

Date: September 15, 2025
To: Mark Szyperski
Prepared By: Phil Moores, Executive Director
Subject: Secret Rider Program

Eastern Sierra Transit Authority sincerely thanks Mark for his assistance in exposing our weaknesses and shouting our strengths. During Mark's visit he surreptitiously rode our system observing the operation with an expert's eye. After his report, we went about improving in areas discovered deficient. It is very valuable to get the opinion of a third-party observer on how our system operates. Safety, customer service, and timeliness were on his mind during his bus rides! Call me if you want to talk.

Sincerely,



Phil Moores, Executive Director
Eastern Sierra Transit Authority
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