

**SAMTRANS**  
**CORRESPONDENCE**  
**as of 1-3-2025**

## Jean Brook

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**From:** Patricia Nitsche <patricia.nitsche@yahoo.de>  
**Sent:** Monday, December 30, 2024 7:58 PM  
**To:** Board (@samtrans.com)  
**Subject:** Complaint

[You don't often get email from patricia.nitsche@yahoo.de. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

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Dear All,

I am a tourist from Germany and need to complain about your SamTrans busdriver who drove me today from Daly City Bart to Pacifica (line 110, departure at Daly City Bart: 12:48). He behaved very aggressive towards me as I did not know that I have to insert the Money for the ticket in the checkpoint (I thought I have to give it to him directly). He shoutet at me „what shall he do with the money“, and when I asked him where can I get my change he shoutet again at me. Such an aggressive behavior is absolutely not the way one want to be treated when being in a foreign country!

Kind Regards

Patricia Nitsche

Von meinem iPhone gesendet

**Jean Brook**

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**From:** Dan Lieberman <lieberman@samtrans.com>  
**Sent:** Monday, December 30, 2024 1:02 PM  
**To:** Board (@samtrans.com)  
**Subject:** Caltrain - Year In Review

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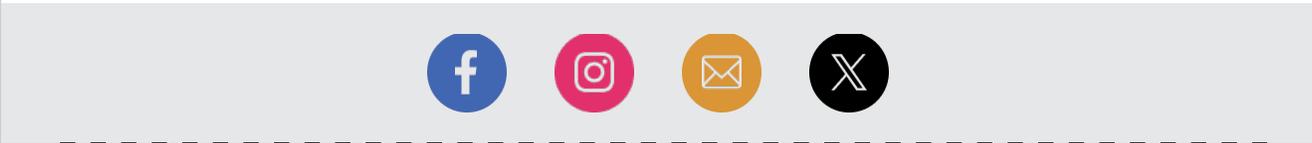
**CALTRAIN**  
ELECTRIFICATION  
YEAR IN REVIEW 2024

**Caltrain**

## Caltrain Year in Review

2024 has been a huge year for Caltrain, with the launch of electric service after years of anticipation. [Take a look](#) at the many milestones we reached and goals we accomplished on the 160th anniversary of the San Francisco-San Jose Rail Corridor.

[See More about Caltrain 2024](#)



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**Jean Brook**

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**From:** AC Transit eNews <actransit@service.govdelivery.com>  
**Sent:** Monday, December 30, 2024 12:01 PM  
**To:** Board (@samtrans.com)  
**Subject:** Enjoy New Year's Eve Safely, Your Ride's On Us!

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## Enjoy New Year's Eve Safely

AC Transit continues to support your transit needs, including getting you where you need to go safely on New Year's Eve. Riders will be able to ride all AC Transit

buses free of charge, including Transbay and Tempo lines, beginning on **8 pm on December 31 until 5 am on January 1.**

All AC Transit local and Transbay lines will operate on Sunday schedules on Wednesday, January 1, 2025. All AC Transit offices will be closed on January 1, 2025.

Have a safe, healthy and happy holiday.

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### **Where's my bus?**

Keep track of your bus by using ACT RealTime! Get up-to-date predictions for every line at every stop. Find it at [actransit.org/rt](https://actransit.org/rt).

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## **Disfrute la víspera de Año Nuevo de manera segura**

AC Transit continúa apoyando sus necesidades de tránsito, incluyendo llevarle a donde necesita ir de manera segura en Nochevieja. Los pasajeros podrán viajar gratis en todos los autobuses de AC Transit, incluyendo las líneas Transbay y Tempo, comenzando a las **8 pm del 31 de diciembre hasta las 5 am del 1 de enero.**

Todas las líneas locales y Transbay de AC Transit funcionarán en horario de domingo el Miércoles, 1 de enero de 2025. Todas las oficinas de AC Transit estarán cerradas el 1 de enero de 2025.

Que pase unas felices fiestas de manera segura y llenas de salud.

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### **¿Dónde está mi autobús?**

¡Manténgase al tanto de su autobús utilizando ACT RealTime! Obtenga predicciones actualizadas para cada línea en cada parada. Encuéntrelo en [actransit.org/rt](https://actransit.org/rt).

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**安全享受除夕夜**

AC Transit 将继续支持您的公交出行需求，在除夕夜将您安全送达目的地。12月31日晚上8点至1月1日早上5点，乘客可以免费乘坐包括跨湾线路及 Tempo 在内的所有 AC Transit 巴士。

所有 AC Transit 本地线路和 Transbay 线路将于 2025 年 1 月 1 日星期三按照周日时间表运行。AC Transit 的所有办公室将于 2025 年 1 月 1 日关闭一天。

祝您度过一个安全、健康、愉快的假期。



### 我的巴士在哪里？

快使用 ACT RealTime 来实时关注您的巴士！获取每条线路每次停靠的最新预测。您可以在 [actransit.org/rt](https://actransit.org/rt) 上找到它



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#### CUSTOMER SERVICE:

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

Do not reply to this email.

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