

SAMTRANS
CORRESPONDENCE
as of 11-30-2021

November 7, 2021

San Mateo County Transit BOD
San Mateo County Transit District
Customer Service department
1250 San Carlos Avenue
San Carlos CA 95070

COPY

Re: A viable samTrans

Customer Service Rep:

This is a note to the Board of Directors. I ride samTrans across San Mateo County. You have to upgrade transit to get riders. So, I am going to give you a few reasons to increase the numbers. A big part of the reason that you haven't upgraded is due to the samTrans bureaucracy and executive payroll. You want your service to be rider friendly, courteous, clean, on time with passenger bliss.

So, here are a few pointers:

1. Your buses should be exceptionally clean. Today, was the first day in six months that they washed the windows. What a joy, I could see the streets. Remove all the stickers from the window viewing area and place them above eye level.
2. Your buses do not have shocks, springs or pneumatic frame insulators. The way most drivers control the bus, the ride is a rough-right on the road-passengers feel each shock, hole or rock. The buses are so low sometimes the body hits the road, too. Why?
3. You need to get rid of the loud internal speakers or bull horn tapes. They are worthless and were done by amateurs. Passengers do not need to hear over and over: At undefined intersections, "El Camino Real, "and then a street out of the blue. Example, in a soft voice: We are approaching the stop at Fifth Street-which should be a block away-at a minimum. Also, many times these announcements are so loud, one wonders if the driver is deaf, or should have their hearing checked.
4. The heaters and air conditioners should be operated in a proper manner. The other night, I took a bus on El Camino Real where the driver-at 9:30 pm-had the air conditioner on with the windows open. I closed some windows and he came apart.
5. Depending on the weather, open or close the windows, turn on or off the heater and air-conditioner. Or just have closed windows with the heater and air off.
6. The bus stops: Many are in the wrong place with no benches and have black signs which are impossible to read from a distance night and day. Also, most signs are not marked on the bus map. Why? On a cold night, in the open, waiting for a bus can be a nightmare.
7. All bus tops should have benches and be designed for passengers to observe buses approaching the stop. The bench enclosure should be wind, sun and rain proof. Waiting for

Emil Lawrence

a bus in the cold wind, rain or bright sun, is a nightmare. The bus stop poles should be painted baby iridescent stucco blue-eight feet in height. And, there should be solid steel baby blue barricade poles in front of the benches-for wayward driver protection.

8. All stops should be marked with an iridescent blue high visibility street sign-which can be read at 75 yards. Read from each direction. And, each stop should be absolutely-clean-
9. For the 398 and 292 into San Francisco, you need benches on Drum Street where they park.
10. Then, the same for the 260 at the exit from Redwood Shores.

SamTrans problem: You are beating-up your passengers, instead of making them your friends. Improvements-no rewards.

Sincerely



Emil Lawrence MBA
California Paralegal
3749 Buchanan Street
San Francisco CA
94123



November 29, 2021

Emil Lawrence
3749 Buchanan St
451-846
San Francisco, CA 94123-1710

To Emil Lawrence,

I am in receipt of your letter dated November 7, 2021 to the SamTrans Board of Directors. First, I want to thank you for taking the time to send us your comments and suggestions for an improved SamTrans service.

We are in agreement with you and at SamTrans we aim to provide our community with a high-quality transit system, and ensuring our service remains safe, clean, and timely is a top priority for us. Regarding the concern for safety, at SamTrans we sanitize daily with products listed by the EPA. The mechanical inter-workings of our vehicles are checked daily by our excellent maintenance staff and anytime a passenger reports issues with their ride, this information is sent directly to bus operations for evaluation and repair. Many of the issues you mention in your letter were the driving force behind us launching *Reimagine SamTrans*, a comprehensive operational analysis to redesign the entire SamTrans bus system. The intent was to identify improvements to local and regional travel connections, best practices for operations and public health, and many other operational concerns such as stop locations and amenities, in order to provide our riders with a better transit experience.

Additionally, know that this project was intended to be a community endeavor; *Reimagine SamTrans* utilized data and public input to pinpoint the strengths and challenges in the current bus system. Please know we are working to improve the experience for existing SamTrans customers and grow new ridership on SamTrans, and we strive to build SamTrans' efficiency and effectiveness as a mobility provider.

So, again, thank you for taking the time to provide us with your feedback. We always appreciate hearing back from our riders; it is important to all of us at SamTrans.

Kind Regards,
Rona Rios, Director of Customer Experience
1250 San Carlos Ave, San Carlos, CA. 94070
Office Phone: 650-508-6239

CC: SamTrans Board of Directors

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