

SamTrans

CORRESPONDENCE

July 10, 2019  
(as of 6-26-2019)



**From:** [Rios, Rona](#)  
**To:** "MICHAEL HARRIS"  
**Cc:** [Matsumoto, Karyl \[karyl.matsumoto@ssf.net\]](#); [John Baker](#); [Everything South City](#); [Rosa Acosta](#); [De La Torre, Andria](#); [Simon, Mark](#); [Board \(@samtrans.com\)](#); [Michael Richardson](#); [David Canepa](#); [Pine, Dave \[dpine@smcgov.org\]](#); [Conger, Jean](#); [Jeffrey Tong](#)  
**Subject:** RE: Defective Ticket Machine Route 130 yesterday  
**Date:** Friday, June 21, 2019 1:22:32 PM

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Mr. Harris,

Your tickets have been mailed.

Best Regards,

Rona Rios  
Manager, Customer Service|Distribution  
SamTrans|Caltrain|SMCTA  
1250 San Carlos Avenue  
San Carlos, CA. 94070  
[riosr@samtrans.com](mailto:riosr@samtrans.com)

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**From:** MICHAEL HARRIS [mailto:usmmmh@yahoo.com]  
**Sent:** Friday, June 21, 2019 11:26 AM  
**To:** Rios, Rona  
**Cc:** Matsumoto, Karyl [karyl.matsumoto@ssf.net]; John Baker; Everything South City; Rosa Acosta; De La Torre, Andria; Simon, Mark; Board (@samtrans.com); Michael Richardson; David Canepa; Pine, Dave [dpine@smcgov.org]; Conger, Jean; Jeffrey Tong  
**Subject:** Re: Defective Ticket Machine Route 130 yesterday

Thank you Rona,

My address is:

218 Alta Mesa Drive  
SSF, CA 94080-3002

(650) 589 0175

I talked to Jeff Tong this morning. Jeff informed me that the SB Cal Train Station lacks infrastructure for Clipper Cards.

I use BART green cards to get downtown to Dugoni Dental School. They now charge 50 cents just to use the card.  
By end of 2019, they plan to eliminate paper tickets too.

Since Cal Train & Samtrans are under the same CEO, can you have his office check on the SB Station ticket availability.

I only use Caltrain to go to VAMC Palo Alto for Comp & Pension exams. When I do so, I take the ECR to Millbrae & board there.

I can call you via the 800 number.

In the future, I may take the ECR to Daly City and then the Muni to SF.

It is getting more difficult for everyone to get around.

We are drowning in bureaucracy. I just faxed my CAVC appeal to Jackie's office & VAMC Veteran Experience office.

CAVC = Court of Appeals for Veterans Claims. My last CAVC appeal went to the D.C. Circuit.

I have taken 2 cases to the D.C. circuit & 1 to SCOTUS in 1994, an NLRB case.

Ruth Bader Ginzberg decided against me at the D.C. Circuit on a case the NLRB won in 1989.

I could not read the Sac Bee article with my ad blocker working.

Mike

On Friday, June 21, 2019, 10:18:58 AM PDT, Rios, Rona <[riosr@samtrans.com](mailto:riosr@samtrans.com)> wrote:

Dear Mr. Harris,

I am in receipt of your correspondence and the SamTrans Board of Directors will receive a copy of this email.

My sincere apology for the incident yesterday. I confirmed that the Fare Box did in fact malfunction during your trip. The Refund Ticket was issued in lieu of a Change Card – and you are correct the Refund Ticket cannot be used as payment for subsequent trips.

To expedite the return of your refund I would like to offer you several ride tickets. We spoke once before, however, I'd like to provide you with my direct line so you can contact me with your address. If you prefer, you can email me your address info in lieu of calling. I can mail these tickets out today if you can call me asap.

My direct phone number is 650-508-6239. I have voicemail and if you prefer you can leave your address information on the recording accordingly.

Best Regards,

Rona Rios

Manager, Customer Service|Distribution

SamTrans|Caltrain|SMCTA

1250 San Carlos Avenue

San Carlos, CA. 94070

[riosr@samtrans.com](mailto:riosr@samtrans.com)

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**From:** MICHAEL HARRIS [<mailto:usmmmh@yahoo.com>]

**Sent:** Friday, June 21, 2019 8:46 AM

**To:** Rios, Rona

**Cc:** Matsumoto, Karyl [[karyl.matsumoto@ssf.net](mailto:karyl.matsumoto@ssf.net)]; John Baker; Everything South City; Rosa Acosta; De La Torre, Andria; Simon, Mark; Board ([@samtrans.com](mailto:@samtrans.com)); Michael Richardson; David Canepa; Pine, Dave [[dpine@smcgov.org](mailto:dpine@smcgov.org)]; Conger, Jean

**Subject:** Defective Ticket Machine Route 130 yesterday

Dear Rona,

I boarded a 130 bus ~ 0945 yesterday at Costco headed for Hickey & Gellert.

I had MRI appointment for lower back pain at the AAA building.

The machine did not print a ticket. The driver gave me a Refund Info Tkt.

He told me to send it in to Samtrans.

I would have used my day pass 4 times yesterday.

When I finished my MRI at the AAA building, I walked to SS office, Bed Bath Beyond, then down down to Dollar Tree.

A neighbor dropped me at Grocery Outlet. I walked from there to Costco then home.

My lower back was in agony yesterday. I walked home very slowly.

My next Seton MC orthopedic appointment is June 25. I plan to take the 130, then a 122.

Can I use the refund info tkt next week?

SSF, SB, Millbrae are very poor on bike & walker safety problems.

I suggest you read the Sacramento Bee article on California's failure to prepare for the older population by 2030.

South City has a callous disregard for residents, seniors, veterans, poor, disabled.

SSF dropped a light pole on house Aug 20, 2009. They refused to repair the house.

My parents moved into this 1951 home June 19, 1959. SSF has steadily gone down hill over 60 years.

We are seeing the state at all levels with this callous disregard for peoples rights, health, quality of life.

I am working with Jeff Tong on some of these walker & biker problems.

Jeff has been on several committees trying to improve quality of life for residents.

There have been too many walkers killed recently in SSF.

I do not think any Samtrans Board Member rides the buses on a regular basis.

I would have asked Dave Pine, but he was MIA at the last SFO round table meeting.

I think he had another meeting, maybe Samtrans Board.

Mike

**From:** [Rios, Rona](#)  
**To:** [Pine, Dave \[dpine@smcgov.org\]](mailto:dpine@smcgov.org)  
**Cc:** [Matsumoto, Karyl \[karyl.matsumoto@ssf.net\]](mailto:karyl.matsumoto@ssf.net); [John Baker](#); [Rosa Acosta](#); [Board \(@samtrans.com\)](mailto:@samtrans.com); [Michael Richardson](#); [David Canepa](#); [Conger, Jean](#)  
**Subject:** RE: Defective Ticket Machine Route 130 yesterday  
**Date:** Friday, June 21, 2019 10:23:03 AM

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This issue has been addressed. See previous email sent.

Thanks!

Rona

Rona Rios  
Manager, Customer Service|Distribution  
SamTrans|Caltrain|SMCTA  
1250 San Carlos Avenue  
San Carlos, CA. 94070  
[riosr@samtrans.com](mailto:riosr@samtrans.com)

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**From:** Dave Pine [mailto:dpine@smcgov.org]  
**Sent:** Friday, June 21, 2019 9:11 AM  
**To:** MICHAEL HARRIS  
**Cc:** Matsumoto, Karyl [karyl.matsumoto@ssf.net]; John Baker; Everything South City; Rosa Acosta; De La Torre, Andria; Simon, Mark; Board (@samtrans.com); Michael Richardson; David Canepa; Conger, Jean; Rios, Rona  
**Subject:** RE: Defective Ticket Machine Route 130 yesterday

Michael,

I will ask David Burruto in my office to contact SamTrans to see if they can assist you with this matter.

Best,

Dave

Dave Pine  
Supervisor, District 1  
San Mateo County Board of Supervisors  
400 County Center, 1st Floor  
Redwood City, CA 94063  
(650) 363-4571 (w)  
(650) 814-3103 (m)  
[dpine@smcgov.org](mailto:dpine@smcgov.org)

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**From:** MICHAEL HARRIS <[usmmmh@yahoo.com](mailto:usmmmh@yahoo.com)>  
**Sent:** Friday, June 21, 2019 8:46 AM

**To:** Rona Rios <[riosr@samtrans.com](mailto:riosr@samtrans.com)>

**Cc:** Karyl Matsumoto <[karyl.matsumoto@ssf.net](mailto:karyl.matsumoto@ssf.net)>; John Baker <[jbaker@ssfusd.org](mailto:jbaker@ssfusd.org)>; Everything South City <[everythingsouthcity@gmail.com](mailto:everythingsouthcity@gmail.com)>; Rosa Acosta <[rosa.acosta@ssf.net](mailto:rosa.acosta@ssf.net)>; Andria De La Torre <[delatorrea@samtrans.com](mailto:delatorrea@samtrans.com)>; Mark Simon <[simonm@samtrans.com](mailto:simonm@samtrans.com)>; [board@samtrans.com](mailto:board@samtrans.com); Michael Richardson <[mrichardson@smcgov.org](mailto:mrichardson@smcgov.org)>; David Canepa <[dcanepa@smcgov.org](mailto:dcanepa@smcgov.org)>; Dave Pine <[dpine@smcgov.org](mailto:dpine@smcgov.org)>; Jean Conger <[congerj@samtrans.com](mailto:congerj@samtrans.com)>

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Mike



**From:** Showleh R El-Hage  
**To:** [Board \(@samtrans.com\)](mailto:Board@samtrans.com)  
**Subject:** Awareness - Surveillance with Owl Cam for Profit  
**Date:** Wednesday, June 12, 2019 1:27:38 PM  
**Attachments:** [Surveillance with an Owl Cam for Profit with NSA S Van Network A NA.doc](#)

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Board members,

As technology is advancing at a fast pace I have observed and composed the letter bellow to express my growing concerns about monitoring from a dash cam for profit. I hope we can implement ordinances to combat these actions.

**sre**

s roxanne el-hage



## Surveillance with an Owl Cam for Profit

Starting March of 2018, a commercial vehicle Ford Super Duty, we will call it **vehicle B**, has installed an **Owl Cam** in its dashboard. The commercial vehicle is a second commercial vehicle of a contractor that is renting a room from another contractor in the Menlo Park, Unincorporated Area. The Owl Cam Company is a start-up out of Page Mill Road, Palo Alto. It introduced and launched its product back in February of 2018. It can be purchased only through Amazon with an expensive price tag. Should there be a clearance ordinance should the purchaser have a devious past? In this case the tenant owns car A and car B and monitors for his landlord all for profit.

The vehicle owner of car B, mentioned above, is parked in a strategic position which is at the second house from the intersection with Alameda de Las Pulgas. It has a full view to the intersection, and according to the website you can voice activate from a far. The main observation is that it is randomly turned on and it is on "**watch mode**". It coincides with activities and deliveries to residences that don't possess permits for these activities. Is he surveying for profit? Is he surveying for more than one residence?

Car A, is another vehicle that belongs to the same owner and is his primary vehicle for work even though he states to the County of San Mateo that it isn't, why because this vehicle is gone more often.

Objective:

To have the vehicle park his secondary vehicle at his landlord's house and to unload his overnight construction materials in and on the vehicle of construction as it is jeopardizing our visual security, theft concerns and safety. This vehicle has not parked in any other curb for the past eight years plus.

Consequences:

A second dwelling without permits not for the intent of housing but for Proselytizing, for the intent of having numerous deliveries of large quantity of boxes, consequences of noise ordinances, garbage sharing, garbage dumping, etc. which have to do with land use for a minimum of three homes adjacent to each other.

### Questions

1. - Passersby can be recorded. Who is monitoring what is being recorded beyond the thirty second allowances?
2. - Surveying gathers information that the owner of the camera and those that may share this information will gain knowledge and advantage without the recipient's permission.
3. - The people viewed and/or filmed while on "watch mode" are at a disadvantage. They cannot combat this activity as there is no ordinance or law against it.
4. - Who protects the person watched and/or filmed over extended periods of time? Who protects the taxpayers and homeowners?

5. - Currently, the person recording uses car A, which is another smaller commercial vehicle parked in front of where he lives. That car doesn't have a camera.

6. - What about invasion of privacy when the blinking lights reflect into a residence?

7. - Why aren't there ordinances of renters parking in front of where they live? Currently, vehicle B, parks three houses west and across the street. The question is why not in the two car driveway, four car allotment or curbs adjacent to the house.

8. - It is a modern weapon if it is unmonitored. "Deep fake" can be done on what is filmed. The person filmed in place of residence can be wrongfully portrayed.

9. - The dash cam owner can use WIFI from the garage or from the garage of another house given that he or she parks on a curb that the driver may have claimed for monitoring and shriveling for an extended period of time. The question is the residence and curb used have similar goals of surveillance. Can that create a bullying behavior?

10. - As of April 17th, I noticed on settings of our Apple TV a new network named NSA Surveillance Van 1, is this for intimidation? How do they know that I have been reaching out to government agencies and other organizations on awareness with my letter called: Surveillance for Profit?

11.- Walking up and down the street with my i-phone the WIFI reception is captured but the network called NSA Surveillance Van 1 disappears going up the street or going West. Does this network or the owner of this so called network help with the reception for the dummy truck for the Owl Cam monitoring and recording for profit?

Through this snapshot and current experience I have learned that creating debate may lead to a better understanding in cyber policy making for cyber security and to enforce privacy protection from technological devices.

**sre**

s roxanne el-hage

