



JPB Board of Directors
Meeting of February 5, 2026

Correspondence as of January 16, 2026

Subject

1. Re: Request to Explore a Train Quiet Zone & Mitigation of Nighttime Horn Noise in Burlingame – *Staff Response*
2. Aggressive Harassment by Caltrain Conductor – *Staff Response*
3. Fare Adjustment Request - Incorrect Maximum Fare Charges (Caltrain)
4. Re: Caltrain consistently late – *Staff Response*
5. Re: Traveling from SFO to Diridon 12/7/25 – *Staff Response*
6. Re: concerning conductor behavior – *Staff Response*
7. RE: Public Safety Breakdown and Deteriorating Conditions at Redwood City Caltrain Station
8. Re: Fare Adjustment Request - Incorrect Maximum Fare Charges (Caltrain)
9. Re: concerning conductor behavior
10. Re: PLEASE READ: Excessive LATE NIGHT + EARLY MORNING Train Horn Noise – Request for Compliance Review (Potrero Hill, SF)
11. Re: Urgent: Dispute of Fare Evasion Citation #52001311 – *Staff Response*
12. Re: My cal train violation contest – *Staff Response*
13. Re: Administrative Review Request Confirmation - Cite #52002962- Lic #70KKKA217 – *Staff Response*

From: [Caltrain BOD Public Support](#)
To: alvin@desuasido.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Request to Explore a Train Quiet Zone & Mitigation of Nighttime Horn Noise in Burlingame
Date: Friday, January 9, 2026 11:18:28 AM

Dear Alvin Desuasido,

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 contacting Caltrain and for sharing your concerns regarding late-night train horn noise in Burlingame. We understand how disruptive this can be to residents and appreciate you taking the time to outline your request thoughtfully.

We appreciate your understanding of the Quiet Zone process. As you noted, the City of Burlingame would need to initiate the process to evaluate and pursue the establishment of a Quiet Zone at the affected railroad crossings. If the City begins this process, Caltrain would work with its partner agencies to review the feasibility of the request once it reaches the stage where our involvement is required.

We encourage you to continue engaging with City of Burlingame staff and elected officials regarding next steps, public discussions, and opportunities for community input. Should the City move forward, Caltrain remains committed to collaborating as appropriate within the established federal and state framework.

Thank you again for reaching out and for your advocacy on behalf of your community.

Sincerely,

Your Caltrain BOD Public Support Team

From: Alvin Desuasido <alvin@desuasido.com>
Sent: Friday, December 12, 2025 8:40:10 AM (UTC+00:00) Monrovia, Reykjavik
To: Public Comment <publiccomment@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>; david.stewart@cpuc.ca.gov <david.stewart@cpuc.ca.gov>; ramineh.medhat@cpuc.ca.gov <ramineh.medhat@cpuc.ca.gov>; antranig.garabetian@cpuc.ca.gov <antranig.garabetian@cpuc.ca.gov>; matthew.bond@cpuc.ca.gov <matthew.bond@cpuc.ca.gov>; publiccomment@burlingame.org <publiccomment@burlingame.org>; mhasselshearer@burlingame.org <mhasselshearer@burlingame.org>
Subject: Request to Explore a Train Quiet Zone & Mitigation of Nighttime Horn Noise in Burlingame

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

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

To whom it may concern:

My name is Alexander Desuasido and I am a Burlingame resident concerned about ongoing late-night train horn noise near my home. Trains regularly pass through our neighborhood as late as 12:30 a.m. and sound their horns, which significantly disrupts sleep and quality of life.

I understand that jurisdictions can establish quiet zones under federal and state rules where trains do not sound horns at crossings that meet specific safety criteria, and that the city would need to explore this process with relevant agencies to determine feasibility.

I respectfully request:

1. That the City of Burlingame begin evaluating the potential for a Quiet Zone for the railroad crossings affecting our neighborhood.
2. That staff or council consider discussing this issue in an upcoming Council meeting or Traffic Safety/Transportation Commission meeting.
3. That residents be informed about the process, timeline, and any upcoming opportunities for public input.

If additional safety improvements are necessary to qualify for a quiet zone, I would appreciate clarification on what those might involve and how residents can participate in that discussion.

Thank you for your time and attention to this community concern. I look forward to your response.

Sincerely,

Alexander Desuasido

1090 Carolan ave

Burlingame, Ca 94010

From: Diana Riedel
Sent: Thursday, January 8, 2026 4:21 PM
To: 'tony8xo@gmail.com' <tony8xo@gmail.com>
Subject: Caltrain Response - 996531

Tony Chan,

We sincerely apologize for the experience you encountered while traveling on Caltrain on December 24, 2025 with our conductor. Your comments had been forwarded to our Operations management team to investigate.

Our management team had conducted a thorough investigation of your concerns. The conductor has been formally coached to ensure future interactions are handled with greater patience, professionalism, and awareness of customer needs.

Please know that Caltrain is committed to providing a safe, respectful, and positive experience for all riders. Your feedback is important and helps us address situations like this and reinforce appropriate conduct with our staff.

Thank you for taking the time to contact us and for riding Caltrain.

Kind regards,

Diana Riedel
San Mateo County Transit District
Accessibility Specialist
1250 San Carlos Avenue
San Carlos, CA 94070-1306
Phone: 650-551-6125
riedeld@samtrans.com

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

Some people who received this message don't often get email from tony8xo@gmail.com. [Learn why this is important](#)

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

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: [Wenny Yustalim](#)
To: [custserv@clippocard.com](#); [Board \(@caltrain.com\)](#)
Subject: Fare Adjustment Request - Incorrect Maximum Fare Charges (Caltrain)
Date: Friday, January 9, 2026 4:38:23 PM

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

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To Whom It May Concern,

I am writing to request a correction for two specific Caltrain trips where I was charged the maximum fare despite tapping both on and off.

In both instances, I was traveling back to Belmont Station (Zone 2) from San Francisco (Zone 1). As you can see from my history on the same dates, I successfully completed the morning commute from Belmont to San Francisco. For the return trips, the system failed to register my tag-off at Belmont.

Transaction Details:

1. December 17, 2025:

- Trip: San Francisco (Zone 1) to Belmont (Zone 2)
- Time: 06:16 PM
- Charged: \$14.70 (Maximum Fare)
- Correct Fare: \$5.70

2. December 11, 2025:

- Trip: 22nd Street (Zone 1) to Belmont (Zone 2)
- Time: 04:28 PM
- Charged: \$14.70 (Maximum Fare)
- Correct Fare: \$5.70

I would appreciate it if you could adjust these transactions to the correct Zone 1–2 fare and refund the difference of \$18.00 (\$9.00 per trip) to my card balance.

16:29

5G+ 85



Ride and Purchase History

DECEMBER 2025

Wednesday, December 17



Single Ride

-\$14.70

06:16 pm San Francisco Caltrain
(CALT) >



Entry/Exit

-\$5.70



10:05 am Belmont Caltrain (CALT)
10:44 am San Francisco Caltrain
(CALT) >

Thursday, December 11



Single Ride

-\$14.70

04:28 pm 22nd Street Caltrain (CALT) >



Entry/Exit

+\$5.70



Entry/Exit

-20.10

- 09:26 am Belmont Caltrain (CALT)
- 10:18 am San Francisco Caltrain (CALT) >

Tuesday, December 09

My Clipper Card Number: 6370017030000946458

It might be worth checking the actual machine because I always remember to tap off, but somehow they were not registered.

Thank you for your help.

Best regards,

Wenny Yustalim

+16506437839

From: [Caltrain BOD Public Support](#)
To: powercatherine875@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Caltrain consistently late
Date: Monday, January 12, 2026 11:03:16 AM

Dear Catherine Power,

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 contacting Caltrain and for sharing your experience. We understand how frustrating and stressful repeated delays can be, especially when they affect your ability to get to work on time.

Track work and signal maintenance are essential for safe and reliable operations. While much of this work is scheduled overnight whenever possible, some activities must occur during the day due to safety requirements, coordination with freight railroads, contractor availability, and the need to test systems under live operating conditions. Unfortunately, this can occasionally result in service delays.

We recognize the impact these disruptions can have on riders who depend on Caltrain as their primary means of transportation, and your feedback has been shared with our operations team for awareness. We continue to look for ways to minimize delays and improve reliability, particularly on weekends.

Thank you for taking the time to reach out. We truly value your ridership and appreciate you bringing this concern to our attention.

Sincerely,

Your Caltrain BOD Public Support Team

From: Catherine Power <powercatherine875@gmail.com>
Sent: Sunday, December 28, 2025 8:52 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Caltrain consistently late

Some people who received this message don't often get email from powercatherine875@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.

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: anitar1945@sbcglobal.net
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Traveling from SFO to Diridon 12/7/25
Date: Monday, January 12, 2026 11:10:13 AM

Dear Anita Romero,

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 share your experience with us. We are truly sorry for the difficulties you encountered while traveling from SFO to San Jose Diridon, especially under such exhausting and emotional circumstances. What you described is not the experience we want for any rider, and we regret the stress, confusion, and physical hardship this caused you.

Your feedback regarding signage, wayfinding, platform access, and the challenges at Millbrae Station is very important, and we have shared your comments with our customer experience and operations teams for review. We recognize that navigating stations and transfers must be clearer and more accessible, particularly for seniors and travelers with luggage.

As a gesture of goodwill and our sincere apology, we would like to offer you complimentary Caltrain tickets for future use. Our Customer Service team will follow up with you directly to arrange this.

Thank you again for bringing this to our attention. We appreciate your long-standing support for public transit and regret that this trip fell so far short of expectations.

Sincerely,

Your Caltrain BOD Public Support Team

From: Anita Romero <anitar1945@sbcglobal.net>
Sent: Friday, December 19, 2025 12:25:44 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Traveling from SFO to Diridon 12/7/25

Some people who received this message don't often get email from anitar1945@sbcglobal.net. [Learn why this is important](#)

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

Traveling from SFO to Diridon via Caltrain on Sunday, December 7, 2025 was a horrible experience I'll never repeat. I'm 80 years old, but still able. I traveled from SFO to EWR and back in 3 days for my brother's funeral so admittedly I was tired.

The signage in the airport and beyond is unbelievably awful. In the airport I searched to find how to get to Caltrain. There were signs for "trains" and then "BART & air train". One said Caltrain. I asked an airport employee if the signs would lead me to reaching Caltrain. His reply, "what's Caltrain?". Another employee told me to get off at Millbrae and take BART back to the last station to get on Caltrain. I found out later that was before they redid the station.

I took a leap and took the airtrain to Bart. At the Millbrae station I asked a person who was getting off there if this was the right stop to get Caltrain. He said "yes". He was kind enough to help me with my suitcase and walked it down the stairs where we found a ticket machine. I bought a ticket for \$20. It was a Caltrain/VTA day pass. I figured at least it would get me closer to home.

I sat on a bench awaiting the arrival of the train for San Jose. There were about 25 or so other people doing the same thing. There were signs painted on the opposite wall pointing south in the direction of San Jose. We thought we were golden. Then along came a train on the opposite track with a San Jose destination. There was a huge run for the other side of the track. Up one set of stairs and down the other. Remember I'm 80 and lugging a suitcase. I came close to falling trying to get down to the opposite track and figured it wasn't worth the risk. The doors closed as I was approaching the bottom of the stairs. About 10 of us were left behind. One of the others said "that guy saw us running to get here and grinned as he closed the doors on us".

When the next train came, I fell getting onto the train trying to lift my suitcase up a couple of stairs. Everyone was helpful, but it was awful. I was frustrated with the extraordinary effort it took to try to take the train. If I had been alone I might have chalked it up to age, but the others who were stranded were all young and robust. So I know if wasn't just age.

I grew up in San Francisco and have been lucky enough to travel widely in Europe. It was great being able to go anywhere in SF, but Europe is beyond easy for getting around. I understand the same is true for Asia. I've always voted for public transit, but wow am I ever disappointed.

All I can say is "what a disaster" trying to take the train.

A copy of my ticket is attached.

Anita Romero
408-460-4796

From: [Caltrain BOD Public Support](#)
To: ekcole2222@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: concerning conductor behavior
Date: Monday, January 12, 2026 11:12:16 AM

Dear Elizabeth Cole,

First, we apologize for the delay in responding to your feedback. 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 share your experience and concerns regarding the boarding process at San Jose Diridon Station on October 10. We appreciate your detailed feedback and understand how stressful this situation could have been, particularly late in the evening.

After reviewing this incident with our operations team and the crew involved, they confirmed that only one door was opened for boarding. This procedure may be used on the final train of the night to support safety and security. The crew also reported that they ensure the platform is clear before closing doors and departing from San Jose Diridon. They have been coached and reminded that this procedure is only permitted when there is a single conductor working.

We understand your concern regarding the Clipper validator issue. Technical difficulties can be frustrating, and we recognize the importance of ensuring passengers are not placed in unsafe or uncomfortable situations due to equipment malfunctions. Your feedback has been shared with the appropriate teams for awareness and follow-up.

Regarding the situation involving the kitten, Caltrain's policy allows only service animals on board; pets are not permitted. While staff are required to follow this policy, we understand how disappointing these situations can be and appreciate your perspective. We encourage riders to review the service animal requirements available on our website to avoid future issues.

We appreciate you bringing these concerns to our attention. Your feedback helps us reinforce proper procedures and improve the overall customer experience.

Kind regards,
Your Caltrain BOD Public Support Team

From: Elizabeth Cole <ekcole2222@gmail.com>
Sent: Friday, October 10, 2025 11:58 PM

To: Board (@caltrain.com) <Board@caltrain.com>

Subject: concerning conductor behavior

Some people who received this message don't often get email from ekcole2222@gmail.com. [Learn why this is important](#)

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Dear Caltrain board of directors,

I am writing to express serious concerns about the controlled boarding procedures I experienced at San Jose Diridon station on today, October 10th, 2025 at approximately 11:28 PM on the Northbound train to SF.

Staff closed all doors except one and funneled all passengers through a single checkpoint with mandatory ticket verification. While I understand the need for fare enforcement, this created several problems:

Safety concerns for passengers: I had loaded money onto my digital Clipper card, but it was not scanning properly on the validator. Staff nearly denied me boarding while they repeatedly tried to get it to work. As a young woman alone at night in San Jose, being stranded at the station due to a technical malfunction would have put me in a potentially dangerous situation. I was fortunate the card eventually scanned, but this should not have been a close call.

Contradictory and stressful enforcement: While conducting this time-intensive controlled boarding, staff were simultaneously yelling at passengers to "hurry up" and "we have to go." The delay was caused by their own checkpoint procedure, yet passengers were being rushed and blamed for the holdup. This created an unnecessarily hostile atmosphere.

Lack of compassion and discretion: I witnessed staff deny boarding to a passenger who was carrying a small kitten. This person was not causing any disruption or safety issue, yet was refused service over what appears to be an inflexible interpretation of pet policy. Transit staff should be empowered to exercise reasonable judgment in harmless situations rather than creating barriers for passengers trying to get home.

I recognize that fare enforcement is necessary, but the current approach at San Jose Diridon feels punitive rather than service-oriented. The combination of aggressive checkpoints, technical failures that nearly stranded passengers, and zero tolerance for minor policy variations creates a hostile environment that discourages ridership.

The people responsible for this behavior were a younger woman and a white man she claimed was her boss.

I urge Caltrain to:

- Reconsider controlled boarding procedures that create safety risks and delays
- Ensure technical issues with validators don't strand passengers, especially

during evening hours

- Train staff to exercise compassionate discretion in situations that pose no actual harm
- Focus on creating a welcoming transit experience that encourages ridership

Thank you for your attention to these concerns. I hope Caltrain will prioritize passenger safety and experience in its enforcement policies.

Sincerely,

Elizabeth

Orlando Nell
10 Martin Ln
Woodside CA 94062-3666

Board of Directors
Peninsula Corridor Joint Powers Board
Caltrain
1250 San Carlos Ave
San Carlos CA 94070-2420

RE: Public Safety Breakdown and Deteriorating Conditions at Redwood City Caltrain Station

To the Members of the Board,

I am writing to bring to your attention serious and ongoing public safety concerns at the Redwood City Caltrain Station and its immediately adjacent commercial areas. These conditions fall squarely within the Board's responsibility for system oversight, interagency coordination, and rider safety.

Following enforcement actions implemented earlier this year, conditions at the Redwood City station improved substantially. In June, the station environment was orderly, accessible, and felt safe for commuters and nearby patrons. Open drug use, public drinking, and loitering were minimal. That period demonstrated clearly that coordinated enforcement and presence were effective.

Since that time, conditions have steadily deteriorated. The station area now experiences regular open drug use, public drinking, loitering, and intimidating behavior, including individuals actively inspecting parked vehicles. These behaviors extend beyond the platforms into adjacent commercial property, including the Safeway shopping center. The situation has become severe enough that at least one

Safeway entrance has reportedly been closed due to ongoing activity immediately outside the doors.

Of particular concern is the absence of sustained, visible enforcement despite the presence of nearby law enforcement facilities. While patrol vehicles may be present, there is little observable foot patrol or proactive engagement. As a result, the area has lost deterrence, and behavior has escalated accordingly.

Multiple individuals have reported that the station and surrounding area become increasingly unsafe after sunset, particularly after approximately 9:00 p.m. This pattern is well understood in transit safety planning and indicates a breakdown in operational follow-through rather than a lack of legal authority. Once riders begin avoiding a station after dark due to safety concerns, the integrity of the transit system itself is compromised.

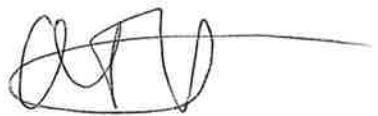
This letter is not a request for new laws or symbolic policy statements. Existing laws already prohibit public drug use, public drinking, and unauthorized loitering on private property. The issue is the lack of sustained coordination between Caltrain, transit police, and local law enforcement to maintain basic order at a major station.

As the governing body of Caltrain, the Board has a responsibility to ensure that stations remain safe, usable, and welcoming throughout operating hours. I respectfully request that the Board review safety conditions at the Redwood City station, assess the decline following earlier enforcement efforts, and direct appropriate coordination with law enforcement agencies to restore consistent, visible enforcement and patrol presence.

Please consider this letter a formal safety complaint and request that it be entered into the record for Board review. The deterioration of conditions at this station should be addressed before it further undermines rider confidence and public trust in the system.

Sincerely,

Orlando Nell

A handwritten signature in black ink, appearing to read "O.N.", is positioned above a horizontal line.

Orlando Nell
10 Martin Ln
Woodside, CA 94062-3666

SAN FRANCISCO, CA 94101
8 JAN 2026



Extremely urgent

Board of Directors
Peninsula Corridor Joint Powers Board
Caltrain
1250 San Carlos Ave
San Carlos CA 94070-2420

||||||||||||||||||||||||||||||||



From: [Caltrain BOD Public Support](#)
To: wennyustalim@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Fare Adjustment Request - Incorrect Maximum Fare Charges (Caltrain)
Date: Monday, January 12, 2026 1:34:09 PM

Dear Wenny Yustalim,

Thank you for reaching out and providing the detailed information regarding these fare charges.

For Clipper transactions, including maximum fare charges and missed tag-offs, adjustments and refunds are handled directly by Clipper Customer Service, as Caltrain does not have the ability to modify Clipper card balances or transaction histories.

We recommend contacting Clipper Customer Service and sharing the trip details you outlined (dates, times, origin/destination, and charged amounts). Their team can review your account activity and determine eligibility for fare correction and refunds.

You can reach Clipper Customer Service by:

- Phone: 877-878-8883
- Online: submitting a request through your Clipper account or the Clipper website

We appreciate you taking the time to document the issue so clearly and are sorry for the inconvenience this caused. If you have any additional Caltrain-related questions, please let us know and we'll be happy to help.

Sincerely,

Your Caltrain BOD Public Support Team

From: Wenny Yustalim <wennyustalim@gmail.com>
Sent: Saturday, January 10, 2026 12:38:01 AM (UTC+00:00) Monrovia, Reykjavik
To: custserv@clippocard.com <custserv@clippocard.com>; [Board \(@caltrain.com\)](#)
<board@caltrain.com>
Subject: Fare Adjustment Request - Incorrect Maximum Fare Charges (Caltrain)

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on links from unknown senders.

To Whom It May Concern,

I am writing to request a correction for two specific Caltrain trips where I was charged the maximum fare despite tapping both on and off.

In both instances, I was traveling back to Belmont Station (Zone 2) from San Francisco (Zone 1). As you can see from my history on the same dates, I successfully completed the morning commute from Belmont to San Francisco. For the return trips, the system failed to register my tag-off at Belmont.

Transaction Details:

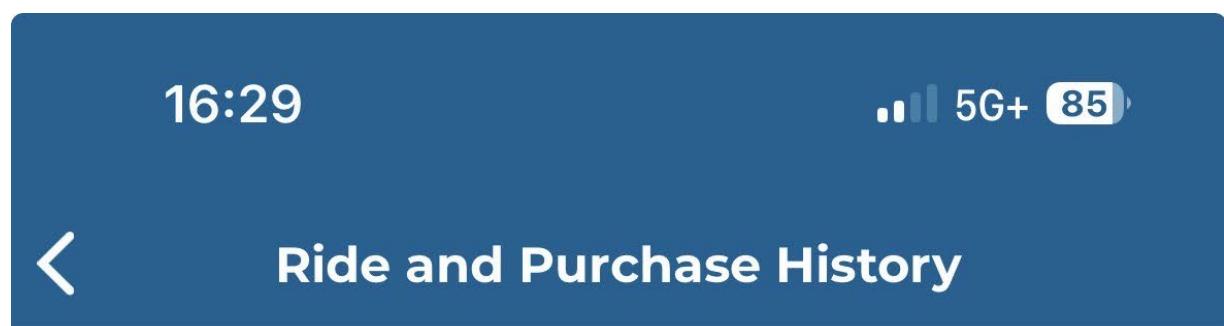
1. December 17, 2025:

- Trip: San Francisco (Zone 1) to Belmont (Zone 2)
- Time: 06:16 PM
- Charged: \$14.70 (Maximum Fare)
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2. December 11, 2025:

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I would appreciate it if you could adjust these transactions to the correct Zone 1–2 fare and refund the difference of \$18.00 (\$9.00 per trip) to my card balance.



DECEMBER 2025

Wednesday, December 17



Single Ride

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06:16 pm San Francisco Caltrain
(CALT) >



Entry/Exit

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Thursday, December 11



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04:28 pm 22nd Street Caltrain (CALT) >



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-\$5.70

09:26 am Belmont Caltrain (CALT)
10:18 am San Francisco Caltrain
(CALT) >

Tuesday, December 09

My Clipper Card Number: 6370017030000946458

It might be worth checking the actual machine because I always remember to tap off, but somehow they were not registered.

Thank you for your help.

Best regards,

Wenny Yustalim

+16506437839

From: [Elizabeth Cole](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: concerning conductor behavior
Date: Monday, January 12, 2026 3:29:02 PM

Some people who received this message don't often get email from ekcole2222@gmail.com. [Learn why this is important](#)

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Hi, thanks for your response!

"The crew also reported that they ensure the platform is clear before closing doors and departing from San Jose Diridon." This was definitely not the case as the guy and multiple people were still on the platform when we departed.

For the pet rule, I understand that as a general rule, but shouldn't you be able to make everyone in extenuating circumstances, especially given this was the last train of the night and an animal needed help?

On Mon, Jan 12, 2026, 11:12 AM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Elizabeth Cole,

First, we apologize for the delay in responding to your feedback. 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 share your experience and concerns regarding the boarding process at San Jose Diridon Station on October 10. We appreciate your detailed feedback and understand how stressful this situation could have been, particularly late in the evening.

After reviewing this incident with our operations team and the crew involved, they confirmed that only one door was opened for boarding. This procedure may be used on the final train of the night to support safety and security. The crew also reported that they ensure the platform is clear before closing doors and departing from San Jose Diridon. They have been coached and reminded that this procedure is only permitted when there is a single conductor working.

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how disappointing these situations can be and appreciate your perspective. We encourage riders to review the service animal requirements available on our website to avoid future issues.

We appreciate you bringing these concerns to our attention. Your feedback helps us reinforce proper procedures and improve the overall customer experience.

Kind regards,
Your Caltrain BOD Public Support Team

From: Elizabeth Cole <ekcole2222@gmail.com>
Sent: Friday, October 10, 2025 11:58 PM
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: concerning conductor behavior

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I am writing to express serious concerns about the controlled boarding procedures I experienced at San Jose Diridon station on today, October 10th, 2025 at approximately 11:28 PM on the Northbound train to SF.

Staff closed all doors except one and funneled all passengers through a single checkpoint with mandatory ticket verification. While I understand the need for fare enforcement, this created several problems:

Safety concerns for passengers: I had loaded money onto my digital Clipper card, but it was not scanning properly on the validator. Staff nearly denied me boarding while they repeatedly tried to get it to work. As a young woman alone at night in San Jose, being stranded at the station due to a technical malfunction would have put me in a potentially dangerous situation. I was fortunate the card eventually scanned, but this should not have been a close call.

Contradictory and stressful enforcement: While conducting this time-intensive controlled boarding, staff were simultaneously yelling at passengers to "hurry up" and "we have to go." The delay was caused by their own checkpoint procedure, yet passengers were being rushed and blamed for the holdup. This created an unnecessarily hostile atmosphere.

Lack of compassion and discretion: I witnessed staff deny boarding to a passenger who was carrying a small kitten. This person was not causing any disruption or safety issue, yet was refused service over what appears to be an inflexible interpretation of pet policy. Transit staff should be empowered to exercise reasonable judgment in harmless situations rather than creating barriers for passengers trying to get home.

I recognize that fare enforcement is necessary, but the current approach at San Jose Diridon feels punitive rather than service-oriented. The combination of aggressive checkpoints, technical failures that nearly stranded passengers, and zero tolerance for minor policy variations creates a hostile environment that discourages ridership.

The people responsible for this behavior were a younger woman and a white man she claimed was her boss.

I urge Caltrain to:

- Reconsider controlled boarding procedures that create safety risks and delays
- Ensure technical issues with validators don't strand passengers, especially during evening hours
- Train staff to exercise compassionate discretion in situations that pose no actual harm
- Focus on creating a welcoming transit experience that encourages ridership

Thank you for your attention to these concerns. I hope Caltrain will prioritize passenger safety and experience in its enforcement policies.

Sincerely,

Elizabeth

From: [Laurie Spindler](#)
To: [Board \(@caltrain.com\)](#); [Jason Baker](#); [Navdeep Dhaliwal](#)
Subject: Re: PLEASE READ: Excessive LATE NIGHT + EARLY MORNING Train Horn Noise – Request for Compliance Review (Potrero Hill, SF)
Date: Monday, January 12, 2026 8:01:22 PM

Some people who received this message don't often get email from lauriespin1@gmail.com. [Learn why this is important](#)

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

Hello,

Bumping up this email, to hopefully, make a connection with you.

My name is Laurie and I am 20+ year resident in Potrero Hill living near 16th & Mississippi Street in San Francisco, and I'm writing to ask for your help regarding very loud and lengthy late-night and early morning train horn noise (past midnight, another at 4:45am PT! And 5:45am PT!) in this residential area. This appears to be a new situation from months and years before. Our neighborhood is no longer just commercial - but is very residential with families - and it's impacting our ability to sleep and rest.

I fully understand and respect Caltrain's safety obligations, but I'm requesting the following:

1.

A compliance review to confirm that engineers operating late-night trains in this area are adhering to the FRA horn rule, including the minimum necessary decibel level and required pattern/duration.

2.

An inspection of the 16th/Mississippi crossing to ensure there are no gate or signal malfunctions that would force engineers to use their horns more aggressively.

3.

A review of any operational factors (e.g., night work, special procedures, unnecessary "courtesy horns") that may be contributing to increased horn use after 10pm.

4.

If possible, clarification on whether any temporary operational changes are causing the spike in nighttime horn sound levels and early mornings too (well past midnight, 4:45AM, and 5:45AM).

Please consider this a formal request to investigate and address any avoidable or non-essential horn use at this location.

Thank you very much for your attention and for any updates you can share. I'm happy to provide even more detail if that's helpful.

Sincerely,

Laurie Spindler

156 Texas Street

Potrero Hill – 16th & Mississippi Area

415.370.2473

lauriespin1@gmail.com

Could you please see the below?

On Mon, Nov 24, 2025 at 10:38 AM Laurie Spindler <lauriespin1@gmail.com> wrote:

Hello, there,

My name is Laurie and I am 20+ year resident in Potrero Hill living near 16th & Mississippi Street in San Francisco, and I'm writing to ask for your help regarding very loud and lengthy late-night and early morning train horn noise (past midnight, another at 4:45am PT! And 5:45am PT!) in this residential area. This appears to be a new situation from months and years before. Our neighborhood is no longer just commercial - but is very residential with families - and it's impacting our ability to sleep and rest.

I fully understand and respect Caltrain's safety obligations, but I'm requesting the following:

1.

A compliance review to confirm that engineers operating late-night trains in this area are adhering to the FRA horn rule, including the minimum necessary decibel level and required pattern/duration.

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An inspection of the 16th/Mississippi crossing to ensure there are no gate or signal malfunctions that would force engineers to use their horns more aggressively.

3.

A review of any operational factors (e.g., night work, special procedures,

unnecessary “courtesy horns”) that may be contributing to increased horn use after 10pm.

4.

If possible, clarification on whether any temporary operational changes are causing the spike in nighttime horn sound levels and early mornings too (well past midnight, 4:45AM, and 5:45AM).

Please consider this a formal request to investigate and address any avoidable or non-essential horn use at this location.

Thank you very much for your attention and for any updates you can share. I'm happy to provide even more detail if that's helpful.

Sincerely,

Laurie Spindler

156 Texas Street

Potrero Hill – 16th & Mississippi Area

415.370.2473

lauriespin1@gmail.com

From: [Caltrain BOD Public Support](#)
To: kashvast@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Urgent: Dispute of Fare Evasion Citation #52001311
Date: Tuesday, January 13, 2026 11:19:06 AM
Attachments: [IMG_4726.png](#)

Dear Kai Zhao,

Thank you for providing the detailed information regarding Fare Evasion Citation #52001311. After review, we have dismissed the citation, no further action is required.

We appreciate your patience while this matter was reviewed.

Sincerely,

Your Caltrain BOD Public Support Team

From: Kai Zhao <kashvast@gmail.com>
Sent: Monday, January 5, 2026 6:22:35 PM (UTC+00:00) Monrovia, Reykjavik
To: Customer Service <customerservice@caltrain.com>
Cc: Casey Fromson <fromsonc@samtrans.com>; Board (@caltrain.com) <board@caltrain.com>; iicgroup@ftb.ca.gov <iicgroup@ftb.ca.gov>
Subject: Urgent: Dispute of Fare Evasion Citation #52001311

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

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

Dear Caltrain Customer Service,

My name is Yuhao Zhao, and I am writing to formally dispute Fare Evasion Citation #52001311, issued on 02/26/2025. I recently received a Franchise Tax Board Pre-Intercept Notice regarding this citation. I want to emphasize that I never received the original Notice of Fare Evasion; I only became aware of this issue due to the FTB email.

I am certain that this citation was issued in error and respectfully request a thorough review. On the date in question, I was attending classes at my school during a regular weekday. I have attached the following evidence to support my dispute:

School Enrollment Verification – confirming that I was enrolled and attending classes at the time.

Proof of Residence – showing that I lived near campus and had no reason to take Caltrain.

Calendar / Weekday Verification – confirming that the alleged violation occurred on a regular school weekday.

Transit Card Replacement Evidence – photos of my old and new transit cards, demonstrating that I had to replace my lost card and take new photos to do so. The date I received in January 2026 is after my transfer from De Anza College in November 2025, meaning I could not have been taking steps to replace my card at that time.

Student Government Witness Contact – a classmate from Student Government, who assisted me with replacing my lost card, can verify the circumstances.

International Student Status – as an international student, I am required to attend classes; missing class would jeopardize my visa and my ability to transfer schools.

Previous Caltrain Payment / Refund Evidence – demonstrating that I always purchase tickets for my rides and, in one case, a refund for an overpayment.

Screenshot Evidence – showing that I was unable to submit an online appeal through pticket.com.

Given this evidence, I strongly believe that:

I was not using Caltrain at the time of the alleged fare evasion.

It is possible that my lost transit card was misused by someone else, leading to this citation.

I respectfully request that Caltrain review the citation details, including the time, location, and circumstances, and consider revoking this citation. I understand that the lost transit card may have caused confusion, and I sincerely apologize for any misunderstanding, but I want to emphasize that I did not commit a fare violation.

Please let me know if any additional information or documentation is required. I would greatly appreciate a prompt review of this matter to prevent the Franchise Tax Board from taking collection actions.

Thank you very much for your attention and assistance.

Sincerely,
Yuhao Zhao
7385 Rainbow Dr Apt 3
Cupertino, CA 95014-5345
Email: kashvast@gmail.com

Phone: 408-480-0859

Attachments:

School Enrollment Verification

Proof of Residence

Calendar / Weekday Evidence

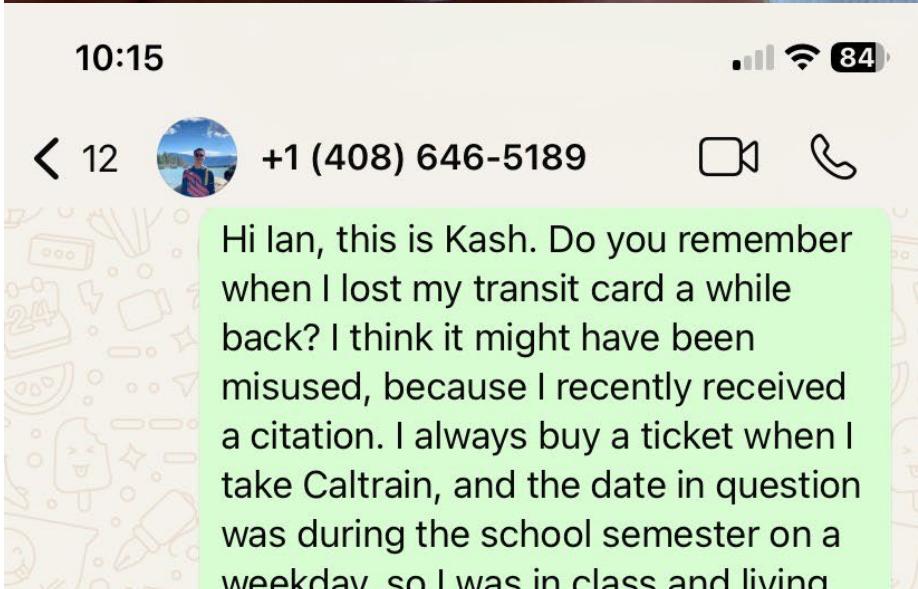
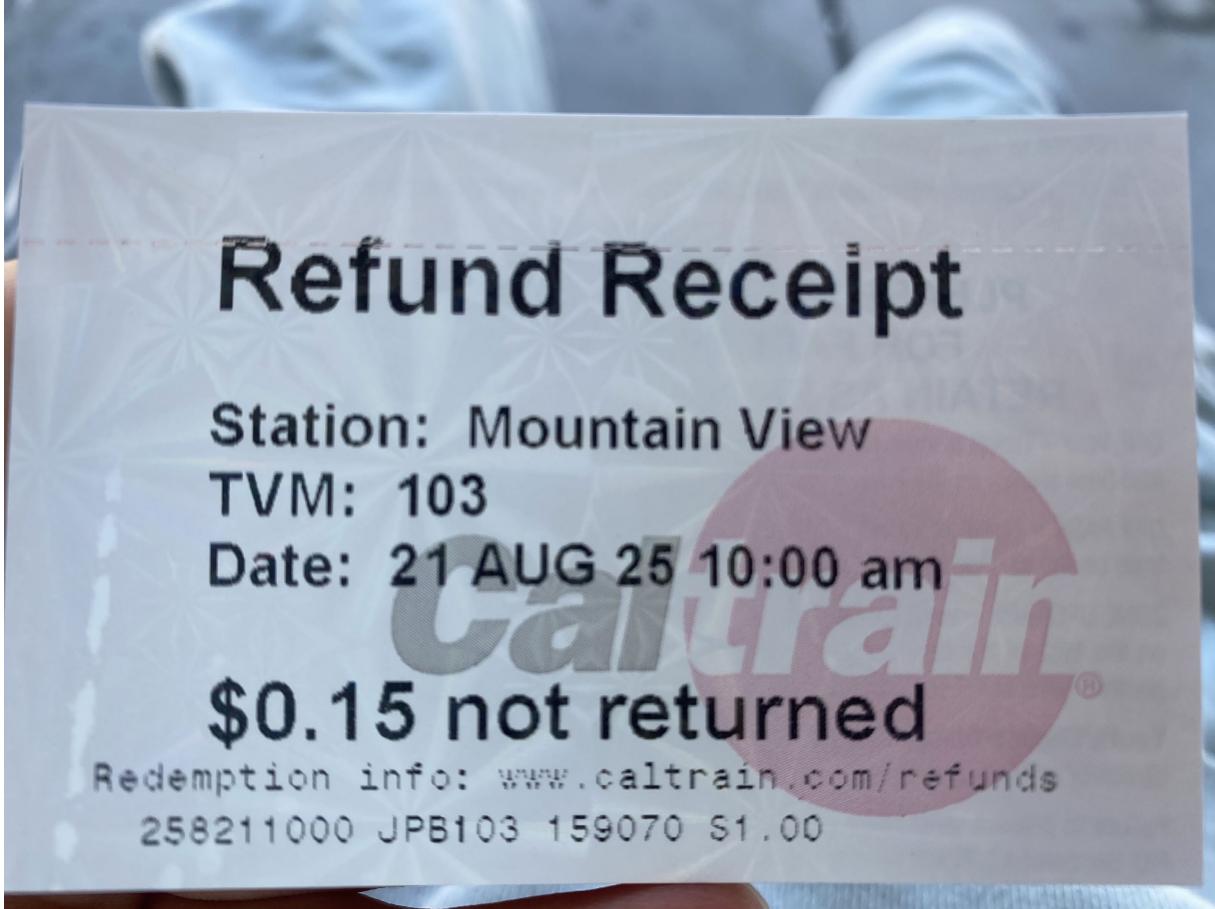
Photos of Old and New Transit Card

Student Government Witness Contact

School Transfer Record (showing photo update timeline)

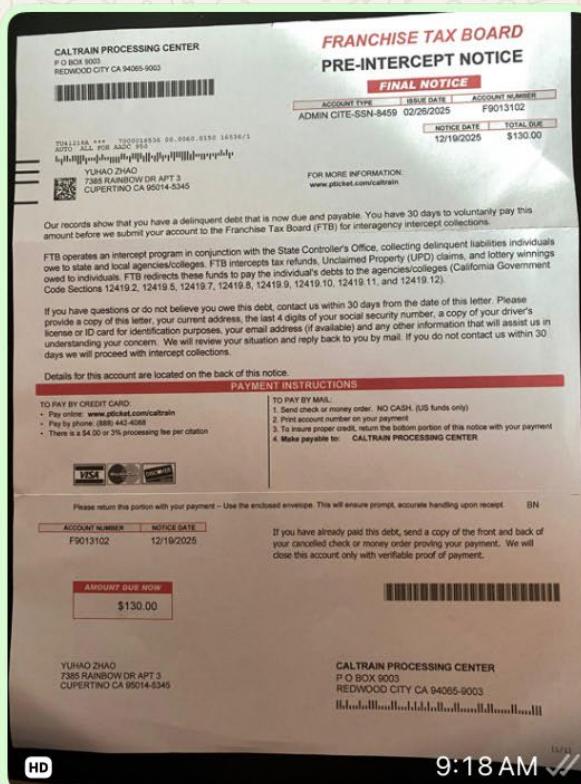
Previous Caltrain Payment / Refund Evidence

Screenshot of inability to submit online appeal



Wednesday, so I was in class and living near campus, with no reason to take the train. Could you help me by confirming that you were working at Student Government at school and helped me replace my lost card at that time? It would really help me clarify this situation. Thanks so much!

9:18 AM ✓



From: [Caltrain BOD Public Support](#)
To: carolliuyuhuan@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: My cal train violation contest
Date: Tuesday, January 13, 2026 11:22:56 AM

Dear Carol Liu,

Thank you for your message regarding Citation #39002719. After review, the citation has been dismissed, no further action is required.

We appreciate your patience and thank you for contacting us.

Sincerely,

Your Caltrain BOD Public Support Team

From: Carol Liu <carolliuyuhuan@gmail.com>
Sent: Tuesday, January 6, 2026 2:15:05 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: My cal train violation contest

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

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

Hi,

I submit a violation contest on 11/18 but still hasn't received anything. I submit all the information already. Please let me know when u can get the results for the contest. For this particular it is just a double tab.

This is the citation number: 39002719

Thanks
Carol

From: Caltrain BOD Public Support
Sent: Tuesday, January 13, 2026 11:28 AM
To: karthik_personal@hotmail.com
Cc: Board (@caltrain.com)
Subject: Re: Administrative Review Request Confirmation - Cite #52002962- Lic #70KKKA217

Dear Karthik Kannan,

Thank you for your message regarding Citation #52002962. This citation has been dismissed in the interest of justice.

We apologize for the delay in resolution and appreciate your patience.

Sincerely,

Your Caltrain BOD Public Support Team

From: Karthik Kannan <karthik_personal@hotmail.com>
Sent: Friday, January 2, 2026 9:03 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Administrative Review Request Confirmation - Cite #52002962- Lic #70KKKA217

Some people who received this message don't often get email from karthik_personal@hotmail.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.

Hi - I still have not received a response to this appeal after 6+ months! I called the number below and spoke to a representative - Arlette - on Jan 2nd and was told that this was still under review and to call back in 3 weeks. Is this correct? Is this simple issue of a Caltrain ticket - which I had purchased and had a screenshot too - taking this long to resolve? As I had mentioned, there is clear evidence of my purchase, so this is a legit appeal.

Thanks.

Citation number: **52002962**

Legit case of purchased ticket and screenshot at time of travel but was told that I needed to have the actual app installed which seems like a stretch of the requirement and a loophole to issue a ticket.

Karthik Kannan
(408) 306 1207

From: Karthik Kannan <karthik_personal@hotmail.com>
Sent: Friday, January 2, 2026 8:58 AM
To: CALTRAIN-Online Appeals <donotreply@pticket.com>
Subject: Re: Administrative Review Request Confirmation - Cite #52002962- Lic #70KKA217

Hi - I still have not received a response to this appeal after 6+ months! I called the number below and spoke to a representative - Arlette - on Jan 2nd and was told that this was still under review and to call back in 3 weeks. Is this correct? Is this simple issue of a Caltrain ticket - which I had purchased and had a screenshot too - taking this long to resolve? As I had mentioned, there is clear evidence of my purchase, so this is a legit appeal.

Thanks.

Karthik Kannan
(408) 306 1207

From: CALTRAIN-Online Appeals <donotreply@pticket.com>
Sent: Saturday, June 14, 2025 11:41 AM
To: karthik_personal@hotmail.com <karthik_personal@hotmail.com>
Subject: Administrative Review Request Confirmation - Cite #52002962- Lic #70KKA217

Parking citation administrative review confirmation.

===== PERSONAL INFORMATION =====

Date/Time : 6/14/2025 11:41:33 AM

Last Name : KANNAN
First Name : KARTHIK
Home Address : 27220 OHLONE LANE
 LOS ALTOS HILLS CA 94022
 US
Phone : 408-306-1207 ext:

E-Mail: karthik_personal@hotmail.com

===== CITATION INFORMATION =====

Citation/Ticket Number: 52002962

License/Vin: 70KKA217 CA

Issue date : 06/09/2025 12:51:00

Reason for contesting:

My wife bought my round-trip ticket for \$16.50 through her app and sent me the screenshot. But I learned on the train, for the first time, that screenshots are not accepted. Therefore, I am contesting the violation as its an obscure rule and unnecessarily harasses normal passengers who have paid money for their tickets.

If you wish to submit additional evidence to support your claim, please indicate method (U.S. mail or fax). All evidence must be submitted within 3 days of this appeal. For additional evidence to be considered you must submit a copy of the confirmation.

Reference Date: 6/14/2025 11:41:33 AM

Thank you for taking the time to fill out a review form. Your appeal is now under review and the fine is placed on hold until a decision is entered. At this time, you will not be required to pay the fine.

You should expect to receive a response within 30 days from the above date. If you do not receive a response within 30 days from the above date, please call 800-525-8553 to request the status of your appeal. Please have the citation number and reference date (above) available when you call. You may also check the status of your appeal at

<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.pticket.com%2FCALTRAIN&data=05%7C02%7C%7C1e8be450f0574e2a7dbd08ddab731862%7C84df9e7fe9f640afb435aaaaaaaaaa%7C1%7C0%7C638855232989595081%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOilwLjAuMDAwMCIsIlAiOijXaW4zMilsIkFOIjoiTWFpbCIsIldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=xLeVXqnEktdbgjTRZJydWlt%2BQHB2VQm1CJlG8580%2F%2BA%3D&reserved=0>.

If you change your address during this time frame, please call us so that we can update your records and send our response to the appropriate address. You will be responsible for additional penalties if the address is not current or correct.

PLEASE NOTE CONTESTING THE CITATION DOES NOT CLEAR YOUR RECORD. YOU ARE RESPONSIBLE FOR FOLLOWING UP ON YOUR APPEAL. To avoid penalties please check the status of your appeal at

<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.pticket.com%2FCALTRAIN&data=05%7C02%7C%7C1e8be450f0574e2a7dbd08ddab731862%7C84df9e7fe9f640afb435aaaaaaaaaa%7C1%7C0%7C638855232989609110%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOilwLjAuMDAwMCIsIlAiOijXaW4zMilsIkFOIjoiTWFpbCIsIldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=0Cnw3jom6rLlgq1KLAEfzJyS6WTh6lrUzpVo29Eqig%3D&reserved=0>. or by calling

800-525-8553

For your records, please keep this form attached to the original citation.