



JPB Board of Directors
Meeting of January 8, 2026

Correspondence as of December 5, 2025

Subject

1. RE: Caltrain Customer Service Recording Form: 983261 – *Staff Response*
2. Re: Requesting a response from Caltrain Store – *Staff Response*
3. Re: : Work Order TG25-0028946 [On Private Property] – *Staff Response*

From: [Sarah Nabong](#)
To: [Sandra Shen](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Caltrain Customer Service Recording Form: 983261
Date: Thursday, December 4, 2025 8:05:57 AM
Attachments: [image001.png](#)

Dear Sandra Shen,

Thank you for reaching out and for sharing your experience with us.

We appreciate you taking the time to document what you and your child have encountered, and we understand how the recent increase in fare inspections may have felt unusual. Your concerns have been noted, and I will ensure they are forwarded to the appropriate team for further review.

Please be assured that Caltrain conductors perform fare checks across the system as part of standard operating procedures, and your report will help us take a closer look to ensure protocols are being followed appropriately.

You also mentioned feeling “targeted.” If at any point you believe you have been discriminated against based on race, color, or national origin in connection with Caltrain services, you have the right to file a formal Title VI complaint within 180 days of the alleged incident. Instructions and additional information can be found at: <https://www.caltrain.com/rider-information/title-vi>

Thank you again for bringing this matter to our attention.

Best regards,
Sarah Nabong

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

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



From: Sandra Shen <sandrashen030@gmail.com>
Sent: Wednesday, December 03, 2025 12:46 AM
To: Sarah Nabong <nabongs@samtrans.com>; Board (@caltrain.com) <Board@caltrain.com>
Subject: Re: Caltrain Customer Service Recording Form: 983261

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

Dear Caltrain team, Nabong,

I am writing to report an observation regarding the recent frequency of ticket verification that my child and I have experienced while riding Caltrain.

In the two and a half years we have resided in the Bay Area, we had never encountered a ticket check before filing a recent complaint regarding **Caltrain noise at Mountain View Station (Caltrain Customer Service Recording Form: 983261)**. Coincidentally, since submitting that complaint, I have noticed that starting in October of this year, my child and I have encountered ticket verification on approximately half of our rides.

Initially, we found the verification activity new and interesting, and understood it to be a normal part of train operations. However, we have gradually started to find the increasing frequency of checks unusual, despite boarding at different times and stations.

The incident that prompted me to write this letter occurred on Tuesday, November 18th, around 4:00 PM. My child and I boarded the train at the Redwood City Station. Just a few minutes after we boarded, the conductor approached us for a ticket check and then he didn't keep checking other people's tickets, he left the car. This particular event, combined with the overall increase, has led us to feel we may be targeted.

While I sincerely hope this is a misunderstanding, I felt it should be to formally report to Caltrain and document the situation we have encountered.

Thank you for your attention to this matter.

Best regards,
Sandra Shen

On Wed, Sep 3, 2025 at 2:03 PM Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Sandra Shen,

Thank you for your follow-up regarding train horn noise at Mountain View Station. We understand your concerns and appreciate the detailed observations you've provided.

At Mountain View Station, there are two pedestrian crossings in addition to the Castro Street

crossing. The horn use during those hours is part of normal operating procedures.

The last northbound train departs at 23:48, and the last southbound train departs at 01:04.

Please see our **Sounding Whistle Rule** below, as the train numbers you noted fall within peak operating times:

Rule 5.8.2 – Sounding Whistle

- The whistle may be used at any time as a warning, regardless of any whistle prohibitions.
- When other employees are working in the immediate area, the required whistle signal must be sounded before moving.
- Required whistle signals are illustrated by “o” for short sounds and “—” for longer sounds.
- (7) — — o — : When approaching public crossings at grade with the engine in front, this signal must be sounded according to the following:
 - At speeds over 45 MPH, begin the signal at or about the crossing sign, but not more than 1/4 mile before the crossing.
 - At 45 MPH or less, begin the signal at least 15 seconds, but not more than 20 seconds, before entering the crossing.
 - If there is no crossing sign, begin the signal at least 15 seconds, but not more than 20 seconds, before the crossing, and not more than 1/4 mile away.
 - If movement starts less than 1/4 mile from a crossing, the signal may be sounded less than 15 seconds before the crossing when it is clear no traffic is approaching, no traffic is stopped at the crossing, or when gates are fully lowered.
 - The signal must be prolonged or repeated until the engine completely occupies the crossing(s).

We will continue to monitor operations in this area for any unusual occurrences.

Thank you again for reaching out and sharing your concerns.

Sincerely,
Sarah Nabong

From: Sandra Shen <sandrashen030@gmail.com>

Sent: Tuesday, September 02, 2025 10:06 PM

To: Sarah Nabong <nabongs@samtrans.com>

Subject: Re: Caltrain Customer Service Recording Form: 983261

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Dear Caltrain Customer Service,

Thank you for your reply. I am writing to file a formal complaint regarding the persistent and excessive train horn noise at the Mountain View station. This letter follows up on my initial complaint filed yesterday, September 1, 2025.

It was an interesting coincidence that on my morning and evening commutes to and from San Francisco today, September 2, I observed Caltrain horns sounding loudly at every station I passed. This is a noticeable change from my observations over the past several months, during which the horn usage at the Mountain View station has been uniquely and disproportionately loud compared to other stops along the line.

To substantiate this claim, **I have an audio recording from my ride on the afternoon of May 2, 2025, which clearly demonstrates the quiet passage of the train through other stations. I am prepared to provide this recording upon your request.**

My use of the term "unusual" to describe the horn noise in Mountain View is based on the following specific observations:

Discrepancy with Other Stations: Through extensive travel on Caltrain, I have consistently noted that the frequency and volume of horn blasts at Mountain View are significantly greater than at other stations.

Consistent Blasting: The horns are sounded loudly both when trains are approaching and departing the Mountain View station, a practice that does not seem standard across the network.

Unnecessary Warnings: Horns are frequently used even when there are no pedestrians or vehicles near the tracks.

Irregular Patterns: The horn patterns often deviate from the standard Federal Railroad Administration (FRA) regulated sequences. This is particularly noticeable late at night, often between 9:30 PM and 12:30 AM, when residents are subjected to repeated, continuous blasts.

This issue is not an isolated experience. A brief review of Google Maps comments for the **Madera apartment** complex adjacent to the station will reveal numerous

complaints from residents about the disruptive train noise, corroborating my concerns. [https://www.google.com/search?q=madera+apartment&rlz=1CALBTX_enUS1081&oq=madera+apartment&gs_lcrp=EgZjaHJvbWUyBggAEEUYOTIGCAEQRRg8MgYIAhBFGDwyBggDEEUYPNIBCDQ5MTlqMG o3qAIAAsAIA&sourceid=chrome&ie=UTF-8&zx=1756873904660&no_sw_cr=1#lrd=0x808fb730e668015f:0x11beaa2c7b394aa7.1,...&topic=mid:/m/07jdr]

While the noise level was at its most severe between April 2023 and the end of 2024, and despite some recent improvement, the problem persists. The long-term exposure to this excessive noise has had a significant negative impact on my family's health and quality of life. My children and I frequently suffer from headaches, and our sleep is consistently disturbed.

We respectfully request that Caltrain treat the residents of Mountain View with the same consideration afforded to those near other stations. We urge you to investigate the horn usage protocols at the Mountain View station and take immediate action to mitigate this excessive and disruptive noise.

Thank you for your attention to this critical issue. I look forward to your response and a resolution.

Sincerely,
Sandra Shen

Sarah Nabong <nabongs@samtrans.com> 於 2025年9月2日 週二 上午10:50寫道：

Dear Sandra Shen,

Thank you for taking the time to share your detailed concerns regarding train horn use at Mountain View Station. We understand how disruptive this can be for nearby residents, especially during late evening and early morning hours, and we appreciate you bringing this to our attention.

Train horns are regulated by the Federal Railroad Administration (FRA) and must be sounded at designated times as a safety requirement, particularly when approaching stations, grade crossings, or in situations where engineers identify potential hazards. That said, your observations about the frequency and intensity of horn use at Mountain View Station are important, and we want to ensure operations are both safe and considerate of the surrounding community.

We will be sharing your feedback with our Operations team for review. As part of this process, we will ask them to look into the timing, frequency, and manner of horn use at Mountain View compared to other stations, and to confirm that procedures are being followed appropriately.

Thank you again for reaching out. Feedback like yours helps us identify where improvements may be possible.

Regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

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



From: Caltrain BOD Public Support
Sent: Thursday, December 4, 2025 8:12 AM
To: graihwing@gmail.com
Cc: Board (@caltrain.com)
Subject: Re: Requesting a response from Caltrain Store

Dear William Warrior,

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 reaching out, and I appreciate your patience.

I've contacted the Store team on your behalf and flagged your request for follow-up.

We are currently actively shipping orders, and your item was received by VRS for distribution during the last week of November, so you should be receiving it very soon.

Thank you again for bringing this to our attention, and please don't hesitate to reach back out if you need further assistance.

Best regards,

Your Caltrain BOD Public Support Team

From: Graihwing <graihwing@gmail.com>
Sent: Wednesday, December 3, 2025 9:12:33 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>; info@caltrainstore.com <info@caltrainstore.com>
Subject: Requesting a response from Caltrain Store

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

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Dear Caltrain Board,

I have attempted twice without success to receive a reply from the Caltrain Store about the status of an order placed on November 5th.

This is for order#01325 for the Holiday Sweater. I understand the outside shipping notification from the store is three weeks from the order date.

Can you please contact the store and provide an update on this order?

Thanks Sincerely,

William Warrior

650-248-8368

Devoted Caltrain passenger since before it was called Caltrain

6:20



C

#01325

Pending fulfillment

November 5, 2025 at 7:44 AM

LOG IN

Tracking updates



Your order is confirmed. You'll receive your order when it's available.

Alice Feng

From: Caltrain BOD Public Support
Sent: Thursday, December 4, 2025 8:18 AM
To: kaiu@cityofsanmateo.org
Cc: Board (@caltrain.com)
Subject: Re: : Work Order TG25-0028946 [On Private Property]

Dear Kristen Aiu,

Your message to the Caltrain Board of Directors was forwarded to me for response. A copy of this correspondence will also be shared with the Board. Thank you for taking the time to report the graffiti at both San Mateo Station and Hayward Park Station.

We appreciate you bringing this to our attention. Our team has been notified, and we will address and remove the graffiti as soon as possible.

If you observe any additional locations or concerns, please feel free to let us know.

Thank you again for your vigilance and for helping keep our stations welcoming for all riders.

Best regards,

Your Caltrain BOD Public Support Team

From: Kristen Aiu <kaiu@cityofsanmateo.org>
Sent: Wednesday, December 3, 2025 9:41:57 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: FW: : Work Order TG25-0028946 [On Private Property]

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

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Hello Caltrain,

Can you please assist with a graffiti complaint on a light pole that is located on a Caltrain parking lot?

Best,
Kristen Aiu
Senior Code Enforcement Officer
City of San Mateo
(650) 522-7152, kaiu@cityofsanmateo.org

From: San Mateo <do-not-reply@app-order.com>
Sent: Monday, November 24, 2025 6:03 AM
To: Code Enforcement <codeenforcement@cityofsanmateo.org>
Subject: : Work Order TG25-0028946 [On Private Property]

TG25-0028946

Status: On Private Property

Created By: mySanMateo

Assigned To: GPC Tech

Created: 11/21/2025 11:12

Surface:

Cleaning Method:

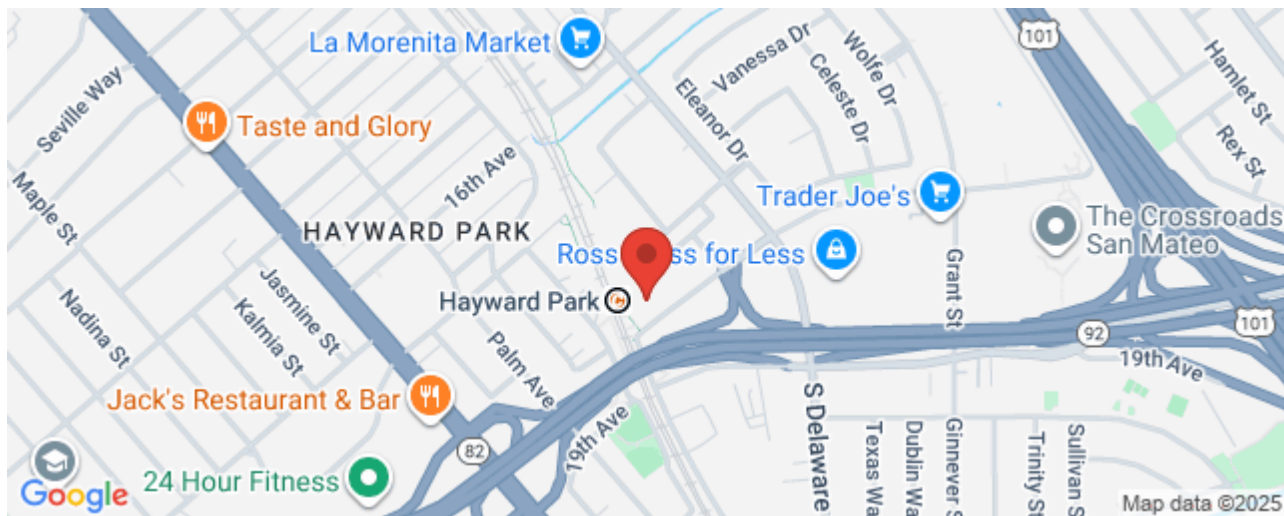
Square Feet Cleaned:

Ownership:

Second Story: false

Address

401 Concar Dr, San Mateo CA 94402 (37.553200,-122.308815)



Photos:



Dispatch Note: anonymous, Caltrain parking lot, pacific, ,

Tech Note:

San Mateo PD#:

San Mateo Job#:

Reporter

How Reported:

Name:

Phone Number:

Email:

Urgent: false

Sq. Ft. Cleaned:

District:

Cost:

Response Time:

Response Days:

Tech Time: 0

Tag:

Activity	Note	User	Assigned To	Due	Completed	Time
Private Property		Hector Moran		11/24/25		

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