



JPB Board of Directors
Meeting of June 4, 2026

Correspondence as of May 22, 2026

- | # | <u>Subject</u> |
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| 1. | Botts' Dots |
| 2. | RE: Caltrain Safety Procedures – <i>Staff Response</i> |
| 3. | Re: Botts' Dots – <i>Staff Response</i> |
| 4. | Re: Frequent 511 Braking & Delays – <i>Staff Response</i> |
| 5. | Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026 – <i>Staff Response</i> |
| 6. | Encampment Near Railroad - Morgan Hill Station |
| 7. | Re: Complaint and concern by daily commuter between San Jose and San Francisco - follow-up 1 |
| 8. | Re: Complaint and concern by daily commuter between San Jose and San Francisco - follow-up 1 – <i>Staff Response</i> |
| 9. | Re: Encampment Near Railroad - Morgan Hill Station – <i>Staff Response</i> |
| 10. | Fw: Encampment Near Railroad - Morgan Hill Station – <i>Staff Response</i> |
| 11. | Customer Service Concern Regarding Employee Conduct on Train 127 |

From: [Rex Siu](#)
To: [Customer Service](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Botts' Dots
Date: Thursday, May 14, 2026 9:14:24 AM

Some people who received this message don't often get email from rex@uniqvision.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 Staff,

I was wondering if Caltrain has ever thought about reducing the Botts' Dots between lanes on our roads and freeways. I feel like in some areas in CA, there are Botts' dots that are too close to each other and are unnecessary. I think it will help reduce the costs and the uncomfot of drivers and tires lifetime.

Thank you and Best Regards,

Rex Siu

CA resident

From: [Jerry Guaracino](#)
To: caltrainrider116@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Caltrain Safety Procedures
Date: Friday, May 15, 2026 11:13:54 AM

Dear Brooke,

Thank you for taking the time to share your experience with the Caltrain Board. What you described feeling followed and unsafe on our system is deeply concerning, and I want to personally acknowledge the courage it took to seek help in that moment and to follow up with this feedback.

You deserved a clear, immediate, and effective response from our staff, and I am sorry that the interaction left you feeling that the urgency of your situation was not fully understood. That is not the standard we hold ourselves to, and your account will directly inform how we improve.

As Caltrain's Chief Safety Officer, I am committed to ensuring every rider feels safe on our system. Your specific recommendations are well-considered and align closely with improvements we are actively pursuing:

- Staff training on personal safety interventions and trauma-informed response is a priority area we are building into our frontline training program.
- We are evaluating discrete, non-verbal reporting tools including text-based options so riders can request assistance without drawing attention to themselves.
- We are reviewing our passenger-facing safety communications, including signage and digital resources, to make sure riders know their options before they need them.

If you are willing to share additional details to help us understand the specific circumstances, please feel free to reach out to me directly at guaracinoj@caltrain.com. Your input will help us make a concrete difference for future riders.

Thank you again for speaking up. This is exactly the kind of feedback that makes our system safer.

Jerry Guaracino, Chief Safety Officer
1250 San Carlos Ave, San Carlos, CA 94070
Office: 650.508.7907 Cell: 650.730.3369
Website: [Caltrain](#)

Caltrain logo with Safety Tagline

From: CaltrainRider <caltrainrider116@gmail.com>

Sent: Friday, May 8, 2026 10:32 AM

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

Subject: Caltrain Safety Procedures

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Caltrain Board,

I am reaching out to raise a concern regarding safety procedures on Caltrain.

I recently experienced a situation on Caltrain where I was followed by another passenger across multiple train cars and seat changes. I ultimately had to rely on another passenger that I approached while feeling unsafe to help me exit the train safely and without being followed. Together, we approached a Caltrain employee for assistance; however, I did not feel the urgency of the situation was fully understood, and there did not appear to be a clear safety protocol in place for this type of incident.

Proactive safety procedures and appropriate staff training can make a significant difference in preventing escalation. I urge Caltrain to consider implementing clearer rider safety protocols, including:

- training staff on how to respond to passenger safety concerns
- helping to coordinate a safe exit
- posting signage explaining what to do if a rider feels unsafe
- providing discreet ways for riders to contact staff or transit police (text lines instead of phone calls where the complaint can be overheard, QR codes, etc.)

I am submitting this feedback in hopes that future riders who encounter potentially threatening behavior will have a clearer understanding of their options for immediate support and will receive active assistance if they seek help. I believe BART has already implemented some of these measures such as the text message reporting of safety concerns. For example, see this [link](#) for BART's guidance and approach to this issue.

I'm happy to discuss this further. Since this correspondence may become public, I've omitted my full name from this email.

Thank you,

Brooke

From: [Caltrain BOD Public Support](#)
To: ex@uniquivision.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Botts' Dots
Date: Monday, May 18, 2026 3:10:07 PM

Dear Rex Siu,

Thank you for taking the time to share your feedback and suggestion regarding Botts' Dots and roadway lane markings in California.

While Caltrain operates commuter rail service, roadway design and freeway lane marker standards are generally managed by the California Department of Transportation, also known as Caltrans. We encourage you to share your comments directly with Caltrans, (<https://dot.ca.gov/contact-us>) as they would be the appropriate agency to review roadway maintenance standards and traffic safety considerations.

We appreciate you reaching out.

Best regards,
Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Thursday, May 14, 2026 9:14 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Botts' Dots

From: Rex Siu <rex@uniquivision.com>
Sent: Thursday, May 14, 2026 4:14:13 PM (UTC+00:00) Monrovia, Reykjavik
To: Customer Service <customerservice@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Botts' Dots

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ATTENTION: This email came from an external source. Do not open attachments or click on links from email you do not know or do not expect to receive.

Dear Caltrain Staff,

I was wondering if Caltrain has ever thought about reducing the Botts' Dots

between lanes on our roads and freeways. I feel like in some areas in CA, there are Botts' dots that are too close to each other and are unnecessary. I think it will help reduce the costs and the uncomfort of drivers and tires lifetime.

Thank you and Best Regards,

Rex Siu

CA resident

From: [Ryan Globus](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Frequent 511 Braking & Delays
Date: Tuesday, May 19, 2026 8:30:51 AM

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

Hello,

Caltrain 511 just emergency braked again between Santa Clara and Lawrence. I have a 9am meeting I'm now running late for.

What is [Caltrain](#) doing to fix these PTC issues? When can riders expect this issue to be fixed?

Thanks,
Ryan Globus

On Thu, May 14, 2026 at 8:33 AM Ryan Globus <ryanglobus@gmail.com> wrote:

Hello,

Caltrain 511 just emergency braked again between Santa Clara and Lawrence. I have not heard anything from Caltrain other than vague platitudes, so I ask again:

What is [Caltrain](#) doing to fix these PTC issues? When can riders expect this issue to be fixed?

Thanks,
Ryan Globus

On Wed, May 6, 2026 at 3:12 PM Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Ryan Globus,

Thank you for taking the time to share your concerns regarding Train 511 and the repeated braking and delay events between San Jose Diridon Station and Sunnyvale Station.

We're very sorry to hear about the impact these delays have had on your commute and your husband's appointment. We understand how frustrating and disruptive it is when service reliability affects time-sensitive plans.

Your concerns about frequency, service reliability, and overall system readiness have been documented and will be shared with the appropriate technical and planning teams for investigation.

We appreciate your long-standing ridership and your willingness to share this detailed feedback.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>

Sent: Wednesday, May 6, 2026 11:27 AM

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

Subject: FW: Frequent 511 Braking & Delays

From: Ryan Globus <ryanglobus@gmail.com>

Sent: Wednesday, May 6, 2026 6:27:24 PM (UTC+00:00) Monrovia, Reykjavik

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

Subject: Frequent 511 Braking & Delays

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

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To the Caltrain Board of Directors,

I take Caltrain 511 several days a week to commute to work. Over the past several weeks, Caltrain 511 has hit the brakes and stopped for a long time between San Jose and Sunnyvale. These delays put me at risk of being late to work. Today, my husband joined me on 511 and is now at risk of being late to his doctor's appointment.

I've been a regular Caltrain rider for over 15 years, but if these delays continue, I may have to start driving to work to ensure I arrive on time.

What is Caltrain doing to fix these PTC issues? When can riders expect this issue to be fixed? This is unacceptable given EMUs have been in service for over a year and Caltrain is asking taxpayers for more money this fall.

Thanks,
Ryan Globus
San Jose resident

From: [Caltrain BOD Public Support](#)
To: armen@sadakian.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026
Date: Tuesday, May 19, 2026 9:38:45 AM

Dear Armen Sadakian,

Thank you for your continued patience regarding the graffiti reported along the San Mateo Replacement Parking Track wall near 1399 Railroad Ave.

We apologize for the delay and understand your frustration given the number of times you have contacted us about this issue. The graffiti cleanup has now been scheduled for next week.

We appreciate you continuing to bring this matter to our attention and thank you for your patience while arrangements were made for the cleanup work.

Best regards,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Thursday, May 14, 2026 10:00 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

From: Armen Sadakian <armen@sadakian.com>
Sent: Thursday, May 14, 2026 5:00:00 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Complaint #1009325 — Repeated Runaround and No Action Since 03/30/2026

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

Board Members,

I am writing regarding Complaint #1009325, which remains unresolved.

I first reported this issue on 03/30/2026. Since then, I have contacted Caltrain customer service multiple times:

03/30/2026 — email
04/02/2026 — phone call
04/17/2026 — email
04/24/2026 — email
04/29/2026 — phone call
05/01/2026 — email
05/12/2026 — phone call with Merly

Each time, I am told a work order has been issued, yet the graffiti remains. Regular customer service has given me the runaround.

This is the same Replacement Parking Track wall that last year took more than 4 months and 15 calls to get repainted. In the meantime, the graffiti continues to grow every few days. What could have been handled with a few hours of power washing or a few gallons of paint has now become a much larger cleanup job.

Please escalate this immediately and provide a firm date for removal.

Location:

San Mateo Replacement Parking Track on the trackside wall along the southbound side of Railroad Avenue between 10th Avenue and 14th Avenue, near 1399 Railroad Ave, San Mateo, CA 94402.

Exact location:

<https://maps.app.goo.gl/UZ6s1QUY78wDDR5v9>

Photos are embedded below.





















Thank you,
Armen Sadakian

From: [Laurence Cefalu](mailto:Laurence.Cefalu)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Encampment Near Railroad - Morgan Hill Station
Date: Wednesday, May 20, 2026 8:44:47 PM
Attachments: [Screenshot 2026-05-20 at 8.38.37 PM.png](#)

[Some people who received this message don't often get email from laurence.cefalu21@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

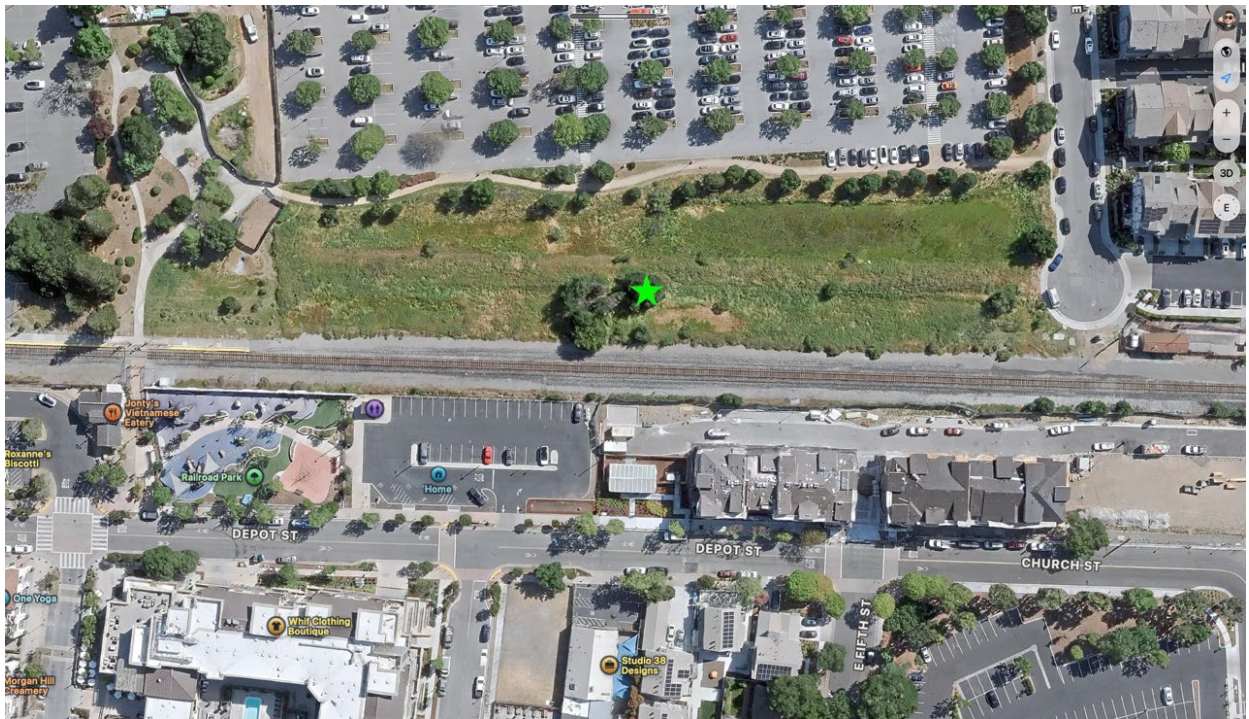
ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Good evening,

I'm a resident in Morgan Hill and am writing to report an encampment near the Caltrain tracks. A tent has been set up approximately 20 feet from the tracks, on the far side of the rail line from our townhouse. I've attached a photo taken today.

Given the proximity to active rail lines, I'm concerned about the safety of the individual camping there as well as the surrounding community. I have also contacted the Morgan Hill Police Department non-emergency line, who referred me to the city's unhoused coordinator.

Please let me know if Caltrain can help with next steps.



Best,
Laurence Cefalu

From: [Marvin Ruiz Florentino](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Complaint and concern by daily commuter between San Jose and San Francisco - follow-up 1
Date: Thursday, May 21, 2026 9:13:32 AM

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Hello Caltrain Board of Directors,

Thank you for your response.

I am writing to you again to raise an urgent safety concern regarding repeated abrupt stops on northbound express Train 511. In my opinion as a daily rider — and acknowledging that others may feel differently — these recurring issues raise serious safety concerns.

On Tuesday, May 19 at 8:33 AM, while traveling from San Jose to San Francisco, the train came to a sudden and unexpected stop shortly after departure. This issue has been recurring for some time, and it appears the underlying problem has not yet been resolved.

The following day, Wednesday, May 20 at 8:37 AM, the same train experienced another abrupt stop between Sunnyvale and Mountain View.

After each of these abrupt stops and apparent computer failures, passengers are forced to wait while the onboard systems reboot before the train can proceed. This not only delays arrival into San Francisco but also raises additional concerns about the reliability of the train's control systems.

Given the frequency and severity of these incidents, I am requesting confirmation that Train 511 has been taken out of service for proper inspection, troubleshooting, and repair. These sudden stops pose a clear safety risk to passengers, and it is critical that the appropriate technical teams and vendor experts are engaged immediately.

Thank you for your attention to this matter. I look forward to hearing what corrective actions will be taken.

Marvin

On Wed, May 6, 2026, 15:01 Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Marvin Florentino,

Thank you for contacting us and for sharing your experience on the northbound Train 511 Express.

We're sorry to hear about the repeated disruptions you experienced, including the two unexpected stops and the delayed arrival into San Francisco 4th and King Station at 9:52am.

We understand how frustrating and disruptive this is for a daily commute from San Jose Diridon, especially when delays feel recurring. Your report has been documented and forwarded to our operations and maintenance teams for review and investigation into the cause of these service interruptions.

We appreciate you taking the time to share this, and we value your continued ridership.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Friday, May 1, 2026 11:48 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Complaint and concern by daily commuter between San Jose and San Francisco

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

From: Marvin Ruiz Florentino <itsontime@gmail.com>
Sent: Friday, May 1, 2026 10:13 AM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Cc: Public Comment <PublicComment@samtrans.com>
Subject: Complaint and concern by daily commuter between San Jose and San Francisco

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To Whom It May Concern,

I am writing to express my frustration regarding the consistent service issues with the 511 Express northbound train from San Jose to San Francisco.

As a daily commuter, I have frequently experienced abrupt shutdowns and persistent delays on this route. For instance, today we had two abrupt stops along the way and we arrived in San Francisco at 9:52 am (30 minutes late).

For the sake of passenger safety and customer satisfaction, I request that this train be removed from service for necessary repairs and replaced with a reliable substitute until these issues are resolved.

Thank you for your attention to this matter.

Best regards,

Marvin Florentino

-Marvin

-Marvin

From: [Caltrain BOD Public Support](#)
To: [Marvin Ruiz Florentino](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Complaint and concern by daily commuter between San Jose and San Francisco - follow-up 1
Date: Thursday, May 21, 2026 9:26:18 AM

Dear Marvin Florentino,

Thank you for following up and for taking the time to share your concerns regarding the repeated emergency braking events affecting Train 511.

We're sorry to hear about the impact this had on your morning and understand how frustrating it is when service disruptions cause delays to important commitments.

Caltrain is actively working to address this known issue. A software update is currently being prepared for deployment, and because this involves a safety-critical system, it must undergo extensive testing and approval before it can be implemented. Please know that resolving this issue as safely and quickly as possible is a priority.

We appreciate your patience and your continued feedback.

Sincerely,

Your Caltrain BOD Public Support Team

From: Marvin Ruiz Florentino <itsontime@gmail.com>
Sent: Thursday, May 21, 2026 9:13 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint and concern by daily commuter between San Jose and San Francisco - follow-up 1

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Hello Caltrain Board of Directors,

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Thank you for your attention to this matter. I look forward to hearing what corrective actions will be taken.

Marvin

On Wed, May 6, 2026, 15:01 Caltrain BOD Public Support

<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Marvin Florentino,

Thank you for contacting us and for sharing your experience on the northbound Train 511 Express.

We're sorry to hear about the repeated disruptions you experienced, including the two unexpected stops and the delayed arrival into San Francisco 4th and King Station at 9:52am.

We understand how frustrating and disruptive this is for a daily commute from San Jose Diridon, especially when delays feel recurring. Your report has been documented and forwarded to our operations and maintenance teams for review and investigation into the cause of these service interruptions.

We appreciate you taking the time to share this, and we value your continued ridership.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Sent: Friday, May 1, 2026 11:48 AM

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

Subject: FW: Complaint and concern by daily commuter between San Jose and San Francisco

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

From: Marvin Ruiz Florentino <itsontime@gmail.com>

Sent: Friday, May 1, 2026 10:13 AM

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

Cc: Public Comment <PublicComment@samtrans.com>

Subject: Complaint and concern by daily commuter between San Jose and San Francisco

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For the sake of passenger safety and customer satisfaction, I request that this train be removed from service for necessary repairs and replaced with a reliable substitute until these issues are resolved.

Thank you for your attention to this matter.

Best regards,

Marvin Florentino

-Marvin

-Marvin

From: Caltrain BOD Public Support
To: laurence.cefalu21@gmail.com
Cc: Board (@caltrain.com)
Subject: Re: Encampment Near Railroad - Morgan Hill Station
Date: Thursday, May 21, 2026 9:59:47 AM
Attachments: [Screenshot 2026-05-20 at 8:38:37 PM.png](#)

Dear Laurence Cefalu,

Thank you for bringing this concern to our attention and for taking the additional step of contacting the Morgan Hill Police Department.

For concerns involving encampments within the City of Morgan Hill, we recommend continuing to coordinate directly with the City of Morgan Hill and their unshoused outreach coordinator, as they are the appropriate agency to assist with next steps and available resources.

We appreciate you reporting the safety concern.

Best regards,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, May 20, 2026 8:44 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Encampment Near Railroad - Morgan Hill Station

From: Laurence Cefalu <laurence.cefalu21@gmail.com>
Sent: Thursday, May 21, 2026 3:44:12 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Encampment Near Railroad - Morgan Hill Station

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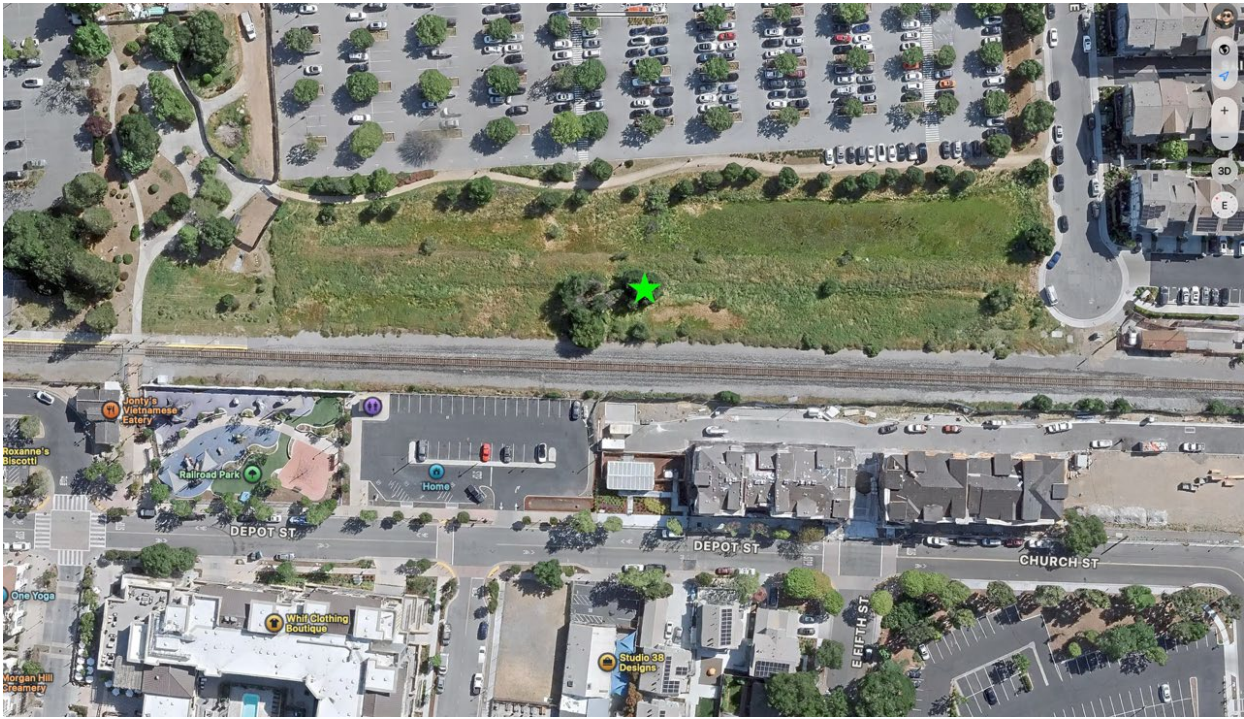
Good evening,

I'm a resident in Morgan Hill and am writing to report an encampment near the Caltrain tracks. A tent has been set up approximately 20 feet from the tracks, on the far side of the rail line from our townhouse. I've attached a photo taken today.

Given the proximity to active rail lines, I'm concerned about the safety of the individual camping there as well as the surrounding community. I have also contacted the Morgan Hill Police Department non-emergency line, who referred me to the city's unshoused coordinator.

Please let me know if Caltrain can help with next steps.





Best,
Laurence Cefalu

From: Caltrain BOD Public Support
To: laurence.cefalu21@gmail.com
Cc: board@caltrain.com
Subject: Fw: Encampment Near Railroad - Morgan Hill Station
Date: Thursday, May 21, 2026 10:11:02 AM
Attachments: [Screenshot 2026-05-20 at 8:38:37 PM.png](#)

Dear Laurence Cefalu,

We have since received additional information confirming that, per the 2022 track chart, the location is within Union Pacific (UP) property. Caltrain Safety staff have submitted the report to UP under Incident Number 2026-05-21-122UPN for their review and follow-up.

Best regards,

Your Caltrain BOD Public Support Team

From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Thursday, May 21, 2026 9:59 AM
To: laurence.cefalu21@gmail.com <laurence.cefalu21@gmail.com>
Cc: board@caltrain.com <board@caltrain.com>
Subject: Re: Encampment Near Railroad - Morgan Hill Station

Dear Laurence Cefalu,

Thank you for bringing this concern to our attention and for taking the additional step of contacting the Morgan Hill Police Department.

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We appreciate you reporting the safety concern.

Best regards,

Your Caltrain BOD Public Support Team

From: board@caltrain.com <board@caltrain.com>
Sent: Wednesday, May 20, 2026 8:44 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Encampment Near Railroad - Morgan Hill Station

From: Laurence Cefalu <laurence.cefalu21@gmail.com>
Sent: Thursday, May 21, 2026 3:44:12 AM (UTC+00:00) Monrovia, Reykjavik
To: board@caltrain.com <board@caltrain.com>
Subject: Encampment Near Railroad - Morgan Hill Station

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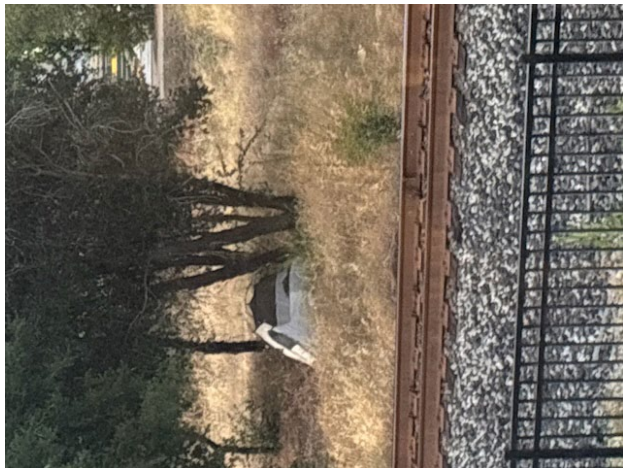
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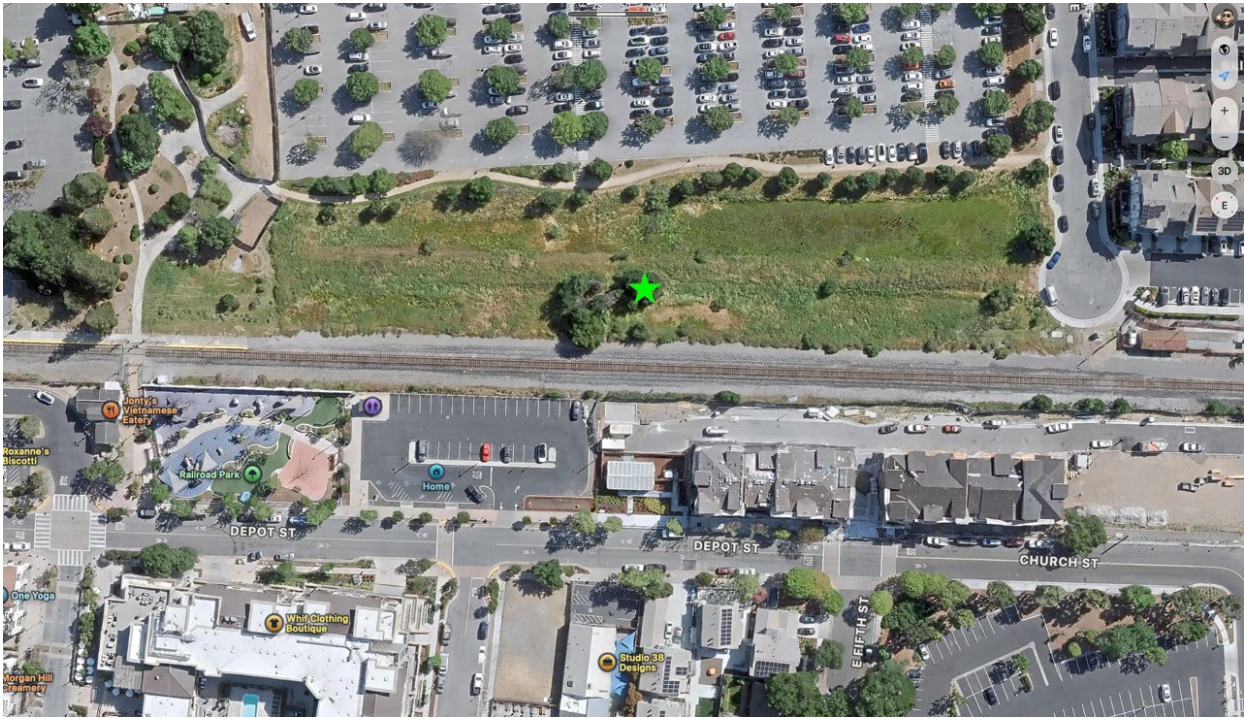
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Please let me know if Caltrain can help with next steps.





Best,
Laurence Cefalu

From: [Aristotle Taylor](#)
To: [Michelle Bouchard](#)
Cc: [Baltazar Lopez](#); [Board \(@caltrain.com\)](#)
Subject: Customer Service Concern Regarding Employee Conduct on Train 127
Date: Thursday, May 21, 2026 12:25:13 PM

Some people who received this message don't often get email from aristotle95@alumni.stanford.edu. [Learn why this is important](#)

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Dear Michelle,

I hope you are doing well. My name is Aristotle Taylor, and I am a recent Stanford graduate now living in San Jose.

I am writing to report a concerning interaction involving a Caltrain employee identified as Dave on Train 127 northbound from San Jose on May 21, 2026, at approximately 11:28 AM.

I arrived at the train before departure and attempted to scan my card directly in front of the employee while he had a handheld card reader available. Instead, I was instructed to use the nearby Clipper reader. As I quickly went to scan and returned — only about 10 feet away — the employee boarded the train and the doors closed before I could enter, despite the fact that I had already been interacting with him moments earlier and was actively complying with his instructions.

The interaction felt unnecessarily dismissive and avoidable given that I had arrived before departure and was following the direction I had been given.

If station or train cameras are available, I believe the footage would accurately reflect the sequence of events.

I am not formally requesting disciplinary action. Rather, I wanted this incident documented because interactions like this negatively affect the rider experience. I also previously submitted a separate complaint last year involving another employee, which was ultimately resolved and acknowledged by your staff as helpful feedback to receive. I appreciated the professionalism shown during that process, and it reinforced my belief that raising concerns respectfully can help improve the experience for riders overall.

As someone who has consistently ridden Caltrain since my freshman year at Stanford, I recognize and appreciate the substantial efforts that have gone into improving and maintaining the system. However, situations like this are discouraging and make riders feel unnecessarily dismissed.

Fortunately, I was able to Uber to my destination afterward, but many riders do not have that option. An incident like this could easily cause someone to miss work, class, or an important interview.

I simply wanted to bring this experience to your attention for awareness and internal review.

Sincerely,

Aristotle Taylor