



JPB Board of Directors
Meeting of January 8, 2026

Correspondence as of January 2, 2026

Subject

1. Aggressive Harassment by Caltrain
2. Northbound nye service
3. Caltrain consistently late
4. Re: CalTrain Complaint – *Staff Response*
5. Re: Northbound nye service – *Staff Response*

From: [Tony C](#)
To: [Board \(@caltrain.com\)](#)
Cc: [rreformado@tasi.com](#)
Subject: Aggressive Harassment by Caltrain Conductor
Date: Friday, December 26, 2025 8:01:56 AM

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Hello,

I'm a frequent rider of Caltrain making 4 trips a day daily. I've the annual GO-PASS that I use to commute on Caltrain for many years. On December 24, 2025, I boarded the southbound 157 train at Lawrence Station at 7:09 PM. It was pouring rain when I got onto the 6th car. I didn't have any rain gear and I was carrying 5 bags including 2 full heavy bags with both hands. I was carrying a backpack on my back and a small bag on my side. To avoid getting wet when arriving to my destination in SF Station, I walked towards the front head car to settle down. I usually find a seat not far from a restroom. That way I'll be closer to the SF Station gate when I get off the train. I was confronted by a rude female conductor along my way to the front car just after the restroom. She aggressively asked for my ticket as I was carrying these very heavy load. I told her to wait till I settle down just a few steps ahead. She yelled "I want to see it now!" I'm an over 65 yo senior with SSA awarded disability. I couldn't walk fast nor trying to search for my Go-Pass in one of my bags as I was walking full loaded. She attempted to block my path as I begged to first settle down. It got me so mad that she didn't respect my request as a paying frequent riders. She continued to harass me aggressively as I tried to find a seat. What pissed me off more is that this happened on Christmas Eve!! Btw this is not the 1st time this Caltrain staff was acting rude at passengers when inspecting fares. I'll further narrate these other incidents if you're interested to hear.

Sincerely yours,
Tony C

From: [Evan Crowe](#)
To: [Board \(@caltrain.com\)](#)
Subject: Northbound nye service
Date: Friday, December 26, 2025 11:50:48 AM

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Dear Caltrain Board,

Please consider adding extended nighttime service on new years eve departing san jose diridon. San jose has plenty of events for nye, and I would like to take the train, but it does not run late enough. Extended service in SF on nye is a great idea, i wish san jose had similar service.

Thanks
Evan

From: Catherine Power
To: Board (@caltrain.com)
Subject: Caltrain consistently late
Date: Sunday, December 28, 2025 8:52:19 AM

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Today the 28th of December the Train was delayed by Traffic Signals and Track Work. Why is this not done at night? I go to work on Sunday and it was late three times in November. I almost got fired for being late and it was not my fault. This is the only way of getting there. You need to fix this or you are not going to have much ridership any longer. I will think about figuring out another way to get to work and not run the risk of losing my job because of your inefficiency. Catherine Power.

From: [Caltrain BOD Public Support](#)
To: [Fried, Kevin](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: CalTrain Complaint
Date: Monday, December 29, 2025 3:35:58 PM

Dear Kevin Fried,

Thank you for your follow-up and for sharing your additional concerns.

To clarify the situation involving our employees: Garret does not have the authority to deny passengers boarding based on violations of laws outside of railroad operations. This matter has been reviewed internally, and Garret has been addressed through our disciplinary process and provided coaching to ensure proper handling of similar situations in the future.

Maria was following direction provided by Garret at the time and offered the option to board the next train as an alternative. She does not have the authority to override instructions given by a conductor, even if those instructions are later determined to be incorrect.

We understand how confusing and frustrating this experience must have been, particularly given the mixed messaging you received. Your feedback has been important in helping us identify where clearer guidance and consistency are needed.

Thank you again for your patience and for taking the time to share your experience.

Sincerely,

Your Caltrain BOD Public Support Team

From: Fried, Kevin <kefried@deloitte.com>
Sent: Monday, December 22, 2025 10:14 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: RE: CalTrain Complaint

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Hello Caltrain BOD Public Support Team,

Thanks for the update and response. I very much appreciate the information you have shared on my situation. I think we are great making progress, but I have a few additional comments / questions. Please see below...

1. I am requesting that any of my Personally Identifiable Information (PII) be redacted from any public records and/or any communications that may be accessible to Caltrain employees

(specifically Garret and Maria). This includes my full name, contact information, email address, physical address, employers information, etc.

2. While the explanation below is helpful, I would still like to understand whether or not the employee in question (Garret), had the authority to deny us access to the train (thus all my questions related to your policies, training, and ability to enforce laws of San Francisco or other public transit providers)? As you might imagine, we were dumbfounded when we were told that we were being denied entry to the train. And to add insult to injury, we were told by Maria that we could **“board the next train”** immediately after Garret’s train left the station. So which is it... were we being denied entry for one train ride because we broke a rule of another city or public transit system, or were we being punished because Garret wanted to prove who had “authority”?? Clearly Maria is following a different set of rules, or perhaps employees are making up as they go??
3. Thanks for the update on the expense reimbursement claim we have filed. While it is a small amount, it is a matter of principle. It is my sincere hope that we are reimbursed for the additional, unnecessary, expense. If not, I’d like this to be on the Board agenda for February 6th.

Thanks again. Have a great holiday.

Take care,
Kevin

From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Monday, December 22, 2025 8:08 AM
To: Fried, Kevin <kefried@deloitte.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: [EXT] Re: CalTrain Complaint

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Dear Kevin Fried,

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 your detailed message. We want to confirm that your feedback has been received and has been shared with Caltrain Customer Service leadership as well as the appropriate Caltrain management teams for review. Regarding the response Todd referenced from 12/12, we would like to clarify that this communication was sent from Operations to Customer Service for internal awareness and was not addressed directly to you. We apologize for any confusion or miscommunication this may have caused.

Regarding your questions about Garrett's role, Caltrain uses both Caltrain employees and contracted staff to support operations. We are reviewing the circumstances you described, including staff roles and actions taken, as part of this process.

We have also notified our Claims team regarding your request for reimbursement of expenses. They will review the information provided and follow up as appropriate.

With respect to disciplinary actions, training, and other personnel-related matters, while we are unable to discuss specific personnel issues due to confidentiality, please know that Caltrain takes all complaints seriously. The concerns you raised have been forwarded to the appropriate management teams for review and consideration.

We appreciate you taking the time to document your experience and clearly outline your concerns. Your feedback is important and will be considered as part of our ongoing efforts to ensure consistent policy enforcement and respectful customer interactions.

Thank you for bringing this matter to our attention.

Best regards,
Your Caltrain BOD Public Support Team

From: Fried, Kevin <kefried@deloitte.com>
Sent: Wednesday, December 17, 2025 10:08:52 PM (UTC+00:00) Monrovia, Reykjavik
To: Todd Douglas <DouglasT@samtrans.com>; Board (@caltrain.com) <board@caltrain.com>
Cc: pra@samtrans.com <messages@nextrequest.com>; Fried, Kevin <kefried@deloitte.com>
Subject: RE: CalTrain Complaint

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Caltrain Board, Todd,

Thanks for the note below and assistance. I am filing this **second FORMAL COMPLAINT** that I request is brought to the attention of the Full Board of Directors.

First, I have double and triple checked in all of my folders (Inbox, Spam, Junk, etc.,) and I never received the response below (that you indicated was sent on 12/12).

Second, while I very much appreciate the thoughtful and articulate response below, it falls short of my requested resolution and expectations. For your reference, I have attached the original complaint that was filed on 11/29. In that complaint you would have seen the requests outlined below. I understand that your public records department is searching for any relevant records as requested

below. I will wait for their response. In the meantime, can you please provide a response to the items highlighted in yellow below?

Questions, resolution, and requested actions of the Caltrain Board and Management:

1. I am requesting this message be shared with Customer Service and appropriate Caltrain Management. (HAS THIS BEEN DONE??)
2. I would like to understand Garret's role, level of authority, and whether or not he is a "supervisor", or if he misrepresented his title and authority?
3. I am requesting a copy of ALL Caltrain rules, regulations, and policies that reference the use of crosswalks, including the following:
 1. Caltrain's policies related to the use of crosswalks that cross Caltrain tracks.
 2. Caltrain's policies related to crosswalks that DO NOT CROSS Caltrain tracks.
 3. Caltrain's authority to enforce traffic laws of the City of San Francisco.
 4. Caltrain's approach to enforcement of any crosswalk violations, including specific explanations of Caltrain's enforcement of San Francisco traffic laws OUTSIDE the train station.
 5. All recent examples of enforcement actions taken against Caltrain riders related to potential violations of crosswalk rules in San Francisco (specifically, riders who have been prohibited from riding the train as a result of violating San Francisco's traffic rules).
4. I am requesting a written apology from Garret, including a reference to the rules that allowed him to deny us access to ride the train.
5. I am requesting a written response from the board that outlines:
 1. Actions that will be taken in the next 60 days to reinforce the limits of conductor's authority to enforce SF traffic laws
 2. Steps taken to train or retrain Garret and other conductors
 3. Steps taken to train and/or retrain Maria on customer interaction and approach to resolving customer concerns/issuses
6. A payment of \$34.14 (the difference between the cost of our Uber ride (details below) and the cost of the train ride from SF to Hayward Park).

Uber Receipt Details:

Nov 29, 2025 - 9:29 PM
Total \$62.64
Payments: American Express26 \$62.64
11/30/25 8:31 AM

Third, with respect to your response below (see highlighted in yellow), your Conductor did indeed speak with us about his observation that 3 individuals in our group crossed 4th Street directly across the Muni tracks. This is the crux of my complaint and is at the heart of my questions above, i.e., "what authority does your Conductor at Caltrain have to deny access to the Caltrain system based upon an observation that a group failed to use a crosswalk and walked across a Muni track"?? Muni and Caltrain are separate public and legal entities, and I find it difficult to believe that an employee of Caltrain can legally or by policy deny service to the public based upon a claim that it is their

responsibility to report and enforce violations of another public entity. Can you please assist in shedding light on this issue?

Fourth, it is my understanding that CalTrain holds public board meetings. If the requested information above and/or payment/refund requested is not received, I intend to participate in the Board meeting on February 6, 2025 to further discuss this situation.

Again, please feel free to reach out to me with any questions. I look forward to your response.

Respectfully,
Kevin

Kevin Fried

Principal | Deloitte Consulting
Deloitte & Touche LLP
225 West Santa Clara Street, San Jose, CA 95113
Office: +1 408 704 2786 – Mobile: +1 415 609 1443
kefried@deloitte.com | www.deloitte.com

From: Todd Douglas <DouglasT@samtrans.com>

Sent: Wednesday, December 17, 2025 11:04 AM

To: Fried, Kevin <kefried@deloitte.com>

Cc: Todd Douglas <DouglasT@samtrans.com>

Subject: [EXT] Re: CalTrain Complaint

You don't often get email from douglast@samtrans.com. [Learn why this is important](#)
Hello Mr. Fried,

Per our conversation, please see the escalation response to your complaint to Caltrain.

Thank you for bringing this to our attention. We sincerely apologize for the experience you and your family had on November 29, 2025, while attempting to board Train 656. We understand how upsetting this situation must have been, and we truly regret that your interaction with our staff did not reflect the level of professionalism and respect you deserve.

After carefully reviewing the video footage, we confirmed that the conductor escalated the situation and used his arms to block your family from boarding. Although the conductor initially reported that a member of your group had blocked the doors and prevented others from boarding, the footage clearly shows that it was the conductor himself who was obstructing the doorway. This discrepancy is deeply concerning, and we take it very seriously.

When interviewed, the conductor stated that he intended to speak with your group about what he believed he observed as you crossed the street and the MUNI tracks. However, regardless of his intentions, the conduct displayed was inappropriate and unacceptable. Both conductors assigned to Train 656 have been coached and will receive disciplinary

action for their actions and for their handling of this situation.

We also spoke with the Customer Service Agent who attempted to step in and deescalate the interaction. Please note that this employee is not a manager and does not have any authority to override the decisions made by the train crew, though we appreciate their attempt to calm the situation.

Once again, we sincerely apologize for the distress this incident caused. We appreciate you bringing this matter to us, and we are taking the appropriate steps to ensure this type of interaction does not occur again.

Todd Douglas
San Mateo County Transit District
Customer Service Dept.
1250 San Carlos Avenue
San Carlos, CA 95070-1306
1-800-660-4287
www.smctd.com

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From: [Caltrain BOD Public Support](#)
To: evancrowe@ymail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Northbound nye service
Date: Monday, December 29, 2025 4:16:55 PM

Dear Evan Crowe,

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 your feedback regarding extended New Year's Eve service from San Jose Diridon. We appreciate you sharing your suggestion and understand the interest in later service to support local events.

Your comments will be shared with our planning team for consideration in future service planning. Thank you for taking the time to reach out and for riding Caltrain.

Best regards,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Friday, December 26, 2025 11:50 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Northbound nye service

From: Evan Crowe <evancrowe@ymail.com>
Sent: Friday, December 26, 2025 7:48:27 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com)
Subject: Northbound nye service

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