

SAMTRANS
CORRESPONDENCE
as of 12-6-2024

From: [Mass Transit](#)
To: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: Participate in our Annual Audience Survey for a chance to win!
Date: Thursday, December 5, 2024 2:20:47 PM

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We would like to invite you to participate in a research study about events and information resources for professionals such as yourself.

This online survey takes about 20 minutes to complete. To take the survey, please click the link below.

[Click to take the survey!](#)

As a token of our appreciation, you can enter a drawing to win one of four \$100 Visa gift cards!

We respect your privacy, thus, the answers you provide in this survey are strictly confidential, used only in combination with all others for percents and averages. You will not receive any communications concerning your answers to this study.

Thank you for your time and input.

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DECEMBER 5, 2024



Request for Information - Use of Drones for Bus Tracking for NYCT & MTABC

From Metropolitan Transportation Authority (NY MTA)

Use of Drones for Bus Tracking for NYCT & MTABC Due Date: 12/18/2024 Info for the above solicitation(s) can be found on the Request for Information section on the NYCT website <https://new.mta.info/doing-business-with-us/procurement/new-...>



RFP P50572 PARATRANSIT ELIGIBILITY ASSESSMENT SERVICES

From Metropolitan Atlanta Rapid Transit Authority (MARTA)

The METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY, 2424 Piedmont Road, N.E., Atlanta, Georgia 30324-3330, proposes to advertise for Proposals for Paratransit Eligibility Assessment Services, RFP P50572 on or about November 25, 2024. Pre-Proposal...



RFP P50408 PARATRANSIT OPERATIONS, MAINTENANCE, SCHEDULING AND DISPATCHING SERVICES

From Metropolitan Atlanta Rapid Transit Authority (MARTA)

REQUEST FOR PROPOSALS (RFP) P50408 The METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY, 2424 Piedmont Road, N.E., Atlanta, Georgia 30324-3330, proposes to advertise for Proposals for Paratransit Operations, Maintenance, Scheduling and Dispatching...



South Florida Coastal Link Seeks Operating Agency: RFI Issued

From Broward County Transit (BCT)

Broward County Transit (BCT) and the Miami-Dade Department of Transportation and Public Works (DTPW) are seeking a qualified firm to serve as the Operating Agency for the transformative South Florida Coastal Link commuter rail project. The ...



RFP - Electric Bus Heavy Duty Charging Equipment

From Connecticut Department of Transportation (CTDOT)

CONNECTICUT DEPARTMENT OF TRANSPORTATION LEGAL NOTICE REQUEST FOR PROPOSALS FOR ELECTRIC BUS HEAVY DUTY CHARGING EQUIPMENT The State of Connecticut Department of Transportation ("CTDOT") is seeking proposals for a...



Consulting Services for Transit Technical Assistance for the City of Corona Transit Service (CCTS) Project, RFP 25-030AT

From City of Corona

The City of Corona has issued a solicitation for Consulting Services for Transit Technical Assistance for the City of Corona Transit Service (CCTS) Project, RFP 25-030AT. The RFP document will be located on the City of Corona...

HRIS and Payroll System

From Butler County Regional Transit Authority (BCRTA)

Pre-Proposal Meeting: December 10th, 2024 at 3:00 PM Due Date: December 30th, 2024
BCRTA is seeking a new, comprehensive HRIS and Payroll system that can manage all of our agency's needs. Details can be found on our eProcurement Portal...

RFP 24-05-500 IndyGo Mobility Solutions Care Center

From Indianapolis Public Transportation Corporation (IndyGo)

Request for Proposal RFP 24-05-500 IndyGo Mobility Solutions Care Center Summary: IPTC is soliciting proposals to provide call center operations for the IndyGo Mobility Solutions Call Center (the "Care Center") for IndyGo Access. The vendor...

RFP 2024-010 Mobility Ecosystem: CAD/AVL System and Mobile Application

From Anaheim Transportation Network (ATN)

Looking for vendors to provide a hardware agnostic integrated CAD-AVL system—with GTFS capabilities for fixed, flex, and real-time services—and feature-rich mobile app that enhances passenger experience with real-time info on routes...

Vehicle Tracking System for Commuter Bus System

From The Woodlands Township

The Woodlands Township, TX, is seeking responses from qualified software firms to provide a vehicle tracking system, hardware and software for the Township's commuter service program. Proposals are due no later than 1:00 p.m. on December...

VIRTUAL NON-MANDATORY PRE-PROPOSAL MEETING

From Kalamazoo Metro Transit (KMetro)

VIRTUAL NON-MANDATORY PRE-PROPOSAL MEETING Tuesday, November 12, 2024, at 2:00 p.m. Local Time (ET) via Zoom Webinar Register in advance: <https://us06web.zoom.us/j/8441111111>
https://us06web.zoom.us/webinar/register/WN_LGDVs4ioR3KfulEmCWu1Dw
ANNOUNCEMENT OF REQUEST...

RFP Transit #2026-01

From Lewiston-Auburn Transit Committee

AVCOG / Lewiston Auburn Transit Committee The Lewiston-Auburn Transit Committee (LATC) is seeking proposals for Operation and Maintenance of Transit Services for Fixed Route and ADA Complementary Paratransit Services. A copy of this RFP...

RFP 24-07-498 IndyGo (SS4A) Near-Miss Crash Video Analysis Project

From Indianapolis Public Transportation Corporation (IndyGo)

RFP 24-07-498 IndyGo (SS4A) Near-Miss Crash Video Analysis Project Summary: IPTC is seeking a near-miss, 24-hour video surveillance and data analysis, as well as an on-board survey consisting of safety-related questions for passengers from ...

RFP S24202 Fault Monitoring System Upgrade on Light Rail Vehicles ("LRVs")

From Santa Clara Valley Transportation Authority (VTA)

VTA is looking for a qualified firm to upgrade its Fault Monitoring System (FMS) network equipment. The proposer will furnish parts and labor to redesign, furnish, install, successfully integrate, and test the proposed FMS system on three...

To post a RFP, please contact Amy Stauffer

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

Please add news.southcommmail.com and mail.southcommmail.com to your address book or safe sender list to receive our emails in your inbox.

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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: [Maria Esperanza Marquez](#)
To: [Board \(@samtrans.com\)](#)
Subject: Re: Automatic reply: Third. Time with ECR
Date: Wednesday, December 4, 2024 11:58:57 PM

You don't often get email from espie0218@gmail.com. [Learn why this is important](#)

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I need a Lawyer notify the people right the black American community

Esperanza Maria Marquez

On Wed, Dec 4, 2024 at 4:51 PM Board ([@samtrans.com](#)) <Board@samtrans.com> wrote:

Hello – We have received your correspondence addressed to the SamTrans Board of Directors. For your reference: all correspondence is reviewed and typically referred to Customer Service Team Experience for a response before being sent to the Board of Directors and all public correspondence received is routinely posted online weekly under each Board meeting Documents tab: [SamTrans Meetings | SamTrans](#)

Additionally, all correspondence received up to 24 hours before a scheduled Board meeting is provided to the Board of Directors and posted online. The Board of Directors values your input and appreciates your support for the transportation system in our community.

For your reference:

SamTrans Customer Service: 1-800-660-4287

Information for hearing impaired: (TTY) 650-508-6448

Office Address: [1250 San Carlos Avenue, San Carlos, CA 94070](#)

Office Phone: 650-508-6200

From: [Maria Esperanza Marquez](#)
To: [SamTrans BOD Public Support](#)
Cc: [Board \(@samtrans.com\)](#)
Subject: Re: Third. Time with ECR
Date: Wednesday, December 4, 2024 4:50:59 PM

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Thank you for your response.

On Wed, Dec 4, 2024 at 11:48 AM SamTrans BOD Public Support <SamTransBODPublicSupport@samtrans.com> wrote:

To Esperanza Maria Marquez,

Thank you for contacting SamTrans, though we are sorry to see it was due to such a poor experience you had with our service. We sincerely apologize for the trouble, and we assure you that your concerns with our service were forwarded to the proper parties for review. This includes our Office of Civil Rights, as you felt this operator's actions towards you were racially discriminatory. A copy of this correspondence will also be provided to our Board of Directors.

As part of our investigation into this incident, our Office of Civil Rights instructed that you also be provided with a Title VI Complaint Form. In order for our Civil Rights Office to move forward with their own investigation of these incidents, they will need you to submit a completed Title VI Complaint Form. You can find information about the Title VI process, information about the Title VI Complaint Form, and download links for form itself on our website: <http://www.samtrans.com/riderinformation/TitleVI.html>. For convenience's sake, we have also included a copy of the Title VI Complaint Form as an attachment to this correspondence.

Regardless, please rest assured that SamTrans will take the necessary steps to ensure we continue to provide our riders with safe, reliable service—and do so without regards to race, nationality, or color. Again, we apologize for the poor experience, and we thank you for taking the time to bring this matter to our attention.

Your SamTrans BOD Public Support Team

From: [Public Comment](#)
To: [Board \(@samtrans.com\)](#)
Subject: FW: CIL Supports Paratransit Same Day Service
Date: Wednesday, December 4, 2024 2:06:42 PM

From: Michai Freeman <mfreeman@thecil.org>
Sent: Wednesday, December 4, 2024 2:00 PM
To: Public Comment <publiccomment@samtrans.com>
Subject: CIL Supports Paratransit Same Day Service

You don't often get email from mfreeman@thecil.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.

Dear SamTrans Board of Directors,
Paratransit service enables those whose medical and disability needs prevent them from using mass transportation. They are the most in need of transportation to attend physician appointments and participate equally in the community.

CIL urges you to make same-day paratransit service permanent. This equitable measure provides a vital service opportunity that other transit users enjoy.
Thank you.

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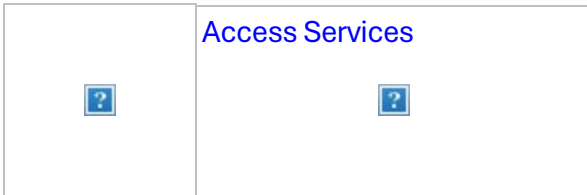
Best,
Michai Freeman

Michai Freeman, MA (She/Her)
Systems Change Advocate
The Center for Independent Living, Inc.
3075 Adeline Street #100

Berkeley, CA 94703
Office: (510) 841-4776, ext. 3187
Direct: (510) 330-5625
mfreeman@thecil.org

To schedule a meeting, click this link to view my availability calendar <https://tinyurl.com/3p9kzvuv> . I look forward to meeting with you .

For Disability and Senior resources view the ADRC website at <https://tinyurl.com/3rt2f35f> .



[CIL Logo](#) *Alt Text-Stylized CIL lettering on white background. "Access for All, Founded in 1972" written under graphic.*

ADRC Logo Alt Text: Words "California and Aging & Disability Resource Connection"

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From: [SamTrans BOD Public Support](#)
To: espie0218@gmail.com
Cc: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: Re: Third. Time with ECR
Date: Wednesday, December 4, 2024 11:48:50 AM
Attachments: [SamTrans Title VI Complaint Form - English fillable 0.pdf](#)

To Esperanza Maria Marquez,

Thank you for contacting SamTrans, though we are sorry to see it was due to such a poor experience you had with our service. We sincerely apologize for the trouble, and we assure you that your concerns with our service were forwarded to the proper parties for review. This includes our Office of Civil Rights, as you felt this operator's actions towards you were racially discriminatory. A copy of this correspondence will also be provided to our Board of Directors.

As part of our investigation into this incident, our Office of Civil Rights instructed that you also be provided with a Title VI Complaint Form. In order for our Civil Rights Office to move forward with their own investigation of these incidents, they will need you to submit a completed Title VI Complaint Form. You can find information about the Title VI process, information about the Title VI Complaint Form, and download links for form itself on our website: <http://www.samtrans.com/riderinformation/TitleVI.html>. For convenience's sake, we have also included a copy of the Title VI Complaint Form as an attachment to this correspondence.

Regardless, please rest assured that SamTrans will take the necessary steps to ensure we continue to provide our riders with safe, reliable service—and do so without regards to race, nationality, or color. Again, we apologize for the poor experience, and we thank you for taking the time to bring this matter to our attention.

Your SamTrans BOD Public Support Team

SamTrans – Title VI Discrimination Complaint Form

SamTrans is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin. Any person who believes they have been discriminated against based on one of these categories may file a complaint. Complaints must be filed within 180 calendar days of the incident.

Within 10 working days of receipt of your completed complaint form, SamTrans will contact you to confirm receipt of your complaint form and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation may include discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation generally will be conducted and completed within 60 days of receipt of a complete complaint form. Based upon all information received, an investigation report will be submitted to a SamTrans Deputy CEO. The complainant will receive a letter stating the SamTrans' final decision by the end of the 60-day time limit.

Please complete the information below and send to: SamTrans, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306
or: titlevi@samtrans.com

SECTION 1 - CONTACT INFORMATION

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: (Home) _____ (Cell) _____ (Work) _____

[Please note if any of the phone numbers are for a TDD or TTY.]

E-mail: _____@_____

SECTION 2 – FILING FOR ANOTHER PERSON

Are you filing this complaint on your own behalf? Yes No

[If you answered "yes" to this question, go to Section 3.]

If not, please supply the name and relationship of the person for whom you are filing the complaint:

Please explain why you have filed for a third party. _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes No

SECTION 3 – DISCRIMINATION COMPLAINT

Which of the following describes the reason you believe the discrimination took place? Was it because of your:

Race Color National Origin

Please describe the Race, Color or National Origin of the aggrieved party _____

Date and time the alleged discrimination took place: Date ___/___/___ Time _____ a.m. / p.m.

Where did the alleged discrimination take place? Specific vehicle information is helpful (e.g. vehicle number).

Is there a person you can identify who discriminated against the aggrieved party?

Name: _____ ID# _____

In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible. Please use additional sheets if necessary.

SECTION 4 – PREVIOUS OR EXISTING COMPLAINTS AND LAWSUITS

Have you previously filed a Title VI discrimination complaint with SamTrans?

Yes, for this incident Yes, for a different incident No

Have you filed this complaint with any other agencies or a court?

Federal Agency State Agency Local Agency

Federal court State court

Other (please specify): _____

Have you filed a claim or lawsuit regarding this complaint? Yes _____ No _____

If yes, please provide a copy of the complaint form and note court where filed:

Federal Court State Court

Please provide contact person information for the agency/court where the complaint was filed.

Name / Office: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number _____

SECTION 5 – SIGNATURE

Please sign below to attest to the truthfulness of the above. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature

Date

Note: A complaint also may be filed with: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

2/25/13

للترجمة, اتصل علي 1.800.660.4287
如需翻譯, 請電1.800.660.4287.

अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

翻訳のご用命は、+1.800.660.4287 までお電話ください。

번역을 원하시면, 1.800.660.4287 번으로 전화하십시오.

برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Если вам нужны услуги переводчика, обращайтесь по телефону 1-800-660-4287.

Para sa pagsasalin sa ibang wika, tumawag sa 1.800.660.4287

Cần dịch thuật, xin gọi 1.800.660.4287.

From: Adina Levin <aldeivnian@gmail.com>

Sent: Tuesday, December 3, 2024 4:01 PM

To: Board (@caltrain.com) <board@caltrain.com>; Board (@samtrans.com) <board@samtrans.com>; MTC-ABAG Info <info@bayareametro.gov>; Board (@smcta.com) <board@smcta.com>

Subject: Regionally coordinated transit funding - legislative programs

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Honorable board members and staff,

Attached please find a letter signed by multiple local leaders and organizations regarding regionally coordinated transit funding, in the context of legislative programs.

Thank you for your consideration,

- Adina

Adina Levin

Seamless Bay Area

<https://seamlessbayarea.org>

650-646-4344

December 3, 2024

Re: Regional Transit Funding

To:
SamTrans Board
SMCTA Board
Caltrain Board
Metropolitan Transportation Commission

Honorable Commissioners and Board Members,

We urge you to support a regionally coordinated strategy to fund public transportation, to address the fiscal cliff facing agencies including BART and Caltrain, and to ensure progress on regional transit coordination initiatives that make the system more user-friendly and that are helping to regrow transit ridership.

To get voter support, we will need a strategy that makes the public transportation system better. It will be difficult to ask voters to increase taxes for a measure that will deliver service cuts.

Without this funding, Caltrain, BART, and the region's other highest ridership agencies will face major service cuts, which will limit access, reduce transit ridership, add to greenhouse gas emissions, and compound traffic congestion. Cuts will damage the region's economy, hurt transit-dependent people most severely, and take us further away from being able to achieve our goals for housing, livable communities and climate. And cuts to regional services will have a negative impact on ridership of connecting local services.

Improving public transportation will help boost our economy, make the Bay Area more affordable for all residents, connect our communities, reach our housing goals, and increase accessible and safe mobility options for all – but we must act quickly.

Agencies and counties have been negotiating to ensure that funding options fairly address local needs. We also must realize that as Benjamin Franklin said in 1776, we must hang together or we hang separately.

Sincerely,

Jen Wolosin Menlo Park City Council Member	James Coleman South San Francisco City Council Member
Betsy Nash Menlo Park City Council Member	John Baker South San Francisco Planning Commissioner

<p>Jeff Schmidt Menlo Park Environmental Quality Planning Commissioner</p>	<p>Tom Hamilton San Bruno City Council Member</p>
<p>Katie Behroozi Menlo Park Planning Commissioner</p>	<p>Auros Harman San Bruno Planning Commissioner</p>
<p>Jennifer Wise Menlo Park Library Commissioner</p>	<p>Sandra Lang Member, Paratransit Coordinating Council</p>
<p>Chris Sturken Redwood City City Council Member</p>	<p>Benjamin McMullan Chair, Paratransit Advocacy Council</p>
<p>Rick Bonilla Former Mayor, City of San Mateo</p>	<p>Evelyn Stivers Housing Leadership Council</p>
<p>Max Mautner, San Mateo SamTrans Citizens Advisory Committee Member</p>	<p>Sarah Hubbard Sustainable San Mateo County</p>
<p>John Ebnetter San Mateo Planning Commissioner</p>	<p>Jordan Grimes Greenbelt Alliance</p>
	<p>Adina Levin Seamless Bay Area</p>