

SAMTRANS
CORRESPONDENCE
as of 6-16-2023

From: [Brent Tietjen](#)
To: [Board \(@samtrans.com\)](#)
Subject: You're Invited to Tour Our New Electric Trains on July 29th!
Date: Friday, June 9, 2023 4:31:31 PM



© 3 Fish Studios www.3fishstudios.com

*Experience
the Future of
Caltrain*

**Join us as we unveil
Caltrain's first electric train!**

DETAILS

Saturday, July 29, 2023

10 a.m. to 2 p.m.

Diridon Station

65 Cahill Street

San Jose, CA 95110

[RSVP](#)

Be among the first to board Caltrain's new, modern electric trains as we unveil the future of our service. Explore the spacious interiors, learn about the **exciting new features**, and get a glimpse of what Caltrain will be like in 2024.

In addition to exploring the new electric train, there will be food trucks, games/activity booths, and additional community resources to visit. We look forward to sharing the new electric trains with you.

For more information check out caltrain.com/electric-train-tour.



caltrain.com/electrification

Caltrain | 1250 San Carlos Avenue, San Carlos, CA 94070

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by calmod@caltrain.com powered by



[Try email marketing for free today!](#)

From: [Jan Alexis Salandanan](#)
To: usmmmh@yahoo.com
Cc: [Dora Seamans](#)
Subject: Decrepit Samtrans Serramonte Transit Center & other Samtrans infrastructure defects
Date: Monday, June 12, 2023 4:50:08 PM

To Michael Harris,

We have received your concerns over our infrastructure. We appreciate you taking the time to compile your thoughts and share your feedback. Know that your comments regarding the shelters at the Serramonte Center and the southbound El Camino Real & Arlington Dr bus stop were forwarded to the proper parties for review. A copy of this correspondence will also be sent to our Board of Directors.

We understand you are concerned that the current location of the southbound El Camino Real & Arlington Dr is both unsafe and not ADA compliant. As you may have heard, SamTrans is currently working on a project to improve the features and amenities of a number of our bus stops, appropriately named the Bus Stop Improvement Plan. While the project is still ongoing, the intent is to improve our riders' experience using our bus stops—and not just in terms of what amenities are available at a given location but in how the bus stop itself is accessed. To aid in the endeavor in this particular case, know that your feedback was also sent to our ADA Program team for further review.

We hope to have a final plan for this project towards the end of 2023. We appreciate your initiative in reaching out about the issue and your patience as we work to complete the work behind the Bus Stop Improvement Plan. You can stay up-to-date with the project's developments through our website: <https://www.samtrans.com/projects/bus-stop-improvement-plan>.

Resolving the issues with the shelters at the Serramonte Center, however, is a little less straightforward. Please note that SamTrans does not manage these shelters; they are owned and maintained by the Serramonte Center. Nevertheless, know that that your concerns were sent to our Facilities team. While SamTrans does not oversee the bus shelters or other amenities at this location, our Facilities team has contacted Regency Centers—the property manager for the Serramonte Center—in the past concerning the maintenance of this area. Again, thank you for sharing your concerns about our service. Rest assured, we at SamTrans have not forgotten our responsibility to our community, and we still strive to ensure our service remains both safe and reliable to our riders.

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: [MICHAEL HARRIS](#)
To: phil.ting@asm.ca.gov; [Mark Chekal](#)
Cc: [Board \(@samtrans.com\)](#); [cacsecretary \(@samtrans.com\)](#); [Baker, John C.](#); [Tom Carney](#); [Phillip Perry](#); [Erik Rietdorf](#); [Karen Kinahan](#); [Acosta, Rosa](#)
Subject: Decrepit Samtrans Serramonte Transit Center & other Samtrans infrastructure defects
Date: Friday, June 9, 2023 10:16:21 AM

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

The broken out windows & decrepit condition of the Serramonte Samtrans Transit Center has not been repaired.

Rona Rios retired from Samtrans. The Board is no help.

I just discovered a SMC Transit Organization that includes:

Mark Nagales

Emily Beach

Rico Medina

I called Emily's Job Career office in SSF & left her a message.
I left her campaign phone number a V/M.
Her campaign phone number is 650 505 4727.

I believe that I have fought this battle since early 2003.

Karyl Matsumoto was able to have the Arroyo Drive bus shelter fixed.
It was lately moved south to a much better / safer location.
It took 5+ years to have the broken out windows replaced.

I keep complaining about the same infrastructure problems over & over.

The bad road between Hickey & Arlington should have been improved before 1970.

This is a Caltrans / Samtrans / SSF problem.

It may take an ADA suit to remedy the dangerous bus stop at Arlington Drive.

I only use the ECR / 122 / 130 buses going to & from Seton MC.

We could use help here.

SSF abolished the Community Preservation Task Force in 2018.

City Manager Mike Futrell left damage here between June 2015 & Dec 2022.

Mike left for Riverside Dec 23, 2022.

Had Tom Carney & Angelique Presidente won council seats Nov 2022, we could have improved our infrastructure.

Thank you & have a nice weekend,

Mike

From: [Jan Alexis Salandanan](#)
To: vkeech@sbcglobal.net
Cc: [Dora Seamans](#)
Subject: Fleetwood Drive, Monte Verde, San Bruno
Date: Friday, June 9, 2023 6:31:28 PM

To Valerie Keech,

Thank you for contacting SamTrans. We always appreciate our riders taking the time to share their feedback with us. Know that a copy of this correspondence will also be sent to our Board of Directors.

We understand your concerns about the current scope of our service in San Bruno.

Unfortunately, at this time, SamTrans cannot meet your request to add a stop on Fleetwood Drive for Route 141 due to limited resources. More specifically, Monte Verde is a challenging area for SamTrans to serve with fixed route service due to its geography and low-density land use. While we recognize there are transit needs throughout the County, to ensure our service is distributed as effectively as possible as put forward by our Reimagine SamTrans study, we are required to prioritize communities that rely on and utilize the SamTrans service the most.

Rest assured, though, our planning process is dynamic. We are constantly reviewing the state of our service to see how we can improve depending on current circumstances, as it remains our goal to provide our riders with the best service we can.

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: [Valerie Keech](#)
To: [Board \(@samtrans.com\)](#)
Cc: [Canepa, David \[dcanepa@smcgov.org\]](#); [Medina, Rico \[rmedina@sanbruno.ca.gov\]](#); [Nagales, Mark \[mark.nagales@ssf.net\]](#); [Patrick Gilster](#); [Richardson, Michael \[mrichardson@smcgov.org\]](#)
Subject: Fleetwood Drive, Monte Verde, San Bruno
Date: Friday, June 9, 2023 7:41:26 AM

You don't often get email from vkeech@sbcglobal.net. [Learn why this is important](#)

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

SamTrans Board of Directors,

On Fleetwood, there are NO stops from Westborough Blvd all the way to Sequoia. (Berkshire to Sequoia is 0.9 miles walking distance. Westborough to Sequoia is probably 2 miles).

San Bruno has NOT applied for free shuttle program. 2025 is next funding for San Bruno to apply. SSF has had a free shuttle for years.

SSF Free Shuttle was expanded to include stops in Monte Verde in San Bruno. However, there are no stops close to Skyline Blvd or Fleetwood Drive.

A stop by **EITHER** SamTrans or a free shuttle at **Oakmont and Berkshire OR Fleetwood and Berkshire OR Skyline Blvd and Berkshire would help**. The free shuttle funding is closed for two years. Even though SSF expanded their free shuttle to Monte Verde in San Bruno, it did not come close to Fleetwood Drive OR Skyline Blvd.

I have been told SamTrans will not increase stops because of low ridership.

So we don't have a SamTrans bus OR SSF or San Bruno free shuttle on Fleetwood Drive near Skyline Blvd. Things are not accessible unless you drive. There is poor public transportation. **What can anyone do about this?**

Valerie Keech