



JPB Citizens Advisory Committee
Meeting of June 17, 2026

Correspondence as of June 16, 2026

Subject

1. FORMAL COMPLAINT: Gross Professional Misconduct and Premature Gate Closure – Train 416 (SF Station, May 22, 2026)

-----Original Message-----

From: Hua Jiang <hua@huajiang.org>

Sent: Friday, May 22, 2026 6:16 PM

To: cacsecretary [@caltrain.com] <cacsecretary@caltrain.com>

Subject: FORMAL COMPLAINT: Gross Professional Misconduct and Premature Gate Closure – Train 416 (SF Station, May 22, 2026)

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To the Peninsula Corridor Joint Powers Board of Directors and Executive Leadership,

I am writing to file a formal complaint regarding an egregious incident of professional misconduct and operational failure that occurred today, Friday, May 22, 2026, at the San Francisco Caltrain Station involving Train 416 (scheduled departure at 3:48 PM).

Due to an inefficient, manual gate-checking process instituted by Caltrain staff, a massive bottleneck formed at the platform entrance. A large crowd of paying passengers, including myself, arrived well ahead of the departure time but was forced to wait in a slow-moving line to have our Clipper cards scanned.

Approximately two minutes prior to the scheduled 3:48 PM departure, the individual checking Clipper cards at the gate—whom I presume to be the train's conductor—abruptly and arbitrarily closed the platform doors. He flatly refused boarding to approximately 20 passengers who were standing patiently in line. When passengers reasonably pointed out that it was not yet departure time and that the delay was entirely due to Caltrain's slow screening process, the employee responded with extreme rudeness and a complete lack of professionalism.

The situation escalated to the point where a San Francisco station staff member actively intervened, arguing with the conductor on our behalf and physically reopening the gate door. Unfortunately, by the time the station staff bypassed the conductor's blockade, the physical doors on Train 416 were already closing, and the train departed, stranding all 20 of us on the platform.

While the San Francisco station staff member on duty at the gate expressed deep empathy and indicated he would file an internal report, I am submitting this formal complaint to guarantee a permanent, independent record of the event exists. The conductor's "guilty until proven innocent" mentality and blatant disregard for paying passengers is entirely unacceptable. Passengers should never be penalized or stranded due to Caltrain's internal operational inefficiencies.

I request a formal investigation into this incident, a review of the platform security and gate footage from this afternoon, and a strict disciplinary review regarding this employee's conduct. Furthermore, Caltrain must re-evaluate its manual gate-check protocols so that on-time passengers are never barred from boarding a train again.

I expect a formal response detailing how Caltrain intends to address this operational failure and employee misconduct.

Sincerely,

Hua Jiang