

SAMTRANS
CORRESPONDENCE
as of 5-6-2020

From: [Rios, Rona](#)
To: [Joyce Oudkerk Pool](#)
Cc: [Board \(@samtrans.com\)](#)
Subject: RE: SamTrans Bus Issue Consumer Report File # 750309
Date: Tuesday, May 05, 2020 12:47:54 PM

Dear Ms. Pool,

I am getting back to you as promised regarding your concerns shared about our bus schedules (leaving your son at Safeway) and your experience with a call to the Customer Service Center.

I received a response from our operations staff that indicated when we initiated social distancing protocols on the buses there was most like was some confusion resulting from this recent order. Operations has instructed the bus operators to call dispatch and inform them immediately of the location of passengers waiting so a backup driver can arrive, and they expect another bus in minutes from the call. The operator should also be letting the passengers know that another bus is on the way. However, due to our recent schedule changes the last bus out of that area is currently 7:23pm.

Regarding the call you made in to the Customer Service Center, it was recorded on April 28th at 9:07am from 415-572-9992. I was able to locate the call and listen to it. Although my staff member did not use the words, 'consider yourself lucky there are buses along the coast' I can see how the frustration with sharing this information could have felt implied. My apologies for any miscommunication or misunderstanding.

Again, I am sorry for the frustration you experienced and wish you the best.

Best Regards,

Rona Rios
Director, Customer Experience
SamTrans

From: Rios, Rona
Sent: Friday, May 1, 2020 11:00 AM
To: 'Joyce Oudkerk Pool' <jopstudio@sbcglobal.net>
Subject: RE: SamTrans Bus Issue

Thank you for this information. We will check our call log, and I will be in touch.

Best,
Rona Rios

From: Joyce Oudkerk Pool <jopstudio@sbcglobal.net>
Sent: Friday, May 1, 2020 10:56 AM
To: Rios, Rona <riosr@samtrans.com>
Subject: Re: SamTrans Bus Issue

Thank you for following up.

April 29th my son had a 12-8, the 8:23 the bus did not show, he borrow someones phone and called me. I used my land line 650-563-9166 to call, I don't remember what time but it would of been that evening immediately or the next morning April 30 probably around 9am -10 am. I hope you can find it from the phone # I gave you. My cell is 415-572-9992 but I don't see recent calls to the 1-800-660-4287 Please let me know what you find out.

Joyce Oudkerk Pool
jopstudio.com
Cell: 415-572-9992
Follow us on Instagram @ Jopstudio

On Friday, May 1, 2020, 10:42:52 AM PDT, Rios, Rona <riosr@samtrans.com> wrote:

Dear Ms. Pool,

I received your complaint from Director Groom's office. We are very sorry your son experienced this difficulty while trying to get to work. We did recently change our bus schedules and the last bus out of that location is the 7:23pm bus. However, I am going to work with operations to understand the social distancing protocols on the bus.

Additionally, I'd like to look further at the comment that was made by my customer service staff member, it is not a message representative of the Districts mission or focus so my sincere apologies. I would like to better understand what day and time you placed the call because our calls are recorded for service quality and I would like to know who on my staff made such an insensitive comment. Can you provide me with the day and time of your call, and did you call the SamTrans number at 1-800-660-4287?

I appreciate the additional effort on your part to help me address this behavior. I will also follow up with you when I have an understanding of the social distancing operational issue.

Best Regards,

Rona Rios

SamTrans

Director, Customer Experience

Ms Groom,

I kept your email from 3 years ago concerning our Montara bus route and service. I hope you are still working at SMC

I need your help. We need to complain, raise our voices and public transportation is a right not a privilege. My son got a job at New Leaf, he's happy and takes the bus. A few days ago the 8:15 in HMB to take him back to Montara did not show up. I called Sam Trans and they basically said, yes we had to cut the service because ridership is low and now the bus will go every 2 hours and the last bus from HMB goes at 7:23. The guy had the nerve to say consider yourself lucky that the bus still drives along the coast. My son shifts are 12-8. Tonight he had a 11-7. He stood at the bus stop and when the driver pulled up he said sorry can't take you because of social distancing, my son said there were maybe 7 people on the bus. He was stranded in HMB. How do you expect to have our essential workers go to work and come home. We are talking New Leaf, Safeway, Spangler, Oceano Market, gas stations, hardware stores. Any advice, suggestions are needed.

My son is not the only one unable to get home from work

Thank you, Joyce Oudkerk Pool