



JPB Board of Directors
Meeting of September 3, 2026

Correspondence as of September 2, 2026

Subject

1. Re: Complaint about flooding on the Caltrain Land behind my house – *Staff response*
2. Re: Complaint about flooding on the Caltrain Land behind my house – *Corresponder response*
3. Cement dust exposure on SB Caltrain 814 on Friday 8/28 at around 4.30 PM
4. September 3 Item #5 Public Comment (South County Connector Caltrain Service)
5. URGENT ESCALATION: Unresolved Citation #51000529 | Racial Profiling & Failure of Administrative Review Process
6. Re: URGENT ESCALATION: Unresolved Citation #51000529 | Racial Profiling & Failure of Administrative Review Process
7. Re: URGENT ESCALATION: Unresolved Citation #51000529 | Racial Profiling & Failure of Administrative Review Process – *Staff response*
8. Request for Review of Caltrain Stroller Policy
9. Re: Request for Review of Caltrain Stroller Policy – *Staff response*

From: Caltrain BOD Public Support
Sent: Thursday, August 27, 2026 3:51 PM
To: Nicholas Tan
Cc: Board (@caltrain.com)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

Dear Nicholas Tan,

We are pleased to share that our team has completed the work. Caltrain Operations and Maintenance may contact you regarding any additional next steps.

We truly appreciate your patience throughout this process.

Kind regards,
Your Caltrain BOD Public Support Team

From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Thursday, August 20, 2026 1:56 PM
To: Nicholas Tan <nicholastjs@gmail.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

Dear Nicholas Tan,

Thank you for following up, and please accept our apologies for the delay in getting back to you.

We do have an update. Work has started on the drainage issue at this location, and we are hoping to have it completed by the end of next week, if not sooner.

Once we receive confirmation that the work has been completed, we will pass that information along to you.

Thank you for your patience and understanding.

Best,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, August 11, 2026 12:41 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

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

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi it has been almost four months since I heard from you. Is there any update?

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Hi, any update on this?

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Hi any update on this matter?

On Tue, Apr 21, 2026 at 16:01 Caltrain BOD Public Support

<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your message and for continuing to raise this concern.

As of 4-10-2026, this is still an ongoing issue. We have met with contractors at this location to assess conditions in the field, and we are currently waiting on a formal mitigation plan to address the drainage and flooding impacts.

Thank you for your follow up.

Kind regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Tuesday, March 31, 2026 4:17 PM

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

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

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi,

Is there any update on this? Is this just going to keep dragging on?

Thanks,
Nicholas

On Thu, Feb 26, 2026 at 10:14 AM Caltrain BOD Public Support

<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tran,

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 following up and for sharing the photo. We understand your continued frustration, especially given the recurring nature of the standing water and the concerns about the stability of your backyard wall. The safety of your family is extremely important to us.

We are coordinating internally to ensure that a field visit either has occurred or is scheduled promptly so the issue can be properly evaluated and next steps clearly identified.

We sincerely apologize for the ongoing inconvenience and the lack of resolution to date. We appreciate your persistence in bringing this to our attention, and we are committed to addressing the matter more effectively moving forward.

Kind regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Friday, February 20, 2026 4:23 PM

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

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

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi,

Following up again on this issue. This rainy season, the land right behind my backyard floods every time it rains. See attached photo for the current condition.

I have been complaining for years, and each year I only receive empty promises that this issue will be mitigated. What will it take for you to really fix this? You are putting my backyard walls at significant risk of collapsing (one section has already collapsed), and that's a huge safety risk for my children.



On Thu, May 29, 2025 at 10:36 PM Nicholas Tan <nicholastjs@gmail.com> wrote:

Thank you Sarah for the update. I met with representative from Caltrain today, they stopped by my backyard and took a look at the situation, so they should have a good idea now.

On May 29, 2025, at 1:32 PM, Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

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 again for your update. I understand how concerning this situation is, especially with the safety of your family in mind.

Earlier today, we visited the site along with our contractors to assess the conditions behind the property at [3395 Park Blvd, Palo Alto, CA 94306](#). During our visit, we identified several modifications on both the north and south sides of the property that may be contributing to the current issues. In some cases, we observed that adjacent neighbors have encroached onto our property with fences, permanent structures, and drainage systems.

To move forward, we will be requesting our Real Estate team to perform a Right of Way survey to legally determine the boundaries of our property and formally identify any encroachments. This will allow us to better understand the contributing factors and develop a responsible plan of action.

After speaking with you we were able to see the condition of the backyard firsthand. Once the survey is complete, we'll be in a better position to define the next steps and address the slope issues appropriately.

In the meantime, we appreciate your patience. Please don't hesitate to reach out if you have further questions or if the situation changes.

Best regards,
Sarah Nabong

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Monday, May 26, 2025 7:28 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi,

A new update, another incident has happened. One side of the retaining wall has collapsed. Other sections plus my outdoor kitchen are on the verge and may collapse anytime.

I have two young kids living here and this could have been catastrophic if any of them were near the wall when this happened. Can you guys take immediate action to fix the sloping of the land behind our yard? Once you fixed that, then only I can have someone rebuild my backyard. Otherwise it's just a waste of time and money.

<1000025214.jpg>

On Wed, Apr 16, 2025 at 12:15 Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for reaching out. I understand your concern. Our crew did perform some initial grading work in the area, and we've since asked them to return to complete additional

grading based on what we observed. Our Engineer checked the area today and is coordinating the follow-up work with their team to ensure everything is addressed properly.

It's also worth noting that it appears a neighbor made modifications to the ditch behind their fence, which has caused a disruption in water flow. Once that issue is corrected, we'll be following up with them to prevent any future alterations.

I appreciate your patience, and I'll keep you updated as we move forward. Please don't hesitate to reach out if you have any further questions.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Monday, April 14, 2025 11:07 PM

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

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

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi Caltrain Team,

I received an email from Devin Pogue in your team that share with me a claim form, I'm not sure what you are trying to solve with that. I'm not going to spend tens of thousands of dollars to fix my backyard if the flooding in your land right behind my backyard continues, because after I fix them, the soil will continue to settle and sink due to the flooding. Are you not going to fix the flooding issue?

Thanks,
Nicholas

On Apr 4, 2025, at 1:05 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

Hi,

I have not seen any work being done. Even if there is, the fix is not effective because this is a photo I took on 3/30

I'm not understanding why it's so hard to fix this. This has been ongoing for many years now and my backyard is crumbling due to this. I have spent tens of thousands on the pavers, retaining walls, and outdoor kitchen and they are all crumbling. I have been very patient for many years now, but if this continues to deteriorate, I will consider legal action. Your inaction or ineffective actions has caused significant financial loss to my investment in my backyard.

Thanks,
Nicholas

<1000023577.jpg>

On Fri, Apr 4, 2025, 12:54 PM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your follow-up and your patience as our crews worked to address your concerns. We are pleased to inform you that the work was completed on March 17, 2025.

We appreciate your understanding and continued support. Should you have any further questions or need additional assistance, please don't hesitate to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Tuesday, March 11, 2025 10:05 AM

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

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

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi,

I did not meet with any of your team members on 3/7. I was home until 12.30pm and was out for the rest of that day.

Thanks,
Nicholas

On Mar 11, 2025, at 9:49 AM, Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your patience. I wanted to check in regarding the crew visit we scheduled for **3/7/2025**. I'm following up to see if the crew has been able to visit your location and address the flooding concerns.

Please let me know if there's anything else that needs attention or if you require any further assistance.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Thursday, February 20, 2025 4:06:17 AM (UTC+00:00)
Monrovia, Reykjavik
To: Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land
behind my house

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senders.

Hi,

Thank you for getting back to me. Please note that this flooding is causing a huge problem to the pavers in my backyard as I highlighted last year. The soil gets so soft that my backyard is sinking, retaining wall leaning and falling apart, pavers kitchen falling apart, etc. If this is not fixed soon, my backyard will incur huge lose if it gets to a point that I need to rebuild everything, let alone the risk of these items falling onto my kids and causing injury.

That's on top of flooding risk in my crawl space basement and it becoming breeding ground for mosquitoes and other bugs.

Please act quickly before things get a lot worse.

Thanks,
Nicholas

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On Feb 18, 2025, at 2:11 PM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

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 reaching out and for sharing the photos with us. I'm sorry to hear that the flooding issue behind your backyard is still occurring despite the previous work done by our team.

I want to let you know that we've referred this matter to our Right of Way team to

investigate and address the issue. They will assess the situation and take any necessary actions to help resolve it.

Thank you again for bringing this to our attention. We'll keep you updated on any progress. If you have any additional questions or concerns, feel free to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, February 18, 2025 5:40:51 AM (UTC+00:00) Monrovia, Reykjavik
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi Sarah,

The raining season is here and looks like the work your team has done previously hasn't help alleviate the flooding issue behind my backyard. Please see attached photos that I just took yesterday.

Thanks,
Nicholas

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On May 22, 2024, at 3:19 PM,
Nicholas Tan
<nicholastjs@gmail.com> wrote:

Thank you Sarah for your update.
Yes, I did meet with your contractor
and he did share his plan with me.

Thanks,
Nicholas

On May 23, 2024,
at 2:48 AM, Sarah
Nabong

[<nabongs@samtrains.com>](mailto:nabongs@samtrains.com) wrote:

Dear Nicholas
Tan,

I hope this message finds you well. Thank you for bringing your concerns about the ongoing flooding issue behind your property to our attention. We sincerely apologize for the inconvenience and distress this situation has caused you and your family. Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence.

I understand that you met with our contractor and were informed that when the area dries out a little more, sometime around the end of July or beginning of August, we will be back to regrade the

ditch-line. I was notified that you exchanged numbers so that we can update you as we get closer to that time.

Please be assured that we take your feedback seriously, and we are committed to resolving this issue promptly.

We appreciate your patience and understanding as we work to address this matter effectively. Thank you for your continued support and cooperation.

Best regards,

**Sarah Nabong,
Customer
Service
Representative
2**

[1250 San
Carlos Ave San
Carlos, CA
94070](#)

Websites:

[Caltrain](#) | [SamTrans](#) | [TA](#)

<image001.png>

From: Nicholas
Tan
<nicholastjs@gmail.com>
Sent: Saturday,

April 27, 2024
6:31 PM
To: Board
(@caltrain.com)
<board@caltrain.com>
Subject: Complaint about
flooding on the
Caltrain Land
behind my
house

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

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Hi,

I filed a complaint 2-3 years ago about flooding in the Caltrain Land behind my backyard. You have since done some work to try to better slope the land so that water doesn't accumulate there.

This year during the rain season, water start to accumulate again. The last

time there's
rain was more
than two
weeks ago,
and there's
still a good
size pond
right behind
my house.

This will
cause three
significant
safety risks:

1. Flood in our
crawl space.

the water in
our crawl
space is
pump
towards that
area and if
thAt area is
flooded the
my pump will
fail to pump
the water out,
causing flood
in my
basement
(with risk of
getting into
my living
space)

2. Health risk.

The standing
water there
becomes a
breeding
ground for
mosquitoes.

This year
there's
significant
increase of
mosquitoes
around my
house, which

can be a health risk.

3. Land setting. The soaked and saturated ground becomes soft and the fixture inside my backyard started to sink. The retaining wall is leaning backwards, the outdoor kitchen counter top started to sink and at risk of crumbling.

This issue has been going on for many years and while I saw your effort to try to fix it, it's not fixed and actually got worse.

Can you take action immediately before this becomes a much bigger issue and causing significant damage and health problems to your family?

Thanks,
Nicholas

<image002.jp
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From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Friday, August 28, 2026 12:14 AM
To: Caltrain BOD Public Support
Cc: Board (@caltrain.com)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Thank you for your update. I hope the flooding really stop this time, so that I can start fixing up my crumbled backyard.

On Thu, Aug 27, 2026 at 3:50 PM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

We are pleased to share that our team has completed the work. Caltrain Operations and Maintenance may contact you regarding any additional next steps.

We truly appreciate your patience throughout this process.

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Monrovia, Reykjavik
To: Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

Thank you for getting back to me. Please note that this flooding is causing a huge problem to the pavers in my backyard as I highlighted last year. The soil gets so soft that my backyard is sinking, retaining wall leaning and falling apart, pavers kitchen falling apart, etc. If this is not fixed soon, my backyard will incur huge lose if it gets to a point that I need to rebuild everything, let alone the risk of these items falling onto my kids and causing injury.

That's on top of flooding risk in my crawl space basement and it becoming breeding ground for mosquitoes and other bugs.

Please act quickly before things get a lot worse.

Thanks,
Nicholas

<1000009804.jpg>

<1000009802.jpg>

<1000009803.jpg>

On Feb 18, 2025, at 2:11 PM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

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 reaching out and for sharing the photos with us. I'm sorry to hear that the flooding issue behind your

backyard is still occurring despite the previous work done by our team.

I want to let you know that we've referred this matter to our Right of Way team to investigate and address the issue. They will assess the situation and take any necessary actions to help resolve it.

Thank you again for bringing this to our attention. We'll keep you updated on any progress. If you have any additional questions or concerns, feel free to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, February 18, 2025 5:40:51 AM (UTC+00:00) Monrovia, Reykjavik
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi Sarah,

The raining season is here and looks like the work your team has done previously hasn't help alleviate the flooding issue behind my backyard. Please see attached photos that I just took yesterday.

Thanks,
Nicholas

<PXL_20250216_231417869.PANO.jpg><PXL_20250216_231438547.PANO.jpg><PXL_20250216_231554912.PANO.jpg>

On May 22, 2024, at 3:19 PM,
Nicholas Tan
<nicholastjs@gmail.com> wrote:

Thank you Sarah for your update.
Yes, I did meet with your contractor
and he did share his plan with me.

Thanks,
Nicholas

On May 23,
2024, at
2:48 AM, Sarah
Nabong
<nabongs@samtrans.com> wrote:

Dear Nicholas
Tan,

I hope this
message finds
you well.
Thank you for
bringing your
concerns about
the ongoing
flooding issue
behind your
property to our
attention. We
sincerely
apologize for
the
inconvenience
and distress
this situation
has caused you
and your
family. Your
message to the
Caltrain Board
of Directors
was referred to
me for
response. The
Board
members will
receive a copy
of our
correspondenc
e.

I understand
that you met
with our
contractor and
were informed
that when the
area dries out

a little more,
sometime
around the end
of July or
beginning of
August, we will
be back to
regrade the
ditch-line. I
was notified
that you
exchanged
numbers so
that we can
update you as
we get closer
to that time.

Please be
assured that
we take your
feedback
seriously, and
we are
committed to
resolving this
issue promptly.

We appreciate
your patience
and
understanding
as we work to
address this
matter
effectively.
Thank you for
your continued
support and
cooperation.

Best regards,

**Sarah
Nabong,
Customer
Service
Representativ
e 2**
[1250 San
Carlos Ave San
Carlos, CA
94070](#)

Websites:
[Caltrain](#) | [SamTrans](#) | [TA](#)
<image001.png>

From: Nicholas
Tan
<nicholastjs@gmail.com>

Sent: Saturday,
April 27, 2024
6:31 PM

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

Subject: Compl
aint about
flooding on the
Caltrain Land
behind my
house

You don't often get email from nicholastjs@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.

Hi,

I filed a
complaint 2-
3 years ago
about
flooding in
the Caltrain
Land behind
my backyard.
You have
since done
some work to
try to better
slope the

land so that
water
doesn't
accumulate
there.

This year
during the
rain season,
water start to
accumulate
again. The
last time
there's rain
was more
than two
weeks ago,
and there's
still a good
size pond
right behind
my house.

This will
cause three
significant
safety risks:
1. Flood in
our crawl
space. the
water in our
crawl space
is pump
towards that
area and if
thAt area is
flooded the
my pump will
fail to pump
the water
out, causing
flood in my
basement
(with risk of
getting into
my living
space)

2. Health risk. The standing water there becomes a breeding ground for mosquitoes.

This year there's significant increase of mosquitoes around my house, which can be a health risk.

3. Land setting. The soaked and saturated ground becomes soft and the fixture inside my backyard started to sink. The retaining wall is leaning backwards, the outdoor kitchen counter top started to sink and at risk of crumbling.

This issue has been going on for many years and while I saw your effort to try to fix it, it's not fixed and

actually got worse.

Can you take action immediately before this becomes a much bigger issue and causing significant damage and health problems to family?

Thanks,
Nicholas

<image002.jpg>
<image003.jpg>
<image004.jpg>
<image005.jpg>

From: [Roland Lebrun](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Baltao, Elaine \[board.secretary@vta.org\]](#); [MTC Commission](#); [citycouncil@morganhill.ca.gov](#); [allcouncilmembers@cityofgilroy.org](#)
Subject: Cement dust exposure on SB Caltrain 814 on Friday 8/28 at around 4.30 PM
Date: Sunday, August 30, 2026 3:47:35 AM
Attachments: [image.png](#)
Importance: High

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

Dear Chair Medina and Board members,

The intent of this email is to report multiple issues experienced with the same southbound "South County Connector" train 814 on Friday 8/28 at around 4.30 PM

My trip started with SB514 Express to Diridon which departed San Francisco on time at 3.20 PM.

The trip was uneventful until we hit an unexpected stop in the Sunnyvale area. As we were approaching Diridon, the conductor announced that we were running late but that the SB814 south county connector scheduled to depart from Diridon at 4.23 PM would be waiting for us on the opposite side of the platform.

Upon arriving at Diridon and crossing the platform, my fellow passengers and I did find a south county connector train on the opposite side of the platform but all doors were closed. We eventually figured out that there were two southbound connectors stacked on the same platform and that **ours was the train on the south side of the platform approximately 300 feet away**. We had to run like crazy to make the connection but we made it.

Shortly after departing Diridon, SB814 stopped at the Guadalupe River bridge project between Diridon and Tamien because of "debris on the track" caused by the Guadalupe bridge reconstruction crews. Shortly after stopping, the entire train filled with cement dust which my fellow passengers and I had to inhale for about 10 minutes because the air conditioning was not recirculating and the HVAC filters were either ineffective (or completely missing) and we did not have any face masks.

Text messages I exchanged with my wife indicate that the train started moving at 4.45 PM, 22 minutes after the scheduled departure time from Diridon indicating that the train was running approximately 20 minutes late.



Gemini response to the incident

A single 10-minute exposure to cement dust on the train is highly unlikely to cause cancer. The carcinogenic risks associated with respirable crystalline silica and hexavalent chromium are almost entirely tied to chronic, years-long occupational exposure. Your body's natural defense mechanisms are designed to clear single incidents of particulate inhalation over time. [1]

However, because cement dust is highly alkaline (caustic), you may experience immediate, acute short-term irritation. [1, 2]

Short-Term Symptoms to Monitor

Given that the dust was pulled directly into the cabin for 10 minutes, you or your fellow passengers might notice: [1]

- **Respiratory tract irritation:** Coughing, phlegm, throat tickling, wheezing, or minor shortness of breath.
- **Eye irritation:** Burning, redness, or a gritty feeling due to the dust reacting with tear moisture.
- **Nasal congestion:** Runny nose or sneezing as your nasal passages trap the larger particles. [1, 2, 3, 4]

Recommended Immediate Steps

1. **Flush and Clean:** Wash your face, flush your eyes with clean water or sterile saline if they feel irritated, and blow your nose to clear out any trapped particles. Change and wash the clothes you were wearing to avoid continuing to breathe the trapped dust. [5]
2. **Hydrate:** Drink plenty of water to help soothe your throat and vocal cords.
3. **Report the Incident:** You should file an official report regarding the HVAC failure with [Caltrain Customer Service](#) or via their mobile channels. Because of the ongoing [\\$171 million Guadalupe River Bridge Replacement Project](#) right where your train stopped, contractors are actively working with concrete and heavy materials. **Documenting that a stopped train filled with construction dust due to improper air recirculation is crucial for their safety review.** [6, 7]

If you have a pre-existing respiratory condition like asthma or COPD, or if a persistent cough, wheezing, or shortness of breath lasts for more than a few days, please consult a healthcare professional for a medical evaluation. [1]

To help me provide more tailored guidance, please let me know:

- Are you or anyone you were traveling with **currently experiencing severe symptoms** like continuous coughing or trouble breathing?
- Do you have any **pre-existing respiratory conditions** like asthma?

[1] <https://www.pranaair.com>

[2] <https://dustcontrol.us>

[3] <https://pmc.ncbi.nlm.nih.gov>

[4] <https://www.haspod.com>

[5] <https://jrvrgroup.com>

[6] <https://www.rtands.com>

[7] <https://www.progressiverailroading.com>

Please consider initiating a full investigation of working conditions at the Guadalupe River reconstruction site as a matter of urgency to avoid any further recurrences of putting Caltrain passengers in harm's way.

Thank you in advance for your consideration.

Roland Lebrun

From: [Council Member Zachary Hilton](#)
To: [Public Comment](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: September 3 Item #5 Public Comment (South County Connector Caltrain Service)
Date: Monday, August 31, 2026 8:01:19 AM
Attachments: [CM Zach Hilton South County Caltrain Service-11.pdf](#)

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Caltrain Board,

Public Comment Letter attached for September 3 Item #5 Public Comment **(South County Connector Caltrain Service)**

Zach Hilton
Gilroy City Council Member
www.zachhilton.com
#HiltonForCouncil @zachhilton_ca

From: [Abhinav Dhandh](#)
To: [Board \(@caltrain.com\)](#); [TitleVI](#)
Cc: [customer@caltrain.com](#)
Subject: URGENT ESCALATION: Unresolved Citation #51000529 | Racial Profiling & Failure of Administrative Review Process
Date: Monday, August 31, 2026 9:31:48 AM
Attachments: [Caltrain PTicket Citation - September 2025.pdf](#)
[Caltrain_Citation.jpg](#)

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To the Caltrain Board of Directors (Peninsula Corridor Joint Powers Board), Executive Management, Customer Relations, and the Office of Civil Rights (Title VI):
Date: August 31, 2026

Re: Citation #51000529 (Issued: 09/26/2025 | Contested: 09/27/2025)

Violation Code: 3.03.1 (Inadequate Fare Media)

I am submitting this formal escalation regarding Citation #51000529, which has remained stalled in **administrative review for over 11 months**, and to formally register a complaint regarding unwarranted fare enforcement and racial profiling by a Caltrain conductor.

1. Possession of Valid Fare Media (Amazon Caltrain Go Pass)

On September 26, 2025, I was traveling on Caltrain in full compliance with fare requirements as an active employee of Amazon (an enterprise employer with over 1 million employees). I possessed an active, valid Caltrain Go Pass provided through Amazon's corporate transit benefit, which I had tapped at the Palo Alto Caltrain station before boarding the train.

Despite presenting valid and verifiable credentials, the conductor subjected me to aggressive, disproportionate scrutiny, treated me with an immediate presumption of guilt, and improperly issued Citation #51000529 for 'Inadequate Fare Media.' Singling out, harassing, and penalizing a passenger of color who was in full compliance with corporate fare policies is an **unmistakable act of racially biased enforcement and disparate treatment** - conduct that directly violates Title VI of the Civil Rights Act and Caltrain's non-discrimination mandates.

2. Complete Failure of Administrative Review & Unhelpful Vendor Support

- Timely Review Request: I submitted a formal Initial Administrative Review on September 27, 2025 (within 24 hours of issuance), providing documentation of my valid Go Pass and tapping my card at the station.

- 11+ Months in Administrative Limbo: The citation has remained stuck in "Hold" status on [pticket.com](#) for nearly a full year with zero determination or communication from Caltrain.

- Deflections by PTicket: I have contacted PTicket customer service multiple times seeking resolution. Representatives have repeatedly dismissed my inquiries with generic statements ("*you will see the status when a decision has been made*") or deflected me to Clipper, which has limited jurisdiction over Caltrain citation adjudication.

3. Demanded Actions

Because this citation was wrongfully issued and has been neglected administratively for nearly a year, I respectfully demand:

1. Immediate Written Dismissal: Formal confirmation that Citation #51000529 has been dismissed with prejudice, with the total balance reduced to \$0.00.

2. Clean Record Confirmation: Written confirmation that no delinquency records, credit reporting, or collection actions will result from this matter.

3. Civil Rights / Title VI Review: That this complaint be logged with the Title VI / Civil Rights Coordinator to investigate the conductor's conduct and ensure passenger protections against biased enforcement.

I request a formal written response and confirmation of dismissal within 10 business days.

Sincerely,

Name: Abhinav Dhandh

M: +1-312-350-1425

Email: abhinavdhandh@gmail.com

Address: 420 S 3rd St, Apt 11, San Jose, CA 95112

Clipper Card Serial #: 1210164745

Citation #: 51000529



Citation Details for CALTRAIN FARE EVASION

Dates displayed are Pacific Standard Time.

Citation #	Issue Date	Due Date	Notice Date	Final Notice	Status
51000529	09/26/2025	10/17/2025	09/26/2025		Hold

[Contesting F.A.Q](#)

Violation	Description
3.03.1	INADEQUATE FARE MEDIA

PHOTOS ON FILE

Pay Citations

* AN INTERNET SERVICE FEE OF \$4.00 PER CITATION OR 3 % WILL BE ADDED TO THE TRANSACTION.
[Click for alternate methods of payment](#)

Contesting Information	Amount	Date
	Fine Amount:	\$75.00
Initial review due date: 10/17/2025	Delinquent:	\$0.00 10/17/2025
Initial review requested: 09/27/2025	Collections:	\$0.00
	Additional Fees:	\$0.00
	Total Paid:	\$0.00 09/27/2025
	Total Due:	\$75.00

Back



Peninsula Corridor
Joint Powers Board
Notice of Violation

Violation Number 51000529
Date: 09/26/2025 Time: 06:28 PM Fri

Issued to:
ABHINAV DHANDH
2100 UNIVERSITY AVE
E PALO ALTO CA 94303

DOB: 03/28/1990 Age: 35

ID Number: Y7873817 State: CA
ID Type: DL In Possession: Y

Sex: M Hair: BLACK Eyes: BLACK HT: 5'8" Wt: 165 Race: 0

Violation Per PJPB Ordinance No. 2

CODE: 3.03.1
FARE EVASION WITH INADEQUATE FARE MEDIA

PENALTY: \$75.00

Train# 425 Car# 3192
Station: HILLSDALE
County: SAN MATEO

Issued by: MATA, N Badge/ID#: 813
Comments:

Received by:

YOU MUST RESPOND WITHIN 21 DAYS OF THIS
VIOLATION BY PAYING THE PENALTY OR REQUESTING
A REVIEW. FAILURE TO RESPOND WITHIN 21 DAYS
WILL RESULT IN INCREASED PENALTIES.

TO PAY OR APPEAL:

WEB: WWW.PTICKET.COM/CALTRAIN



Mail: (Check or Money Order; NO CASH)
CALTRAIN
PO BOX 9003
REDWOOD CITY CA 94065

In Person:
210 N FOURTH ST SUITE-150, SAN JOSE

TO REQUEST A REVIEW, PROVIDE THE REASON YOU FEEL
THE CITATION WAS ISSUED IN ERROR AND A COPY OF
YOUR CITATION. YOU WILL BE NOTIFIED BY MAIL OF
THE RESULT.

For more info, visit WWW.PTICKET.COM/CALTRAIN
or call (888) 442-4888

CALTRAIN EXCLUSION VIOLATIONS:

VIOLATIONS FOR EXCLUSION SHALL BE DEEMED IN FULL
EFFECT 10 DAYS FROM THE DATE OF THIS NOTICE OR
10 DAYS AFTER APPEALED HEARING RESULT.

IF YOU ARE FOUND ON CALTRAIN PREMISES AFTER THE
EFFECTIVE DATE, AND HAVE NOT REMITTED FULL
PAYMENT FOR YOUR OUTSTANDING FINES, YOU WILL
BE ARRESTED FOR TRESPASSING. PEN CODE 602(m).

From: [Abhinav Dhandh](#)
To: [Board \(@caltrain.com\)](#); [Title VI](#)
Cc: [caltrain@customerservice.com](#)
Subject: Re: URGENT ESCALATION: Unresolved Citation #51000529 | Racial Profiling & Failure of Administrative Review Process
Date: Monday, August 31, 2026 10:21:03 AM

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+ [caltrain@customerservice.com](#)

On Mon, 31 Aug 2026 at 09:30, Abhinav Dhandh <[abhinavdhandh@gmail.com](#)> wrote:

**To the Caltrain Board of Directors (Peninsula Corridor Joint Powers Board),
Executive Management, Customer Relations, and the Office of Civil Rights (Title VI):
Date: August 31, 2026**

Re: Citation #51000529 (Issued: 09/26/2025 | Contested: 09/27/2025)

Violation Code: 3.03.1 (Inadequate Fare Media)

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On September 26, 2025, I was traveling on Caltrain in full compliance with fare requirements as an active employee of Amazon (an enterprise employer with over 1 million employees). I possessed an active, valid Caltrain Go Pass provided through Amazon's corporate transit benefit, which I had tapped at the Palo Alto Caltrain station before boarding the train.

Despite presenting valid and verifiable credentials, the conductor subjected me to aggressive, disproportionate scrutiny, treated me with an immediate presumption of guilt, and improperly issued Citation #51000529 for 'Inadequate Fare Media.' Singling out, harassing, and penalizing a passenger of color who was in full compliance with corporate fare policies is an **unmistakable act of racially biased enforcement and disparate treatment** - conduct that directly violates Title VI of the Civil Rights Act and Caltrain's non-discrimination mandates.

2. Complete Failure of Administrative Review & Unhelpful Vendor Support

- Timely Review Request: I submitted a formal Initial Administrative Review on September 27, 2025 (within 24 hours of issuance), providing documentation of my valid Go Pass and tapping my card at the station.
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("you will see the status when a decision has been made") or deflected me to Clipper, which has limited jurisdiction over Caltrain citation adjudication.

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Because this citation was wrongfully issued and has been neglected administratively for nearly a year, I respectfully demand:

1. Immediate Written Dismissal: Formal confirmation that Citation #51000529 has been dismissed with prejudice, with the total balance reduced to \$0.00.

2. Clean Record Confirmation: Written confirmation that no delinquency records, credit reporting, or collection actions will result from this matter.

3. Civil Rights / Title VI Review: That this complaint be logged with the Title VI / Civil Rights Coordinator to investigate the conductor's conduct and ensure passenger protections against biased enforcement.

I request a formal written response and confirmation of dismissal within 10 business days.

Sincerely,

Name: Abhinav Dhandh

M: [+1-312-350-1425](tel:+13123501425)

Email: abhinavdhandh@gmail.com

Address: 420 S 3rd St, Apt 11, San Jose, CA 95112

Clipper Card Serial #: 1210164745

Citation #: 51000529

From: [Caltrain BOD Public Support](#)
To: abhinavdhandh@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: URGENT ESCALATION: Unresolved Citation #51000529 | Racial Profiling & Failure of Administrative Review Process
Date: Monday, August 31, 2026 11:39:33 AM

Dear Abhinav Dhandh,

We apologize for the delay in resolving your citation and appreciate your patience while this matter was under review.

We are writing to confirm that Citation #51000529 has been dismissed, and no further action is due on this citation.

We have also forwarded your concerns regarding the circumstances surrounding the citation to the appropriate Title VI/Civil Rights office. A representative from Title VI will be in touch with you directly regarding your complaint and any follow-up related to your concerns.

Again, we sincerely apologize for the extended delay and any frustration this matter may have caused.

Sincerely,
Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <Board@caltrain.com>
Sent: Monday, August 31, 2026 9:31 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: URGENT ESCALATION: Unresolved Citation #51000529 | Racial Profiling & Failure of Administrative Review Process

From: Abhinav Dhandh <abhinavdhandh@gmail.com>
Sent: Monday, August 31, 2026 9:30:00 AM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <Board@caltrain.com>; TitleVI <titlevi@samtrans.com>
Cc: customer@caltrain.com <customer@caltrain.com>
Subject: URGENT ESCALATION: Unresolved Citation #51000529 | Racial Profiling & Failure of Administrative Review Process

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

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Sincerely,

Name: Abhinav Dhandh

M: +1-312-350-1425

Email: abhinavdhandh@gmail.com

Address: 420 S 3rd St, Apt 11, San Jose, CA 95112

Clipper Card Serial #: 1210164745

Citation #: 51000529

From: [Sharon Smith](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Public Comment](#); [cacsecretary \(@caltrain.com\)](#)
Subject: Request for Review of Caltrain Stroller Policy
Date: Monday, August 31, 2026 3:35:57 PM

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Dear Caltrain Board Members:

I am writing to respectfully ask the Board to reconsider Caltrain's current policy requiring strollers to be folded while on board trains. I am making this request following a serious incident that occurred on August 11, when I was traveling with my infant daughter on Train 117 from San Mateo to San Francisco. The incident raised significant concerns for me about the safety and practicality of requiring parents and caregivers to fold and manage strollers while simultaneously caring for an infant on a moving train.

When I boarded the train at San Mateo, a Caltrain employee asked which station I was traveling to. After I answered, I was told that my baby could not remain in her stroller on the train and that I was required to fold the stroller. I explained that I was traveling alone with my infant and was therefore unable to safely fold the stroller while simultaneously holding and caring for my baby and managing our belongings.

I understand the need for Caltrain to maintain clear aisles, accessible boarding areas, and safe conditions for all passengers. However, requiring a parent who is traveling alone with an infant to fold a stroller does not account for the practical realities of caring for a baby without another adult present. In many circumstances, folding a stroller requires a parent to put down or otherwise temporarily relinquish control of the infant, while also managing bags and other belongings. That is not necessarily something a solo parent can safely do.

The situation became particularly concerning as I approached Millbrae. The door closest to where I was seated remained closed when the train stopped, and I almost missed my stop as a result. This was the same door through which I had boarded at San Mateo, and it had been functioning normally when I boarded, so this did not appear to be a door malfunction that had been present earlier in the journey.

I was therefore faced with an extremely stressful situation: I had an infant with me, an unfolded stroller, personal belongings, and a train door that did not open when I needed to exit. I had to figure out how to safely get myself and my daughter off the train while also trying not to miss our stop. Had I missed my stop, I would have been left to travel to the next station and then determine how to get back with my baby and stroller for her appointment at Mills-Peninsula.

This experience also highlighted a broader concern that I believe Caltrain should seriously consider: the current closed-stroller policy can have a discriminatory or disproportionately burdensome effect on parents and caregivers who travel alone with infants.

I am not suggesting that Caltrain intends to discriminate against parents. Rather, my concern is that a policy that applies uniformly to every passenger does not necessarily affect every passenger equally. A parent traveling with another adult may be able to fold a stroller relatively easily because the other adult can hold the baby, manage belongings, or otherwise assist. A parent traveling alone does not have that same option.

For a solo parent, the requirement to fold a stroller can create a barrier that may be difficult or even impossible to overcome safely. This means that parents who are traveling alone may effectively be placed in a different and more burdensome position than passengers who have another adult available to assist them. In practice, the policy may discourage or prevent some solo parents from using Caltrain altogether.

That is an important accessibility issue.

Public transportation should be accessible to everyone, including parents and caregivers traveling with infants. Not every family has access to a vehicle, and for many families, public transportation is not merely a convenience. Caltrain may be essential for getting to medical appointments, childcare, work, school, and other necessary destinations.

A stroller is likewise not simply a convenience when traveling with an infant. It can be an important, and sometimes necessary, means of safely transporting a baby, particularly when a parent is carrying additional belongings or traveling a significant distance. Asking a solo parent to fold that stroller without providing a safe and practical alternative does not adequately recognize those circumstances.

I believe there is a reasonable middle ground between maintaining passenger safety and accommodating families with young children. Specifically, I ask Caltrain to consider revising its policy to allow parents and caregivers to use an unfolded stroller during off-peak periods when there is adequate space in the train car, provided that the stroller does not obstruct aisles, doors, emergency exits, or designated accessible areas, and other passengers. This approach would recognize the realities of traveling with an infant while still giving Caltrain the ability to prioritize safety during crowded periods.

It also seems particularly reasonable given the newer Caltrain trains and the varying levels of available space throughout the day. A policy that permits an unfolded stroller when there is sufficient room would make the system considerably more accessible to families without necessarily compromising the safety or comfort of other passengers.

At a minimum, I would ask Caltrain to clarify what a parent traveling alone with an infant is actually expected to do when they physically cannot fold their stroller while

simultaneously and safely caring for their child. If the policy requires the stroller to be folded regardless of circumstances, what accommodation or alternative does Caltrain provide for a solo parent in that situation?

I would also encourage the Board to consider this question from an accessibility and equity perspective: Is a policy truly accessible if complying with it requires a solo parent to perform an action that they cannot safely perform while caring for their infant?

Families should not have to choose between safely transporting their children and being able to use public transportation.

I hope Caltrain will take both my experience on Train 117 and the broader policy issue seriously. I respectfully request that the Board review the current stroller policy with particular consideration for solo parents and caregivers, and evaluate whether an off-peak exception or other reasonable accommodation could be implemented when adequate space is available.

I would appreciate a response regarding clarification of Caltrain's expectations for solo parents traveling with infants, and information about whether Caltrain is willing to review its current stroller policy.

Thank you for your attention to this important issue. I hope Caltrain will work toward a policy that protects passenger safety while also ensuring that parents, including those traveling alone with infants, can meaningfully access and rely upon the system.

Sincerely,
Sharon Smith

From: [Caltrain BOD Public Support](#)
To: sharonbestbhd@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Request for Review of Caltrain Stroller Policy
Date: Wednesday, September 2, 2026 10:15:10 AM

Dear Sharon Smith,

Thank you for taking the time to share your experience and concerns regarding Caltrain's stroller guidelines. We sincerely apologize for the stressful situation you experienced while traveling alone with your infant aboard Train 117 on August 11.

Caltrain's current guidelines require strollers to be folded prior to boarding, while onboard, and as passengers exit the train. Strollers must remain under the owner's control at all times. Additional information regarding Caltrain's stroller guidelines is available here: [How to Ride Caltrain](#).

We recognize the practical challenges this requirement may present for parents and caregivers traveling alone with an infant, belongings, and no additional assistance. We also understand your concern that the guidelines may create a greater burden for solo caregivers.

Your detailed comments, including your request that Caltrain consider an off-peak exception when adequate space is available, have been shared with the appropriate staff for review.

We appreciate your thoughtful recommendations and your acknowledgment of the need to maintain clear aisles, doors, emergency exits, and accessible areas. While we cannot confirm that the current guidelines will be revised, your feedback will be included for consideration in future discussions.

Once again, we apologize for the frustration and distress this experience caused you and your daughter.

Kind regards,
Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Monday, August 31, 2026 3:35 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Request for Review of Caltrain Stroller Policy

From: Sharon Smith <sharonbestbhd@gmail.com>

Sent: Monday, August 31, 2026 3:35:39 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Cc: Public Comment <publiccomment@caltrain.com>; cacsecretary [@caltrain.com]
<cacsecretary@caltrain.com>
Subject: Request for Review of Caltrain Stroller Policy

Some people who received this message don't often get email from sharonbestbhd@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 Board Members:

I am writing to respectfully ask the Board to reconsider Caltrain's current policy requiring strollers to be folded while on board trains. I am making this request following a serious incident that occurred on August 11, when I was traveling with my infant daughter on Train 117 from San Mateo to San Francisco. The incident raised significant concerns for me about the safety and practicality of requiring parents and caregivers to fold and manage strollers while simultaneously caring for an infant on a moving train.

When I boarded the train at San Mateo, a Caltrain employee asked which station I was traveling to. After I answered, I was told that my baby could not remain in her stroller on the train and that I was required to fold the stroller. I explained that I was traveling alone with my infant and was therefore unable to safely fold the stroller while simultaneously holding and caring for my baby and managing our belongings.

I understand the need for Caltrain to maintain clear aisles, accessible boarding areas, and safe conditions for all passengers. However, requiring a parent who is traveling alone with an infant to fold a stroller does not account for the practical realities of caring for a baby without another adult present. In many circumstances, folding a stroller requires a parent to put down or otherwise temporarily relinquish control of the infant, while also managing bags and other belongings. That is not necessarily something a solo parent can safely do.

The situation became particularly concerning as I approached Millbrae. The door closest to where I was seated remained closed when the train stopped, and I almost missed my stop as a result. This was the same door through which I had boarded at San Mateo, and it had been functioning normally when I boarded, so this did not appear to be a door malfunction that had been present earlier in the journey.

I was therefore faced with an extremely stressful situation: I had an infant with me, an unfolded stroller, personal belongings, and a train door that did not open when I needed to exit. I had to figure out how to safely get myself and my daughter off the train while also trying not to miss our stop. Had I missed my stop, I would have been left to travel to the next station and then determine how to get back with my baby and stroller for her appointment at Mills-Peninsula.

This experience also highlighted a broader concern that I believe Caltrain should seriously consider: the current closed-stroller policy can have a discriminatory or disproportionately burdensome effect on parents and caregivers who travel alone with infants.

I am not suggesting that Caltrain intends to discriminate against parents. Rather, my concern is that a policy that applies uniformly to every passenger does not necessarily affect every passenger equally. A parent traveling with another adult may be able to fold a stroller relatively easily because the other adult can hold the baby, manage belongings, or otherwise assist. A parent traveling alone does not have that same option.

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