thank you for the reply. The building noted below is not a City building – it is the building of the former SamTrans site. City Hall is located at 600 Elm Street which is just out of view of the screen shot provided below.

Thanks again,

Nekaya



**Nekaya Nachmann (she/her)**  
Executive Assistant  
City of San Carlos | Office of the City Manager  
600 Elm Street | San Carlos, CA 94070  
(650) 802-4229 | [cityofsancarlos.org](http://cityofsancarlos.org)

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**From:** Brian Keare <[brian@keare.com](mailto:brian@keare.com)>  
**Sent:** Tuesday, September 29, 2026 10:02 AM  
**To:** City Manager <[citymanager@cityofsancarlos.org](mailto:citymanager@cityofsancarlos.org)>  
**Subject:** Re: A timely concern for the City of Good Living

Thanks for responding!

Ohhh. Maybe it is not yours. See the map with the circle. Is this not a city building?

See attached.



**From:** [Angela C](#)  
**To:** [Board \(@samtrans.com\); samtrans@customerservice.com](mailto:Board (@samtrans.com); samtrans@customerservice.com)  
**Subject:** Repeated delays on Route 281 (Lytton Ave at Kipling St)  
**Date:** Tuesday, September 29, 2026 11:19:20 AM

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

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

Dear SamTrans Board,

I hope this email finds you well. I'm a regular rider of Route 281 toward Stanford Oval, boarding at Lytton Ave. at Kipling St. (stop ID 2811025). This bus has been consistently late all week.

Today, September 29, the 10:12 departure was first listed as 11 minutes late, and the delay grew to 22 minutes while I waited, pushing the estimated departure to 10:34. Due to this delay, I had to take a rideshare instead.

I rely on this route to get to work, and the unpredictability makes it impossible to plan my commute. Could you please look into what's causing the delays and let me know whether any schedule or service changes are planned? I would also appreciate it if you could consider reimbursing today's \$9.45 rideshare cost.

I have screenshots of today's delay and have attached them.

Thank you,  
Angela



**From:** [SanTrans BOD Public Support](#)  
**To:** [brian@keare.com](mailto:brian@keare.com)  
**Cc:** [Customer Service Board \(@samtrans.com\)](#)  
**Subject:** RE: SamTrans Building in San Carlos: Clock is wrong! (1250 San Carlos Avenue)  
**Date:** Wednesday, September 30, 2026 3:37:55 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

To Brian Keare,

Thank you for letting us know about the issue with the clock being wrong at our former headquarters. We apologize for the trouble. But please rest assured, the proper parties within SamTrans have been notified of the issue, and we should be able to get the clock correct in short order.

We appreciate the pride you have for your city as a resident of San Carlos, and we certainly would not want any part in giving a poor impression of the place that had been our home for so long. So, again, thank you for taking the time to bring this to our attention.

Your SamTrans BOD Public Support Team

---

**From:** Brian Keare <[brian@keare.com](mailto:brian@keare.com)>  
**Sent:** Tuesday, September 29, 2026 10:13:17 AM (UTC-08:00) Pacific Time (US & Canada)  
**To:** Customer Service <[customerservice@samtrans.com](mailto:customerservice@samtrans.com)>  
**Cc:** Board (@samtrans.com) <[board@samtrans.com](mailto:board@samtrans.com)>  
**Subject:** SamTrans Building in San Carlos: Clock is wrong! (1250 San Carlos Avenue)

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Many thanks,  
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**From:** City Manager <[citymanager@cityofsancarlos.org](mailto:citymanager@cityofsancarlos.org)>  
**Subject:** RE: A timely concern for the City of Good Living  
**Date:** September 29, 2026 at 10:06:25 AM PDT  
**To:** Brian Keare <[brian@keare.com](mailto:brian@keare.com)>

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Thanks again,

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---

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**From:** Brian Keare  
**To:** SamTrans BOD Public Support  
**Cc:** Customer Service; Board (@samtrans.com)  
**Subject:** Re: SamTrans Building in San Carlos: Clock is wrong! (1250 San Carlos Avenue)  
**Date:** Wednesday, September 30, 2026 4:10:39 PM

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Awesome! thanks!

Brian Keare | **BRIAN KEARE**

 brian@keare.com  
310-429-6510 (m)  


On Sep 30, 2026, at 3:37 PM, SamTrans BOD Public Support <SamTransBODPublicSupport@samtrans.com> wrote:

To Brian Keare,

Thank you for letting us know about the issue with the clock being wrong at our former headquarters. We apologize for the trouble. But please rest assured, the proper parties within SamTrans have been notified of the issue, and we should be able to get the clock correct in short order.

We appreciate the pride you have for your city as a resident of San Carlos, and we certainly would not want any part in giving a poor impression of the place that had been our home for so long. So, again, thank you for taking the time to bring this to our attention.

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**To:** Customer Service <customerservice@samtrans.com>  
**Cc:** Board (@samtrans.com) <board@samtrans.com>  
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**Date:** September 29, 2026 at 10:06:25 AM PDT  
**To:** Brian Keare <brian@keare.com>

Hello,

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Thanks again,

Nekaya

<image001.png> **Nekaya Nachmann (she/her)**  
Executive Assistant  
City of San Carlos | Office of the City  
Manager  
600 Elm Street | San Carlos, CA 94070  
(650) 802-4229 | [cityofsancarlos.org](http://cityofsancarlos.org)

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**Sent:** Tuesday, September 29, 2026 10:02 AM  
**To:** City Manager <citymanager@cityofsancarlos.org>  
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See attached.

<image002.png>

**From:** [SamTrans BOD Public Support](#)  
**To:** [angelachao.y@gmail.com](mailto:angelachao.y@gmail.com)  
**Cc:** [Board \(@samtrans.com\) <samtrans@customerservice.com>](mailto:Board (@samtrans.com) <samtrans@customerservice.com>)  
**Subject:** RE: Repeated delays on Route 281 (Lytton Ave at Kipling St)  
**Date:** Thursday, October 1, 2026 1:40:40 PM

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To Angela Chao,

Thank you for contacting SamTrans. We apologize for the on-time performance issues with our Route 281, but we appreciate you taking the time to share your experiences with us. Know that your concerns were forwarded to the appropriate SamTrans staff for review, so that we may identify and address the cause for these delays. Additionally, a copy of this correspondence will be provided to our Board.

We do have some good news to share with you already regarding this issue. The staff reviewing this case has identified a problem at the start of this 281 trip that had affected the on-time performance of the schedule across multiple days. Please rest assured, staff will be correcting this issue to ensure this trip's schedule is maintained. We understand this does not change the fact you and other riders have had to contend with delays lately with this 281 trip, but we hope we have reassured you that SamTrans remains focused on providing our community with reliable transit service.

Regarding reimbursing you for the trouble, we welcome you to reach out to our Customer Service Center with your request. While they will not be able to provide you with monetary reimbursement, they can provide you with complimentary SamTrans tickets as courtesy and a token of apology from our team.

Thank you again for reaching out and for riding with SamTrans.

Your SamTrans BOD Public Support Team

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**From:** Angela C <[angelachao.y@gmail.com](mailto:angelachao.y@gmail.com)>  
**Sent:** Tuesday, September 29, 2026 11:18:38 AM (UTC-08:00) Pacific Time (US & Canada)  
**To:** Board (@samtrans.com) <[board@samtrans.com](mailto:board@samtrans.com)>; [samtrans@customerservice.com](mailto:samtrans@customerservice.com) <[samtrans@customerservice.com](mailto:samtrans@customerservice.com)>  
**Subject:** Repeated delays on Route 281 (Lytton Ave at Kipling St)

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

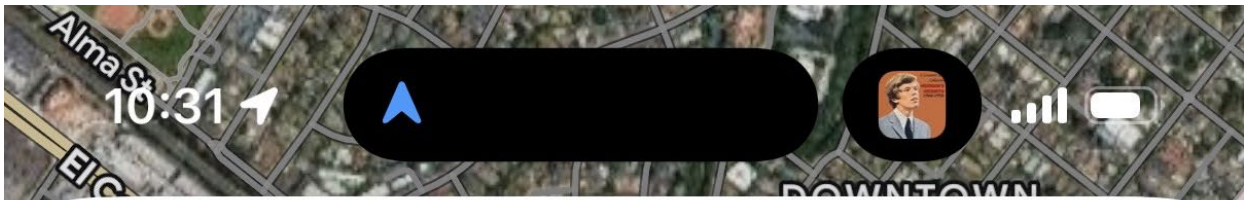
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Thank you,  
Angela



 **20 min**



Arrive 10:54 · \$2.25

 **281** >  9

 **Lytton Ave. at Kipling St.** 10:34

 **Lytton Ave. at Kipling St.**

**281** Stanford Oval

**10:34**

2811025

**Delayed 22 min** · 10:12

What's it like on board?

 Not crowded ▼

 Accessibility ▼

 Temper

▼ Also in **6 min** & **22 min**

▼ Ride 6 stops (11 min)

 **Quarry Rd & Vinyard Ln** 10:45