

**SAMTRANS**  
**CORRESPONDENCE**  
**as of 7-7-2020**

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**From:** Rios, Rona  
**Sent:** Tuesday, July 7, 2020 1:46 PM  
**To:** 'srgardner1@hotmail.com' <srgardner1@hotmail.com>  
**Cc:** Board (@samtrans.com) <Board@samtrans.com>  
**Subject:** Ridership Increase vs COVID

Dear Susan,

Your email was forwarded to me for response, and the Board of Directors will receive a copy of our correspondence.

We sincerely appreciate you taking the time to contact us and for sharing your concerns with regards to our bus service.

We are currently working on reestablishing fare collection as well as adding more buses to our main routes. As you mentioned in your email, there is a need to increase frequency on the ECR route and we are considering these changes to the system and they may come as early as mid August. We are in the process of installing proper barriers near the bus operators and once this is complete we will reopen front seating. Please know that we have placed signs and messages on the buses to remind passengers to use their face coverings when riding the bus, and to maintain proper social distance.

Again, thank you very much for sharing your concerns, and we sincerely appreciate your patronage.

Best Regards,

Rona Rios  
Director, Customer Experience  
SamTrans

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**From:** Susan [<mailto:srgardner1@hotmail.com>]  
**Sent:** Saturday, June 27, 2020 10:21 PM  
**To:** Public Comment  
**Subject:** Ridership Increase vs. COVID

The time is now overdue to increase your daily ECR Buses! This week, each time I have gotten on a bus no seats with "safe" distance. Difficult when the Mask Requirement is not being enforced. I understand bus drivers have plenty to concentrate on other than mask enforcement. Please strongly think about returning fares, adding more buses to main routes, and maybe time to reopen front seating. Thank you for your time.

Sent from my T-Mobile 4G LTE Device