



JPB Board of Directors
Meeting of August 7, 2025

Correspondence as of July 18, 2025

Subject

1. Horn noise!
2. Complaint Regarding Employee Conduct on 07/11/2025 – [Train # 541]
3. Doors closed on me while disembarking; poor coordination with VTA and Levi Stadium
4. Scooter Blocking Exit Door - Caltrain NB 405 Limited 7/15
5. Formal Demand – Discriminatory Treatment and Failure to Accommodate Disability by Caltrain Staff
6. Archeological artifacts on Caltrain property
7. University of California, Riverside Collaboration
8. Re: Horn noise! – *Staff response*
9. Re: Question About Shade Structures – *Staff response*
10. Re: Question About Shade Structures
11. Re: Doors closed on me while disembarking; poor coordination with VTA and Levi Stadium – *Staff response*

From: [Jennifer Santolla](#)
To: [Board \(@caltrain.com\)](#)
Subject: Horn noise!
Date: Friday, July 11, 2025 1:26:25 PM

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

I want compensation for the house of lost sleep for my child. Every time that horn blows my toddler wakes up. There is no need for this. They don't do that in europe. They don't have to do that now.

Stop the horns! I'm tired! My child is tired!

Cheers
Jennifer Santolla

From: [krinjal basnet](#)
To: [Board \(@caltrain.com\)](#)
Subject: Complaint Regarding Employee Conduct on 07/11/2025 – [Train # 541]
Date: Friday, July 11, 2025 5:20:18 PM

You don't often get email from krinjalbasnet@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.

Dear Caltrain Customer Service,

I hope this message finds you well. I am writing to formally submit a complaint regarding an incident involving a Caltrain fare enforcement officer that occurred on 07/11/2025, sometime around 3:50 PM, while I was commuting on the [541 from route Palo Alto to Hillsdale].

I am a full-time employee working in Palo Alto and have been commuting via Caltrain since March through the **Palo Alto Caltrain Pass Program**, which provides me with a **yearly pass**. I consistently tag my Clipper card each day before boarding the train and have never had any issues or violations until this day. Unfortunately, on this particular occasion, I was rushing to catch the train and genuinely forgot to tag my card. This was an honest mistake and the first time such an oversight has occurred.

When the fare enforcement officer approached me, I immediately cooperated and explained the situation in good faith. I shared that I do have an active yearly pass through my employer and that I tag every morning. I also mentioned that I had simply missed tapping in due to being in a hurry.

Despite my explanation and clean record, the officer proceeded to write a citation without offering any chance to verify my pass history or even issue a warning. What shocked me most was that **she did not inform me that this was a \$75 citation**. I believed it was a warning slip until I reviewed the notice later and realized the seriousness of the fine. Her communication was abrupt, and she seemed determined to issue the ticket without listening to what I had to say.

While I understand and respect the role of fare enforcement, I felt the situation was handled without empathy or professionalism. As a regular, fare-paying passenger, it was disheartening to be treated as if I were deliberately avoiding payment. I was cooperative throughout and simply hoped for a chance to explain the context and receive a warning for what was clearly an isolated incident.

I am bringing this to your attention because I believe respectful and transparent communication is crucial especially in public service roles where passengers should feel heard and treated fairly. I would appreciate it if this incident could be reviewed internally and addressed appropriately.

Notice number: 52003305.

Thank you for your time and understanding.

Best,

Krinjal Basnet

From: [themaykelfamily](#)
To: [Board \(@caltrain.com\)](#)
Subject: Doors closed on me while disembarking; poor coordination with VTA and Levi Stadium
Date: Saturday, July 12, 2025 2:04:27 PM

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Companions and I transferred from the VTA to the SF bound train after leaving the 7/8/25 Weeknd concert. On arrival to San Bruno, there was a stream of passengers exiting the car I was in, and the doors closed before everyone had the opportunity to disembark. Unfortunately I was stepping down when "doors are closing" was announced, and they closed quite forcefully on me. They then opened, allowing me and those passengers behind me to disembark. Needless to say, it was a shock to my musculoskeletal system and I'm still a bit sore.

I am not sure why the doors closed, but there was insufficient warning for passengers still waiting to leave. This was the last train of the night, after midnight, making it difficult to return to the San Bruno station, or any other, if getting off at the next station.

Another concern is the lack of coordination between the VTA system, Caltrain, and Levi Stadium.

When we were heading to the concert, it was announced that the last train towards SF would be stopping in Mountain View at 11:58. That seemed reasonable, until we discovered after riding the VTA that it took over 30 minutes to reach the stadium.

The thought of missing the train back to San Bruno was a constant worry throughout the concert. We had to leave before it was over, allowing time to catch the VTA and transfer to the last Caltrain at the Mountain View station. We sat in the VTA for over 20 minutes before it left the stadium. By the time we arrived in Mountain View, there were less than 5 minutes to make the connection. Given the volume of people, no doubt some missed the train and were stranded at the station.

At Chase Stadium, a large quantity of buses line up after a late night concert and transport people expeditiously to BART.

After Giant's night game, there's never a problem catching Caltrain home.

I thought the train would be a viable alternative to driving to Santa Clara. I chose to travel to Levi's via Caltrain based on your website - "Take Caltrain to the Weeknd Concert"..."Ride with Us to the Weeknd Concert". What it didn't mention was "good luck getting home".

Julie Maykel

From: [Morgan Heller](mailto:Morgan.Heller@caltrain.net)
To: [Anna Heller](mailto:Anna.Heller@caltrain.net), [Tina Diana](mailto:Tina.Diana@caltrain.net), [Diana Heller](mailto:Diana.Heller@caltrain.net)
Subject: Scooter Blocking Exit Door - Caltrain NE 405 Limited 7/15
Date: Tuesday, July 15, 2025 7:11:20 AM

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

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Hi Tina and Diana,

Please see the passenger with their scooter both in the aisle and blocking the entrance/exit door.

The scooter issue is becoming increasingly dangerous on Caltrain. The operators never say anything to passengers who block exit passage ways.

If there were an emergency and we needed to evacuate, these scooters would prevent a safe a quick exit.

Caltrain has been made aware many times. At this point it is a liability for you.



From: [a_0_j](#)
To: [Board \(@caltrain.com\)](#)
Subject: Formal Demand – Discriminatory Treatment and Failure to Accommodate Disability by Caltrain Staff
Date: Tuesday, July 15, 2025 1:15:34 PM

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

To the Caltrain Board of Directors,

I am writing to formally lodge a complaint and demand action regarding repeated discriminatory treatment and Caltrain's failure to accommodate my disability. These violations, carried out by members of Caltrain's train staff, have caused significant emotional distress and exposed me to unnecessary safety risks. I rely on Caltrain for transportation, and your staff's behavior has substantially impeded my access to public transit in violation of both federal and state law.

I use an electric mobility scooter due to injuries that prevent me from walking long distances or lifting heavy objects. Despite consistently identifying myself as a person with a disability and requesting accommodations, I have repeatedly been denied accessible boarding assistance and subjected to hostile, abusive behavior by conductors.

In July 2024, a particularly egregious incident occurred involving a conductor named Ronaldo. While I was actively boarding with my scooter, he demanded that I be prepared to board *before* the train had stopped — which is not physically possible given my condition. While I was still boarding, he began closing the train doors on me, trapping me momentarily and endangering my safety. I informed him of my disability, but he responded with aggression and dismissiveness rather than providing the required assistance.

This is not an isolated incident. I have frequently been scolded in public, denied basic courtesy, and even subjected to group hostility seemingly encouraged by conductors. In addition to the failure to accommodate my disability, I believe these experiences reflect discriminatory bias based on my perceived race and/or religion.

This pattern of mistreatment and failure to provide accommodations constitutes violations of:

- The **Americans with Disabilities Act (ADA)**
- **Title VI of the Civil Rights Act of 1964**
- **Section 504 of the Rehabilitation Act of 1973**
- Applicable **California anti-discrimination and accessibility laws**

I am formally requesting the following actions:

1. A full investigation into the conduct of all staff involved, especially Conductor Ronaldo.
2. Disciplinary action for any staff found to have violated Caltrain policies or civil rights laws.
3. Mandatory ADA and anti-discrimination training for all Caltrain conductors and staff.
4. Implementation of reliable and standardized accessible boarding practices for all passengers with disabilities.
5. A **written response** from Caltrain outlining the results of the investigation and corrective steps taken.
6. **Compensation in the amount of \$25,000** for the emotional distress, danger, and discriminatory treatment I have endured.

This complaint is not about pricing, service delays, or a desire for a simple apology. It concerns ongoing civil rights violations and the systemic failure of Caltrain to uphold its legal obligations to passengers with disabilities.

Please confirm receipt of this letter and advise on next steps. I am prepared to take further legal action if necessary but hope this matter can be resolved through direct corrective measures by Caltrain's leadership.

Sincerely,

Anshul Jain
555 Bryant St, 466
Palo Alto, CA 94301

From: [Chet Peeples](#)
To: [Board \(@caltrain.com\)](#)
Subject: Archeological artifacts on Caltrain property
Date: Tuesday, July 15, 2025 5:07:04 PM

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Hi

I would like to report discovering archeological materials, petroglyphs and rock carvings on Caltrain property. It's an exciting and remarkable discovery.

I would like the name, email address and phone number of the person or department.

Can you help me, please?

Chet Peeples
Grace Over Drama Productions
@UpliftHumanitySF
San Francisco California
415.374.1111

"Love is all there is."

From: [Ashley Trevino](#)
To: [Board \(@caltrain.com\)](#)
Subject: University of California, Riverside Collaboration
Date: Wednesday, July 16, 2025 1:00:03 PM

You don't often get email from ashley.trevino001@email.ucr.edu. [Learn why this is important](#)

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

Hello,

I hope you are doing well. I am reaching out on behalf of the University of California, Riverside (UCR) to explore potential collaboration with Caltrain in the area of rail brake-wear and wheel-wear particulate emissions research. UCR is actively working on the 23RD010 project awarded by the California Air Resources Board (CARB), which focuses on characterizing and mitigating non-exhaust emissions in rail systems. Given Caltrain's expertise in train operations and industry practices, a partnership between our institutions could provide valuable insights into the mechanical wear processes that contribute to airborne particulate pollution and potential regulatory strategies. We would like to discuss with you the possibility of collaborating on this program. Please let us know a convenient time to connect and discuss potential next steps.

Best,
Ashley

From: [Caltrain BOD Public Support](#)
To: jammonkey@hotmail.co.uk
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Horn noise!
Date: Thursday, July 17, 2025 4:11:45 PM

Dear Jennifer Santolla,

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 contacting Caltrain. We sincerely apologize for the disturbance — we understand how disruptive train horns can be, especially when they affect your family's ability to rest. As a public service, the last thing we want is to be a nuisance to the communities we serve.

As you may know, the use of horns and bells on our trains is required by Federal law as a safety precaution. Train engineers must sound the horn when approaching all public and private road crossings using a standardized pattern: two long blasts, one short, and one long. This must begin up to 1/4 mile before the crossing and continue until the train occupies the crossing. Horns may also be sounded outside crossings in special cases, such as when crews are on the tracks or—tragically—if there's a person in the right-of-way.

You can learn more about these federal requirements from the Federal Railroad Administration here:

[Train Horn Rule – FRA](#)

That said, we understand your concern and take it seriously. Caltrain cannot arbitrarily change the volume or usage of our horns, as they must meet FRA volume standards (between 96.6 and 100.3 dB), but we do monitor horn usage closely. Supervisors routinely ride along to ensure horns are only used when necessary and within legal limits.

To help us investigate your concern further, could you please provide more details? Specifically:

- Your cross street or nearest intersection
- Approximate time(s) you hear the horn
- Whether it's during the day, night, or both

We'll forward this information to our Rail Operations team to determine if there is anything unusual occurring in your area.

Again, we understand this is frustrating, and we appreciate your patience as we work within safety regulations to be a better neighbor to our communities.

Kind regards,

Sarah Nabong

Your Caltrain BOD Public Support Team

From: Jennifer Santolla <iammonkey@hotmail.co.uk>
Sent: Friday, July 11, 2025 8:26:18 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Horn noise!

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

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Stop the horns! I'm tired! My child is tired!

Cheers

Jennifer Santolla

From: [Caltrain BOD Public Support](#)
To: killian.p.sullivan@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Question About Shade Structures
Date: Thursday, July 17, 2025 4:20:25 PM

Dear Killian Sullivan,

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. Thanks so much for your feedback — we're glad to hear you're enjoying the new trains and using Caltrain regularly!

You bring up a great point about the need for shade, especially during the hotter months. While there aren't current plans for structures at California Ave, we've shared your suggestion with our planning team for future consideration.

We appreciate you taking the time to reach out and share your experience.

Kind regards,
Sarah Nabong

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Tuesday, July 8, 2025 9:25:07 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com)
Subject: FW: Question About Shade Structures

DSO & CS - Recovered from Junk Email folder. Please process. Thanks - LLH

-----Original Message-----

From: Killian Sullivan <killian.p.sullivan@gmail.com>
Sent: Tuesday, July 8, 2025 2:24 PM
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Question About Shade Structures

You don't often get email from killian.p.sullivan@gmail.com. Learn why this is important
<<https://aka.ms/LearnAboutSenderIdentification>>

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

Howdy,

I am a big fan of the new trains and the strides forward you all have been taking. I ride the train regularly for my commute. Going to work 3-4 days a week by train instead of car.

Yesterday on the platform on California Ave in Palo Alto it was baking hot in the afternoon commute, and we're not that far into summer yet. Many people were sheltering from the sun inside the pedestrian underpass, and only came upstairs to the platform when someone called down that the train was arriving. A few of us were debating the merits of some sort of shade structure like shade sails or solar power arches that would do double duty. So I figured I would send an email and just ask if anything like that has been considered.

Several stations do have nearby trees that provide shade in the morning and later in the day. But during the height of summer, even at 5pm the sun is still shining very nearly straight down.

Anyway, I know you all have a lot on your plate with various planned improvements, but I would love to hear if anything is in the works, or if it's something for the city to handle, etc.

Cheers
Killian

From: [Killian Sullivan](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Question About Shade Structures
Date: Thursday, July 17, 2025 4:26:31 PM

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

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Brilliant,

Thank you for the response, and I hope that the train keeps on improving!

Cheers
Killian

On Thu, Jul 17, 2025, 16:20 Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Killian Sullivan,

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Sent: Tuesday, July 8, 2025 2:24 PM

To: Board (@caltrain.com) <Board@caltrain.com>

Subject: Question About Shade Structures

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From: [Caltrain BOD Public Support](#)
To: themaykelfamily@sbcglobal.net
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Doors closed on me while disembarking; poor coordination with VTA and Levi Stadium
Date: Thursday, July 17, 2025 4:35:26 PM

Dear Julie Maykel,

Thank you for taking the time to share your experience, and we're truly sorry to hear about the issues you encountered during your trip to and from the concert at Levi's Stadium. 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.

First, we sincerely apologize for the incident with the train doors at San Bruno. We've forwarded your account to our Rail Operations team to review the door timing and announcements on that train.

We understand how frustrating and stressful the experience must have been, and your suggestions will help inform future planning. We're continuously working with our partner agencies to improve the rider experience and better support seamless connections.

Thank you again for reaching out and riding with us. We hope your next trip with Caltrain is a smoother one.

Best regards,

Sarah Nabong

Your Caltrain BOD Public Support Team

From: themaykelfamily <themaykelfamily@sbcglobal.net>
Sent: Saturday, July 12, 2025 9:04:03 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Doors closed on me while disembarking; poor coordination with VTA and Levi Stadium

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Companions and I transferred from the VTA to the SF bound train after leaving the 7/8/25 Weeknd concert. On arrival to San Bruno, there was a stream of passengers exiting the car I was in, and the doors closed before everyone had the opportunity to disembark. Unfortunately I was stepping down when "doors are closing" was announced, and they closed quite forcefully on me. They then opened, allowing me and those passengers behind me to disembark. Needless to say, it was a shock to my musculoskeletal system and I'm still a bit sore.

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waiting to leave. This was the last train of the night, after midnight, making it difficult to return to the San Bruno station, or any other, if getting off at the next station.

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Julie Maykel

Sent from my T-Mobile 4G LTE Device