

SAMTRANS
CORRESPONDENCE
as of 3-17-2023

From: [Brook, Jean](#)
To: [Board \(@samtrans.com\)](#)
Subject: FW: Message sent to the board
Date: Friday, March 17, 2023 12:45:23 PM

From: Salandanan, Jan Alexis <SalandananJ@samtrans.com>
Sent: Tuesday, March 14, 2023 3:28 PM
To: Kirkpatrick, Scott <KirkpatrickS@samtrans.com>; Brook, Jean <BrookJ@samtrans.com>; Nabong, Sarah <nabongs@samtrans.com>
Subject: RE: Message sent to the board

Hello, all.

Here is the response I was thinking to send:

To Sara Ponzio,

Thank you for reaching out to SamTrans. While we regret it was due to issues you had with our service, we appreciate you taking the time to share your concerns. Know that your comments regarding your experiences with our customer service and current lost & found procedures were forwarded to the proper parties as part of our improvement process. A copy of this correspondence will also be sent to our Board of Directors.

The Deputy Director of our Safety & Security department, who oversees staff in our Lost & Found team, looked into this incident. The time you had managed to reach Ed Rodriguez on February 27th was the first time Ed became aware of this particular lost item. After this call, Lost & Found reached out to our North Base to have the bus searched for the missing cellphone. Unfortunately, in spite their efforts, North Base was unable to locate the phone. Additionally, as you noted, Lost & Found made no call to inform you or your husband of the results of this search.

Our Safety & Security Deputy Director agrees that communication was a root issue in this incident—and something SamTrans can do better. He will be looking into this current lack of communication to ensure we do exactly that. Management in Lost & Found will also be looking into why no one you had reached in your earlier calls on the 17th and 27th had been willing to contact North Base concerning the missing phone.

Of course, we understand none of this changes what you and your family experienced. For what it may be worth, we at SamTrans apologize for the trouble, and we assure you we have not forgotten our responsibility as a public agency. Rest assured, we will work to address these concerns to ensure we can continue to provide our community with reliable service, regardless of whether it is through our buses or our Lost & Found.

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

From: [Sara Ponzio](#)
To: [Board \(@samtrans.com\)](#)
Subject: Poor Customer Service re: Lost Phone on Bus
Date: Wednesday, March 1, 2023 8:40:42 PM

You don't often get email from sara.j.ponzio@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:

We are writing to you to let you know about repeated unresponsive behavior by SamTrans employees. In sum, we have spoken with several SamTrans employees about a lost cell phone that we could see on GPS was in a SamTrans parking lot - and not one person was willing to look for the phone, call us back, or provide us with any meaningful information.

History.

On February 15, 2022, our son left his mobile phone on the second afternoon Route 46 bus from Burlingame Intermediate School. My husband, Brian Ament, submitted a Lost & Found form online as instructed the same day.

The phone had a GPS tracker embedded, so I could see that it was in a parking lot in South San Francisco near Oyster Point. I called SamTrans Customer Service two days later (2/17/2023) to inquire about the phone's status because I could see that it was still in the parking lot in South San Francisco. I was told there was nothing anyone at Customer Service could do, and I transferred to Lost & Found. I then spoke with someone at Lost & Found who seemed eager to get off the phone and told me that he was in San Carlos and could not do anything - even though the phone was located in the Sam Trans lot in South San Francisco. I asked if he would telephone the lot in South San Francisco and was told no. We were told to wait until we heard something from SamTrans.

We waited ten days and did not receive any communication from SamTrans. In the meantime, the charge on the phone kept going down. On February 27, 2023, the charge was at 2%, but we could see that the phone was still in the parking lot in South San Francisco. I called SamTrans Lost & Found again and spoke with another person, who advised that he could see the Lost & Found online form that we had submitted, but said he would not call the lot in South San Francisco, could not do anything to assist us and that we should continue waiting. He would not call the lot in South San Francisco. I called SamTrans Customer Service and got the name of the Lost & Found supervisor, Ed Rodriguez. I then spoke with Ed Rodriguez. He said that he would try to identify where the phone was and would call me back in 10 minutes. He did not call back and has refused to return calls.

At this point, we assume that SamTrans has no interest in locating the now-dead phone or returning it to us.

At this point, my husband and I are sufficiently concerned about the lack of responsiveness by SamTrans employees that we are writing this letter to let you know about our experience in hopes that others who may lose phones or other valuables will receive better service.

Yours sincerely,
Sara Ponzio & Brian Ament

Sara J. Ponzio
+1 415 531 5842

From: [Brook, Jean](#)
To: [Board \(@samtrans.com\)](#)
Subject: FW: Seton MC bus shelter structural failure
Date: Friday, March 17, 2023 12:41:51 PM
Attachments: [image001.png](#)
[20230314_085626.jpg](#)
[RE Damaged bus shelters at Serramonte Shopping Center Daly City.msg](#)

From: Thomas, Jeff <ThomasJ@samtrans.com>
Sent: Tuesday, March 14, 2023 1:11 PM
To: Epstein, Jessica <EpsteinJ@samtrans.com>
Cc: Olmeda, David <olmedad@samtrans.com>; Tsoi, Lauren <Tsoil@samtrans.com>; Lam, Alex <LamA@samtrans.com>; Steketee, Jonathan <SteketeeJ@samtrans.com>; Shockley, Daniel <ShockleyD@samtrans.com>; Tolleson, Millie <TollesonM@samtrans.com>; Brook, Jean <BrookJ@samtrans.com>; Salandanan, Jan Alexis <SalandananJ@samtrans.com>
Subject: RE: Seton MC bus shelter structural failure

Jessica --

The bus stop at Seton Medical was serviced by Facilities staff earlier this AM. This is fully resolved.

Meanwhile, Regency Center (the property manager for Serramonte) received my email and acknowledged the concerns on their property. Their tone was upbeat, but actual status is uncertain; it's outside of District's control.

Thanks!

Jeffrey Thomas

Project Manager, Facilities

(650) 508-6309

thomasj@samtrans.com

San Mateo County Transit District

From: Thomas, Jeff <ThomasJ@samtrans.com>
Sent: Tuesday, March 14, 2023 9:42 AM
To: Brook, Jean <BrookJ@samtrans.com>; Seamans, Dora <SeamansD@samtrans.com>; Tseng, Margaret <TsengM@samtrans.com>; Olmeda, David <olmedad@samtrans.com>
Cc: Robertson, Ronald <RobertsonR@samtrans.com>; Sehmbey, Harkirpal <SehmbeyH@samtrans.com>; Acacio, Richard <AcacioR@samtrans.com>; Dubost, Tina <dubostc@samtrans.com>; Thomas, Jeff <ThomasJ@samtrans.com>
Subject: RE: Seton MC bus shelter structural failure
Importance: High

TO ALL --

Seton Medical Center -- Richard has already responded to Seton and replaced a missing bolt that held the panes solidly in place; see attached photos. This response was under 90 minutes from initial notification to job completion. It doesn't always cycle so fast, but we're glad when it does.

Serramonte -- This is more problematic given the mall's direct ownership of bus shelters/amenities. I've called into the Walnut Creek office of Regency Center, the property manager for Serramonte to bring the customer comments to their attention.

There are three distinct types of shelter ownership:

- SamTrans shelters are owned, operated and maintained **by SamTrans**. These are 53 by count or 26% of the total. We clearly authorized for corrective work as warranted.
- Ad/media shelters are owned, operated and maintained **by Outfront Media** (aka CBS Outdoors) under contract. These are 137 by count or 66% of the total. SamTrans can notify Outfront but we have no legal standing to service/repairs these fixtures. That being said, we might execute minor work to stabilize equipment or install barrier tape to prevent usage until Outfront can respond

directly.

- There are additional shelters (18 or 8%) that are owned, operated and maintained by 'others' such as malls, individual cities and/or HOA's. While the site may host a bus stop pole/sign, the District's responsibilities ends there. These fixtures are commercial-community assets which are maintained by their respective property owners; however that gets forgotten when situations arise.

BUS STOP AMENITY INVENTORY					June-22				District Shelters: 53 SamTrans						
Amenities Purchased with Lifeline Funds									Ad Shelters: 137 Non-ST						
District Shelters -- contact Facilities									Shelter (Others): 18 Non-ST						
Ad Shelters -- Outfront, Corey Larson, corey.larson@outfrontmedia.com									Trash Cans: 173 SamTrans						
Other Shelters -- Facilities contracts mail or applicable City Planning Dept.									Benches: 234 SamTrans						
									Simme Seats: 6 SamTrans						
CITY	SITE ID	ROUTE STREET	CROSS STREET	DIR	BUS SHELTERS				TRASH CANS		SEATING				
					ST SHELTER	AD SHELTER w/ TC	AD TRASH CAN Removed	OTHER SHELTER	TRASH CAN	MODEL	BENCH	MODEL			SIMME SEAT
DC	332264	Serramonte Blvd.	Callen Blvd	EB					1	Tolar	1	Tolar		LLF	Amenities Purchased with Lifeline Funds
DC		Serramonte Shopping Center		NB				3						>>	Serramonte Mall
DC	332194	Lake Merced Blvd.	Southgate Ave.	NB		1									
DC	332528	Lake Merced Blvd.	Westlake Park	SB	1						1	Wood			
DC	332188	Junipero Serra Blvd.	John Daly Blvd	NB					1	Tolar	1	Tolar		LLF	Amenities Purchased with Lifeline Funds
DC	332602	Junipero Serra Blvd.	Citrus St	NB					1	Tolar	1	Tolar		LLF	Amenities Purchased with Lifeline Funds
DC	332252	San Fernando Way	Seton Medical Ctr	NB	1										
DC	332209	Seton Medical Ctr	Main Entrance	SB		1	1								
DC	332086	Eastmoor Ave	Camelia Dr	WB					1	Tolar	1	Tolar		LLF	Amenities Purchased with Lifeline Funds
DC	332003	Alta Loma Ave	Eastmoor Ave	SB							1	Jacoua			

From: MICHAEL HARRIS <usmmh@yahoo.com>

Sent: Monday, March 13, 2023 10:16 PM

To: David Canepa <david@davidcanepa.com>; tony@davidcanepa.com; mike@davidcanepa.com

Cc: Dubost, Tina <dubostc@samtrans.com>; Rios, Rona <riosr@samtrans.com>; De La Torre, Andria <delatorrea@samtrans.com>; Board (@samtrans.com) <board@samtrans.com>; cacsecretary [@samtrans.com]

<cacsecretary@samtrans.com>; Everything South City <everythingsouthcity@gmail.com>; Jon Mays <jon@smdailyjournal.com>

Subject: Seton MC bus shelter structural failure

Dear David,

I complained this awful new shelter did not shield passengers from wet weather when it was first installed.

Today I noticed the bolts at the bottom ledge of the glass panels were rusty & loose. Winds here exceed 50 MPH.

At the Serramonte bus stops, there are 3 shelters that are damaged.

The middle one has 3 glass panels broken out. Another panel is partially broken.

In another shelter, 1 glass panel is broken.

All 3 shelters are dirty with fogged & graffiti painted windows.

I ride the 130 Costco to Serramonte & then the 122 to Seton MC.

I am still coughing very badly.

Mike

From: [Miranda Taylor](#)
To: [Miranda Taylor](#)
Subject: AMBAG 2023 Public Participation Plan Survey
Date: Monday, March 13, 2023 2:10:13 PM

You don't often get email from mtaylor@ambag.org. [Learn why this is important](#)

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

The Association of Monterey Bay Area Governments invites residents and interested stakeholders to shape strategy for expanding public involvement.

Your input is very valuable. How can AMBAG involve more people in transportation policies and investment choices? What are the best ways to encourage residents to participate in planning for the region's future? AMBAG has released an online survey to hear your input as they prepare the 2023 Public Participation Plan. The survey is available through Friday, April 28, 2023.

Take the survey at <https://www.surveymonkey.com/r/95YGRLT>.

AMBAG updates its Public Participation Plan (PPP) approximately every four years. Federal and state laws require AMBAG to adopt participation plans to give more people opportunities to be involved in the transportation planning process. AMBAG's current PPP was adopted in 2019 and informs interested community members about how to engage in AMBAG's wide range of planning and funding activities. Review the 2019- adopted PPP on the AMBAG website at <https://www.ambag.org/plans/public-participation-plan>.

The updated Draft PPP will be released Summer 2023 and will highlight planning milestones, along with public engagement opportunities, for the 2050 Metropolitan Transportation Plan/ Sustainable Communities Strategies—the region's long-range plan. AMBAG is expected to adopt an updated PPP in late fall 2023.

Thank you,

Miranda Taylor (She/Her)
Planner
Association of Monterey Bay Area Governments | AMBAG
(831) 264-5096
mtaylor@ambag.org