

SAMTRANS
CORRESPONDENCE
as of 1-6-2023

From: [MICHAEL HARRIS](#)
To: [David Canepa](#)
Cc: [Tony Bayudan](#); [Michael Richardson](#); [paul.wilson@dot.ca.gov](#); [mark.polillo@dot.ca.gov](#); [earl.sherman.iii@dot.ca.gov](#); [Board \(@samtrans.com\)](#); [Dubost, Tina](#); [De La Torre, Andria](#); [Seamans, Dora](#); [Rios, Rona](#); [Phillip Perry](#); [Karen Kinahan](#); [Erik Rietdorf](#); [Kim Eunejune](#); [Verreos Info](#); [Sam Langi](#); [Cathy Mueller](#); [megan.chan@dot.ca.gov](#); [caltrans_d4@dot.ca.gov](#); [alejandrolopez@dot.ca.gov](#); [ada.compliance.office@dot.ca.gov](#); [caltrans.d4@dot.ca.gov](#); [ron.carlino@ssf.net](#); [Fahmida Murphy](#); [Madeline Bradshaw](#); [Scott Campbell](#); [Pat Murray](#); [Sean Curmi](#); [O'Connor Matthew](#)
Subject: North County SAMTRANS neglect & dangerous road problems
Date: Thursday, January 5, 2023 11:56:13 AM

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

Dear David,

I just learned you are now on the SAMTRANS Board.

I request assistance in your Supervisor District with long standing SAMTRANS problems.

The Colma transit hub should have digital read outs, like the Colma BART stop.

Seton MC stop should have a digital readout for the 121 bus.

A few problems are just south of your district too.

Daly City & Colma need ECR bus shelters & benches as follows:

Daly City Walgreens stop needs a shelter.

Home Depot ECR stops need shelters.

Perhaps HD can pay for these, maintain them & use them for advertising.

Arlington Ave is not ADA compliant.

This bad stretch of road needs a more tree cutting, a current survey, widening, a pedestrian & bike lane.

The stop at Hickey needs a shelter.

The stop at McClellan should be moved south to the offset sidewalk.

There should be a shelter here.

School children use this stop.

The Alta Loma stairs stop needs a shelter.

It should have been put off the road a little farther south.

When a bus stops, it obstructs the road.

SSF BART ECR stop needs a shelter.

There should be a stop going south at Costco, just across the street from

the northbound stop.

This bad stretch of road should be improved.

Mike Richardson & I have worked on this since June 2021.

There are 9 PGE poles between Arlington & Hickey without road bed lights.

Paul Wilson will try to remedy this problem.

The Monterey Cypress tree adjacent to the PGE pole should be removed.

On the east side of El Camino, several trees should be trimmed at the top.

Eunejune Kim is a Surveyor. Maybe he can help.

The Caltrans & several city ECR maintenance MOU's should be updated.

Paul Wilson sent me the old SSF Caltrans MOU.

I hope Phil Ting can help with the bad stretch of road.

Kevin Mullin would not help residents with these long standing problems.

I tried to get Kevin's help with the Costco crosswalk into the Greenridge apartment complex.

This is a dangerous crosswalk. Drivers turn right with cellphones & 1 hand on the steering wheel.

It is used by children from 2 schools.

SSF PD has visited these areas over the past 2+ years.

It took a long time to get stop signs at the Sequoia Ave Salvation Army store stop.

Still drivers run these stops all the time.

Mike

January 4, 2023

Emil Lawrence
1000 Twin Dolphin Dr
Unit 14B
Redwood City, CA 94065

To Emil Lawrence,

SamTrans is in receipt of your letter to Mayor Adam Rak, which was sent as a CC to our Board of Directors.

Thank you for sharing your concerns with our current service system. The new Board-approved network was a recommendation from a multi-year long transit planning study called Reimagine SamTrans, which examined ridership data, transit needs in areas of the County with high transit dependency, as well as feedback from our community over the course of several years. Additionally, our planning process is dynamic. SamTrans staff will closely monitor the performance of the new network to ensure our resources are in the right places.

Regarding your ride with Operator 8064, we sincerely apologize for the poor experience. Please note, though, that it is true our drivers cannot adjust the volume of onboard announcements; the volume of the annunciator system is set before operators begin their workday and cannot be changed during operation. This aside, rest assured that we at SamTrans well recognize our responsibility to provide our community with a high-quality transit system, which of course includes maintaining a focus on safety and customer service. We expect our operators to be professional at all times, which naturally includes treating riders with respect and remaining mindful of their comfort during their travels with us.

Know that your comments concerning your ride with this driver and your feedback on our current network were forwarded to the proper parties for further handling to ensure we continue to provide our customers with excellent transit service. We at SamTrans want our riders' travels with us to be safe and comfortable, not just timely, so we appreciate you taking the time to share your experiences and perspective on how we can better serve our community.

Kind regards,

Alexis Salandanan

San Mateo County Transit District
Customer Service Dept.
1250 San Carlos Avenue
San Carlos, CA 94070-1306
1-800-660-4287
www.smctd.com

December 18, 2022

Mayor Adam Rak
San Carlos City Hall
600 Elm Street
San Carlos CA
95070

12/27/22 PM 12:05 EXEC

Re: Police Incident with SamTrans bus operator with **ID 8064**, on Bus 481, Route 292, heading south from San Francisco, December 17/18, 2022. Between 11:30 PM AND 12:40 AM. December 17th-18th, 2022. A SamTrans riders nightmare.

Mayor Rak:

First, I welcome you to your new post. In district 14-many times-it is not clear where one city starts and another ends. However, two of the biggest problems in this town, is the ever present Department of Motor Vehicles (DMV) and SamTran's mismanagement of San Mateo's bus service.

The DMV's very bureaucratic and dated bungling manner, lets illegal aliens drive without licenses, while arbitrarily punishing US citizens. If the DMV finds out that one has diabetes II, your driver's license will be suspended. There is no law, there are no real facts on the matter, but the DMV control of the highways collides with SamTran's bus service. SamTrans has bus drivers controlled by a Union that belong in prison. Last night I had a run-in with a smiling and glowing runt, a bus driver with SamTrans. If this event is not a red flag for the hiring of this half-pint, then the bus service will pay a heavy price one day when the shrimp runs into high gear.

The DMV does not know the difference between gestation, diabetes 1 or diabetes 2, however they have now taken it upon themselves to be the rolling American Medical Association (AMA). Your neighbor can call the DMV about your driving ability and the DMV/AMA will send you a DMV Medical Reexamination form. And, soon you could be talking to some moron at a DMV/AMA telephone hearing about your AC1 reading. I started taking SamTrans when my AC1 was 7.5. So. do not let your enemies get your license plate numbers, the DMV/AMA dim bulb DMV agents: They can destroy your life. They can force you to take SamTrans buses seven days a week. If you want to know why the Samtran's bus service is failing, or has failed-take one day off and take a ride. SamTrans has many bus drivers from hell. I checked with Sumtran's dispatch-once-after leaving something on a bus 441. Dispatch had no idea where the bus was on that day, or what route it was on. Although each bus has a telephone and each driver a cell phone.

The SamTran's buses run mostly empty-with the exception of many homeless-poor smelling beasts on board, should have drivers helping passengers get an enjoyable ride. However, they have drivers which turn their captured passengers into their prisoners on-board. In the past, I have written many letters to the SamTran's Board. So that you know that this letter is very real, or a voice in the middle of a storm, I have included a few of them. SamTrans is so mismanaged by their Board of Directors-that they need the helping hand of Elon Musk. You should bring in engineers like Musk and terminate the Board.

The Police

On December 17th, after doing some shopping at Macys in San Francisco, with Caltrain being re-serviced-out of service-I took the SamTran's 292 to the Hillsdale Shopping Center from Fourth and Mission. It was freezing outside and inside the bus.

First, I politely asked the bus driver to turn the volume down on the interior AC system. It was blaring with over 120 decibels on my deci-meter." Over and over, it was "Bong, bong, Attention, El Camino Real, the street and ECR." I have complained about the volume and insane redundancy on this system for two years. SamTran's has claimed that the volume control is not possible. However, this is just one of their lies-which feed the public. I get on some buses where the volume is normal, or even turned off. Not all bus drivers want to listen to this outburst-all day. Then, I notice the half-pint bus driver is speeding through intersections and business zones. At 60 miles an hour, I feel like I'm on a roller coaster-maybe at Coney Island. So, I tell the scrumpy driver, "Slow this bus down." However, the driving pee-wee ignores me and keeps his foot to the gas. Okay, that's fine. I am still in my seat-I have not moved. So, from my seat, I state: Turn the air conditioner off and turn the heat on. However, the dim half-pint takes this question as an assault on his person. He turns his head from the road to look at me and start glowing like a spark plug.

Here-at this moment-the driving half-pint is driving, smiling, and glowing. Then he turns the air-conditioner to full Siberia. Soon, it is 50 degrees inside the bus, and the same outside the bus. With the full 120 decibel bullhorn announcements. The runty driver looks back at me with a psychotic smile, now. I'm thinking, he must be on weed. His psychosis has taken over. The runty bus driver is speeding, with a full air-conditioner pumping a winter shaft into the bus while he glows with joy. Nothing fazes the runt. He is in control. At five minutes to midnight he pulls the bus over at Burlingame and California and stops. He is glowing like a fireplug. Then, while he leaves both bus doors wide open-he calls the police to remove this demanding passenger. I broke no laws, when he removed all protocols to call the police. Is this how Samtrans trains their drivers? You tell me.

ID 8064 Assault

When the runt stopped the bus to open the doors, I looked at the bus clock. It was several minutes to midnight. The driving runt exits with the engine running and the air-conditioner pumping. At 12:30 AM runty comes back in and turns on the heat. At 12:36 AM, the police show up. They tell me: The driver has complained. I yelled at him. I tell the police officer: He is deaf: I asked him to slow the bus down; Turn off the air-conditioner: Turn the announcement volume control down; Turn on the heat. He turned off the air-conditioner five minutes before you showed. There are ten passengers on this bus freezing their butts off. And the little runty bus driver is smiling like he is psychotic. The peewee has the psychosis to take the bus off a cliff one day. This incident is a red flag for something more serious down the road.

However, the police officer states: Report him to the agency. We both get off the bus. It is 12:45 AM. It is 52 degrees according to my cell phone thermometer. I am not far from San Mateo and Burlingame Avenue. I look at the 292 bus route sheet.. At 11:46 PM the 292 should have already been at Hillsdale, but approached Burlingame at 11:58 PM. The bus driver was speeding because he was late, and had the air conditioner on because he was hot from-smoking weed-while driving. On drugs, the pee-wee imagined he was in the Philippines, or Mexico, in these countries the bus drivers are boss. At SamTrans, the buses are getting bigger and the drivers are getting smaller like this arrogant half-pint.

Whatever the half-pint bus driver's condition was, it was far from normal. Ten other passengers on the bus froze and got the same late ride. Most of them looked homeless-or just did not care to complain. I watched several of these passengers get on the bus for free. If the county wants to know why their buses travel mostly empty, the speeding Sumtran's half-pint driver is just one reason. However, there are many other reasons that are above the heads of the mismanaged Sumtran's Board. The half-pint called the police instead of doing his job. He was not assaulted. He was not distracted. And, then he assaulted his passengers. The scrimpy bus drivers actions were actions were the assault. I asked the shrimp four questions and never left my seat.

In this case, the SamTrans shrimp bus driver had an obligation to keep his passengers safe, and happy. He did the opposite. The pee-wee had a duty to treat his passengers with compassion, and he did not. The driver ID **8064** showed his passengers, contempt, recklessness, and a criminal belligerency. Samtrans should get this half-pint out of there before he wrecks his bus in a major accident and maims a passenger.

Other Samtrans Problems

However, arrogant, negligent and criminal drivers are one Samtrans problem.. Here are more. There is no express bus on Route 82, and the ECR can take up to two hours to cross San Mateo County. With all of SamTrans fake re-routes, many buses carry no passengers at all. Why?

Many bus stops are in places-only god knows who picked the spots-and many of these stops have no benches, rain, wind and sun breakers. And, all of the wind and rain barriers were designed by fucking morons and idiots. Don't just take my word for it. Wait until it starts raining-hopefully soon-and then take your 12 hour bus ride and sit in one or two bus stops. You will get your pain-quickly. The BART Station stops are Siberian cold fronts, and usually dirty, filthy and in the direct line of the rain. Stand and wait at one at night. Try waiting at the BART stations in San Bruno, Colma or Daly City-at night. The pole as bus-stops in the middle of El Camino cannot be seen at night, because the signs black. Samtrans wants to abuse the bus riders with bus signs and stops, one cannot either read or find-at night. We have driverless cars on the horizon, Space-X getting ready for the trip to Mars, and the Sumtrans bus system is still in the 18th century. And-mostly-the Samtrans buses are carrying the homeless and illegals at night across the county.

Start your overhaul, clear the Board and put the half-pint on ice.

This is your "Nightmare at Elm Street."

Sincerely,



Emil Lawrence MBA
California Paralegal
Unit 14B.....1000
Twin Dolphin Drive
Redwood City CA
94065

CC: San Carlos V. Mayor. Sumtran's Board, The town mayors along Route 82 in San Mateo County,
The local newspapers that serve the County.