



SamTrans Board of Directors
Meeting May 6, 2026

Correspondence as of April 17, 2026

Subject

1. Government Claim Submission
2. URGENT: Objection to Multiple Route 130 Stop Removals (332075, 332072, and Franciscan Stop)
3. RE: URGENT: Objection to Multiple Route 130 Stop Removals (332075, 332072, and Franciscan Stop) – *Staff response*
4. RE: URGENT: Objection to Multiple Route 130 Stop Removals (332075, 332072, and Franciscan Stop) – *Corresponder's reply to Staff response*
5. RE: URGENT: Objection to Multiple Route 130 Stop Removals (332075, 332072, and Franciscan Stop) – *Staff response*

From: [Audrey Brook](#)
To: [Board \(@samtrans.com\)](#)
Cc: [JDB@WAGEDEFENDERS.NET](#)
Subject: Government Claim Submission
Date: Tuesday, April 14, 2026 3:28:34 PM
Attachments: [Brook v. SamTrans Government Claim Form 2026-04-14.pdf](#)

You don't often get email from audbrook@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 Board Members,

I am writing to provide a copy of my Government Claim submitted to the San Mateo County Transit District, along with a summary of the factual basis (Exhibit A).

I am sharing this for your awareness in light of the Board's oversight responsibilities.

Thank you for your time and consideration.

Sincerely,
Audrey Brook

CLAIM AGAINST A PUBLIC ENTITY

Government Code §§ 900 et seq., 910, 910.2

(This form is not an admission that the public entity or its employee(s) are liable for the claim.)

TO: PUBLIC ENTITY

This claim is presented to the following public entity and its governing board:

San Mateo County Transit District

(doing business as SamTrans)

Attn: District Secretary / Clerk of the Board

1250 San Carlos Avenue

San Carlos, CA 94070

board@samtrans.com

AND

Peninsula Corridor Joint Powers Board (Caltrain)

Attn: Board Secretary

1250 San Carlos Avenue

San Carlos, CA 94070

1. CLAIMANT INFORMATION

Name of Claimant:	Audrey Brook
-------------------	--------------

Mailing Address:	669 Cambridge Rd
------------------	------------------

City, State, Zip:	Redwood City
-------------------	--------------

Telephone:	646-248-3534
------------	--------------

Email:	audbrook@gmail.com
--------	--------------------

2. ADDRESS TO WHICH NOTICES ARE TO BE SENT

Send all notices and communications regarding this claim to:

James Dal Bon

Wisdom Law Group, APC

1625 The Alameda, Suite 207

San Jose, CA 95126

Telephone: (650) 630-2447

Email: jdb@wagedefenders.net

2026 APR 14 P 1:15
INSURANCE CLAIMS
COURT OF APPEALS

3. DATE, PLACE, AND CIRCUMSTANCES OF THE OCCURRENCE

Date(s) of Occurrence: The events giving rise to this claim occurred from approximately September 2025 through October 15, 2025, and are continuing.

Place of Occurrence: San Mateo County Transit District / Peninsula Corridor Joint Powers Board (Caltrain), 1250 San Carlos Avenue, San Carlos, CA 94070, and other locations within San Mateo County where the Claimant performed work.

Circumstances:

Claimant, Audrey Brook, was employed by the San Mateo County Transit District / Caltrain as Director of Capital Program Delivery. In or about September 2025 the District initiated an internal Equal Employment Opportunity (EEO) investigation regarding workplace conduct and discrimination issues. Claimant participated in that investigation as a witness after being contacted by the assigned investigator on or about September 8, 2025. District leadership, including Human Resources and EEO personnel, was aware of Claimant's participation and related protected disclosures.

In addition to participating as a witness, Claimant raised concerns in her capacity as a manager regarding workplace conduct, management practices, and related issues to persons within the District with authority to investigate and address such matters.

Following Claimant's participation in these protected activities, she was subjected to adverse and retaliatory actions. On October 15, 2025, Claimant was summoned to a meeting with District officials and informed that her system and building access would be terminated immediately, that her District-issued laptop, cell phone, and identification badge would be confiscated, and that she would be required to decide within less than twenty-four hours whether to resign or be terminated. She was informed that the Executive Director, Michelle Bouchard, had already approved her termination. Claimant was not provided with written notice of charges, specific allegations, or a meaningful opportunity to respond.

Under these circumstances and believing that she had no alternative, Claimant submitted a resignation under duress. The District later characterized the separation as a voluntary resignation for performance reasons, which Claimant disputes. As a result of these actions, Claimant suffered loss of employment, loss of wages and benefits, and damage to her professional reputation.

Supporting documentation are provided in the attached Exhibit A, which are incorporated herein by reference.

4. GENERAL DESCRIPTION OF THE INJURY, DAMAGE, OR LOSS

As a result of the acts and omissions of the San Mateo County Transit District and its employees, Claimant has suffered and continues to suffer the following injuries, damages, and losses:

- a. Loss of past and future wages, salary, benefits, bonuses, stock options, and other compensation;
- b. Loss of employment and career opportunities;
- c. Emotional distress, mental anguish, humiliation, anxiety, and loss of enjoyment of life;
- d. Damage to professional reputation;
- e. Attorney's fees and costs of litigation; and
- f. Such other damages as may be proven at trial.

5. NAME(S) OF PUBLIC EMPLOYEE(S) CAUSING THE INJURY

The following public employees caused or contributed to the injuries described above. The names and titles of specific employees will be supplemented as investigation and discovery continue:

- a. Michelle Bouchard, Executive Director;
- b. Casey Fromson, Chief of Staff;
- c. Nathaniel Kramer, Chief People Officer;
- d. Juliet Nogales-De Guzman, Director of Human Resources; and
- e. Other supervisors, managers, and employees whose identities will be determined through investigation and discovery.

6. AMOUNT CLAIMED

Pursuant to Government Code § 910(f), the amount claimed exceeds \$10,000.00. This claim is an unlimited civil case. Claimant reserves the right to amend or supplement this claim and to add additional damages, theories of liability, and responsible parties as facts are developed.

The specific amount of damages will be proven at trial, and include but are not limited to compensatory damages, statutory penalties, emotional distress damages, punitive damages (to the extent permitted by law), attorney's fees, costs, and interest.

7. LEGAL BASIS FOR CLAIM

This claim is based upon, but not limited to, the following causes of action:

- a. Whistleblower Retaliation – California Labor Code § 1102.5;
- b. California Whistleblower Protection Act – Government Code § 8547.12;
- c. Retaliation – Government Code § 12940(h) (FEHA);
- d. Failure to Prevent Discrimination and Retaliation – Government Code § 12940(k) (FEHA);
- e. Wrongful Termination in Violation of Public Policy; and
- f. Such other causes of action as the facts may support.

8. RESERVATION OF RIGHTS

This claim is presented in compliance with and subject to the provisions of the Government Claims Act (Government Code §§ 900 et seq.). Presentation of this claim is not an admission that the Government Claims Act applies to all causes of action that may be asserted. Claimant specifically reserves the right to assert that certain claims, including but not limited to claims under the Fair Employment and Housing Act (Government Code § 12900 et seq.), are exempt from the requirements of the Government Claims Act. Claimant further reserves the right to amend or supplement this claim and to file a late claim application if necessary.

SIGNATURES

I have read the foregoing claim and know the contents thereof. The statements made are true of my own knowledge.

<i>Audrey Brook</i>	4/14/2026
Audrey Brook, Claimant	Date

<i>James Dal Bon</i>	4/14/2026
James Dal Bon Wisdom Law Group, APC Attorney for Claimant	Date

PROOF OF SERVICE

I, the undersigned, declare that I am over the age of eighteen (18) years and am not a party to this action. On April 14, 2026, I served a copy of the foregoing CLAIM AGAINST A PUBLIC ENTITY on the following parties by depositing a true and correct copy thereof in the United States Mail, first class, postage prepaid, addressed as follows:

District Secretary / Clerk of the Board
San Mateo County Transit District
1250 San Carlos Avenue
San Carlos, CA 94070

board@samtrans.com

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on April 14, 2026, at San Jose, California.

Signed by:	<i>Audrey Brook</i>	Audrey Brook
Signature	50D576C8044A45C...	Print Name

EXHIBIT A
SUMMARY OF FACTUAL BASIS FOR GOVERNMENT CLAIM
Claimant: Audrey Brook

Claimant, Audrey Brook, was employed by the San Mateo County Transit District / Caltrain as Director of Capital Program Delivery.

In or about June 2025, multiple members of Claimant's team reported concerns regarding workplace conduct and management practices to Human Resources and the District's Equal Employment Opportunity (EEO) Office. In or about September 2025, the District opened an internal EEO investigation concerning workplace conduct and discrimination issues. Claimant participated in that investigation as a witness after being contacted by the assigned investigator on or about September 8, 2025. District leadership, including Human Resources and EEO personnel, was aware of Claimant's participation and related disclosures.

On October 15, 2025, Claimant was summoned to a meeting with District officials, including Chief of Staff Casey Fromson and Director of Human Resources Julia Nogales-DeGuzman. At that meeting, Claimant was informed that her system and building access had been terminated, that her District-issued devices and identification badge would be confiscated, and that she would be required to decide within less than twenty-four hours whether to resign or be terminated. Claimant was not provided with written notice of charges, specific allegations, or a meaningful opportunity to respond. Following the meeting, Claimant's badge and devices were taken and she was escorted from the premises.

Claimant requested additional time to consider her options and obtain legal counsel. On October 17, 2025, Claimant met with Chief of Staff Casey Fromson and Chief People Officer Nathaniel Kramer. During that meeting, Claimant was informed that the Executive Director had approved her termination. The District indicated that the action was based on performance but did not provide specific examples or supporting information. Claimant stated that she believed she was not being given a meaningful opportunity to respond and that any resignation would be submitted under duress.

In an email dated October 22, 2025, the District characterized Claimant's separation as a voluntary resignation for performance reasons. Claimant disputes this characterization and maintains that the separation was involuntary. Claimant's contemporaneous resignation email stated that it was submitted under duress due to retaliation following her participation in protected activity.

In a letter dated December 16, 2025, the District asserted that examples of performance concerns had been discussed during the October 15 meeting. Claimant disputes this and maintains that no specific performance concerns were provided prior to that correspondence, and that she had not previously been informed of any performance deficiencies.

Claimant also raised concerns in her capacity as a manager regarding workplace conduct, management practices, and governance issues within the agency. These included concerns regarding pressure to take disciplinary action without a factual basis, as well as concerns regarding leadership processes, accountability, and transparency. Claimant further raised concerns to the Caltrain Board on or about November 6, 2025 regarding governance, Human Resources processes, and stewardship of public resources.

As a result of these actions, Claimant suffered loss of employment, loss of wages and benefits, damage to her professional reputation, emotional distress, and other related damages.

This exhibit is provided in support of Claimant's Government Claim and is incorporated by reference therein.

From: chooverr@gmail.com
To: [Public Comment](#)
Cc: [cacsecretary \[@samtrans.com \]](mailto:cacsecretary [@samtrans.com])
Subject: URGENT: Objection to Multiple Route 130 Stop Removals (332075, 332072, and Franciscan Stop)
Date: Tuesday, April 14, 2026 8:48:31 PM

[You don't often get email from chooverr@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.

To the SamTrans Board of Directors and Citizens Advisory Committee,

I am writing to formally and strongly object to the proposed removal of several critical bus stops on Route 130 in Daly City, specifically:

- Stop ID 332075 (Chester St & Villa St)
- Stop ID 332072 (Chester St & Abbot Ave)
- The Franciscan Stop (Hoffman St & Lausanne Ave)

Removing these stops does not constitute "consolidation"—it is a total elimination of service for an entire residential pocket. This decision will have a devastating impact on the residents of The Franciscan community, many of whom are seniors or individuals with disabilities who rely on these specific stops for their daily mobility.

By removing these locations, SamTrans is creating a massive service gap in a topographically challenging area. Requiring residents to walk long distances to Hillside Blvd or other distant stops is not a viable alternative; it effectively strands those who cannot navigate steep hills or long walks, removing their connection to BART and essential services.

I am currently reviewing the impact on other nearby stops as well, as the cumulative effect of these removals threatens to create a "transit desert" in our neighborhood.

I urge the Board to reconsider these cancellations and maintain a presence on the Chester St/Hoffman St corridor that respects the density and needs of the Franciscan community and surrounding residents.

Thank you for your consideration of this feedback.

From: [SamTrans BOD Public Support](#)
To: chooverr@gmail.com
Cc: [Board \(@samtrans.com\)](mailto:Board (@samtrans.com))
Subject: RE: URGENT: Objection to Multiple Route 130 Stop Removals (332075, 332072, and Franciscan Stop)
Date: Thursday, April 16, 2026 6:27:49 PM

Good evening.

Thank you for taking the time to share your feedback about these proposed changes to our service. However, there seems to have been a misunderstanding: the changes proposed are for our Route 30, not our Route 130.

While the two bus lines do share stops, they see notable differences between them in ridership and ridership trends. From our findings, the stops in question do not see much use from Route 30 riders, which is why SamTrans staff are considering their possible removal from the bus line. On the other hand, staff are not recommending these stops removal from Route 130.

Your SamTrans BOD Public Support Team

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

From: chooverr@gmail.com <chooverr@gmail.com>
Sent: Tuesday, April 14, 2026 8:48 PM
To: Public Comment <publiccomment@samtrans.com>
Cc: cacsecretary [@samtrans.com] <cacsecretary@samtrans.com>
Subject: URGENT: Objection to Multiple Route 130 Stop Removals (332075, 332072, and Franciscan Stop)

[You don't often get email from chooverr@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.

To the SamTrans Board of Directors and Citizens Advisory Committee,

I am writing to formally and strongly object to the proposed removal of several critical bus stops on Route 130 in Daly City, specifically:

- Stop ID 332075 (Chester St & Villa St)
- Stop ID 332072 (Chester St & Abbot Ave)
- The Franciscan Stop (Hoffman St & Lausanne Ave)

Removing these stops does not constitute "consolidation"—it is a total elimination of service

for an entire residential pocket. This decision will have a devastating impact on the residents of The Franciscan community, many of whom are seniors or individuals with disabilities who rely on these specific stops for their daily mobility.

By removing these locations, SamTrans is creating a massive service gap in a topographically challenging area. Requiring residents to walk long distances to Hillside Blvd or other distant stops is not a viable alternative; it effectively strands those who cannot navigate steep hills or long walks, removing their connection to BART and essential services.

I am currently reviewing the impact on other nearby stops as well, as the cumulative effect of these removals threatens to create a "transit desert" in our neighborhood.

I urge the Board to reconsider these cancellations and maintain a presence on the Chester St/Hoffman St corridor that respects the density and needs of the Franciscan community and surrounding residents.

Thank you for your consideration of this feedback.

From: [Christopher Hoover](#)
To: [SamTrans BOD Public Support](#)
Cc: [Christopher Hoover](#); [Board \(@samtrans.com\)](#)
Subject: RE: URGENT: Objection to Multiple Route 130 Stop Removals (332075, 332072, and Franciscan Stop)
Date: Thursday, April 16, 2026 9:12:38 PM

You don't often get email from choover@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 SamTrans BOD Public Support Team,

Thank you very much for your prompt response and for clarifying the situation.

Please accept my sincere apologies for the misunderstanding. I misread the posted notices and mistakenly believed the changes applied to Route 130, which I rely on, rather than Route 30. As a senior rider, I was overly concerned about losing my primary transit link.

I am relieved to hear that these stops will remain in service for Route 130. Thank you for your hard work in keeping our community connected.

Christopher Hoover
1293 Hillside Blvd. Apt 1
Daly City, Ca. 94014

From: [SamTrans BOD Public Support](#)
To: chooverr@gmail.com
Cc: [Board \(@samtrans.com\)](#)
Subject: RE: URGENT: Objection to Multiple Route 130 Stop Removals (332075, 332072, and Franciscan Stop)
Date: Friday, April 17, 2026 10:45:13 AM

To Christopher Hoover,

You are most welcome. And, though we deeply appreciate the sentiment, there is nothing to apologize for. We at SamTrans always welcome hearing back from our community. Such discourse is important in public transit, as it ensures our service remains aligned with our customers' needs.

So, if anything, thank you for taking the time to voice your concerns with us. We would much rather see that our customers feel welcome in reaching out to us than not.

Your SamTrans BOD Public Support Team

From: Christopher Hoover <chooverr@gmail.com>
Sent: Friday, April 17, 2026 4:12:22 AM (UTC+00:00) Monrovia, Reykjavik
To: SamTrans BOD Public Support <SamTransBODPublicSupport@samtrans.com>
Cc: Christopher Hoover <chooverr@gmail.com>; Board (@samtrans.com) <Board@samtrans.com>
Subject: RE: URGENT: Objection to Multiple Route 130 Stop Removals (332075, 332072, and Franciscan Stop)

You don't often get email from chooverr@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 SamTrans BOD Public Support Team,

Thank you very much for your prompt response and for clarifying the situation.

Please accept my sincere apologies for the misunderstanding. I misread the posted notices and mistakenly believed the changes applied to Route 130, which I rely on, rather than Route 30. As a senior rider, I was overly concerned about losing my primary transit link.

I am relieved to hear that these stops will remain in service for Route 130. Thank you for your hard work in keeping our community connected.

Christopher Hoover
1293 Hillside Blvd.Apt 1
Daly City, Ca. 94014