

From: [Nancy Lacsamana](#)
To: [Salandanan, Jan Alexis](#); [Brook, Jean](#)
Subject: Re: Correspondence to the SamTrans CAC
Date: Wednesday, September 14, 2022 12:27:21 PM

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Alexis
Customer Service Sam Trans

Re: Customer Service response to High School Student Nicole Cortez letter to CAC

Jean Brook: can you include this email (from me) in our correspondence for next meeting

Hi Jan Alexis Salandanan,

Thank you for taking my call regarding Ms. Cortez's letter to the CAC of 8/17/22 and Sam Trans customer service response.

As discussed, I was very moved by Ms. Cortez's letter of concern for student transport in the South San Francisco Downtown between 101 and South San Francisco High School: El Camino Real/ W Orange and B Street..

As a point of reference this is about a 1.7 mile one way trip with no direct Sam Trans Service. This areas has had a huge increase in housing apartments along the Grand Avenue / Linden Area in the past 15 months.

This area is home to as she mentioned --many low-income minority families. Traffic has increased tremendously with cross traffic to the Biotech side of East 101.

Her letter was written passionately about her families reliance on public transit and the need for more connections for this area. The only school providing a School Route for Sam Trans (her note) is for the Serramonte area which is west of 280..

She did mention that the Free South San Francisco Shuttle in the downtown area can be used by students but it is crowded due to size and helps commuters connect to Bart..

The Sam Trans response, included the good news that effective in July 2022 the program to give low-income students free rides on all buses would be permanent. However, I found the majority of the response a bit canned and impersonal.

Although, I do not fault anyone at Customer Service for using the language and/or process of using a standard response I was disappointed in it.

As we discussed, it is rare to receive such a passionate and thoughtful letter from a High School student.

My questions include:

Could more effort been made to give her resources in bringing attention to this problem by forwarding to a Sam Trans department or to other government agencies:
for example.

Sam Trans :Could CS forward to scheduling as a consideration of a new Student Route that could service both South San Francisco High and El Camino for students west of 101/ east of ECR of South San Francisco

South San Francisco School Board to get behind the request.

South San Francisco City Council ---consideration -to add (1) Trip early route (the Green Route does not start till 8:10) ---could it add (!) Trip route early to South SF High as a test on school days in addition to the current Blue Route)

I understand and am very clear that this is not the responsibility of Customer Service to problem solve for riders.

However, I believe there should be a more thoughtful approach in responding to those who contact Sam Trans --and if the questions concern a regional disparity --that we offer contact information to gain support..

Thank you again for your time.

Nancy Lacsamana
CAC member
Sam Trans

On Wed, Sep 14, 2022 at 10:32 AM Salandanan, Jan Alexis <SalandananJ@samtrans.com> wrote:

To Nancy,

Got it. Thank you for sending.

See you—or, rather, talk—to you at 11:30.

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: Nancy Lacsamana <nlacsamana230@gmail.com>
Sent: Wednesday, September 14, 2022 10:07 AM
To: Salandanan, Jan Alexis <SalandananJ@samtrans.com>
Subject: Fwd: Correspondence to the SamTrans CAC

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Hi there - here is the young ladies letter and Samtrans response

Talk at 11:30 !

Nancy

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

From: Brook, Jean <BrookJ@samtrans.com>
Date: Thu, Sep 1, 2022 at 12:13 PM
Subject: Correspondence to the SamTrans CAC
To:
CC: Linehan, Amy <LinehanA@samtrans.com>, Epstein, Jessica <EpsteinJ@samtrans.com>

Hello SamTrans CAC Members,

FYI, please see the attached letter and response from Customer Service.

Jean Brook

Assistant District Secretary

Executive Administration

San Mateo County Transit District

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