

SAMTRANS
CORRESPONDENCE
as of 9-15-2023



BOARD OF DIRECTORS 2023

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APRIL CHAN
GENERAL MANAGER/CEO

September 7, 2023

Brooks Esser
636 16th Avenue
Menlo Park, CA 94025

Dear Mr. Esser,

Congratulations on your official appointment to the San Mateo County Transit Board (SamTrans) as a public member at the September 6 SamTrans Board of Directors meeting. We welcome you to SamTrans and look forward to having you on the Board.

The regular SamTrans Board meetings are regularly scheduled on the first Wednesday of the month at 2 pm unless otherwise scheduled or stated. The meetings are in person at the San Mateo County Transit District, on the 2nd Floor in the Bacciocco Auditorium at 1250 San Carlos Avenue, San Carlos, CA and available to the public via Zoom.

As my staff had worked with you, we have now scheduled your orientation session on Tuesday, September 19 at 2 pm in my office on the 3rd floor at 1250 San Carlos Avenue, San Carlos, CA. We will review the duties and responsibilities of Board members, provide an overview of SamTrans and its current activities, and introduce you to the management team of the agency. Other important upcoming dates include:

- Your swearing-in will be agendized at the beginning of the Board meeting on October 4, 2023; and,
- Special Board meeting study session/retreat on Thursday, November 9, 2023, from 9 am to 2 pm (logistical details to be confirmed for a site within San Mateo County will be emailed out later).

We are pleased to have the opportunity to work with you on the wide range of activities in which the District is engaged. This is an exciting time to be involved on the Board.

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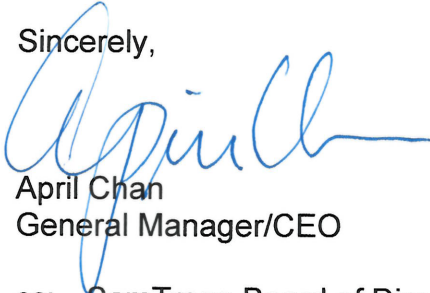
SAN MATEO COUNTY TRANSIT DISTRICT
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306 (650) 508-6200

Brooks Esser
September 7, 2023
Page 2 of 2

If you have any questions or need anything at any time, please do not hesitate to reach out to Executive Officer/District Secretary, Dora Seamans at 650-508-6242 or seamansd@samtrans.com. If there is anything urgent, you may also contact me at 650-868-9930 or email me at chana@samtrans.com.

Again, congratulations and best wishes for a fruitful year ahead.

Sincerely,



April Chan
General Manager/CEO

cc: SamTrans Board of Directors
Executive Team, SamTrans

From: [Jan Alexis Salandanan](#)
To: [JustMike_650](#)
Cc: [Board \(@samtrans.com\)](#)
Subject: RE: Tracking Number: 900811
Date: Friday, September 15, 2023 11:39:43 AM

To Justin Michaels,

Thank you for contacting SamTrans. We are sorry to see you that you have had some trouble travelling with us recently, but we appreciate you taking the time to send us feedback on your experiences riding our Route 60. Your comments were forwarded to the proper parties for review. A copy of this correspondence will also be sent to our Board of Directors.

We understand your concerns, and we apologize for the poor impression you were left with of our service. However, please rest assured that SamTrans staff actively monitor the performance of our routes, and we try to adjust our service as best we can to accommodate changing transit conditions. And this is not just in terms of maintaining on-time performance, but in managing ridership levels as well. Our planning process is dynamic, and we continuously assess information about our system—including, to your point, rider and operator feedback—to ensure we can provide our community with safe and reliable service.

Know that SamTrans will continue to strive towards this goal, and it is our hope we will be able to provide you with a better transit experience going forward.

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: JustMike_650 <justmike650@gmail.com>
Sent: Wednesday, September 13, 2023 1:48 PM
To: Jan Alexis Salandanan <salandananj@samtrans.com>
Cc: David Olmeda <olmedad@samtrans.com>; April Chan <chana@samtrans.com>; Simon Oh <ohs@samtrans.com>; Board (@samtrans.com) <board@samtrans.com>; WegenerC@samtrans.com; Jessica Epstein <EpsteinJ@samtrans.com>; Jeff Gee <GeeJ@samtrans.com>
Subject: Tracking Number: 900811

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SamTrans Customer Service

Tracking Number: 900811
First Name: JUSTIN
Last Name: MICHAELS
Email: justmike650@gmail.com
Phone: 650-678-5616
Category: Service Request

Complaint

Although I have authored at least 25 of these, this here today is by far the most important one to date so far.

I got on a Wed Sept 13th, 2023 - School Route bus (60-67) at Barkentine and Cringle at stop ID #362417. The bus was SRO when I boarded at 919 a.m. It was the last morning bus on Wednesday.

In spite of the tremendous efforts of Operator 932 Levi Stockstill, students refused to move to the furthest reaches of his bus so I could squeeze in.

When this bus got to #362416 / Bowsprit and Bridge - there were 10 students waiting to get on. He kept the door closed and called in to Bus Operations. I heard every detail that he told him and I heard every detail they told him. Note: "Do your best" is not and should not be something Management tells their bus Operators.

There were three more students waiting at the Redwood Shores Library.

There were three students waiting at Hiller and Ralston.

A supervisor met the bus at ECR and Ralston. I off boarded and asked if he was a supervisor. He answered "Yes".

I aggressively got into his face because - in the past - riding the bus for 17 years - the modern day supervisors are part of the problem of this corporate entity known as Sam Tran's.

They are ex-drivers who became supervisors and instead of problem solving the drive around trying to find drivers doing something wrong IE talking on their cell phones. (have witnessed this)

Comment:

Please don't preach to me to not get aggressive because I will do it the next time also.

Levi told me "they know about this problem".

How is THIS for an example. I have been "writing up" that the shorter buses ONLY have 1-3 straps in the up front area vs the 4-5 in the articulated buses.

Just because in house management at ST disagrees with me - management wins the battle and keeps the overhead straps at 1-3 - so not everybody who sits up front can reach up and hold on to a strap.

The Supervisor told me to calm down and was rude to me. I expect some form of discipline is in store for him as he had nothing of substance he could say to me.

I told him LAST Wed this bus at this time on this route was way beyond being safe by OSHA standards and it is farcical that they allow students to stand in the aisles.

This bus holds 50 students and I counted 83 students.

I will pursue this to the highest form of management known within the ranks of Sam Trans and I will be relentless in getting changes made.

This was a clown show and all it needed was a circus tent to finish it off.

Are you not embarrassed?

Are you not willing to make changes?

Are you not willing to listen to your Operators?

Are you not willing to listen to the public who rides your buses?

Warm regards

Justin

From: [Mass Transit Board \(@samtrans.com\)](#)
To: [Mass Transit Board \(@samtrans.com\)](#)
Subject: Learn about Bus Electrification Success in our Upcoming Webinar
Date: Friday, September 15, 2023 5:30:23 AM

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To view online [GO HERE](#).

MASS TRANSIT

Best practices and innovative technology for bus electrification success

Event Date: Thursday, September 21, 2023

Event Time: 2:00 PM ET / 11:00 AM PT

REGISTER NOW

Summary



The world is going electric, and transit is leading the charge. As cities and transit agencies move toward sustainable urban mobility, electrifying bus fleets has emerged as an essential part of the process to modernize public transportation systems.

However, this can be a daunting and complicated task.

Where do you begin and what comes next?

[Join our webinar](#) on September 21 at 2 pm ET to learn all about electrification. The webinar will cover best practices and information on innovative technology for bus electrification success.

In this insightful webinar, you will learn:

- The numerous advantages and benefits of bus fleet electrification, and why simplification is the best route for success
- Innovation and the current state of bus fleet technology
- Overcoming obstacles for today's toughest challenges
- Safety, collaboration, and strategy to foster growth in sustainable transit

We look forward to seeing you there!

Presented by:



John Hroncich
Director, North America Transit Sales
BAE Systems, Inc.



Moderator: Mischa Wanek-Libman
Editor in Chief
Mass Transit

Can't join us for the live event?

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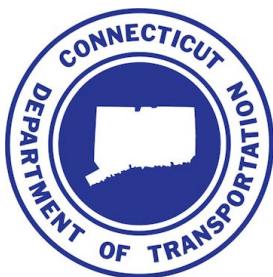
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From: [Mass Transit Board \(@samtrans.com\)](#)
To: [September Transit Bids](#)
Subject: [September Transit Bids](#)
Date: Thursday, September 14, 2023 8:49:15 AM

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Transit Bid Tracker | [View online](#)



Professional consultant firms

From Connecticut Department of Transportation (CTDOT)

The Connecticut Department of Transportation will be conducting its annual prequalification of professional consultant firms who desire to provide services for the 2024 calendar year. Additional information...



Bus Camera Security System Maintenance

From MTA – New York City Transit

SSE #: 440943DUE DATE: 9/27/23 TITLE: Bus Camera Security System MaintenanceDESC: The Work to be performed under this Contract may briefly be described as the provision of all necessary or incidental ...



General Information Meeting for RFP: VTA's ACCESS Paratransit Service and ADA Paratransit Eligibility Certification Program

From Santa Clara Valley Transportation Authority (VTA)

The Santa Clara Valley Transportation Authority ("VTA") is hosting a General Information Meeting for an upcoming Request for Proposals for VTA's ACCESS Paratransit Service and ADA Paratransit Eligibility...

RFP No. 2023-006: Phone System Replacement

From Champaign-Urbana Mass Transit District (MTD)

Request for Proposals (RFP) No. 2023-006:Phone System Replacement MTD seeks proposals for the successful deployment of a full phone system replacement. The scope of this Request for Proposals (RFP) also...

IFB 23-08-484 IndyGo Bus Stop Improvements

From Indianapolis Public Transportation Corporation (IndyGo)

Indianapolis Public Transportation Corporation (IPTC) IFB 23-08-484 IndyGo Bus Stop Improvements 2024 Construction Project Summary: Indianapolis Public Transportation Corp. dba IndyGo, is seeking bids...

ITB: Heavy Duty Transit Buses

From Ohio Department of Transportation (ODOT)

ITB: Heavy Duty Transit Buses Location: Ohio Deadline: September 28, 2023, 1:00pm. Ohio DOT Office of Transit is accepting bids for Heavy Duty Transit Buses. These multi-year contracts will provide vehicles...

RFP: Transit system operations and maintenance services

From Richland County Transit Board (RCTB)

The RCTB requests competitive proposals from qualified firms to provide transit system operations and maintenance services for Richland County Transit. The RCTB is under contract with a third party management...

RFI for Temporary Hydrogen Solution

From The City of Fresno

City of Fresno/Department of Transportation/Fresno Area Express Request for Information (RFI) for Temporary Hydrogen Solution FAX seeks information from industry experts about delivery of hydrogen fuel ...

RFP #23-02 Qualified Firms for Long-Range Plans

From Missoula Urban Transportation District (Mountain Line)

Notice is hereby given that Missoula Urban Transportation District (MUTD), in partnership with the Missoula Metropolitan Planning Organization (MPO), has released Request for Proposals RFP #23-02 and ...

Professional Services - Transit Survey Research and Performance Management

From Charlotte Area Transit System (CATS)

City of Charlotte - Charlotte Area Transit System Professional Services - Transit Survey Research and Performance Management The City of Charlotte is now accepting proposals for Transit Survey Research ...

Sacramento Valley Station Governance

From City of Sacramento

The City of Sacramento's Department of Public Works ("City") is issuing this Request for Proposals (RFP) to qualified teams with experience in public governance, management, and finance, for the study...

To post a RFP, please contact Amy Stauffer

If this email was forwarded to you and you are interested in subscribing, please [click here](#) to sign-up.

If you have trouble with any of these methods, you can reach us toll-free at 800-547-7377.

Mass Transit
Endeavor Business Media
30 Burton Hills Blvd., Suite 185
Nashville, TN 37215

From: [Mass Transit Board \(@samtrans.com\)](#)
To: [Mass Transit Rail Update](#)
Subject: [Mass Transit Rail Update](#)
Date: Tuesday, September 12, 2023 6:01:55 AM

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Mass Transit Rail Update

Mass Transit Rail Update - Tuesday ENL | [View online](#)

MASS TRANSIT Rail Update

SEPTEMBER 12, 2023

NRC 2024 Conference & NRC-REMSA Exhibition
Connections Happen Here
Jan. 3-6, 2024 | Scottsdale, AZ

[REGISTER](#)



CTA's Red Line Extension project in line for \$1.97 billion FTA grant

The grant would be the largest transit infrastructure grant awarded to CTA in the agency's history.



MARTA ships off first of two railcars headed toward Atlantic Ocean

MARTA is partnering with the Georgia DNR Reef Project to contribute railcars from MARTA's original fleet as they are replaced by the new CQ400 railcars in coming years.

L.A. Metro adding more frequent service to the B and D Line subway Sept. 10.

The increase in frequencies is part of L.A. Metro's ongoing work to restore service to pre-pandemic levels.





LOSSAN rolls out Operation Safe Surfs initiative to help educate community on rail safety

The initiative is designed to enhance rail safety awareness and curtail pedestrian and automobile incidents along the railroad.

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CHSRA celebrates 10 years of partnerships with construction trades on first electrified high-speed rail system in the U.S.

The partnership is possible in part to the establishment of the CHSRA's Community Benefits Agreement that promotes employment and business opportunities during construction while advancing training opportunities to targeted and disadvantaged workers.



Metrolinx awards contract to Kenaidan Contractors Ltd for construction of pedestrian connection

The connection will shorten the time and distance between the Bloor GO/UP Station and Dundas West TTC Station.

Second Caltrain Traction Power Substation energized with power

The milestone achievement signifies major progress in expanding Caltrain's ability to



test and run electric trains along the corridor.



Service on TransLink's Canada Line to be temporarily impacted for three months due to construction

From Sept. 5 until Dec. 19, service will end approximately four hours early, allowing construction crews to continue work on the new Capstan Station.



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