



JPB Board of Directors  
Meeting of February 5, 2026

Correspondence as of January 9, 2026

#    Subject

1. Formal Complaint Regarding Gross Misconduct by Caltrain Conductor on Train 152 (January 7, 2026)
2. Ride comfort and WiFi reliability
3. Please address the dangerous intersection at California and Murchison

**From:** [cyungwan@yahoo.com](mailto:cyungwan@yahoo.com)  
**To:** [customer.service@caltrain.com](mailto:customer.service@caltrain.com)  
**Cc:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Formal Complaint Regarding Gross Misconduct by Caltrain Conductor on Train 152 (January 7, 2026)  
**Date:** Wednesday, January 7, 2026 6:58:48 PM

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To Caltrain Customer Relations and Operations Management,

I am writing to submit a formal and serious complaint regarding a gross failure of duty and unprofessional conduct by a conductor on Train 152 on the evening of January 7, 2026. I expect a clear explanation, accountability for the employee involved, and appropriate compensation for the harm caused.

Incident details are as follows:

At approximately 6:25 PM, I boarded Train 152, traveling from Hayward Park Station to Lawrence Station. Shortly after boarding, I realized that I had forgotten to activate my monthly pass, which I had already purchased for the month. I proactively sought assistance from a young, slim-built, medium-dark skinned male conductor and asked how I should remedy the situation.

The conductor explicitly instructed me to:

- Get off at the next stop (Hillsdale Station)
- Tap to activate my pass using the station machine
- Wait by the train door while doing so

I followed his instructions exactly and immediately.

Upon arrival at Hillsdale Station, I exited the train and hurried toward the fare equipment. The entire sequence took less than ten seconds. Before I could even locate the card reader, the conductor closed the doors and departed the station, leaving me stranded alone on the platform, without warning, confirmation, or any attempt to assist.

This conduct is unacceptable and indefensible.

I am a frequent Caltrain commuter and a consistent monthly pass holder. Based on my extensive experience:

- Passengers who forget to activate a valid pass are normally reminded and given reasonable opportunity to comply
- Passengers without tickets are handled through proper fare enforcement procedures
- Passengers requiring assistance are accommodated safely and responsibly

What occurred that evening deviates entirely from Caltrain's standard operating practices and stated customer service values.

Most critically:

- The conductor himself instructed me to disembark and activate my pass
- I complied fully and immediately
- He knowingly departed while I was in the process of following his directions

This left me with the clear impression that I was misled, abandoned, and treated with disregard, raising legitimate concerns about misconduct or discriminatory treatment. Regardless of motive, this represents a serious breach of professional responsibility.

Earlier that same day, my vehicle had been involved in an accident, leaving me unable to drive. I was already under significant stress, and this incident compounded the situation unnecessarily. Instead of providing assistance, Caltrain service created an additional and avoidable hardship.

I am deeply disappointed, angry, and distressed by this experience.

Accordingly, I formally demand that Caltrain:

1. Conduct a full internal investigation into the conductor's actions
2. Inform me in writing of the findings and disciplinary measures taken
3. Provide appropriate compensation for the disruption, inconvenience, and distress caused

Please be advised that I will continue to escalate this matter through all available complaint and oversight channels until it is properly addressed and resolved.

I expect a written response to this complaint.

Sincerely,  
Leah  
269-501-1822  
cyungwan@yahoo.com

[Sent from Yahoo Mail for iPhone](#)

**From:** [Brennan Stehling](#)  
**To:** [Public Comment](#)  
**Subject:** Ride comfort and WiFi reliability  
**Date:** Thursday, January 8, 2026 9:03:45 AM

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The ride on Caltrain has become increasingly bumpy and uncomfortable. Riders are tossed up and down and side to side. It gets worse week by week. What is going to be done to fix the rail and trains?

This past couple of days the WiFi has been unusable and many of the screens on the train show an error instead of the status. What is being done to fix these problems?

Brennan

**From:** [Brian Silverman](#)  
**To:** [administration@ci.millbrae.ca.us](mailto:administration@ci.millbrae.ca.us); [publiccomment@burlingame.org](mailto:publiccomment@burlingame.org); [Public Comment](#)  
**Subject:** Please address the dangerous intersection at California and Murchison  
**Date:** Thursday, January 8, 2026 1:37:33 PM

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Hello Burlingame City Council, Millbrae City Council, and Caltrain Board,

I would have been hit by a car swerving onto the sidewalk this morning at the intersection of California Drive and Murchison Drive if I hadn't run out of the way. This has inspired me to write to you advocating for urgent and comprehensive improvements to avoid any more pedestrians dying at this intersection.

I walk between the Millbrae Caltrain station and my job across this intersection every day, and I lost count of the number of times I had to dodge cars while in the crosswalks in the first few months. After those first months I had enough near misses that I no longer use the crosswalks at this intersection, in favor of crossing mid-block where I can see the cars coming. (Crossing Murchison at El Camino is my only alternative, which is even more hazardous due to the lack of pedestrian signals bordering a signalized intersection.) I have also witnessed countless additional near misses between cars at California and Murchison, some of which had the potential to deflect struck cars towards me on the sidewalk.

My experience today was a driver speeding (clearly over the 35 MPH speed limit) north on California towards the intersection, who entirely failed to observe a stopped car in front of them (which was waiting to turn left on Murchison). I saw the motion soon enough to run away from the impending collision, which was lucky because the driver was in the process of swerving into the curb cut for the Caltrain parking lot right where I was walking a second earlier. They then proceeded through the intersection at speed, without stopping, and would have likely hit any pedestrians in the crosswalk at the time which they could not have seen because the car they almost hit was blocking their line of sight.

I am addressing this public comment to all of you because it concerns an intersection on the boundary of your respective jurisdictions.

Thank you for your attention to this issue,  
Brian Silverman