

**SAMTRANS**  
**CORRESPONDENCE**  
**as of 8-3-2022**

**From:** [Rios, Rona](#)  
**To:** [Board \(@samtrans.com\)](mailto:Board@samtrans.com)  
**Cc:** [Fromson, Casey](#); [Nabono, Sarah](#); [Salandanan, Jan Alexis](#)  
**Subject:** FW: Consumer Report File #851854  
**Date:** Monday, August 1, 2022 1:55:15 PM  
**Attachments:** [image001.png](#)

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FYI.

Rona Rios, Director of Customer Experience  
1250 San Carlos Ave, San Carlos, CA. 94070  
Office Phone: 650-508-6239  
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



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**From:** Rios, Rona  
**Sent:** Monday, August 1, 2022 1:54 PM  
**To:** 'pamela0848@sbcglobal.net' <pamela0848@sbcglobal.net>  
**Cc:** Mau, Carter <MauC@samtrans.com>  
**Subject:** Consumer Report File #851854

Hello Ms. Neeley,

Your email to Carter Mau, General Manager, was forwarded to me for response. He is receiving a copy of this correspondence.

First, I hope you are well, and thank you for taking the time to send us this feedback. I will do my best to address all of your concerns.

Regarding the 296, you are correct that the change, to reduce travel time, will impact traveling to the VA Hospital. Also, SamTrans is rebranding the late night trips as 296 OWL service. Regarding the signage that has been placed at the stops, I understand your concern. It is important to notify all of our riders along the 296 route of this change, however, to say "not servicing this stop" along the entire route is likely to confuse other riders as well. I have asked our Facilities team to let me know if this messaging can be improved so it doesn't confuse others.

The Customer Service team has been trained on all of these changes, and has been given reference materials. I apologize that you were given the response from the person you spoke with stating they were unaware of the changes, and I will ask the Customer Service Supervisor to please review this call for training purposes and assist the call center reps as needed - asap.

Additionally, I verified with our Operations team that route 280 will remain the same, there will not be any weekend changes to the 280 route on August 7th. I'm happy to hear that the bus has been working well for you, and sincerely apologize for the experience you had last Friday. I will make sure we refer that feedback to Bus Operations.

Please know that we do have a plan in place and the Bus Operations Supervisors will be working overtime when these changes take effect. We want to help our bus operators get where they need to be right on time to ensure our customers receive the service they rely on. I will speak with the Customer Service Supervisor to determine if opening the call center earlier is possible.

Thank you again for all of your observations and recommendations.

Best Regards,

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Hello Carter,

I took the 296 a week ago now. There is a miss communication about the 296 route. There are signs up along the whole route stating that the bus will not service this stop. I called the customer service they did not know anything about the 296 having a massive change. I received the Reimage newsletter today and I read all of the changes, the only change is that it will not go inside the VA coming back from Redwood City. So, I do not know how come they have signs up.

As far as the signs that are up. Can you tell the Reimage people they should not put signs up until customer service has all of the information? I called customer service about the 296 change and the lady told me to call back. They do not have the information on the route changes, I mentioned about what was changing I told her the only change is that the 296 will not go into the VA on the way back from Redwood City.

Riders Digest has the upcoming changes. However, they did not mention in the Digest about the 280 no service on Sunday's starting August 7th. I thought that the Digest should have all changes that will happen on the 7th of August. Some people do not have access to the Internet, nor a cell phone.

When you go online to the schedule if you are not paying attention, you will not see it. It should be in red, so it stands out.

The bus not showing up last week Friday 7-22-22. The 280 bus the 530am did not run. So, I had to walk to University Ave. I was not happy. Today 7/29/22 it showed up. The bus has been doing very well. It has been coming on time and everything was going well. Friday was the day that went bad.

Is it possible that the supervisors can help with making sure that all routes are running every day of the week? Can customer service open earlier than 7 am. Samtrans will not know if a bus does not show up because it is closed.

One last thing. The floors on the buses need some attention.

Samtrans has been doing very well.

Thank you so much. Have a nice day.