SamTrans Community Advisory Committee
Meeting of January 27, 2027

Correspondence as of November 20, 2026

#	Subject
1.	FORMAL EXECUTIVE ESCALATION: Ongoing Anti-LGBTQ+ Harassment of a Minor, Violations of SamTrans Code of Conduct & IMMEDIATE VIDEO PRESERVATION REQUEST

From: Jeffrey Coffey jr
To: cacsecretary [@samtrans.com]
Subject: FORMAL EXECUTIVE ESCALATION: Ongoing Anti-LGBTQ+ Harassment of a Minor, Violations of SamTrans Code of Conduct & IMMEDIATE VIDEO PRESERVATION REQUEST
Date: Monday, November 16, 2026 10:18:37 AM

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From: Jeffrey Coffey jr <jeffreycoffeyjr@yahoo.com>
Date: November 16, 2026 at 10:13:03 AM PST
To: customerservice@samtrans.com, publiccomment@samtrans.com, casecretary@samtrans.com, chana@samtrans.com, olmedad@samtrans.com, board@samtrans.com
Cc: Acoffey427 <acoffey427@yahoo.com>
Subject: FORMAL EXECUTIVE ESCALATION: Ongoing Anti-LGBTQ+ Harassment of a Minor, Violations of SamTrans Code of Conduct & IMMEDIATE VIDEO PRESERVATION REQUEST

To SamTrans Executive Leadership and Board of Directors,

I am writing to formally escalate an ongoing and increasingly serious safety issue involving my seventh-grade nephew, Adrian, who is being repeatedly targeted, harassed, and intimidated by a group of students because he is gay while riding a SamTrans student bus.

For clarity, this is the student bus service departing from:

Ingrid B. Lacey School
1427 Palmetto Avenue
Pacifica, CA 94044

I am asking that this correspondence receive immediate attention from executive leadership, Bus Operations, Safety and Security, and the Office of Civil Rights. This is no longer a routine customer service complaint. It involves the ongoing harassment of a minor, apparent violations of SamTrans' own published Code of Conduct, discriminatory behavior based on sexual orientation, and an escalating pattern of intimidation that is now affecting a child's ability to safely travel to school and attend school without fear.

These type of situations on this particular bus route have been going on for well over a year, and despite repeated incidents and previous attempts to bring attention to the problem, the behavior has continued without any apparent meaningful resolution.

The group involved has reportedly terrorized passengers and others along this particular bus route for an extended period. Their behavior has gone beyond disruptive conduct on the bus, including harassing patrons at local businesses and incidents involving property damage. At one point, the situation was serious enough that Sheriff's deputies had to follow the bus.

Now, a seventh-grade child has become a target.

The harassment directed toward Adrian has included:

- Repeatedly yelling homophobic slurs and derogatory comments at him because of his sexual orientation.
- Throwing objects at him while he is riding the bus.
- Deliberately dumping water on him.
- Repeatedly intimidating and humiliating him in an environment where he should be able to travel safely.

I want to specifically call attention to SamTrans' own Code of Conduct and Enforcement Policy.

SamTrans explicitly states that:

- Harassment against passengers is not tolerated. The policy specifically defines harassment to include physical harm, intimidation, verbal threats, and name-calling.
- The District does not tolerate discrimination against passengers based on sexual orientation or gender identity.
- Throwing objects, vulgar language, yelling, and shouting are prohibited on buses and at bus stops and stations.

These are not vague expectations or subjective interpretations. They are standards SamTrans has formally established for the behavior of passengers using its services.

The conduct being reported in this situation appears to directly violate multiple provisions of that policy.

I also want to point out that SamTrans has an established enforcement policy that allows for consequences ranging from warnings and removal from vehicles to

exclusion from services, citations, arrest, and prosecution. Furthermore, in October 2025, the Board adopted a Passenger Suspension Policy specifically intended to address unsafe, threatening, and disruptive passenger behavior.

Given the repeated nature of these incidents, I think it is entirely reasonable to ask why these established policies and enforcement mechanisms have not resulted in an effective intervention on this particular student bus service.

A published Code of Conduct means very little if passengers, particularly children, cannot reasonably expect those standards to be enforced.

Unfortunately, the situation has escalated beyond the harassment occurring on the bus.

After Adrian removed himself from the situation by getting off the bus, one of the individuals allegedly threw a bottle at his mother's vehicle. That incident resulted in an arrest.

What concerns me most is where this behavior is headed. We are witnessing a pattern of targeted harassment, intimidation, and increasingly aggressive conduct. There is a legitimate concern that someone could eventually be seriously injured.

And now, the consequences for Adrian are becoming even more significant.

He is afraid to ride the bus. He is afraid to go to school. And despite his family repeatedly seeking help, he feels that nobody is doing anything to protect him.

Think about the position this puts a seventh-grade child in. Transportation to school has become something he fears. School itself has become something he fears. He is being targeted because of who he is, and the very systems that should be helping protect him have not yet provided an effective solution.

His mother has contacted SamTrans numerous times seeking assistance. She has also approached the school and is attempting to obtain available bus surveillance footage to document the incidents and provide it to the appropriate authorities.

The family has reached a point of considerable frustration and concern. It is difficult to understand how a problem that has reportedly persisted along this particular student bus route for well over a year can continue without a meaningful change in the environment for the passengers who are affected by it.

I recognize that SamTrans cannot control every interaction between passengers. However, it absolutely has established policies, enforcement procedures, surveillance capabilities, and partnerships with law enforcement intended to address precisely these types of safety concerns.

I also understand that bus operators cannot be expected to personally resolve

every passenger dispute while operating a vehicle. That is precisely why there are established reporting, supervisory, safety, and enforcement procedures in place.

I am formally requesting the following actions:

1. IMMEDIATE PRESERVATION OF ALL AVAILABLE SURVEILLANCE FOOTAGE

Please immediately preserve all available onboard audio and video recordings from the dates and times of the reported incidents involving this student bus service departing from Ingrid B. Lacey School, 1427 Palmetto Avenue, Pacifica, California.

This includes footage that may capture the harassment, objects being thrown, water being dumped on Adrian, and the subsequent incident involving his mother's vehicle.

SamTrans publicly states that its buses record video and audio to assist with the investigation and prosecution of crimes. I am requesting that all potentially relevant recordings be placed on an immediate preservation hold so they are not lost through routine retention or overwriting.

2. FORMAL INVESTIGATION AND EXECUTIVE REVIEW

I am requesting that this matter be reviewed by Bus Operations leadership, Safety and Security, and the Office of Civil Rights.

This investigation should specifically examine the student bus service associated with Ingrid B. Lacey School, including the history of complaints involving this service, previous reports of disruptive or threatening behavior, and the response to those reports over the past year.

I would also like to know whether previous complaints involving this route have been documented and what corrective actions, if any, were taken.

3. ENFORCEMENT OF THE SAMTRANS CODE OF CONDUCT

I am asking SamTrans to explain what enforcement actions have been taken, or will be taken, regarding the repeated harassment, discrimination, intimidation, and prohibited conduct being reported.

Given the longstanding nature of these incidents, I would also like the agency to evaluate whether the Passenger Suspension Policy or other available enforcement measures are appropriate.

4. A CONCRETE PASSENGER SAFETY PLAN

Adrian should not be expected to continue riding a bus where he is repeatedly targeted and feels unsafe.

I am requesting a specific plan to prevent further harassment, intimidation, and retaliation, rather than another general assurance that the matter will be looked into.

5. COORDINATION WITH SCHOOL ADMINISTRATION AND LAW ENFORCEMENT

These incidents involve students, and the consequences are now extending into their educational environment.

I am requesting coordination with the appropriate school administrators and law enforcement personnel to ensure that the situation is addressed comprehensively.

6. DIRECT COMMUNICATION AND ACCOUNTABILITY

I am requesting written acknowledgment of this complaint, identification of the department and individual responsible for overseeing the investigation, and a clear explanation of what immediate steps will be taken.

I would also appreciate an explanation of how a problem that has reportedly persisted on this particular student bus service for more than a year has been allowed to continue without an effective resolution.

I want to be very clear about something: I am not asking SamTrans to make an exception or create a special set of rules for one passenger. I am asking SamTrans to enforce the rules and protections it has already established for everyone who uses its transportation system.

Your agency’s own stated mission is to provide a safe and welcoming environment for passengers. Adrian deserves that same protection as every other rider.

There is also a serious question of institutional responsibility moving forward. Once an organization receives repeated notice of conduct involving harassment, discrimination, and potential physical harm, the expectation is that those reports will be investigated and addressed appropriately.

Continuing to receive complaints without taking effective action creates significant concerns about the agency’s response and its responsibility to protect passengers.

I sincerely hope SamTrans recognizes the potential consequences of allowing this situation to continue. If Adrian or another passenger is seriously injured after repeated warnings and opportunities to intervene, the question of whether reasonable steps were taken to prevent that harm will inevitably arise. I would

hate to see the family forced to explore legal remedies because meaningful action was not taken when it could have been.

How much longer is this supposed to continue? Does a child have to be physically assaulted before the policies SamTrans has established are actually enforced?

This family has repeatedly asked for help. Adrian is now afraid to ride the bus, afraid to go to school, and feels that nobody is doing anything to protect him.

That is unacceptable.

I am escalating this directly to SamTrans leadership and the Board of Directors because I believe this situation requires more than another customer service response or another acknowledgment of a complaint.

It requires ownership, accountability, and immediate action.

I would appreciate a written response from executive leadership addressing the specific requests outlined above, particularly the immediate preservation of surveillance footage and the steps being taken to prevent further incidents.

Respectfully, but with serious concern and the expectation of immediate action,

Jeffrey Coffey Jr. (Uncle of Victim) & Aletha Coffey (Mother of Victim)