

SAMTRANS
CORRESPONDENCE
as of 12-3-2024

From: [Vector EHS Management](#)
To: [Board \(@samtrans.com\)](#)
Subject: Vector EHS Management Notification - Customer Service #948102
Date: Monday, December 2, 2024 10:52:46 AM

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You are being notified of the following Customer Service #948102

System ID: 948102

Date Received: 12/2/2024

Time: 10:00 PM

Group: SamTrans

Division: SamTrans Contractors

Facility / Department: Contracted Bus Svc-Mainline

Section (City/Station): Bus Route

Detailed Location: Bus Route ECR

Run Number or Train Number: Bus Run 627

Bus #:

Categories: Discrimination

Potential Safety Issue: No

Occurrence Description / Comments: Picked up from Palo Alto Bus Station towards Daly City I just transferred money from my Clipper to my phone account the driver didn't want to let me on the Bus I told him I was transferring money over he told me to sit At the back of the Bus That's discrimination racism my son in laws are African American Rosa Parks went through hell so no one was told to sit in the back of the bus . I demand a call back ??? He also threatened to drop me off the bus in the middle of the night I work at San Mateo Medical Center I take the Bus out here 4 days a week I work pay my taxes for this bus ride !!!!!!!!!!!!!Sam Tean has 1 crashed the Bus 08/23/24 2 watched a Bus driver get into a fight with a on boarding customer 3 Discrimination racism and Threatened to through me off bus (this complaint) Esperanza Maria Marquez 408-656-3557 This needs to go to All Admin Board of Directors I will attend a meeting. Everyone on that bus speaks Spanish drunk or homeless I'm not afraid to speak upz. I'm an advocate in the Community help those who can't speak for their self. VTA I've never had a problem in 30 yrs Sam Trans 3 months my life in danger I have my family to take care of Esperanza Maria Marquez

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