

SamTrans

CORRESPONDENCE

June 5, 2019
(as of 5-29-2019)

From: [Rios, Rona](#)
To: "MICHAEL HARRIS"
Cc: [Michael Richardson; Board \(@samtrans.com\)](#)
Subject: Consumer Report File #717701
Date: Thursday, May 23, 2019 4:29:14 PM
Attachments: [image001.png](#)
[image002.png](#)

Dear Mr. Harris,

Your email to the SamTrans Board was received and forwarded to me for response.

Your comments and suggestions regarding the SamTrans service and cost is acknowledged. Please know that we appreciate you taking the time to provide feedback. You mention that the senior age was reduced to 60 however, our Senior Eligible Discount includes passengers that are 65 years or better. Your recommendation to reduce it to 60 will be taken into consideration. I want to share with you that SamTrans supports maintaining a fare structure that is affordable for transit dependent County residents. In fact, at the December 5, 2018 Board Meeting, the Board voted to postpone the January 2019 fare increase (Approved by Resolution No. 2018-62). Also, in reviewing our Triennial survey data, more than half of our responders believe SamTrans is a good value and many people responded that the bus was a less expensive option than their current mode of transportation.

I am sincerely sorry to hear that you have had such a difficult time using our services. Should you want to discuss this in further detail, please feel free to call me directly at 650-508-6239. Again, we appreciate your feedback and comments.

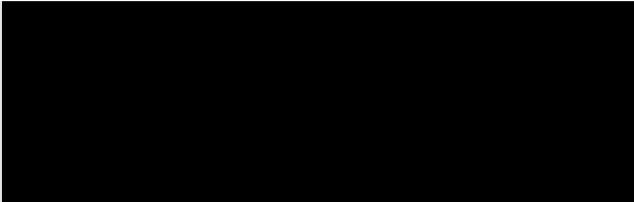
Best Regards,

Rona Rios
Manager, Customer Service|Distribution
SamTrans|Caltrain|SMCTA
1250 San Carlos Avenue
San Carlos, CA. 94070
riosr@samtrans.com

From: MICHAEL HARRIS [REDACTED]
Sent: Tuesday, May 21, 2019 10:44 AM
To: David Canepa; Michael Richardson
Cc: Cindy Alger; John Baker; De La Torre, Andria; msimon@samtrans.com; Conger, Jean; Rios, Rona; Simon, Mark; Matsumoto, Karyl [karyl.matsumoto@ssf.net]
Subject: RTC Washoe County Bus Fares (link)

[Fares](#)





Fares

edit the stuff below, not here.

Dear David,

SAMTRANS fares are way too high for seniors.

Day pass \$1.50 would be acceptable.

RTC has 7 day & 31 day pass too.

I take the 130 bus from Costco to Serramonte.
I then take the 122 or walk the front hill.
It is a 22 minute walk. It takes longer when I am tired.

I have walked the rear hill from Colma BART. That climb is brutal.

When Cindy or someone else gives me a ride to Seton, I walk down to Target, Dollar Tree, El Camino.
I walk south, 2 different routes. I see no reason to pay \$2.75 to get home.
I would rather walk.

Senior age was reduced to 60 from 65.

If you want people out of cars, you must make public transportation affordable & clean & safe.

I have talked to Jeff Tong on some of these problems. Jeff mostly bikes. I always walk.

I wonder if Dave Pine ever takes the ECR bus to work?
I may see Dave at the June SFO meeting & ask him.

Mike

From: [Rios, Rona](#)
To: [REDACTED]
Cc: [Board \(@samtrans.com\)](#); [Burns, Ben](#)
Subject: Consumer Report File #717843
Date: Thursday, May 23, 2019 3:30:58 PM

Dear Mr. Franklin,

I am responding to your email addressed to the SamTrans Board and they will receive a copy of our correspondence.

Your correspondence refers to theft or missing items after walking off a bus in East Palo Alto. Please know that the SamTrans Lost and Found Department is handled through our Safety and Security Department. I have updated our Safety and Security Director Ben Burns on this matter and he will be happy to assist you with your questions and concerns. Please contact Mr. Burns at 650-622-7820.

We sincerely apologize for the problems you have experienced.

Best Regards,

Rona Rios
Manager, Customer Service | Distribution
SamTrans | Caltrain | SMCTA
1250 San Carlos Avenue
San Carlos, CA. 94070
riosr@samtrans.com

From: cacsecretary [mailto:[@samtrans.com](mailto:cacsecretary@samtrans.com)]
Sent: Wednesday, May 22, 2019 9:28 AM
To: 'Albert Franklin' <[REDACTED]>
Cc: Groom, Carole [mailto:cgroom@smcgov.org]; Pine, Dave [mailto:dpine@smcgov.org]; cacsecretary [mailto:[@samtrans.com](mailto:cacsecretary@samtrans.com)]; Rios, Rona <riosr@samtrans.com>; Murphy, Seamus <murphys@samtrans.com>; Fromson, Casey <fromsonc@samtrans.com>; Brook, Jean <BrookJ@samtrans.com>; Gumpal, Cindy <GumpalC@samtrans.com>; Mau, Carter <MauC@samtrans.com>
Subject: RE: Lost Items Returned and Then Stolen: Lost Items Never Returned and Lost Items Which Should Have Already Been Returned

Dear Mr. Franklin - this email is to confirm receipt and let you know that staff will look into this.

Kind Regards,

Dora Seamans

Executive Officer/District Secretary

From: Albert Franklin [REDACTED] >
Sent: Wednesday, May 22, 2019 9:18 AM
To: Groom, Carole [cgroom@smcgov.org] <cgroom@smcgov.org>; Pine, Dave [dpine@smcgov.org] <dpine@smcgov.org>; cacsecretary [@samtrans.com] <cacsecretary@samtrans.com>
Subject: Lost Items Returned and Then Stolen: Lost Items Never Returned and Lost Items Which Should Have Already Been Returned

22 May 2019

Re: LOST ITEMS RETURNED AND STOLEN: LOST ITEMS NEVER RETURNED AND LOST ITEMS WHICH SHOULD HAVE ALREADY BEEN RETURNED

San Mateo County Transit District
1250 San Carlos Avenue
San Carlos, California 94070

SAMTRANS:

This has never been about either lost or stolen items, but this government's innate ability to do right by its citizenry under the sovereign laws of this State, and those guiding principles of the United States of America. Where when that which is duly within the government's per view in under any recognizable form of GAAP: fist in, first out precepts of accounting rules of the ledger, where money which is due the government should be duly collected under the provided standards of rules of order.

Under the governing rules of GAAP, there should not be any of underhanded dealings whereby what is the rightful due of the government which at this very instant seems to be lacking on all accounts. Let us say, theoretically speaking, that there was a superior court judge whom demanded that a writ of mandate have flaws set upon it. Any lawyer of New York, whom decided to fly here to San Mateo county, and thereby produce the right off the internet original copy of that document of that instrument, which had it been allowed to perform its duty then enjoined with San Mateo County, the State of California and the United States Government would today would be now enjoying the 60% share of that writ of mandate. Therefore, San Mateo County, the State of California and the United States Government picked up the bill: without any further recourse?

Even when I was instructed, in writing, by SamTrans, to pick up electronic devices at its headquarters just to have them stolen in a place which is owned and operated by this county where those whom were monitored by the police of this county when they did it, as they assumed that nobody knew, of that highly recorded event? Does the county want a copy of that DVD?

This morning, I walked off of the East Palo Alto SamTrans bus, right here in Redwood City, and yet I somehow neglected to retrieve a bag which held a math book which will become over due on or about 6 June 2019. Will San Mateo County authorize me to post that DVD on FB?

Maybe, this county would rather have a theoretical lawyer dredge up in superior court a matter which it thought was gone with the wind? I write this, under the guided spirit of the former Haitian slave Alexander Dumas:

THE COUNT OF MONTE CRISTO!

Albert Brent Franklin

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From: Bevan Dufty
To: [Peskin, Aaron \(BOS\)](#); [Cliff Bargar](#); [Janice Li](#); [Board \(@samtrans.com\)](#)
Cc: [info@sfcta.org](#); [Cathy Widener \(AIR\)](#); [Tilly Chang](#); [Robert Powers](#); [Ivar Satero \(AIR\)](#)
Subject: Re: Giving Priority to Transit Riders at SFO
Date: Friday, May 03, 2019 8:29:21 AM

Mr. Chairman and Mr. Barger

I also want to thank Mr. Barger for sharing the Globe article. I shared your Tweet with our Deputy General Manager Robert Powers and well as our outstanding colleague, Ivar Satero, who is Airport Executive Director.

It happens that we already have scheduled a meeting later this month for SFO and BART leadership to talk about ways to reclaim our ridership levels and help reduce SFO auto congestion.

We will keep you posted.

B
BART President 2019
415 595-3213 Mobile

From: "Peskin, Aaron (BOS)" <Aaron.Peskin@sfgov.org>
Date: Thursday, May 2, 2019 at 7:01 PM
To: Cliff Bargar [REDACTED], Bevan Dufty <Bevan.Dufty@bart.gov>, Janice Li <jli@bart.gov>, "board@samtrans.com" <board@samtrans.com>
Cc: "info@sfcta.org" <info@sfcta.org>, "Cathy Widener (AIR)" <Cathy.Widener@flysfo.com>
Subject: Re: Giving Priority to Transit Riders at SFO

I'm looping in SFO.

Aaron

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From: Cliff Bargar [REDACTED]
Sent: Thursday, May 2, 2019 6:00:35 PM
To: Peskin, Aaron (BOS); bevan.dufty@bart.gov; Janice.Li@bart.gov; board@samtrans.com
Cc: info@sfcta.org
Subject: Giving Priority to Transit Riders at SFO

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Hi Supervisor Peskin, BART Directors Li and Dufty, and members of the SamTrans Board of Directors,

An article published yesterday in the Boston Globe details a new program offered by Massport to give priority at Logan Airport's security lines to passengers who arrive at the airport on the Logan Express bus (<https://www.bostonglobe.com/metro/2019/05/01/massport-has-deal-take-bus-cut-security-line/MdzqNrHulkruuQcQaodwiK/story.html>). As soon as I saw this I thought it would be a great reward/incentive to provide to passengers who arrive at SFO on BART or SamTrans, especially as it could help address the perceived inconvenience of taking transit to the airport. While SFO already encourages passengers to use public transportation there isn't currently much in the way of incentives - <https://www.flysfo.com/to-from/overview>. Please share this suggestion with your respective staffs at SFCTA/BART/SamTrans and with the staff at SFO if you think it would be a good program.

Thanks,
Cliff