

SAMTRANS
CORRESPONDENCE
as of 10-27-2023

October 26, 2023

Emil Lawrence
3749 Buchanan St
San Francisco, CA 94123

To Emil Lawrence,

Thank you for contacting SamTrans. We are sorry to see, however, that a regular rider like yourself has had numerous and consistent issues with and on our service. Similarly, we regret that you have lost confidence in our ability to address these concerns. We sincerely apologize for the poor impression you were left with of our service, and we assure you that your feedback has been forwarded to the proper parties for review. Additionally, as per your request, a copy of our correspondence will be sent to our Board of Directors.

Of course, we realize you would need more than words of regret or reassurance; you need action to back them. As you noted to us previously, though, “the truth will make you free.” Know that SamTrans will continue to work towards providing our community with safe and reliable transit service. This, of course, includes ensuring we are providing service without regards to race, nationality, or color. And we are confident you will see our words reflected in our actions—our truth.

We look forward to providing you with a better transit experience. Again, thank you for taking the time to reach out to us to share your experiences and concerns with our service.

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: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
To: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: RE: Samtrans Comment - 903531
Date: Thursday, October 26, 2023 8:28:13 AM

From: emil lawrence <emil.savin.lawrence@gmail.com>
Sent: Tuesday, October 24, 2023 6:42 PM
To: Jan Alexis Salandanan <SalandananJ@samtrans.com>
Subject: Re: Samtrans Comment - 903531

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Jan:

I ride the SamTrans daily-this is for the seven days-for the week. I see so many violations of protocol, ethics, morality, and rules for drivers, passengers and the thugs, that it is tough to record it all without pulling out my notepad and writing the stuff down before I forget. Try the ECR night express seven in a row. When I was interviewed for the Public-At Large-Board Seat, I told the interviewers that I actually ride the buses. I do not sit in a room talking to the Board on how good they think they are-with unneeded or not needed changes-I will feed you the reality. I have an MBA in business administration, certificates in office software, construction management, California real estate, Forensics in the Administration of Justice, and I am working on one in cyber security and Boardroom documentation. And, you know what, your Board picked Brooks Assor, an ex-VP of Hewlett Packard, a CPA/Internal Auditor who has made so much money that he has-most likely-never ridden SamTrans-in his life. But, he had a professionally done Google web page. So, I feed you stuff from the line that your Board really does not want to know about. This is how pathetic your job is. They use your post for PR. They-really-don't care-because-they feel-"the public is damned." . Last night's trip was the roller coaster on Coney Island. The driver was gas and brake non stop from Millbrae and San Carlos. I got dizzy, too. And, I keep my hand on a flash of mace, and I have had to hold it tightly several times in the past year. Pass this to note to the Board and see for yourself.

Although "The truth will make you free", they just don't care...

Rider Emil

On Wed, Oct 18, 2023 at 4:25 PM Jan Alexis Salandanan <SalandananJ@samtrans.com> wrote:

To Emil Lawrence,

Yes, I understand that you—most customers, really—would not keep a permanent record of incidents. Bus Operations realizes this as well. We at SamTrans are not trying to be obtuse; we just want to be as certain as possible we have all the necessary facts before taking action.

If you have already provided us with everything you reasonable could, then that is all that can be asked of you. We at SamTrans, in turn, must do our part and ensure we handle the rest of the process with all due diligence. And to that end, again, please rest assured that your concerns were forwarded to the proper parties.

Kind regards,

Alexis Salandanan

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San Carlos, CA 94070-1306
1-800-660-4287
www.smctd.com

From: emil lawrence <emil.savin.lawrence@gmail.com>

Sent: Tuesday, October 17, 2023 6:19 PM

To: Jan Alexis Salandanan <SalandananJ@samtrans.com>

Subject: Re: Samtrans Comment - 903531

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Alex:

You know, I do not keep a permanent record of what I see on the bus.

I have been reporting this stuff to SamTrans for three years now. And, it is not clear to me what you need to investigate a claim, when all I can do is give you the time, route, bus number and driver badge. If you guys cannot determine the legal facts from that-then I really do not know what to tell you.

And, when I write something down, generally it is only 1/3 of what takes place. The earlier event I had no plans to even tell SamTrans-because the police were there, the African women refused to move, the older Caucasian woman with the bad leg could not sit down. The police came on board to take the Cuacasian woman off the bus-so I stepped up to tell the police, she didn't do anything-and that was when the African woman started spitting everywhere. and then-only-when she started punching the Caucasian woman-that the police went after the African woman. The bus was halted for almost an hour. And, if you guys do not have a record of that-you are in trouble.

You know-three months ago-I applied for the 'public board' seat on Samtrans but, your board-didn't pick one that rode the bus-they picked a dude with his own google page, a VP from HP-CPA, that never ever rides SamTrans because he make so much money he does not have to. That is where your problem is. Your Board is really immune

from
this stuff.
Emil

On Mon, Oct 16, 2023 at 6:30 PM Jan Alexis Salandanan <SalandananJ@samtrans.com> wrote:

To Emil Lawrence,

Thank you for contacting SamTrans, though we regret it was due to several incidents you had on our ECR service back in September. We apologize for the poor experience—and for reaching out to you in this manner. We intend to return the courtesy you showed us by sending a proper letter in reply once we can fully process and investigate the report you filed with us. However, Bus Operations wanted to be sure they had all the necessary facts to investigate the events you described in your letter, and we in Customer Service felt it much more expedient to request these details through email.

In your letter, you noted the event that prompted you to reach out to us occurred on Friday, 09/16/23. As a result, Bus Operations found themselves unsure of the exact date of the primary incident as 09/16/23 was a Saturday. You did note that the event in question occurred the night prior to your letter, which you also dated 09/16/23, so we can assume you had meant to date the incident as 09/15/23. Nevertheless, Bus Operations wants explicit confirmation of this information. We realize this is extra hassle on top of everything else, but best practice requires all pertinent information come from the reporting party; otherwise, resolution of issues may be compromised if the groups handling reports simply fill in the blanks based on what they believe is the most obvious solution. And we do want to ensure this matter is handled appropriately.

In addition to the incident's date, we were hoping to use this opportunity to also confirm the other details you provided. Please confirm that the incident time, route number, bus number, and operator badge number were indeed 9:25 PM, ECR, 456, and 8113 respectively.

Similarly, while we understand that the incident you noted as “Event 3” was the focus of your correspondence and complaint, the prior two events you described were also serious issues. Bus Operations wanted the opportunity to investigate and address these incidents as well. If possible, could you please provide us with the relevant details for these earlier events? You have already provided us with a route number and time for both events, but having a more precise location and date is necessary to identify the correct buses and operators. Vehicles IDs and operator badge numbers would also be incredibly helpful to our investigations.

Lastly, in spite our difficulties investigating these incidents, please rest assured that your concerns have already been forwarded to the proper parties. One of the parties, our Civil Rights office, advised that you should be provided with a Title VI complaint form. You can find information about the Title VI form and the form itself here: <https://www.samtrans.com/rider-info/title-vi>. For convenience's sake, we have also attached a copy of the form to this correspondence.

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: [Mass Transit](#)
To: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: October Transit Bids
Date: Thursday, October 26, 2023 11:10:58 AM

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Culver City Quick-Build Mobility Lane Project

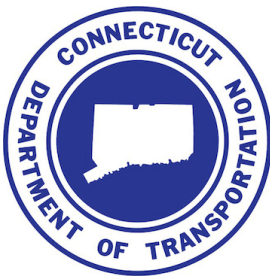
RFP # 2409 Move Culver City Quick-Build Mobility Lane
ProjectPlanetBids Vendor
Portal<https://pbsystem.planetbids.com/portal/39483/bo/bo-detail/109754#bidInformation>The City of Culver City is in search...



Comprehensive Operations Plan for Second Transfer Hub and Renewable Energy Source Options

From Sangamon Mass Transit District (SMTD)

LEGAL NOTICEREQUEST FOR PROPOSALS RFP 2023-06Comprehensive Operations Plan for Second Transfer Hub and Renewable Energy Source Options The Springfield Mass Transit District (DISTRICT) dba as Sangamon ...



Request for Letters of Interest CSO #2389 SUPPORT SERVICES FOR A DISADVANTAGED BUSINESS ENTERPRISE (DBE) BUSINESS ASSISTANCE PROGRAM

From Connecticut Department of Transportation (CTDOT)

The Connecticut Department of Transportation is seeking to retain one consulting firm to provide administrative and technical assistance to the Disadvantaged Business Enterprises (DBEs) Business Assistance...

IndyGo Blue Line BRT Contractor Outreach

From Indianapolis Public Transportation Corporation (IndyGo)

IndyGo Blue Line BRT Contractor Outreach WHEN: November 14, 2023 (11:30 am to 3:30 pm EST)LOCATION: IndyGo East Campus Headquarters Board Room, 9503 E. 33rd Street, Indianapolis, INAGENDA: Doors Open ...

Microtransit Service Pilot

From Central County Transportation Authority

Metro seeks proposals to design and operate microtransit services in Kalamazoo County, Michigan. www.kalamazoo-city.org/Business-Development/Work-with-the-City-of-Kalamazoo/Active-Opportunities/Microtransit...

Streetcar Rehab

From Hillsborough Area Regional Transit Authority (HART)

HART requires renewal of up to five replica trolley cars to “new” condition. The cars are solid-framed double ended, double-trucked, four motor replica trolley cars using original running gear. The renewal...

DDOT Coolidge Operations and Maintenance Facility

From Brinker

DDOT Coolidge Operations and Maintenance Facility 1. Project Overview: Construction of a new bus maintenance, storage, and operations center on the existing Coolidge Terminal site at 14044 Schaefer Highway...

RFP# 2023-14 Zero-Emission Fleet Transition Rollout Plan

From MTA Flint

The MTA is seeking proposals from qualified Consultants to help prepare a Zero-Emission Fleet Transition Rollout Plan. MTA will receive sealed Proposals electronically through Bidnet Direct on or before...

Regionally Coordinated Transportation Planning

From Northern Kentucky Area Development District

Regionally Coordinated Transportation Planning Looking for a qualified consulting firm to complete a comprehensive regionally coordinated transportation Plan, must include public involvement, mobility ...

Automatic Fare Collection System

From Bloomington Public Transportation Corporation

Bloomington Public Transportation Corporation Automatic Fare Collection System Proposals will be received by Bloomington Public Transportation Corporation (BPTC) for the provision of a complete Automatic...

To post a RFP, please contact Amy Stauffer

This email is being sent to board@samtrans.com.

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

From: [Mass Transit](#)
To: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: Career Center
Date: Wednesday, October 25, 2023 7:32:21 PM

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MT Career Center | [View online](#)

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Career CENTER
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OCTOBER 25, 2023

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