

SAMTRANS
CORRESPONDENCE
as of 5-24-2024

From: [Just Mike 650](#)
To: [Jan Alexis Salandanan](#)
Cc: [Board \(@samtrans.com\)](#)
Subject: SamTrans Customer Service
Date: Thursday, May 23, 2024 11:11:44 AM

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Tracking Number: 930338
First Name: JUSTIN
Last Name: MICHAELS
Email: justmike650@gmail.com
Phone: 6506785616
Category: Operator

Bus Operator referred to me as "Boss" as I boarded.

I cannot think of a more derogatory comment than the above.

Lots of middle eastern-type drivers either call male passengers BOSS -or think it funny.

I RESENT BEING CALLED THAT.

Operator 1761 Bus 641 Route 295 from SC ave/Laurel to San Mateo / Hillsdale Boarded at 343106 northbound Time approx 944 a.m

Comment:

I got off at 342012 Lunardi"s He did not have the ability to curb the front door so that it matches the height of the curb.

As I tried stepping down reluctantly the driver said "Do you need the ramp".

I said "NO - but you NEED to get closer to the curb"

FYI ALL drivers say THIS when their own skill levels are not up to par.

Note to today's driver and all others: NO I do not NEED

the ramp, you just need to practice so you can do your job.

From: [AC Transit eNews Board \(@samtrans.com\)](#)
To: [AC Transit eNews Board \(@samtrans.com\)](#)
Subject: Sunday Schedules on Memorial Day
Date: Wednesday, May 22, 2024 3:02:45 PM

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Sunday Schedules on Memorial Day

On Memorial Day, Monday, May 27, all AC Transit local and transbay lines will operate on Sunday schedules. To check Sunday schedules, visit the [AC Transit Maps and Schedules web page](#).

Horarios de domingo para el Memorial Day (Día de los Caídos)

En el Memorial Day (Día de los Caídos), el lunes 27 de mayo, todas las líneas locales y transbay funcionarán con horarios de domingo. Para ver los horarios de domingo, visite [la página web de Mapas y Horarios de AC Transit](#).

纪念日当天改用周日公交时刻表

5月27日（周一）阵亡将士纪念日当天，所有AC Transit 的本地线路和跨湾线路将按照周日公交时刻表运行 查看周日时刻表，请访问<https://www.actransit.org/maps-schedules>，访问 AC Transit 地图和时刻表页面

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CUSTOMER SERVICE:

For questions or feedback related to AC Transit, visit actransit.org/feedback or call (510) 891-4777, option 2.

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This email was sent to board@samtrans.com using GovDelivery Communications Cloud on behalf of: Alameda-Contra Costa Transit District (AC Transit), 1600 Franklin St., Oakland, CA 94612.



From: [Just Mike 650](#)
To: [Jan Alexis Salandanan](#); [Board \(@samtrans.com\)](#)
Subject: PRIVATE BUSES MAKE IT DIFFICULT FOR SAM TRANS PASSENGERS AND SAM TRANS BUS OPERATORS
Date: Thursday, May 23, 2024 11:25:34 AM

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Picture Taken At ECR and San Carlos Ave - Ready To Pull Over - 4-5 Passengers Were Already Waiting For This Bus

Picture Taken At the Southwest Corner Or SC Ave And ECR



Justin Michaels