



JPB Board of Directors  
Meeting of January 8, 2026

Correspondence as of December 19, 2025

#     Subject

1.     Request to Explore a Train Quiet Zone & Mitigation of Nighttime Horn Noise in Burlingame
2.     TRAIN INTERRUPTION REFUND REQUEST / GRIEVANCE
3.     ParkMobile is down / not allowing payment
4.     RE: CalTrain Complaint
5.     Re: Serious Problem with Northbound Track – *Staff Response*
6.     Re: Serious Problem with Northbound Track

**From:** [Alvin Desuasido](#)  
**To:** [Public Comment; Board \(@caltrain.com\); david.stewart@cpuc.ca.gov; ramineh.medhat@cpuc.ca.gov; antranig.garabetian@cpuc.ca.gov; matthew.bond@cpuc.ca.gov; publiccomment@burlingame.org; mhasselshearer@burlingame.org](#)  
**Subject:** Request to Explore a Train Quiet Zone & Mitigation of Nighttime Horn Noise in Burlingame  
**Date:** Friday, December 12, 2025 12:40:47 AM

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Some people who received this message don't often get email from alvin@desuasido.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.

To whom it may concern:

My name is Alexander Desuasido and I am a Burlingame resident concerned about ongoing late-night train horn noise near my home. Trains regularly pass through our neighborhood as late as 12:30 a.m. and sound their horns, which significantly disrupts sleep and quality of life.

I understand that jurisdictions can establish quiet zones under federal and state rules where trains do not sound horns at crossings that meet specific safety criteria, and that the city would need to explore this process with relevant agencies to determine feasibility.

I respectfully request:

1. That the City of Burlingame begin evaluating the potential for a Quiet Zone for the railroad crossings affecting our neighborhood.
2. That staff or council consider discussing this issue in an upcoming Council meeting or Traffic Safety/Transportation Commission meeting.
3. That residents be informed about the process, timeline, and any upcoming opportunities for public input.

If additional safety improvements are necessary to qualify for a quiet zone, I would appreciate clarification on what those might involve and how residents can participate in that discussion.

Thank you for your time and attention to this community concern. I look forward to your response.

Sincerely,

Alexander Desuasido

1090 Carolan ave

Burlingame, Ca 94010

**From:** [SV](#)  
**To:** [custserv@clippercard.com](mailto:custserv@clippercard.com)  
**Cc:** [Tina Dubost](#); [Board \(@caltrain.com\)](#)  
**Subject:** TRAIN INTERRUPTION REFUND REQUEST / GRIEVANCE  
**Date:** Sunday, December 14, 2025 1:38:44 AM

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

To whom it may concern,

Sat 12:35pm I boarded at San Carlos station heading to Bayshore Station. When we arrived at Burlingame the train was stopped due to an accident on the tracks north of Millbre & the conductor told me that we would be stopped for at least an 1hour&half. Looking at my alternative to get home the 292bus was arriving in 3mins. I exited the train & did not see a immediate logoff kiosk & with the crowd of SANTACON riders it was difficult maneuvering as I'm wheelchair bound.

Needless to say I was literally chasing the bus down the street to catch the bus. It took me more than 2hrs to get home.

I'm requesting a FULL REFUND.

In this circumstances CALTRAIN should have offered to arrange a paratransit ride for me.

When I called CALTRAIN Sam(34?) refused to tell me where I could get on the train north of the accident, this is a failure & a disservice to me as a disabled person trying to manage a hectic situation to be able to get home. He stated it was policy, I asked to speak to the supervisor & he stated he was the LEAD SUPERVISOR.

I called CALTRAIN police & they gave me the information that the accident was north of Millbre.

I'm requesting reasonable accommodation with a FULL REFUND, I received absolutely NO value to where I was stranded with zero help to reach my destination, excessive time to get home & hardship to me.

Im requesting that CALTRAIN amend any and all policies that are counterproductive to help disabled people as me to assist in emergency situation to obtain information & alternate travel arrangements, especially when delays are in excess.

I asked the conductor for directions to bus stop & he was not familiar with the area.

I also think it a failure for conductors to not be knowledgeable of areas surrounding each train stop to give guidance on the alternate public transportation options. I think requiring conductors to be familiar with closeby bus routes, light rail or BART should be a part of their knowledge & they should have a brochure guide or app that can help them direct passengers to alternate public transportation. Or an app or online

feature that gives local public transit details to each CALTRAIN stop.

I would like to make this a filing of grievance & request an investigation, that will hopefully lead to better protocols & policies especially for ADA accessible accommodations in emergency situations.

Your immediate attention is greatly appreciated.

Sincerely, S. Marie Visto  
650-771-5650  
2700 Arellano Walker Drive #209  
San Francisco, Ca 94124

**From:** [Michael Quach](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** ParkMobile is down / not allowing payment  
**Date:** Wednesday, December 17, 2025 8:43:53 AM

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

ParkMobile is down this morning and not allowing payment for Millbrae station. I have tried for over the last 20 minutes. Will you be enforcing parking or provide amnesty for those trying to pay during this time? I am in spot 14.

Images attached for glitch - both website and app

Get [Outlook for iOS](#)

8:40



app.parkmobile.io



**ParkMobile**<sup>TM</sup>  
By Arrive<sup>+</sup>



# Something went wrong

Message: Internal Server Error



**ParkMobile**<sup>TM</sup>  
By Arrive<sup>+</sup>

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# Confirm parking

**7PSS208**

CA

Default

**99604**

Caltrain - Millbrae

**Parking space**

14

**1 day**

Ends tomorrow, 8:39 AM

**Apple Pay**

Personal account

**Add discount codes**

We couldn't calculate the total price for this parking session. Try again below or restart the session later.

[Try again](#)



**From:** [Fried, Kevin](#)  
**To:** [Todd Douglas; Board \(@caltrain.com\)](#)  
**Cc:** [pra@samtrans.com](#); [Fried, Kevin](#)  
**Subject:** RE: CalTrain Complaint  
**Date:** Wednesday, December 17, 2025 2:10:28 PM  
**Attachments:** [Customer Compliant Submission - 11-29-2025.msg](#)  
**Importance:** High

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Some people who received this message don't often get email from kefried@deloitte.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.

Caltrain Board, Todd,

Thanks for the note below and assistance. I am filing this **second FORMAL COMPLAINT** that I request is brought to the attention of the Full Board of Directors.

First, I have double and triple checked in all of my folders (Inbox, Spam, Junk, etc.,) and I never received the response below (that you indicated was sent on 12/12).

Second, while I very much appreciate the thoughtful and articulate response below, it falls short of my requested resolution and expectations. For your reference, I have attached the original complaint that was filed on 11/29. In that complaint you would have seen the requests outlined below. I understand that your public records department is searching for any relevant records as requested below. I will wait for their response. In the meantime, can you please provide a response to the items highlighted in yellow below?

**Questions, resolution, and requested actions of the Caltrain Board and Management:**

1. I am requesting this message be shared with Customer Service and appropriate Caltrain Management. (HAS THIS BEEN DONE??)
2. I would like to understand Garret's role, level of authority, and whether or not he is a "supervisor", or if he misrepresented his title and authority?
3. I am requesting a copy of ALL Caltrain rules, regulations, and policies that reference the use of crosswalks, including the following:
  - a. Caltrain's policies related to the use of crosswalks that cross Caltrain tracks.
  - b. Caltrain's policies related to crosswalks that DO NOT CROSS Caltrain tracks.
  - c. Caltrain's authority to enforce traffic laws of the City of San Francisco.
  - d. Caltrain's approach to enforcement of any crosswalk violations, including specific explanations of Caltrain's enforcement of San Francisco traffic laws OUTSIDE the train station.
  - e. All recent examples of enforcement actions taken against Caltrain riders related to potential violations of crosswalk rules in San Francisco (specifically, riders who have been prohibited from riding the train as a result of violating San Francisco's

traffic rules).

4. I am requesting a written apology from Garret, including a reference to the rules that allowed him to deny us access to ride the train.
5. I am requesting a written response from the board that outlines:
  - a. Actions that will be taken in the next 60 days to reinforce the limits of conductor's authority to enforce SF traffic laws
  - b. Steps taken to train or retrain Garret and other conductors
  - c. Steps taken to train and/or retrain Maria on customer interaction and approach to resolving customer concerns/issues
6. **A payment of \$34.14 (the difference between the cost of our Uber ride (details below) and the cost of the train ride from SF to Hayward Park).**

Uber Receipt Details:

Nov 29, 2025 - 9:29 PM

Total \$62.64

Payments: American Express •••••26 \$62.64

11/30/25 8:31 AM

Third, with respect to your response below (see highlighted in yellow), your Conductor did indeed speak with us about his observation that 3 individuals in our group crossed 4<sup>th</sup> Street directly across the Muni tracks. This is the crux of my complaint and is at the heart of my questions above, i.e., “what authority does your Conductor at Caltrain have to deny access to the Caltrain system based upon an observation that a group failed to use a crosswalk and walked across a Muni track”?? Muni and Caltrain are separate public and legal entities, and I find it difficult to believe that an employee of Caltrain can legally or by policy deny service to the public based upon a claim that it is their **responsibility to report and enforce violations of another public entity**. Can you please assist in shedding light on this issue?

Fourth, it is my understanding that CalTrain holds public board meetings. If the requested information above and/or payment/refund requested is not received, I intend to participate in the Board meeting on February 6, 2025 to further discuss this situation.

Again, please feel free to reach out to me with any questions. I look forward to your response.

Respectfully,

Kevin

**Kevin Fried**

Principal | Deloitte Consulting

Deloitte & Touche LLP

225 West Santa Clara Street, San Jose, CA 95113

Office: +1 408 704 2786 – Mobile: +1 415 609 1443

[kefried@deloitte.com](mailto:kefried@deloitte.com) | [www.deloitte.com](http://www.deloitte.com)

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**From:** Todd Douglas <DouglasT@samtrans.com>  
**Sent:** Wednesday, December 17, 2025 11:04 AM  
**To:** Fried, Kevin <kefried@deloitte.com>  
**Cc:** Todd Douglas <DouglasT@samtrans.com>  
**Subject:** [EXT] Re: CalTrain Complaint

You don't often get email from [douglasT@samtrans.com](mailto:douglasT@samtrans.com). [Learn why this is important](#)

Hello Mr. Fried,

Per our conversation, please see the escalation response to your complaint to Caltrain.

**Thank you for bringing this to our attention. We sincerely apologize for the experience you and your family had on November 29, 2025, while attempting to board Train 656. We understand how upsetting this situation must have been, and we truly regret that your interaction with our staff did not reflect the level of professionalism and respect you deserve.**

**After carefully reviewing the video footage, we confirmed that the conductor escalated the situation and used his arms to block your family from boarding. Although the conductor initially reported that a member of your group had blocked the doors and prevented others from boarding, the footage clearly shows that it was the conductor himself who was obstructing the doorway. This discrepancy is deeply concerning, and we take it very seriously.**

**When interviewed, the conductor stated that he intended to speak with your group about what he believed he observed as you crossed the street and the MUNI tracks.** However, regardless of his intentions, the conduct displayed was inappropriate and unacceptable. Both conductors assigned to Train 656 have been coached and will receive disciplinary action for their actions and for their handling of this situation.

**We also spoke with the Customer Service Agent who attempted to step in and deescalate the interaction. Please note that this employee is not a manager and does not have any authority to override the decisions made by the train crew, though we appreciate their attempt to calm the situation.**

**Once again, we sincerely apologize for the distress this incident caused. We appreciate you bringing this matter to us, and we are taking the appropriate steps to ensure this type of interaction does not occur again.**

**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](http://www.smctd.com)

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v.E.1

**From:** [Fried, Kevin](#)  
**To:** [Board \(@caltrain.com\)](#); [PRA](#)  
**Cc:** [Fried, Kevin](#)  
**Subject:** Customer Compliant Submission - 11-29-2025  
**Importance:** High

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Hello Board Members,

I hope this message finds you well. I am writing to submit a **formal complaint** of an incident that occurred with **two Caltrain employees** at the San Francisco Caltrain station (at 4<sup>th</sup> & Townsend) on the evening of 11/29/2025. If you have any questions, please feel free to call my mobile # at 415-609-1443.

Description of Caltrain Employees:

- Garret – Train conductor monitoring double door entry and collecting tickets / verifying payments before access to the Caltrain platform
- Maria – Customer service representative at double door platform entry

Overview of Compliant:

The following provides a detailed description of the incident that occurred at the SF Caltrain Station:

- At 9:15 PM on 11/29 our group of 5 riders (myself - 55, my wife - 55, my daughter – 27, my son – 24, my son’s girlfriend – 23), arrived at the SF Caltrain station to take the Southbound train from SF to Hayward Park (Train #656 at 9:25 PM).
- Upon arriving at the station we “tagged on” the 5 riders and proceeded to the double door entry to Train #656.
- We were informed by Garret at the entry of the double doors that the restroom on the train was out of service (and the restrooms in the SF station were ALSO closed and out of service).
- We asked what alternative we had for a restroom as we expected to be able to use the Caltrain restroom before, or during, our trip to the Hayward Park station.
- Garret instructed 3 members of our group to go to the Safeway grocery store across 4<sup>th</sup> street (OUTSIDE the SF Caltrain station) to use their restroom. (Safeway is located at the corner of 4<sup>th</sup> St. and King).
- Garret said to our group... “I will hold the train, you have 8 minutes to return”.
- My wife, daughter, and my son proceeded to the front of the SF train station on 4<sup>th</sup> Street and crossed directly across 4<sup>th</sup> Street in a rush to return to the train station so that the train did not depart without our group.
- At this point, the situation took an unusual turn when Garret turned to me (as I was already inside the double doors and on the platform) and said... “Did you see that?”

Those people just ran across the street without using the crosswalk.”

- Garret was visibly upset and looking to tell everyone near him what he had just observed. The reaction and behavior Garret was exhibiting was more than odd, and NOT commensurate with the situation/circumstances.
- I ignored Garret’s initial comments as he continued his rant until he said... “I have to report that. They are not allowed to cross the street without using the crosswalk.” Again, this behavior was extremely odd and concerning from Garret who appeared to be acting as an SF Police Officer.
- When my wife, daughter, and son returned to the double doors to enter the platform, Garret stopped them (denying entry to the platform) and told them... “you are NOT allowed to cross the street directly, and I’m not allowing you on the train”. (IN EFFECT, PUNISHING OUR GROUP FOR OUR LACK OF USING A CROSSWALK WHERE THERE WERE **NO CALTRAIN TRACKS!!!**).
- At this point, I proceed back out of the platform and stood in the entry of the double doors demanding an explanation of why the rest of our group was being denied entry to the train.
- At this point Garret was still acting oddly and exhibiting a clear POWER TRIP. Garret refused to provide any explanation as to why the rest of the group was being denied entry. This continued for 5 mins while I demanded to speak with a Supervisor (and/or Garret’s boss).
- Garret said he was the Supervisor and there was NO ONE else to speak to.
- At this point, another employee (Maria) arrived at the double doors. I asked Maria the exact same question.... “why are we being denied entry?”. Maria did absolutely NOTHING to explain or deescalate the situation, which appeared to be the reason she arrived at the doors. She just let Garret continue to deny entry with no explanation.
- **To add insult to injury, Maria then explained that we could... “take the next train”. This was even more perplexing as we wanted to know “why we were being denied entry to the 9:25 train that was boarding other customers, and being told we could take the next train”. THE SIMPLE ANSWER IS WE DID NOTHING WRONG!!**
- NOTE that Maria’s comment regarding “taking the next train” was made AFTER I indicated I would be filing a complaint against her and Garret. Again, I find it interesting that Maria’s first comments to us were made after I said I’d be filing a complaint.
- Our group left the SF train station and were forced to take an Uber to the Hayward Park station.

Other information:

- I failed to video the interaction with Garret as I was completely dumbfounded at how this situation was playing out.
- I did record my interaction with Maria after stepping out of the double door entry to the

platform.

- All of our interactions should be viewable on your security cameras.

**Questions, resolution, and requested actions of the Caltrain Board and Management:**

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2. I would like to understand Garret's role, level of authority, and whether or not he is a "supervisor", or if he misrepresented his title and authority?
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Nov 29, 2025 - 9:29 PM

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Payments: American Express ●●●●●26 \$62.64

11/30/25 8:31 AM

Again, please feel free to reach out to me with any questions. I look forward to your response.

Take care!

Kevin

**Kevin Fried**

Principal | Deloitte Consulting

Deloitte & Touche LLP

225 West Santa Clara Street, San Jose, CA 95113

Office: +1 408 704 2786 – Mobile: +1 415 609 1443

[kefried@deloitte.com](mailto:kefried@deloitte.com) | [www.deloitte.com](http://www.deloitte.com)



**From:** [Caltrain BOD Public Support](#)  
**To:** [cindythorp123@gmail.com](mailto:cindythorp123@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Serious Problem with Northbound Track  
**Date:** Wednesday, December 17, 2025 3:41:14 PM

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Dear Cynthia Thorp,

Your message to the Caltrain Board of Directors was forwarded to me for response. A copy of this correspondence will also be shared with the Board. Thank you for taking the time to share this detailed report. We understand how concerning and disruptive it must be to consistently hear such a loud and unusual noise near your home, and we appreciate you bringing this to our attention.

Your observations about the location, direction of travel, and the difference between northbound and southbound trains are very helpful. We have shared this information with our Track Maintenance teams so they can review conditions in the area just north of the Scott Boulevard overpass and investigate whether there may be an issue affecting northbound operations.

If our teams identify any conditions that require corrective action, they will address them accordingly.

Thank you again for reaching out and for your concern for both rider safety and the surrounding community.

Sincerely,

Your Caltrain BOD Public Support Team

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**From:** Board (@caltrain.com) <board@caltrain.com>  
**Sent:** Tuesday, December 9, 2025 10:36 PM  
**To:** Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>  
**Subject:** FW: Serious Problem with Northbound Track

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**From:** Cynthia Thorp <cindythorp123@gmail.com>  
**Sent:** Wednesday, December 10, 2025 6:35:58 AM (UTC+00:00) Monrovia, Reykjavik  
**To:** Board (@caltrain.com) <board@caltrain.com>  
**Subject:** Serious Problem with Northbound Track

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

Dear Caltrain,

There may be a serious problem with the Northbound Caltrain track in Santa Clara between the Santa Clara Caltrain Station at 1001 Railroad Ave, Santa Clara, and the Caltrain Lawrence Station at 137 San Zeno Way, Sunnyvale.

Just after the Northbound train comes under the Scott Blvd. Overpass in Santa Clara, there is a startling sudden very loud explosive crashing sound of metal-on-metal behind my condo. This same sound does not happen for the trains in the same location coming Southbound -- there is just the smooth sound of the train passing by.

The back patio of my condo at the CourtYard Santa Clara Condominium Complex, Unit 1401, Santa Clara faces the Caltrain tracks at this location just north of the Scott Blvd. Overpass. There is only a very low wall and the width of one tennis court (36 ft.) between my condo and the Caltrain tracks so I hear everything.

This startling sudden very loud explosive crashing sound of metal-on-metal happens 100% of the time with the Northbound trains and never with the Southbound trains. This leads me to believe there is a serious problem with the Northbound Caltrain track in this location.

Thank you in advance for investigating this potential problem, so you can avoid potential damage to the trains and/or avoid a more serious problem with Caltrain in this location. It would also be nice to reduce the startling sudden very loud explosive crashing sound of metal-on-metal that the Northbound trains make for the residents in my condo building.

Sincerely,  
Cynthia Thorp  
Nearby Resident to Caltrain Tracks  
2201 Monroe St., Unit 1401  
Santa Clara, CA 95050

**From:** [Cynthia Thorp](#)  
**To:** [Caltrain BOD Public Support](#)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Serious Problem with Northbound Track  
**Date:** Wednesday, December 17, 2025 10:22:16 PM

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Dear Caltrain BOD Public Support Team,

Thank you for your reply and for understanding my concerns. I appreciate that you will have your Track Maintenance teams investigate the Northbound track and hopefully some repairs can be made to help the noise and possible danger. Thank you also for sharing this situation with the Board.

I will share your reply with my neighbors. I would be interested to know whether any issues are identified and corrected on the Northbound track.

Thank you,  
Cynthia Thorp  
Nearby Resident to Caltrain Tracks  
2201 Monroe St., Unit 1401  
Santa Clara, CA 95050

On Wed, Dec 17, 2025 at 3:41 PM Caltrain BOD Public Support  
<[CaltrainBODPublicSupport@caltrain.com](mailto:CaltrainBODPublicSupport@caltrain.com)> wrote:

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Your Caltrain BOD Public Support Team

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**Sent:** Tuesday, December 9, 2025 10:36 PM

**To:** Caltrain BOD Public Support <[CaltrainBODPublicSupport@caltrain.com](mailto:CaltrainBODPublicSupport@caltrain.com)>

**Subject:** FW: Serious Problem with Northbound Track

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**Sent:** Wednesday, December 10, 2025 6:35:58 AM (UTC+00:00) Monrovia, Reykjavik

**To:** Board (@[caltrain.com](mailto:board@caltrain.com)) <[board@caltrain.com](mailto:board@caltrain.com)>

**Subject:** Serious Problem with Northbound Track

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Sincerely,  
Cynthia Thorp  
Nearby Resident to Caltrain Tracks  
2201 Monroe St., Unit 1401  
Santa Clara, CA 95050