



JPB Board of Directors
Meeting of May 1, 2025

Correspondence as of April 11, 2025

Subject

1. Re_ Why cant we have coordinated BART and CT schedule at Millbrae_
2. Incident on SamTrans bus_ April 5, El Camino Real bus, northbound on ECR (Hillsdale stop)
3. Re_ Caltrain Horns
4. Re_ Incident on SamTrans bus_ April 5, El Camino Real bus, northbound on ECR (Hillsdale stop)
5. Monthly pass thru app_
6. Re_ Formal Complaint Regarding Employee Conduct – Citation #24001195
7. Re_ PLEASE RESPOND TO ME ABOUT YOUR SERVICE Re_ 108 left 5 mins Early!!! Re_ Leave early

From: [Lynda Swanson](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#); [Public Comment](#)
Subject: Re: Why cant we have coordinated BART and CT schedule at Millbrae?
Date: Friday, April 4, 2025 5:09:41 PM

[You don't often get email from lyndaswanson@me.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

I travel on Wed mornings and Sunday noon frim SF to Palo Alto. Grateful for changes and I know the morning commutets are! With gas prices and cars so \$\$\$ and an aging demographic (i am almost 80) i KNOW more people would travel weekends if they could reliably get trains

Sent from my iPhone

> On Apr 4, 2025, at 12:48 PM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:
>

From: [Vicky Boyd](#)
To: [Michelle Bouchard](#); chanaa@samtrans.com; [Peter Skinner](#)
Cc: [Board \(@caltrain.com\)](#); [Board \(@samtrans.com\)](#)
Subject: Incident on SamTrans bus: April 5, El Camino Real bus, northbound on ECR (Hillsdale stop)
Date: Sunday, April 6, 2025 1:33:30 AM

You don't often get email from vickylboyd@yahoo.com. [Learn why this is important](#)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Dear Ms. Bouchard, Ms. Chan, Mr. Skinner,

I was waiting for a lengthy time for the SamTrans El Camino Bus, northbound, at Hillsdale station. Approximately 10:30 p.m. on April 5. When the bus finally pulled up, there was clearly an incident going on inside the bus. I could see through the glass door and hear it from outside - an African American male screaming and acting hostile. The bus driver had a wooden baton in her hand and appeared to be trying to make a phone call. The bus stayed parked with the motor on but bus driver would not open the door for me. I waited for a while to see if the situation would de-escalate but it did not, the passenger was out of control. I was VERY concerned for the bus driver who was distressed but trying her best to contact someone for help. There were other passengers on the bus. Unfortunately my phone had just died so standing outside was not able to do anything. I tried to make eye contact with the bus driver to let her know I was aware of the situation and would try to get help.

I immediately went to the CalTrain train station just as a northbound train was pulling up. Ms. Bouchard, here is where I need your attention please. I reported the incident to the CalTrain employee as soon as I entered the train and requested he contact the police or authority. His indifference was beyond my comprehension. He said he had no way to dial out or call for help. He told me even if there was an incident on his train he would have no way to dial out. Completely non-complacent attitude. I attempted to ask another passenger on the train if he could use his phone to report this incident but he could care less. I felt like I was in the twilight zone surrounded by employee and fellow passenger that were completely indifferent to the incident I tried in vain to report. I waited until my Broadway, Burlingame stop to exit, got off the train and went immediately to a gas station. The attendant there allowed me to use his phone, I called San Mateo Police to report. The officer I spoke to said he was aware of the situation, it had been called in. That was a huge relief.

Often I have to take the El Camino northbound bus at night, the last (2) scheduled runs. It is like a mobile homeless encampment. Other passengers with feet up on chairs, terrible smells, unkempt. I take multiple transfers when I depart Half Moon Bay at night and that last leg of the journey, El Camino Real northbound, is dreadful. I don't know if you are aware just how bad it is. After not being able to get on the bus after waiting 1+ hour for because of this incident, then having to take the train instead, I did not get home until midnight tonight.

I think what is most disturbing is that when I tried to report it to a CalTrain employee he was so indifferent and just walked away. That was shocking to me.

Just wanted you to be aware. I am concerned for the bus drivers, the other passengers and myself that these disturbances are going on. The bus drivers have always been very cordial, polite and helpful.

Sincerely,
Vicky Boyd
(650) 431-9502

From: [Martin J Sommer](#)
To: [Board \(@caltrain.com\)](#); [Board \(@caltrain.com\)](#)
Cc: [Caltrain BOD Public Support](#)
Subject: Re: Caltrain Horns
Date: Sunday, April 6, 2025 10:42:10 PM

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Dear Caltrain Board,

Thank you for again acknowledging "that federal regulations and GCOR do not explicitly mandate bell use at grade-separated stations", such as the grade-separated Caltrain University Ave Station. What this means, is that Caltrain is independently creating your own rules, and in turn, creating unneeded noise pollution.

Before this moves into a public nuisance noise pollution lawsuit, would you be willing to lower the simulated bell, to the level that you lowered the needlessly loud Clipper Card reader system terminals? As with the Clipper Card readers, we should not be deprived of sleep in our homes, blocks away, behind soundproof glass.

Please let me know.

Martin

On 2/28/25 10:47 AM, Brent Tietjen wrote:

Hi Martin,

Thank you for reaching out again with your concerns regarding the use of the bell at Palo Alto Caltrain Station.

While it is correct that federal regulations and GCOR do not explicitly mandate bell use at grade-separated stations, Caltrain's operating policies require the bell to be sounded upon entering, departing, and passing through all stations. Additionally, GCOR does mandate that bells are used:

- Before moving, except when making momentary stop and start switching movements.
- As a warning signal anytime it is necessary.
- When approaching men or equipment on or near the track.

These rules are in place to enhance passenger and pedestrian safety and ensure awareness of approaching trains, especially in busy station environments. While we acknowledge that University Ave. Station is grade-separated, the rule remains consistent across our corridor to maintain

uniform safety procedures and prevent potential hazards. Many other railroad agencies have similar rules in place to enhance safety.

Thank you again for your feedback.

Thanks,
Brent

On January 13, 2025 2:07:45 PM PST, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Mr. Sommer,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. We apologize for the delay in our response. Our External Affairs Manager is currently reviewing the specifics of our horn/bell rules. He is out this week but will follow up directly with you next week.

Thank you for your patience and understanding.

Sincerely,
Your Caltrain BOD Public Support Team

From: Martin J Sommer <martin@sommer.net>
Sent: Thursday, December 26, 2024 10:04:51 PM (UTC+00:00) Monrovia, Reykjavik
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Board (@samtrans.com) <board@samtrans.com>
Subject: Re: Caltrain Horns

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Happy Holidays. Could I please have an official response to this, heading into the new year?

Thank you,
Martin

On 11/26/24 8:48 PM, Martin J Sommer wrote:

Dear Caltrain BOD Public Support,

Thank you for the additional information. I have read through the suggested General Code of Operating Rules (GCOR) and Title 49 (CFR 49), and nothing states as "required", the practice of sounding the bell/horn on every entry and exit of a grade separated station, such as University Ave station in Palo Alto.

This is simply a "choice" made by Caltrain, is different from other train systems (BART, Muni, etc) in the SF Bay area, and is unjustified by federal or state requirements. This choice, is creating unneeded noise pollution.

Please limit the ringing of bells or sounding of horns while entering University Ave station, to potential imminent danger, such as a person either on or too close to the tracks.

Thank you,
Martin

On 11/5/24 10:38 AM, Caltrain BOD Public Support wrote:

Dear Martin Sommer,

Thank you for your feedback regarding the use of the bell and horn at the Palo Alto University Ave. Station. We appreciate your concerns about noise pollution and the impact it has on the community.

To clarify, "Company policy" references the General Code of Operating Rules (GCOR), which aligns with the Federal Railroad Administration (FRA) regulations and Title 49 (CFR 49). While we understand your suggestion to limit the use of the bell and horn to instances of imminent danger, it is important to emphasize that the bell is utilized for safety reasons prior to entering, departing, and while passing through passenger stations. This practice is required, and it is meant to alert pedestrians near the platform of an approaching or passing train, ensuring their safety.

Additionally, the whistle/horn will be sounded when approaching individuals, equipment, or any potential hazards on or near the track, regardless of any whistle

prohibitions. This is a critical safety measure, especially considering the nearby crossing at the Palo Alto station.

We value your input and are committed to maintaining a balance between safety and community concerns.

Thank you for your understanding.

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Sunday, October 27, 2024 4:32 PM
To: Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Caltrain Horns

From: Martin J Sommer <martin@sommer.net>
Sent: Sunday, October 27, 2024 11:32:43 PM (UTC+00:00)
Monrovia, Reykjavik
To: Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Board
(@samtrans.com) <board@samtrans.com>
Subject: Re: Caltrain Horns

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Dear Caltrain Support Team,

Thank you for acknowledging that sounding the bell/horn each time a train enters or exists the Palo Alto University Ave. Station, is NOT an FRA requirement, and is simply a Caltrain "policy".

Before taking this issue into legal action regarding a public agency generating unneeded noise

pollution, would you be willing to only sound the bell/horn, whenever there is "imminent danger"? For example, if someone has jumped or fallen onto the tracks, or is too close to the platform edge?

If so, this would provide a workable solution, and reduce the bell/horn noise by at least 90%. I believe this would also educate people of real emergencies, vs routine noise.

Thanks, and please let me know.

Sincerely,
Martin

On 10/25/24 1:27 PM, Caltrain BOD Public Support wrote:

Dear Martin Sommer,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence. Thank you for your feedback regarding the sounding of the bell at the Palo Alto Caltrain Station. We appreciate your concerns and understand the importance of minimizing noise pollution, especially in areas where efforts have been made to create a quieter environment.

We would like to clarify that, according to company policy, it is required to sound the bell when approaching and traveling through every station platform. This rule is in place to ensure the safety of all individuals in the vicinity, as it serves as a warning to make them aware of an incoming train. While we recognize that University Ave. Station is grade-separated,

the safety of the general public remains our top priority.

We sincerely apologize for any inconvenience this may have caused and appreciate your understanding of the safety measures we have implemented. Your feedback is invaluable, and we will continue to evaluate our practices to balance safety and community concerns.

Thank you for your understanding.

Best regards,

Your Caltrain BOD Public Support Team

From: Martin J Sommer
<martin@sommer.net>
Sent: Tuesday, October 15, 2024 3:34:18 AM
(UTC+00:00) Monrovia, Reykjavik
To: Todd Douglas <DouglasT@samtrans.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Board (@samtrans.com) <board@samtrans.com>
Subject: Re: Caltrain Horns

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Hi Todd,

Thanks for your response. According to FRA document 222.21 When must a locomotive horn be used?, " ... the locomotive horn on the lead locomotive of a train ... shall be sounded when such locomotive or lead cab car is approaching a public highway-rail grade crossing".

The significant part here, is "grade crossing". When it comes to sounding a horn or bell at stations, it boils down to two issues: a) is the station "at grade" with the tracks, and/or b) is there an imminent hazard of death or injury to a person or persons.

University Ave. Station in Palo Alto, is grade-separated, and thus the only validation for ringing a bell or blowing the horn, is if someone has jumped or fallen onto the tracks, and is in "imminent danger".

The idea of the new electric trains ringing their bell on every entry and exit of the University Ave. Station, is not required, and is creating public noise pollution ... something we worked so hard to eliminate, in electrifying Caltrain.

Please stop sounding the bell and/or horn, every time a train enters or exists University Ave. Station in Palo Alto!!

Ref: <https://www.ecfr.gov/current/title-49/section-222.21>

Martin

On 10/14/24 3:24 PM, Todd Douglas wrote:

Hello Martin Sommer,

**Thank you for taking the
time in contacting Caltrain
with your comments
concerning horn noise in**

your area. Your comments were sent to Rail Operations for further handling.

The application of a train's horn/bells is governed by Federal and State law. One of the locations where they must sound their horn is when the tracks cross a street and also pull into the station.

I can tell you we frequently inspect the volume of these systems to ensure they fall within the mandated decibel range for this type of equipment.

We are sorry the sound has been disturbing you, and will maintain our programmed monitoring of these systems to ensure they are only as loud as necessary.

Again, thank you for your comments.

Regards,

Todd Douglas

San Mateo County Transit
District
Customer Service Dept.
1250 San Carlos Avenue
San Carlos, CA 95070-1306
1-800-660-4287
www.smctd.com

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Martin Sommer
650-346-5307
martin@sommer.net
www.linkedin.com/in/martinsommer

"Turn technical vision into
reality."

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"Turn technical vision into reality."

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Sent from my Android device with K-9 Mail. Please excuse my brevity.

--
Martin Sommer
650-346-5307
martin@sommer.net
www.linkedin.com/in/martinsommer

"Turn technical vision into reality."

From: [Caltrain BOD Public Support](#)
To: vickylboyd@yahoo.com
Cc: [Board \(@caltrain.com\)](#); [Board \(@samtrans.com\)](#)
Subject: Re: Incident on SamTrans bus: April 5, El Camino Real bus, northbound on ECR (Hillsdale stop)
Date: Monday, April 7, 2025 12:03:24 PM

Dear Vicky Boyd,

Your message to the Caltrain Board of Directors has been forwarded to me for a response, and a copy of our correspondence will also be shared with the Board members. Thank you for taking the time to share your feedback. On behalf of Caltrain, we sincerely apologize for the experience you had. Please understand that this does not reflect the values or standards we uphold as an organization. We have received your concerns regarding the incident on the SamTrans El Camino Bus and the interaction with the Caltrain employee, and we are currently investigating the situation.

We truly appreciate your patience and understanding as we look into this matter.

Sincerely,

Your Caltrain BOD Public Support Team

From: Vicky Boyd <vickylboyd@yahoo.com>
Sent: Sunday, April 6, 2025 8:32:46 AM (UTC+00:00) Monrovia, Reykjavik
To: Michelle Bouchard <bouchardm@caltrain.com>; chanaa@samtrans.com <chanaa@samtrans.com>; Peter Skinner <skinnerp@samtrans.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Board (@samtrans.com) <board@samtrans.com>
Subject: Incident on SamTrans bus: April 5, El Camino Real bus, northbound on ECR (Hillsdale stop)

You don't often get email from vickylboyd@yahoo.com. [Learn why this is important](#)

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Dear Ms. Bouchard, Ms. Chan, Mr. Skinner,

I was waiting for a lengthy time for the SamTrans El Camino Bus, northbound, at Hillsdale station. Approximately 10:30 p.m. on April 5. When the bus finally pulled up, there was clearly an incident going on inside the bus. I could see through the glass door and hear it from outside - an African American male screaming and acting hostile. The bus driver had a wooden baton in her hand and appeared to be trying to make a phone call. The bus stayed parked with the motor on but bus driver would not open the door for me. I waited for a while to see if the situation would de-escalate but it did not, the passenger was out of control. I was VERY concerned for the bus driver who was distressed but trying her best to contact someone for help. There were other passengers on the bus. Unfortunately my phone had just died so standing outside was not able to do anything. I tried to make eye contact with the bus driver to let her know I was aware of the situation and would try to get help.

I immediately went to the CalTrain train station just as a northbound train was pulling up. Ms. Bouchard, here is where I need your attention please. I reported the incident to the CalTrain employee as soon as I entered the train and requested he contact the police or authority. His indifference was beyond my comprehension. He said he had no way to dial out or call for help. He told me even if there was an

incident on his train he would have no way to dial out. Completely non-complacent attitude. I attempted to ask another passenger on the train if he could use his phone to report this incident but he could care less. I felt like I was in the twilight zone surrounded by employee and fellow passenger that were completely indifferent to the incident I tried in vain to report. I waited until my Broadway, Burlingame stop to exit, got off the train and went immediately to a gas station. The attendant there allowed me to use his phone, I called San Mateo Police to report. The officer I spoke to said he was aware of the situation, it had been called in. That was a huge relief.

Often I have to take the El Camino northbound bus at night, the last (2) scheduled runs. It is like a mobile homeless encampment. Other passengers with feet up on chairs, terrible smells, unkempt. I take multiple transfers when I depart Half Moon Bay at night and that last leg of the journey, El Camino Real northbound, is dreadful. I don't know if you are aware just how bad it is. After not being able to get on the bus after waiting 1+ hour for because of this incident, then having to take the train instead, I did not get home until midnight tonight.

I think what is most disturbing is that when I tried to report it to a CalTrain employee he was so indifferent and just walked away. That was shocking to me.

Just wanted you to be aware. I am concerned for the bus drivers, the other passengers and myself that these disturbances are going on. The bus drivers have always been very cordial, polite and helpful.

Sincerely,
Vicky Boyd
(650) 431-9502

From: [Joe DeFelice](#)
To: [Board \(@caltrain.com\)](#)
Subject: Monthly pass thru app?
Date: Monday, April 7, 2025 5:24:05 PM

You don't often get email from defelice_joe@hotmail.com. [Learn why this is important](#)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hi,

I really like Caltrain mobile app, and I think it'd be great if you could buy a monthly pass with it. Clipper leaves a lot to be desired, and I'll bet others feel that way too . You may sell more monthly passes If they were available through the App

Thanks

Joe DeFelice

From: [Aristotle Paris Taylor](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Formal Complaint Regarding Employee Conduct – Citation #24001195
Date: Tuesday, April 8, 2025 9:37:05 AM

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Hello,

I just wanted to let you know that I appreciate the feedback and effort you put into my requests. Obviously it wasn't a great situation, but I do appreciate how you guys handled it afterwards.

Thank you

Aristotle Taylor
Stanford Football

From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Wednesday, April 2, 2025 4:41:09 PM
To: Aristotle Paris Taylor <aptaylor@stanford.edu>
Cc: Board (@caltrain.com) <Board@Caltrain.com>
Subject: Re: Formal Complaint Regarding Employee Conduct – Citation #24001195

Dear Aristotle Taylor,

Your message to the Caltrain Board of Directors has been forwarded to me for a response, and a copy of our correspondence will also be shared with the Board members. Thank you for reaching out to Caltrain Customer Service. We sincerely apologize for the negative experience you had while riding Train 162 on February 26, 2025.

An email was sent to TurboData today to dismiss the citation, and you should ultimately receive a notification via mail regarding this update. We truly appreciate your patience as we work to resolve this matter.

Regarding the incident with the conductor, we have conducted an interview with them. While we are unable to discuss specific personnel matters due to confidentiality, please know that we take all complaints seriously. Our conductors are expected to maintain a professional demeanor at all times when interacting with our passengers, and we hold them accountable for their actions.

We also want to clarify that Caltrain's policy requires passengers to purchase tickets before boarding at a Ticket Vending Machine or through the Caltrain Mobile app. Our conductors are responsible for enforcing the proof of payment policy throughout the trip. We understand your frustration and will continue to use your feedback to ensure our staff conducts fare

inspections with professionalism and respect.

We truly appreciate your loyalty to Caltrain over the years, and we are genuinely sorry for the discomfort this incident caused you.

Kind regards,

Your Caltrain BOD Public Support Team

From: Aristotle Paris Taylor

Sent: Thursday, February 27, 2025 1:37:23 AM

To: dubostc@samtrans.com <dubostc@samtrans.com>; Ask.Investigations@dot.ca.gov <Ask.Investigations@dot.ca.gov>; Board@Caltrain.com <Board@Caltrain.com>; dhaliwaln@caltrain.com <dhaliwaln@caltrain.com>

Cc: bakerj@caltrain.com <bakerj@caltrain.com>

Subject: Formal Complaint Regarding Employee Conduct – Citation #24001195

Dear Caltrain Customer Service,

I am writing to formally report an incident involving a Caltrain employee, J. Castillo (Badge/ID: 634), that occurred on **February 26, 2025, at 9:22 PM** on **Train 162, Car 3272**, at the **Sunnyvale Station (Santa Clara County)**.

Incident Details:

- **Date and Time:** February 26, 2025, at 9:22 PM
- **Train Number/Route:** Train 162, Car 3272
- **Station:** Sunnyvale, Santa Clara County
- **Employee Name & ID:** J. Castillo (Badge/ID: 634)
- **Violation Number:** 24001195

Description of Behavior:

In my four years of riding Caltrain, I have never had any issues with any workers—until this experience, which was by far the most unprofessional and unpleasant interaction I have had. The employee approached me and several other passengers in an extremely aggressive manner, demanding identification without proper cause, incorrectly claiming that my ticket was invalid and falsely identifying it as a youth ticket. He proceeded to **yell inside the train, demanding that passengers remove their hoods so he could identify them and state their date of birth**. Stating that it is “just his job” when his hostility was

contested by one of the fellow train riders sitting near me. I would guess that abusing power and being rude is definitely not part of his job. His behavior created a **hostile and uncomfortable environment** for not only me, but multiple riders at the least. He told me after he realized that he falsely identified and reported me, that he made a mistake and that he would protest the ticket if he was me. Completely rude, disrespectful, unjustified, and unprofessional. Didn't have the decency at the very least to get my name, weight, height, or eyes correct when it's all on my ID. He put in random information as quick as he could to print out a ticket, further proving his ill intent.

Furthermore, I was issued a citation for **fare evasion with inadequate fare media (Code: 3.03.1)**, despite having purchased my ticket correctly. Given the circumstances and the manner in which this employee handled the situation, I strongly believe that this citation was **unjustified** and request that it be reviewed and dismissed. I purchased and showed the ticket, whether the connection when I got into the train prolonged the purchase, I don't know, but it was bought as I got in at palo alto, and it was not a youth ticket. I do know that I have had the same process for years now-without ever having an issue, and I take pride in my ethics and character. Coming straight from workouts-to make the train just on time and paying for my ticket, then being harassed has not only ruined my day but also my positive experience riding the cal train.

Request for Review & Action:

1. **Formal Review of Citation #24001195** – I request that this citation be investigated and revoked, as it was issued under false pretenses.
2. **Investigation into J. Castillo's Conduct** – His actions were unprofessional, excessive, and unnecessarily confrontational not only to me but everyone I saw him deal with.
3. **Clarification of Fare Inspection Protocols** – If there have been changes to ticket validation procedures, I request clear communication. After this incident it may be my last time utilizing your service, one of which I have been so grateful for.

I appreciate your prompt attention to this matter and look forward to your response regarding the resolution of this issue. Please confirm receipt of this complaint and provide a timeline for review.

Sincerely,

Aristotle Taylor

Stanford University | Class of 2025
B.S | Management Science & Engineering

Student-Athlete | Stanford Football

(m) (248) 303-7934 | aptaylor@stanford.edu

From: [Caltrain BOD Public Support](#)
To: [Shane McLaughlin](#)
Cc: [Board \(@caltrain.com\)](#); PRA; PRA
Subject: Re: PLEASE RESPOND TO ME ABOUT YOUR SERVICE Re: 108 left 5 mins Early!!! Re: Leave early
Date: Tuesday, April 8, 2025 9:51:38 AM

Dear Shane McLaughlin,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you for reaching out and sharing your experience with us. We completely understand how frustrating unwanted alerts can be, and we believe you should have full control over the notifications you receive.

We are actively investigating why you received these messages, especially since there was no subscription in place. We also appreciate you pointing out the challenges you faced when attempting to unsubscribe, as well as the security warning. Please rest assured that these issues will be escalated for immediate review.

To manage your subscriptions, please log into your Caltrain alerts account here: <https://www.caltrain.com/text-alerts>. From there, go to the "Manage Subscriptions" page, locate the subscription, and click the gear icon in the top-right corner to select "edit." You'll be able to remove the station option, which should reduce the number of alerts. For a step-by-step guide, feel free to visit our [Caltrain Alert FAQ](#) page.

We also appreciate your feedback regarding customizing alerts for specific trains. While Caltrain Alerts does offer this feature, we understand that it may not be as user-friendly as we'd like, and we will work on improving it further.

We know how overwhelming this situation can be, and we hope this message provides clarity and relief from the unwanted notifications. If you continue to experience issues, please don't hesitate to contact our customer service team at 800-660-4287, available weekdays from 7 a.m. to 7 p.m., and weekends from 8 a.m. to 5 p.m. Our team is here to assist you in any way we can.

Kind regards,

Your Caltrain BOD Public Support Team

From: Shane McLaughlin <shane4603@gmail.com>
Sent: Thursday, March 20, 2025 1:39 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; PRA <PRA@samtrans.com>; Tina

Dubost <dubostc@samtrans.com>; PRA <pra@caltrain.com>; Jason Baker <bakerj@caltrain.com>; Navdeep Dhaliwal <dhaliwaln@caltrain.com>

Subject: PLEASE RESPOND TO ME ABOUT YOUR SERVICE Re: 108 left 5 mins Early!!! Re: Leave early

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Please please please explain to me why I just got four notifications on my cell phone in one 8-hour span, for trains I have no interest in riding.

I didn't even sign up for notifications, because when I checked my mobile I didn't even have an official Caltrain account with an email address.

So I gave you all the benefit of the doubt.

I thought either A:

Someone added me to your alerts because of my previous complaint, without realizing that doing so would send me alerts that I have no interest in.

Or B:

I signed myself up for alerts and forgot about it.

I checked the site on my Mac. No "login" option.

I checked my phone. No record of an account with this email address.

I even checked my old email address at Yahoo: no record of that email address either.

So, since I didn't have an account, I created one with this gmail address, with a password and everything.

Perhaps, I thought, maybe you offer customers a way to go in and reconfigure my settings to ONLY get the alerts for the only trains that they would care about....the trains they take every day.

For me, this is trains 108 and 141, which my kid takes to school.

That would be a great option: only get informed about the trains that mattered to me. Not have to hear about construction in the South bay in the middle of the night.

I would bet that 80% of your riders ONLY care about two trains each day, and would only like to subscribe to those two trains.

Again, I gave you the benefit of the doubt. I clicked "subscribe to alerts," thinking I could personalize my experience to avoid getting spam.

But there was no option to customize this...only wonderful opportunities to get informed about your great blog and construction that could be happening in the system and other impractical information that was completely useless .

And then, when I tried to unsubscribe by clicking on the "unsubscribe" button, I was taken to this fantastic site that said "the site is unsecure and hackers may be trying to steal your information" (see attachment.)

Great.

So what appears to have happened is that someone signed me up for notifications after I sent my previous email, with good intentions, but all it did was flood my mobile phone with useless information.

I need to ask you a question here.

We live in the center of the universe for technology innovation.

WHY WHY WHY WHY is it not possible to get alerts ONLY for the trains that one takes every day?

WHY WHY WHY can you call the people that run the trains in Japan and Switzerland to learn how they communicate with their riders?

WHY WHY WHY can't you ask them how they run transportation systems that are reliable and on time for the commuters who need them? Not leaving 4 minutes early from Redwood City (7:33 instead of 7:37,) like what happened last month?

WHY WHY WHY do you create this needless stress for your riders?

I lost my job over the summer. My severance is gone. I rely on texts with recruiters and contacts to try to find another job. I rely on texts for gratuities in the musical venue where I play once a week.

When I am working and I am getting random texts from you about random trains, it is quite aggravating.

With the news, constant layoffs, and general dark cloud that is hanging over our lives, could you not just fix this one problem. Please?

I really really would like an honest answer from you.

If I don't hear from you in a week (and I'm certain it will be crickets, i.e. no response) I will copy my friend who literally employs hundreds of people who keep planes from falling out of the sky on a daily basis.

PLEASE ACKNOWLEDGE THIS.

PLEASE RESPOND.

PLEASE PLEASE PLEASE REMOVE ME FROM NOTIFICATIONS.

THANK YOU FOR YOUR RESPONSE. I BELIEVE YOU CAN DO BETTER CALTRAIN.

Shane McLaughlin

On Tue, Mar 11, 2025 at 10:18 AM Caltrain BOD Public Support

<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Shane McLaughlin,

Your message to the Caltrain Board of Directors has been forwarded to me for a response, and a copy of our correspondence will also be shared with the Board members. We're really sorry for the confusion and frustration caused by the early departure of Train 108. After a thorough investigation, our records show that train 108 was 4 minutes early departing from Redwood City Station and continued the entire trip ahead of schedule.

We understand how important your schedule is, and we apologize for the inconvenience this caused. We will continue working to improve our service.

Best regards,

Your Caltrain BOD Public Support Team

From: Shane McLaughlin <shane4603@gmail.com>

Sent: Thursday, February 27, 2025 8:13 PM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; PRA <PRA@samtrans.com>

Subject: Re: 108 left 5 mins Early!!! WTF Re: Leave early

You don't often get email from shane4603@gmail.com. [Learn why this is important](#)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Can I get a response please? Or are you going to just ignore my email and keep screwing

your customers?

Can I get a response please?

On Thu, Feb 27, 2025 at 7:35 AM Shane McLaughlin <shane4603@gmail.com> wrote:
The 108 just left at 7:32!!! WTF!!! You just screwed my day it was supposed to go at 7:37!!!

Please stop this nonsense and run your trains at the time they are supposed to go

On Fri, Jan 17, 2025 at 7:43 AM Shane McLaughlin <shane4603@gmail.com> wrote:
Of course the train is late again today. 8 minutes, and we hustled to get there on time.

Your logic and the below note makes no sense.

If you're going leave a minute early, make that the time on your schedule. Make it 7:36 AM not 737.

Something you can do? You will prevent complaints like mine by at least being honest with the time that you depart.

On Mon, Jan 13, 2025 at 1:59 PM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Shane McLaughlin,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for sharing your feedback regarding your experience with Train 108 today. We apologize for any inconvenience this may have caused.

Our crew members synchronize their watches at the beginning of each shift with the U.S. Naval Observatory Master Clock and are allowed a margin of plus or minus 30 seconds, as per our policy found here under "How to Ride"
<https://www.caltrain.com/rider-information/how-ride-caltrain>

To ensure a smooth boarding process, we recommend arriving at least 5 minutes before the scheduled departure time. This will provide sufficient time to board and account for any unexpected changes.

We appreciate your feedback.

Sincerely,

Your Caltrain BOD Public Support Team

From: Shane McLaughlin <shane4603@gmail.com>

Sent: Monday, January 13, 2025 7:44 AM

To: PRA <pra@caltrain.com>

Subject: Leave early

Some people who received this message don't often get email from shane4603@gmail.com. [Learn why this is important](#)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Why do trains always leave early?

The 737 train from Redwood City south this morning again left at 7:36 when it's supposed to leave at 7:37.

Now I have to drive my son all the way to San Jose to get to high school. Even though we were on time for the train, although just barely.

If we had that extra 30 seconds he would've been on the train. Can you explain to me why you leave early like that, when so many other days you are late?

It's not fair

www.ShaneMcLaughlin.com

<https://www.linkedin.com/in/shanemclaughlin/>

(650) 683-0909