

**SamTrans**

**CORRESPONDENCE**

**as of 1-24-2020**

01/22/20 AM 9:15:52

January 19, 2020

**To: Board of Directors, San Mateo County Transit District (SAMTRANS)**

**Re: Parking Citation That Should Have Been Waived**

To whom it may concern:

This is about fairness in resolving a citation that was issued to me on September 19, 2019 in the CalTrain Parking Lot of the San Carlos Station. I have spent four months trying to get this removed but have had no success with your internal decision-making processes.

To be clear, this is not about the cost of the fine -- \$48 -- it's about the principle of treating commuters fairly when the facts are brought to your attention.

I have been using CalTrain for my commute to San Francisco since May 1 of 2019, when my company decided to re-utilize its employee parking lot for a high-rise development. I have enjoyed and appreciated the dependability, cleanliness and safety of using CalTrain, as opposed to BART which has very little of those qualities.

When I parked my black Toyota Prius in the San Carlos lot on Sept. 19, I had placed my monthly Parking Card on the left side of the dashboard, where it was plainly visible. But when I returned at the end of the day, there was a citation under the windshield wiper. When I looked closer, it appears that the interior sunshade that I use for the front windshield had slipped during the day (during hot temperatures) and had obscured the pass.

At first, when I read the citation, it said I had parked in a restricted zone. That is false, as I was parked in a numbered slot. The following day, I called the SamTrans parking office and informed them that I was in a legitimate commute parking space. They then told me that a photograph taken by their parking enforcement showed that the pass was obscured by the sun shade. They then advised me to file a notice of appeal, but said this could take some time since all contested citations are reviewed individually.

For the record, I had been paying \$84 per month, via Wageworks on my Clipper Card (which is a trackable source for documenting my commuter status) in advance for monthly parking, so this was not a daily parking pass. To that time, I had paid \$420 for monthly parking (five months from May to September of 2019). I had not received any previous parking citations and have no vehicle citations of any sort on my record.

I submitted my challenge online and waited -- for months. Finally, on Jan. 7, 2020, I received by mail a document entitled "Result of Initial Review and Notice of Illegal Parking." It said that the parking pass was "not properly displayed." Not true. In fact, it was placed on the correct spot but was obscured from view when the sunshade slipped later in the day. I had not left the car that morning with an obscured pass, because I check that carefully every morning.

The letter said that the decision to let the fine stand was made "after careful review." I sincerely doubt that. I see no indication of appropriate discretion.

Beyond this citation, which in my view should have been removed after I provided proof of my monthly parking pass – which I had uploaded onto the SamTrans website -- there is the issue of unfair treatment of a regular and lawful Caltrain commuter.

I and many fellow passengers are truly grateful that Caltrain takes extra precautions when screening people boarding the trains, thus preventing fare evasions or worrisome individuals. This is not the case with BART, where passengers feel constantly at risk. And I appreciate the need to prevent parking scofflaws in the lots, even though the San Carlos lot is probably the least utilized public transit parking site in the entire Bay Area. That said, I would suggest that priority be placed on protecting – not penalizing passengers – by increasing security to prevent smash-and-grabs. I notice, for example, that there are no security cameras in the San Carlos parking lot.

Again, this is not about the \$48 fine. I have expended more than that in the time I have devoted to this appeal. Caltrain is not BART. You do not cite people for eating and drinking on the trains or in the stations. I would ask that you extend that same level of reasonableness to this situation. We do not want an "all or nothing" policy of enforcement actions when they are not needed or are not justified.

I ask that you use common sense and a sense of fair play in resolving this issue. Now is not the time to create public attention, either in the media or through blog postings, over heavy-handed enforcement actions against documented Caltrain passengers. I should not be punished for what was an accidental mishap, a one-off event that should have received a positive resolution when I presented the facts. I stand by my appeal.

Regards,



Kathy Castle  
1850 Cedar St., San Carlos CA 94070  
[Kathycastle77@gmail.com](mailto:Kathycastle77@gmail.com)

Cc: General Manager, SamTrans  
SamTrans Board of Directors

**SAN MATEO CO TRANSIT POLICE**

P O BOX 9003  
REDWOOD CITY CA 94065-9003



**RESULT OF INITIAL REVIEW  
AND NOTICE OF ILLEGAL PARKING**

License	State	Exp	VIN	Make	Color
5XKZ023	CA	01/20	JTDKKB20U077084646	TOY	BLK

TUR0106A \*\*\* 7000019156 00.0068.0181 19156/1  
19156 1 AB 0.412 \*\*\* ALL FOR AADC 940



CASTLE KATHY  
1850 CEDAR STREET  
SAN CARLOS CA 94070-4763

Mailing Date: 01/07/2020  
Citation Number: 10005253  
Total Amount Due Now: \$48.00  
Amount due if paid AFTER 01/28/2020: \$90.00

Hearing Request Due By: 01/28/2020

Citation #	Location	Date / Time	Code Sections Violated	Amount
10005253	SAN CARLOS	09/19/2019 11:03	21113 (A)(1) CVC RESTRICTED PARKING	\$48.00

**Result:**

We have received the information you submitted to contest the above citation. After careful review we have determined that the citation is valid. The parking permit was not properly displayed.

**To Request a Hearing:**

Return this letter with deposit of the ORIGINAL FINE AMOUNT, including late fees if applicable, within 21 calendar days of the mailing of this letter. Please indicate whether you prefer a hearing by mail (provide written declaration on the back of this form) or in person. If you request a hearing in person, a hearing date and time will be mailed to you. Determination of an inability to pay is governed by California Vehicle Code Section 40215(b) and may allow a waiver of the deposit of the amount due, provided the issuing agency is in possession of sufficient proof and has granted a variance. **NO HEARING WILL BE SCHEDULED (WRITTEN OR IN PERSON) IF THE CORRECT PENALTY AMOUNT DOES NOT ACCOMPANY THIS REQUEST.**

**PAYMENT INSTRUCTIONS**

**TO PAY BY CREDIT CARD:**

- Pay online: [www.pticket.com/smtran](http://www.pticket.com/smtran)
- Scan the QR Code to pay online =====>
- There is a \$3.95 processing fee per citation



**TO PAY BY MAIL:**

1. Send check or money order. NO CASH. (US funds only)
2. Print citation number(s) on your payment
3. To insure proper credit, return the bottom portion of this notice with your payment
4. Make payable to: **SAN MATEO CO TRANSIT POLICE**

Citation #	Date / Time	Code Sections Violated	Amount	License	State	Exp	VIN	Make	Color
10005253	09/19/2019 11:03	21113 (A)(1) CVC RESTRICTED PARKING	\$48.00	5XKZ023	CA	01/20	JTDKKB20	TOY	BLK

Mailing Date: 01/07/2020  
Total Amount Due Now: \$48.00  
Amount due if paid AFTER 01/28/2020: \$90.00

**FOR MORE INFORMATION:**

(800) 352-7567 or [www.pticket.com/smtran](http://www.pticket.com/smtran)

Please provide a phone number where you can be reached if requesting a hearing: \_\_\_\_\_

**Please select one of the following:**

- Hearing in person
- (99) Hearing in writing (see reverse)
- (00) No hearing requested

**Select a location for the hearing:**

- (11) Millbrae (North County)
- (12) Menlo Park (South County)



ADJUDICATION PROCESSING DEPT  
SAN MATEO CO TRANSIT POLICE  
P O BOX 9003  
REDWOOD CITY, CA 94065-9003

# PARKING CITATION

This citation is for a violation of the California Vehicle Code or local parking ordinance. You must respond within 21 calendar days.

SAN MATEO COUNTY TRANSIT DISTRICT  
PENINSULA CORRIDOR  
JOINT POWERS BOARD  
CITATION# 10005253

Issue Date: 09/19/2019 11:03  
Time Marked:  
ZONE:  
DURATION:  
METER: 23 PERMIT:

LOC: SAN CARLOS

VIOLATION: 21113 (A)(1) CVC  
RESTRICTED PARKING

Fine: \$48.00

PLATE: 5XKZ023 ST: CA

VIN: VNV  
EXP: JAN/20  
MAKE: BLACK TOYOTA  
BODY: SEDAN

Badge/ID: 1  
COMMENTS:  
UNPAID

PHOTO(s) TAKEN



10005253

[www.pticket.com/smtran](http://www.pticket.com/smtran)  
PO BOX 9003, REDWOOD CITY CA 94065  
1-800-352-7567

SEE REVERSE FOR MORE INFORMATION

Kathy Castle  
1850 Cedar Street  
San Carlos CA 94070

SAN FRANCISCO CA 940

20 JAN 2020 PM 3 L



Board of Directors  
SAN MATEO COUNTY TRANSIT DISTRICT  
1250 San Carlos Avenue  
San Carlos CA 94070

94070-240055



**From:** MICHAEL HARRIS  
**To:** [Matsumoto, Karyl \[karyl.matsumoto@ssf.net\]](mailto:Matsumoto_Karyl[karyl.matsumoto@ssf.net])  
**Cc:** [Rios, Rona](#); [Simon, Mark](#); [Board \(@samtrans.com\)](mailto:Board_@samtrans.com); [De La Torre, Andria](#); [Conger, Jean](#); [Dubost, Tina](#); [David Canepa](#); [Pine, Dave \[dpine@smcgov.org\]](mailto:dpine@smcgov.org); [Kim, Eunejune](#); [Sheri Boles](#); [Alex Greenwood](#); [Matthew O'Connor](#)  
**Subject:** UCLA Institute for Transportation Studies: Case of the Disappearing Transit Rider (link)  
**Date:** Wednesday, January 22, 2020 9:26:59 PM

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## [Public Transit](#)



### **Public Transit**

California is counting on public transit to help meet its ambitious goals to reduce greenhouse gas emissions and...

KGO story led me to this article.

Building high density housing & expanding the motor vehicle pool works at cross purposes.

<https://caltransit.org/news-publications/publications/transit-california/transit-california-archives/2019-editions/may/ridership-study-revisited/>

Perhaps Public Transit agencies should do more research in high density urban areas.

We are going to have more SF type problems, including thousands of auto break ins.

Mike

**From:** [Rios, Rona](mailto:Rios.Rona)  
**To:** [jmerritt@berkeley.edu](mailto:jmerritt@berkeley.edu); [megmerritt10@gmail.com](mailto:megmerritt10@gmail.com)  
**Cc:** [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))  
**Subject:** FW: SamTrans Schedule Issues \*URGENT\*  
**Date:** Wednesday, January 22, 2020 7:54:21 PM

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Dear Mr. and Mrs. Merritt,

Your email from Casey Fromson was forwarded to me for handling. We appreciate that you took the time to contact SamTrans and want to sincerely apologize for the trouble your daughter and our other riders have experienced with our service.

Unfortunately, we have been having some personnel issues lately and this has affected our capacity to cover some of our schedules. As a result, this has affected our routes' on-time performance. This has extended to our mainline routes like the ECR as well as to the 250 as in your case. It can take some time to find replacement drivers when the scheduled operator is unexpectedly unavailable, and sometimes we are even forced to provide late coverage or drop the trip entirely.

We are working to address this issue however, it inherently is a slow process; hiring, and training new operators takes time. The fact that this is regional shortage rather than a problem isolated just to our own agency only exacerbates the problem. Additionally, I spoke with our Operations team who stated that they will do their very best to protect and cover the service to Abbott Middle School.

However, please understand we are only trying to explain the issue; we are not trying to excuse ourselves. We do realize that it is ultimately our responsibility to ensure our schedules are properly covered and our timetables properly maintained. Please be assured, we are working to correct this situation, and to that end we have forwarded your report to the proper parties as part of our improvement process.

Kind regards,

Rona Rios  
Director, Customer Experience  
SamTrans

----- Forwarded message -----

**From:** Jonah Merritt <[jmerritt@berkeley.edu](mailto:jmerritt@berkeley.edu)>  
**Date:** January 13, 2020 at 5:04:47 PM PST  
**Subject:** SamTrans Schedule Issues \*URGENT\*  
**To:** Fromson, Casey <[Fromsonc@samtrans.com](mailto:Fromsonc@samtrans.com)>  
**Cc:** Collins, Ron [[rcollins@cityofsancarlos.org](mailto:rcollins@cityofsancarlos.org)] <[rcollins@cityofsancarlos.org](mailto:rcollins@cityofsancarlos.org)>, Groom, Carole [[cgroom@smcgov.org](mailto:cgroom@smcgov.org)] <[cgroom@smcgov.org](mailto:cgroom@smcgov.org)>, Matsumoto, Karyl [[karyl.matsumoto@ssf.net](mailto:karyl.matsumoto@ssf.net)] <[karyl.matsumoto@ssf.net](mailto:karyl.matsumoto@ssf.net)>, Pine, Dave [[dpine@smcgov.org](mailto:dpine@smcgov.org)] <[dpine@smcgov.org](mailto:dpine@smcgov.org)>, jgoethals@cityofsanmateo.org, Megan Merritt <[megmerritt10@gmail.com](mailto:megmerritt10@gmail.com)>

Dear Mr. Fromson,-



First, our apologies for emailing you directly. SamTrans does not, unfortunately, appear to have a general “info” email address. As the Director of Government and Community Affairs, we are hoping that you or someone from your team can directly address the below issue.

We are emailing you and those associated with SamTrans management to express our displeasure with the consistency of your Route 250 bus schedule. When our daughter entered the 6th grade at Abbott Middle School, we wondered how we were going to handle getting our daughter to school when both of our work schedules would not accommodate driving her. My wife works for the San Mateo Foster City school district and has to be at work before our daughter’s arrival at school. I work for UC Berkeley and have a very early morning commute, mostly on public transit. Ultimately, we made the decision to have her ride the bus to school. We found this to be practical, economical, and would also teach our young daughter some personal responsibility riding on one of our many public transit systems. In fact, I remember that there were commercials on television advertising and encouraging school bound children to ride the bus to school.

Unfortunately, on several occasions there is no bus to pick our daughter up or its timing is inconsistent. It is either late or too full to accommodate additional passengers. We can tell you that our daughter leaves our house, walks 3 blocks and gets on a west bound 250 bus at the corner of Curtis and Hillsdale. At 7:00 am, the bus is supposed to come every 11 minutes, however our daughter has called us from the bus stop and reported that she has stood there for more than 20 minutes, barely making it to school when the bus finally does show up.

Coming home on an eastbound bus, our daughter informed us that the bus came very late this past Friday. Then, just today, my daughter called and asked to be picked up because she could not get on a bus—it just never showed up. Fortunately, one of us was home early and was able to come pick her up. Otherwise, she would have had to stand there hoping that a bus would soon show up to take her home.

We find this very concerning, first and foremost because our daughter is an 11 year old child that should not have to stand on the side of a busy road worrying if her bus is going to show up or not. Also, SamTrans explicitly advertised how great it was (is) to send our children to school on the bus system. It is upsetting that we cannot have a reliable bus system, which is supported by both fares and tax revenue, that is able to safely and reliably accommodate our young passengers.

We would like to hear from you and your team to understand if you are aware of these shortcomings and if there are any plans to rectify this. Plainly speaking, we deserve better—especially for our children trying to get to school.

We look forward to your prompt reply.

Best regards,

Jonah & Megan Merritt

Jonah Merritt  
Field Operations Manager  
University of California, Berkeley  
Berkeley Seismological Laboratory  
307 McCone Hall #4760

Berkeley, CA 94720-4760  
650-276-6579 (cell)  
[jmerritt@berkeley.edu](mailto:jmerritt@berkeley.edu)

**From:** Jeffrey Tong  
**To:** [Matsumoto, Karyl \[karyl.matsumoto@ssf.net\]](mailto:Matsumoto.Karyl[karyl.matsumoto@ssf.net])  
**Cc:** [pedrogonzalez@astound.net](mailto:pedrogonzalez@astound.net); [Josh Connolly](mailto:Josh.Connolly); [senator.hill@senate.ca.gov](mailto:senator.hill@senate.ca.gov); [Marc Hershman](mailto:Marc.Hershman); [Sheri Boles](mailto:Sheri.Boles); [Helen Fiscaro](mailto:Helen.Fiscaro); [Everything South City](mailto:Everything.South.City); [Pine, Dave \[dpine@smcgov.org\]](mailto:Pine.Dave[dpine@smcgov.org]); [Dubost, Tina](mailto:Dubost.Tina); [Rosa Acosta](mailto:Rosa.Acosta); [Simon, Mark](mailto:Simon.Mark); [Eunejune Kim](mailto:Eunejune.Kim); [john.goodwin@colma.ca.gov](mailto:john.goodwin@colma.ca.gov); [David Canepa](mailto:David.Canepa); [Conger, Jean](mailto:Conger.Jean); [De La Torre, Andria](mailto:De.La.Torre.Andria); [kathleen.wentworth@mail.house.gov](mailto:kathleen.wentworth@mail.house.gov); [Board \(@samtrans.com\)](mailto:Board (@samtrans.com)); [Rios, Rona](mailto:Rios.Rona)  
**Subject:** Re: North County Pedestrian improvements needed  
**Date:** Monday, January 20, 2020 12:52:11 PM

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Correction: You only need to pave 100 meters (roughly 300 feet) of new sidewalk at Westborough x I-280 - not 300 meters (1000 feet).

On Jan 20, 2020 11:00 AM, "Jeffrey Tong" <[tong.examiner@gmail.com](mailto:tong.examiner@gmail.com)> wrote:

Dear Mayor Matsumoto

I have a simple request - **(1) extend the sidewalk at Westborough Blvd 300 meters (1000 ft) into the southbound exit curve, and diagonally through the island.**

**(2) Paint a ZEBRA crosswalk at beginning of I-280 exit curve - where pedestrians can SEE traffic coming down the exit BEFORE crossing, and (3) paint ZEBRA crosswalks at intersection of Junipero Serra & Westborough.**

THIS HAS BEEN A DECADE LONG REQUEST !

- This request was entered into your General Plan update.
  
- This request was emailed to you on 20 May 2019, and recorded at city clerks office on 28 May 2019.

Documentation

<https://everythingsouthcity.com/2019/05/letter-to-editor-pedestrian-crosswalk-needed-on-westborough-blvd-at-i-280-and-junipero-serra-blvd/>

- As a member of SB's and C/CAG's BPAC from 2012-2018, I conveyed this danger numerous times to the SSF Bike & Ped Advisory Committee. I suggested wayfaring signs to SSF BART and SSF High School to detour this dangerous intersection, all of which were denied by TAC!
  
- This request was also brought to then Assemblyman Jerry Hill's office, and then SSF councilmember Kevin Mullin's attention.
  
- Nothing was ever done!

**Why is fixing the Westborough x I-280 to accomodate pedestrians important?**

ALL public transit connectors are east of I-280. SSF shuttle, which serves eastside of I-280, does not cross I-280 into Westborough. Except for Routes ECR and 122 into Stonestown SF, **Samtrans does not serve the people - particularly in the Hills of the SF Peninsula** (Millbrae southward) - Where it does serve (SB northward), it is infrequent and doesn't go where people need to go. Residents who depend on public transit need a PMD (Personal Mobility Device) to close the HUGE gaps left by Samtrans, yet Samtran buses accommodate at most 3 bikes on its rack - regardless of bus size.

Auto-centric city planning after WWII is partially to blame, but facts remain - pedestrians on westside of I-280 can not safely cross I-280 to reach eastside!

Thank you!

Jeffrey Tong

On Jan 19, 2020 12:48, "MICHAEL HARRIS" <[usmmmh@yahoo.com](mailto:usmmmh@yahoo.com)> wrote:

Dear Karyl,

I just discovered this morning in SF Examiner that you are now Board President. I would have written you sooner, had I known.

I hereby request North County Samtrans ECR infrastructure improvements in SSF, DC, SB, Pacifica, Colma.

North County bus stops need bus shelter upgrades & new installations where there are no shelters.

Colma needs bus shelters at the 2 Home Depot ECR stops. There is no bench on the west side of El Camino Real either.

Daly City needs several shelters. One is needed at Walgreens going south.

Seton MC shelter needs modification. Previous shelter was better, but not for wheelchairs.

Both sides should extend out, not just one side. Weather here is cold & windy.

McClellan bus stop should be moved south a few feet to the offset area. A shelter should be built here.

Alta Loma stairs stop should be off the street on Caltrans property, south of the stairs.

There should be a Costco bus stop going south at the crosswalk.

The Hickey stops should both have shelters.

The Arlington Ave bus stop is dangerous. El Camino between Colma & Hickey should have been fixed before 1970.

It would take Jackie to get an earmark to fix this fiasco. This road is dangerous.

I could write Elaine Chao, but am too busy right now with medical problems.

When I walk home from Seton, I walk down Old Mission Road to

McClellan, TJ's, Chase, Costco, Grocery Outlet, then home.

It is a 3 hour walk to get home. It would be better if I could walk along El Camino Real.

It should be a free bus ride from Colma to Grocery Outlet.

The Serramonte transit center should have digital displays like the Colma BART transit center has.

The San Bruno BART transit center should have these same displays installed.

I do not know what is in Redwood City at the transit center.

I request the 130 go to Stonestown, like the 122 currently does. Other DC BART buses should also go there. A survey would need to be done.

I mostly ride the [ECR, 122, 130.](#) I rode the newest ECR bus from Kohl's to Grocery Outlet last Thursday after a 2 Seton MC appointments.

These buses are really nice. I told the driver that too.

I suggest lowering the senior age to 60 or lower. It should be considered for non drivers a reduction to 50 or 55. This could get people out of their cars.

I suggest an annual senior bus pass of \$365 or \$366 (leap year). Pass could be purchased during year for \$1 / day for each remaining day each year.

It starts Jan 1 - Dec 31. This will not help me. Mostly I use ride the bus to Seton MC. If I get a ride to Seton, I often walk home.

I request you ride the ECR to Samtrans meetings. You should get a yellow or orange blazer that displays Samtrans Board President.

Even if you took this to Burlingame & Dave Pine took you to San Carlos, that would be a good start.

There are too many public officials who are on these committees who do not use the services. SMC needs more officials riding the bus & train.

I hope Nov 3, 2020 SSF residents can elect 2 new CC members. I worked hard to get district elections. I was ignored by CC, so I contacted Kevin Shenkman. Cindy Alger &

Pedro Gonzalez helped.

My ultimate goal is Charter City upgrade, 9 CC members, at large Mayor.

Westborough would have two. I want 2 year terms for all.

Jeff & I had hoped we could convert San Bruno to a charter city, 9 members + at large Mayor (as now), 2 year terms for all.

I am not sure if you knew. Jeff Tong & 20 other residents elected Linda Mason & Marty Medina running as a slate.

SB has 3 CC seats Nov 3, 2020. I hope the group will do this again.

We contacted the legislature requesting charter city referendum required signatures be reduced from 15% to 5%.

I started my 9th winter without hot water or furnace in my parents decrepit 1951 built home.

My chronic bronchitis & orthopedic injuries make this unpleasant.

My new roof was never finished or the permit signed off. It leaked in the garage.

With a new CC, maybe SSF will fix my front porch. This has been on Mike Futrell's desk since he fired the evil Kathy Mount.

Mike

**From:** William Hall  
**To:** [Board \(@samtrans.com\)](mailto:Board@samtrans.com)  
**Subject:** Attn Charles Stone  
**Date:** Sunday, January 19, 2020 3:55:58 PM

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I have personally seen your buses dumping bums in the embarcadero area numerous times.  
Cut the bull shit and disinformation.  
You are obviously part of the bum industrial complex.  
Have your bus drop the bums off in front of your house? No? That's what I thought.  
Either walk the walk or shut the fuck up.

William Hall  
San Francisco

Sent from my iPhone

**From:** MICHAEL HARRIS  
**To:** [Matsumoto, Karyl \[karyl.matsumoto@ssf.net\]](mailto:Matsumoto_Karyl[karyl.matsumoto@ssf.net])  
**Cc:** [Rios, Rona](#); [Simon, Mark](#); [Board \(@samtrans.com\)](#); [De La Torre, Andria](#); [Conger, Jean](#); [Dubost, Tina](#); [Pine, Dave \[dpine@smcgov.org\]](#); [David Canepa](#); [Helen Fiscaro](#); [john.goodwin@colma.ca.gov](#); [Sheri Boles](#); [Jeffrey Tong](#); [Marc Hershman](#); [senator.hill@senate.ca.gov](#); [Rosa Acosta](#); [pedrogonzalez@astound.net](#); [Eunejune Kim](#); [Everything South City](#); [Josh Connolly](#); [kathleen.wentworth@mail.house.gov](#)  
**Subject:** North County Samtrans improvements  
**Date:** Sunday, January 19, 2020 12:48:27 PM

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Dear Karyl,

I just discovered this morning in SF Examiner that you are now Board President. I would have written you sooner, had I known.

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Mike