

**SAMTRANS**  
**CORRESPONDENCE**  
**as of 11-22-2024**



November 22, 2024

Philip Georgy  
4000 South El Camino Real #128  
San Mateo, CA 94403

Dear Mr. Georgy:

We received your letter to the SamTrans Board regarding your Redi-Wheels ride on May 28, 2024. Thank you for sharing your experience with us. We understand the frustration caused by the situation you described, and we sincerely apologize for the inconvenience.

After reviewing your concerns, we want to assure you that quality and customer feedback are very important to us. We take the time to thoroughly review each situation to ensure we are serving all customers well. We've carefully listened to the call recordings, reviewed the information in the scheduling software, checked the GPS tracking, and discussed the incident with the Redi-Wheels General Manager, Assistant General Manager, and Dispatcher.

Our records indicate that the driver arrived a few minutes early for the scheduled ride and waited until five minutes after the scheduled time before departing. As outlined on page 13 of the Paratransit Riders' Guide, the policy states that the driver can only wait up to five minutes past the scheduled pick-up time. Unfortunately, due to the scheduling software's algorithm, which accounts for time, location, passenger numbers, and other factors, we are unable to accommodate requests to extend wait times or to have the vehicle return after departure. These protocols help us manage the flow of trips for all customers and ensure timely service, as other customers are waiting for their on-time service. With this in mind, waiting additional time at a specific location can adversely affect additional trips scheduled on that day.

Redi-Wheels staff receive initial training and annual refresher training on empathy, compassion, and key customer service skills. Redi-Wheels will continue to ensure that staff receive this training. We understand how important it is to feel supported and valued, and we continuously provide our staff with training on empathy, compassion, and customer service. Your feedback will help us improve and continue providing the best service possible.

We truly appreciate your ongoing support, and we're grateful for the positive comments you've shared about SamTrans and Redi-Wheels service. As a token of our appreciation, we are sending you four Redi-Wheels tickets to help make your next experience with us more pleasant.

Thank you again for your understanding, and please don't hesitate to reach out if you have any further questions or concerns.

Sincerely,



Tina Dubost  
Manager, Accessible Transit Services

C: SamTrans Board  
April Chan, General Manager / CEO  
David Olmeda, Chief Operating Officer  
Ana Rivas, Director, Bus Transportation  
Kelley Shanks, Manager, Bus Contracts

Enclosure: Paratransit tickets  
San Mateo County Paratransit Riders' Guide



NOVEMBER 21, 2024



### **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...

### **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/webinar/register/WN\\_LGDVs4ioR3KFuEmCWu1Dw](https://us06web.zoom.us/webinar/register/WN_LGDVs4ioR3KFuEmCWu1Dw) 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 ...

### **Electronic Quote EQ 24-08-526 Price Agreement for Fleet Batteries**

From Indianapolis Public Transportation Corporation (IndyGo)

Electronic Quote EQ 24-08-526 Price Agreement for Fleet Batteries Summary: The Indianapolis Public Transportation Corporation (IPTC) is seeking quotes from qualified "Battery" Vendors to supply its annual fleet battery requirements...

### **IFB 24-07-510 Supply Agreement for Platform Gap Fillers**

From Indianapolis Public Transportation Corporation (IndyGo)

Indianapolis Public Transportation Corporation (IPTC) Invitation for Bid IFB 24-07-510 Supply Agreement for Platform Gap Fillers Summary: The Indianapolis Public Transportation Corporation (IPTC) is seeking bids from qualified vendors...

### **RFP: Gunshot Detection System solution**

From Santa Clara Valley Transportation Authority (VTA)

VTA seeks to procure, implement and own a turn-key Gunshot Detection System solution. The system will endeavor to minimize the risk of loss of life at vulnerable VTA employee locations by providing rapid detection, alert, and response capabilities...

To post a RFP, please contact Amy Stauffer

This email is being sent to [board@samtrans.com](mailto:board@samtrans.com).

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