

SamTrans
CORRESPONDENCE
as of 1-24-2020

From: MICHAEL HARRIS
To: [Matsumoto, Karyl \[karyl.matsumoto@ssf.net\]](mailto:Karyl.matsumoto@ssf.net)
Cc: [Rios, Rona](#); [Simon, Mark](#); [Board \(@samtrans.com\)](mailto:Board (@samtrans.com)); [De La Torre, Andria](#); [Conger, Jean](#); [Dubost, Tina](#); [David Canepa](#); [Pine, Dave \[dpine@smcgov.org\]](mailto:dpine@smcgov.org); [Kim, Eunejune](#); [Sheri Boles](#); [Alex Greenwood](#); [Matthew O'Connor](#)
Subject: UCLA Institute for Transportation Studies: Case of the Disappearing Transit Rider (link)
Date: Wednesday, January 22, 2020 9:26:59 PM

[Public Transit](#)



Public Transit

California is counting on public transit to help meet its ambitious goals to reduce greenhouse gas emissions and...

KGO story led me to this article.

Building high density housing & expanding the motor vehicle pool works at cross purposes.

<https://caltransit.org/news-publications/publications/transit-california/transit-california-archives/2019-editions/may/ridership-study-revisited/>

Perhaps Public Transit agencies should do more research in high density urban areas.

We are going to have more SF type problems, including thousands of auto break ins.

Mike

From: [Rios, Rona](mailto:Rios,Rona)
To: jmerritt@berkeley.edu; megmerritt10@gmail.com
Cc: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: FW: SamTrans Schedule Issues *URGENT*
Date: Wednesday, January 22, 2020 7:54:21 PM

Dear Mr. and Mrs. Merritt,

Your email from Casey Fromson was forwarded to me for handling. We appreciate that you took the time to contact SamTrans and want to sincerely apologize for the trouble your daughter and our other riders have experienced with our service.

Unfortunately, we have been having some personnel issues lately and this has affected our capacity to cover some of our schedules. As a result, this has affected our routes' on-time performance. This has extended to our mainline routes like the ECR as well as to the 250 as in your case. It can take some time to find replacement drivers when the scheduled operator is unexpectedly unavailable, and sometimes we are even forced to provide late coverage or drop the trip entirely.

We are working to address this issue however, it inherently is a slow process; hiring, and training new operators takes time. The fact that this is regional shortage rather than a problem isolated just to our own agency only exacerbates the problem. Additionally, I spoke with our Operations team who stated that they will do their very best to protect and cover the service to Abbott Middle School.

However, please understand we are only trying to explain the issue; we are not trying to excuse ourselves. We do realize that it is ultimately our responsibility to ensure our schedules are properly covered and our timetables properly maintained. Please be assured, we are working to correct this situation, and to that end we have forwarded your report to the proper parties as part of our improvement process.

Kind regards,

Rona Rios
Director, Customer Experience
SamTrans

----- Forwarded message -----

From: Jonah Merritt <jmerritt@berkeley.edu>
Date: January 13, 2020 at 5:04:47 PM PST
Subject: SamTrans Schedule Issues *URGENT*
To: Fromson, Casey <Fromsonc@samtrans.com>
Cc: Collins, Ron [rcollins@cityofsancarlos.org] <rcollins@cityofsancarlos.org>, Groom, Carole [cgroom@smcgov.org] <cgroom@smcgov.org>, Matsumoto, Karyl [karyl.matsumoto@ssf.net] <karyl.matsumoto@ssf.net>, Pine, Dave [dpine@smcgov.org] <dpine@smcgov.org>, jgoethals@cityofsanmateo.org, Megan Merritt <megmerritt10@gmail.com>

Dear Mr. Fromson,-

First, our apologies for emailing you directly. SamTrans does not, unfortunately, appear to have a general “info” email address. As the Director of Government and Community Affairs, we are hoping that you or someone from your team can directly address the below issue.

We are emailing you and those associated with SamTrans management to express our displeasure with the consistency of your Route 250 bus schedule. When our daughter entered the 6th grade at Abbott Middle School, we wondered how we were going to handle getting our daughter to school when both of our work schedules would not accommodate driving her. My wife works for the San Mateo Foster City school district and has to be at work before our daughter’s arrival at school. I work for UC Berkeley and have a very early morning commute, mostly on public transit. Ultimately, we made the decision to have her ride the bus to school. We found this to be practical, economical, and would also teach our young daughter some personal responsibility riding on one of our many public transit systems. In fact, I remember that there were commercials on television advertising and encouraging school bound children to ride the bus to school.

Unfortunately, on several occasions there is no bus to pick our daughter up or its timing is inconsistent. It is either late or too full to accommodate additional passengers. We can tell you that our daughter leaves our house, walks 3 blocks and gets on a west bound 250 bus at the corner of Curtis and Hillsdale. At 7:00 am, the bus is supposed to come every 11 minutes, however our daughter has called us from the bus stop and reported that she has stood there for more than 20 minutes, barely making it to school when the bus finally does show up.

Coming home on an eastbound bus, our daughter informed us that the bus came very late this past Friday. Then, just today, my daughter called and asked to be picked up because she could not get on a bus—it just never showed up. Fortunately, one of us was home early and was able to come pick her up. Otherwise, she would have had to stand there hoping that a bus would soon show up to take her home.

We find this very concerning, first and foremost because our daughter is an 11 year old child that should not have to stand on the side of a busy road worrying if her bus is going to show up or not. Also, SamTrans explicitly advertised how great it was (is) to send our children to school on the bus system. It is upsetting that we cannot have a reliable bus system, which is supported by both fares and tax revenue, that is able to safely and reliably accommodate our young passengers.

We would like to hear from you and your team to understand if you are aware of these shortcomings and if there are any plans to rectify this. Plainly speaking, we deserve better—especially for our children trying to get to school.

We look forward to your prompt reply.

Best regards,

Jonah & Megan Merritt

Jonah Merritt
Field Operations Manager
University of California, Berkeley
Berkeley Seismological Laboratory
307 McCone Hall #4760

Berkeley, CA 94720-4760
650-276-6579 (cell)
jmerritt@berkeley.edu

From: Jeffrey Tong
To: [Matsumoto, Karyl \[karyl.matsumoto@ssf.net\]](mailto:Matsumoto.Karyl@ssf.net)
Cc: pedrogonzalez@astound.net; [Josh Connolly](mailto:Josh.Connolly); senator.hill@senate.ca.gov; [Marc Hershman](mailto:Marc.Hershman); [Sheri Boles](mailto:Sheri.Boles); [Helen Fiscaro](mailto:Helen.Fiscaro); [Everything South City](mailto:Everything.South.City); [Pine, Dave \[dpine@smcgov.org\]](mailto:Pine.Dave@smcgov.org); [Dubost, Tina](mailto:Dubost.Tina); [Rosa Acosta](mailto:Rosa.Acosta); [Simon, Mark](mailto:Simon.Mark); [Eunejune Kim](mailto:Eunejune.Kim); john.goodwin@colma.ca.gov; [David Canepa](mailto:David.Canepa); [Conger, Jean](mailto:Conger.Jean); [De La Torre, Andria](mailto:De.La.Torre.Andria); kathleen.wentworth@mail.house.gov; [Board \(@samtrans.com\)](mailto:Board.@samtrans.com); [Rios, Rona](mailto:Rios.Rona)
Subject: Re: North County Pedestrian improvements needed
Date: Monday, January 20, 2020 12:52:11 PM

Correction: You only need to pave 100 meters (roughly 300 feet) of new sidewalk at Westborough x I-280 - not 300 meters (1000 feet).

On Jan 20, 2020 11:00 AM, "Jeffrey Tong" <tong.examiner@gmail.com> wrote:

Dear Mayor Matsumoto

I have a simple request - **(1) extend the sidewalk at Westborough Blvd 300 meters (1000 ft) into the southbound exit curve, and diagonally through the island.**

(2) Paint a ZEBRA crosswalk at beginning of I-280 exit curve - where pedestrians can SEE traffic coming down the exit BEFORE crossing, and (3) paint ZEBRA crosswalks at intersection of Junipero Serra & Westborough.

THIS HAS BEEN A DECADE LONG REQUEST !

- This request was entered into your General Plan update.
- This request was emailed to you on 20 May 2019, and recorded at city clerks office on 28 May 2019.

Documentation

<https://everythingsouthcity.com/2019/05/letter-to-editor-pedestrian-crosswalk-needed-on-westborough-blvd-at-i-280-and-junipero-serra-blvd/>

- As a member of SB's and C/CAG's BPAC from 2012-2018, I conveyed this danger numerous times to the SSF Bike & Ped Advisory Committee. I suggested wayfaring signs to SSF BART and SSF High School to detour this dangerous intersection, all of which were denied by TAC!
- This request was also brought to then Assemblyman Jerry Hill's office, and then SSF councilmember Kevin Mullin's attention.
- Nothing was ever done!

Why is fixing the Westborough x I-280 to accomodate pedestrians important?

ALL public transit connectors are east of I-280. SSF shuttle, which serves eastside of I-280, does not cross I-280 into Westborough. Except for Routes ECR and 122 into Stonestown SF, **Samtrans does not serve the people - particularly in the Hills of the SF Peninsula** (Millbrae southward) - Where it does serve (SB northward), it is infrequent and doesn't go where people need to go. Residents who depend on public transit need a PMD (Personal Mobility Device) to close the HUGE gaps left by Samtrans, yet Samtran buses accommodate at most 3 bikes on its rack - regardless of bus size.

Auto-centric city planning after WWII is partially to blame, but facts remain - pedestrians on westside of I-280 can not safely cross I-280 to reach eastside!

Thank you!

Jeffrey Tong

On Jan 19, 2020 12:48, "MICHAEL HARRIS" <usmmmh@yahoo.com> wrote:

Dear Karyl,

I just discovered this morning in SF Examiner that you are now Board President. I would have written you sooner, had I known.

I hereby request North County Samtrans ECR infrastructure improvements in SSF, DC, SB, Pacifica, Colma.

North County bus stops need bus shelter upgrades & new installations where there are no shelters.

Colma needs bus shelters at the 2 Home Depot ECR stops. There is no bench on the west side of El Camino Real either.

Daly City needs several shelters. One is needed at Walgreens going south.

Seton MC shelter needs modification. Previous shelter was better, but not for wheelchairs.

Both sides should extend out, not just one side. Weather here is cold & windy.

McClellan bus stop should be moved south a few feet to the offset area. A shelter should be built here.

Alta Loma stairs stop should be off the street on Caltrans property, south of the stairs.

There should be a Costco bus stop going south at the crosswalk.

The Hickey stops should both have shelters.

The Arlington Ave bus stop is dangerous. El Camino between Colma & Hickey should have been fixed before 1970.

It would take Jackie to get an earmark to fix this fiasco. This road is dangerous.

I could write Elaine Chao, but am too busy right now with medical problems.

When I walk home from Seton, I walk down Old Mission Road to

McClellan, TJ's, Chase, Costco, Grocery Outlet, then home.

It is a 3 hour walk to get home. It would be better if I could walk along El Camino Real.

It should be a free bus ride from Colma to Grocery Outlet.

The Serramonte transit center should have digital displays like the Colma BART transit center has.

The San Bruno BART transit center should have these same displays installed.

I do not know what is in Redwood City at the transit center.

I request the 130 go to Stonestown, like the 122 currently does. Other DC BART buses should also go there. A survey would need to be done.

I mostly ride the [ECR, 122, 130.](#) I rode the newest ECR bus from Kohl's to Grocery Outlet last Thursday after a 2 Seton MC appointments.

These buses are really nice. I told the driver that too.

I suggest lowering the senior age to 60 or lower. It should be considered for non drivers a reduction to 50 or 55. This could get people out of their cars.

I suggest an annual senior bus pass of \$365 or \$366 (leap year). Pass could be purchased during year for \$1 / day for each remaining day each year.

It starts Jan 1 - Dec 31. This will not help me. Mostly I use ride the bus to Seton MC. If I get a ride to Seton, I often walk home.

I request you ride the ECR to Samtrans meetings. You should get a yellow or orange blazer that displays Samtrans Board President.

Even if you took this to Burlingame & Dave Pine took you to San Carlos, that would be a good start.

There are too many public officials who are on these committees who do not use the services. SMC needs more officials riding the bus & train.

I hope Nov 3, 2020 SSF residents can elect 2 new CC members. I worked hard to get district elections. I was ignored by CC, so I contacted Kevin Shenkman. Cindy Alger &

Pedro Gonzalez helped.

My ultimate goal is Charter City upgrade, 9 CC members, at large Mayor.

Westborough would have two. I want 2 year terms for all.

Jeff & I had hoped we could convert San Bruno to a charter city, 9 members + at large Mayor (as now), 2 year terms for all.

I am not sure if you knew. Jeff Tong & 20 other residents elected Linda Mason & Marty Medina running as a slate.

SB has 3 CC seats Nov 3, 2020. I hope the group will do this again.

We contacted the legislature requesting charter city referendum required signatures be reduced from 15% to 5%.

I started my 9th winter without hot water or furnace in my parents decrepit 1951 built home.

My chronic bronchitis & orthopedic injuries make this unpleasant.

My new roof was never finished or the permit signed off. It leaked in the garage.

With a new CC, maybe SSF will fix my front porch. This has been on Mike Futrell's desk since he fired the evil Kathy Mount.

Mike

From: William Hall
To: [Board \(@samtrans.com\)](mailto:Board@samtrans.com)
Subject: Attn Charles Stone
Date: Sunday, January 19, 2020 3:55:58 PM

I have personally seen your buses dumping bums in the embarcadero area numerous times.
Cut the bull shit and disinformation.
You are obviously part of the bum industrial complex.
Have your bus drop the bums off in front of your house? No? That's what I thought.
Either walk the walk or shut the fuck up.

William Hall
San Francisco

Sent from my iPhone

From: MICHAEL HARRIS
To: [Matsumoto, Karyl \[karyl.matsumoto@ssf.net\]](mailto:Matsumoto_Karyl[karyl.matsumoto@ssf.net])
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Subject: North County Samtrans improvements
Date: Sunday, January 19, 2020 12:48:27 PM

Dear Karyl,

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I hereby request North County Samtrans ECR infrastructure improvements in SSF, DC, SB, Pacifica, Colma.

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Mike