

**From:** Urbana Garage garageurbana  
**Subject:** the information you requested  
**Date:** February 4, 2019 at 10:53 AM  
**To:** jjensen@wcia.com



Here is the information you requested. Customer creates her own problems. We have nothing to add and will not be responding to any subsequent contact.

Suburban Express

Thursday January 31, 2019

As we are loading at University of Illinois Altgeld Hall, a young woman approached \*\*\* who was busy loading bags. She aggressively got in his face complaining about her earlier bus that never arrived. \*\*\* calmly told her "that bus was canceled". She continued to raise her voice and repeatedly told \*\*\* that "my dad is an attorney and you are gonna get a lawsuit! We are gonna sue you"! As \*\*\* finished loading bags he entered the bus to give his safety speech. As \*\*\* turned to leave the bus the young woman entered the bus without a valid ticket. I asked her to "please get off the bus." She said her dad was on the phone and wanted to talk with \*\*\*. \*\*\* said "I will talk to him outside". She and \*\*\* then stepped off the bus, I closed my door and drove away.

\*\*\*\*\*  
#6600  
D\*\*\* \*\*\*\*\*

Sent from Yahoo Mail on Android

Email to former customer, banning her for her conduct:

Dear Bridgette,

On Thursday, January 31 2019, you approached bus 1600 with a ticket for the cancelled 1400 and introduced yourself by threatening to sue Suburban Express. You then proceeded to have a screaming tantrum as we loaded the bus. Then, you pushed your phone in the face of the person who was trying to release the bus. He accepted your phone to end having it pushed in his face, and placed it on the ground at the edge of the sidewalk after the bus was rolling.

Had you not acted like [a] spoiled little psychopath and calmly explained your situation, you would have been permitted to board the bus. Instead, you are now permanently banned. You are not welcome on any Suburban Express or Illini Shuttle bus ever again. If you purchase a ticket, it will be rejected at the bus and later refunded.

Your instinct to fight rather than negotiate does not serve you well.

Your ticket for 1/31/19 and 2/3/19 has been refunded.

Regards,  
Suburban Express