



JPB Board of Directors
Meeting of August 6, 2026

Correspondence as of August 5, 2026

**Subject**

1. Demand to Address Excessive Train Horn Noise Affecting Redwood City Residents
2. Re: Please Read: Concerning Caltrain Fare Verification Experience – *Corresponder response*
3. Re: Proposal for Youth Cabin – *Staff response*
4. Formal Notice – Alleged Participation and Complicity by Affiliated Bay Area and Los Angeles Area Governmental Entities, Their Employees, Officials, and Affiliated Entities in a Multi-State Criminal Enterprise
5. Re: Formal Notice – Alleged Participation and Complicity by Affiliated Bay Area and Los Angeles Area Governmental Entities, Their Employees, Officials, and Affiliated Entities in a Multi-State Criminal Enterprise
6. FW: Urgent! SMCTD - Appx \$16m Taxpayer \$\$ Spent on Long Term "Consultants" per year
7. Re: Please Read: Concerning Caltrain Fare Verification Experience
8. Re: Please Read: Concerning Caltrain Fare Verification Experience

From: [Amazing Grace messenger](#)
Cc: RCPD@redwoodcity.org; public.advisor@cpuc.ca.gov; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); citymanager@redwoodcity.org; codeenforcement@redwoodcity.org; council@redwoodcity.org; [Customer Service](#); csturken@redwoodcity.org; dhoward@redwoodcity.org; emartinezsaballos@redwoodcity.org; FRAPublicAffairs@dot.gov; ichu@redwoodcity.org; [Gee, Jeff \[jgee@redwoodcity.org\]](mailto:Gee, Jeff [jgee@redwoodcity.org]); letterforthemayor@cityofchicago.org
Subject: Demand to Address Excessive Train Horn Noise Affecting Redwood City Residents
Date: Friday, July 31, 2026 12:46:03 AM

Some people who received this message don't often get email from gracielamora007@gmail.com. [Learn why this is important](#)

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To whom it may concern,

Once again trying to find a solution to the late night Caltrain honking. The morning trains lowered their horn noise, but the late night Caltrain has not. They honk their horn well over midnight.

The Federal Railroad Administration states that a train horn must not exceed a maximum sound level of 110 dB(A) at 100 feet in the direction of travel. While train horns are an important safety feature, the excessive volume currently being used in Redwood City goes far beyond what is reasonable for surrounding neighborhoods.

I live nearly a mile from the Caltrain station, yet the train horns are so loud they regularly disturb the peace inside my home. Thousands of Redwood City residents are affected by this unnecessary noise pollution. There is no reasonable justification for people living this far away from the tracks to be awakened or disturbed by train horns, especially late at night.

I have noticed that the early morning Caltrain conductors have already reduced the volume of their horns, proving that it is possible to operate safely while minimizing unnecessary noise. I respectfully ask that the evening conductors follow the same practice and use only the minimum horn volume necessary for safety.

This is not simply an inconvenience—it is a quality-of-life issue. Excessive train horn noise disrupts sleep, increases stress, and negatively affects the health and well-being of thousands of Redwood City residents.

I also ask the City of Redwood City to explore long-term infrastructure improvements similar to those in Belmont, where the rail corridor is elevated above street level. Why can't Redwood City pursue similar solutions? As major apartment developments continue to be built throughout our city, developers are benefiting from significant growth and should be required to contribute to infrastructure improvements that reduce noise pollution and improve the quality of life for existing and future residents.

Redwood City deserves practical solutions—not excessive and unnecessary noise. If the morning Caltrain crews can safely reduce the horn volume, then the evening crews should be expected to do the same. It is time to restore the peace for the thousands of people who call Redwood City home.

Sincerely,

Grace Mora
(818)880-7827

----- Forwarded message -----

From: **Board (@caltrain.com)** <board@caltrain.com>

Date: Wed, Jul 22, 2026, 9:39 AM

Subject: Automatic reply: Demand to Address Excessive Train Horn Noise Affecting Redwood City Residents

To: Amazing Grace messenger <gracielamora007@gmail.com>

Hello – We have received your correspondence addressed to the Caltrain Board of Directors.

For your reference: all correspondence is reviewed and typically referred to Customer Service Team Experience for a response before being sent to the Board of Directors and all public correspondence received is routinely posted online weekly under each Board meeting Documents tab: [Board of Directors | Caltrain](#)

The Board of Directors values your input and appreciates your support for the transportation system in our community.

For your reference:

Caltrain Customer Service: 1-800-660-4287

Information for hearing impaired: (TTY) 650-508-6448

Office Address: [1250 San Carlos Avenue, San Carlos, CA 94070](#)

Office Phone: 650-508-6200

From: [Ashley D](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Please Read: Concerning Caltrain Fare Verification Experience
Date: Friday, July 31, 2026 10:56:44 AM
Attachments: [IMG_3220.PNG](#)

Some people who received this message don't often get email from ashd1906@gmail.com. [Learn why this is important](#)

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Dear Caltrain BOD Public Support Team,

Thank you for your prompt response.

I would like to reiterate one important point because I believe this is likely a broader technical issue rather than an isolated equipment failure.

The exact same problem occurred with three separate fare inspector handheld readers during my trip that day. The first time was when I boarded in San Francisco that morning. The fare inspector witnessed me tap my Apple Pay card before boarding, but when I immediately tapped their handheld reader, it incorrectly indicated that I had not paid.

The second time occurred on my return trip from Sunnyvale. Again, after I had tapped on with Apple Pay, the fare inspector's handheld reader showed that I had not paid and the citation process began. Because I insisted that I had paid, a second fare inspector came over with a different handheld reader to verify my payment. That reader also failed to recognize my valid fare.

Given that the same issue occurred across three different handheld readers in two separate incidents on the same day, I find it difficult to believe this was simply a coincidence involving multiple malfunctioning devices. It strongly suggests there may be a more widespread problem with the fare inspection system's ability to validate Apple Pay and/or credit card transactions.

I also want to emphasize that my Apple Pay transaction history confirms that my payments were processed correctly. The transaction records clearly show the correct starting stations where I tapped on and the correct fares charged. This indicates that the issue is not with Apple Pay or with my payment itself, but rather with the fare inspection system's ability to recognize valid payments.

In the meantime, I have absolutely no confidence in riding Caltrain again. Based on what happened, I have every reason to believe the exact same situation could occur on another trip, resulting in another humiliating and stressful fare inspection despite having paid correctly.

I also want to emphasize that I understand this situation was uncomfortable for the fare inspectors as well. They showed me the screens on their handheld devices, and those screens genuinely indicated that I had not paid. They were relying on the information their equipment provided.

I am a strong supporter of public transit, I rely on it because I cannot drive. It is deeply disappointing that I now feel I must use rideshare whenever I need to travel to the South Bay until this issue has been fully investigated and resolved. That is a significant financial burden for me, but after such an upsetting experience, I do not feel comfortable risking another similar situation.

Please let me know the results of the investigation and what Caltrain and Cubic determine to be the cause of this issue and how it will be resolved so I can feel comfortable riding Caltrain again.

Sincerely,
Ashley

On Fri, Jul 31, 2026 at 10:18 AM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Ashley,

Thank you for sharing your experience and for providing detailed information about your fare inspection issue.

We understand how frustrating this situation was, and we appreciate you bringing it to our attention. We will forward the information you provided to both Caltrain Operations and Cubic. We will coordinate with Caltrain Operations to identify the fare inspection device used during your trip and ask Cubic to investigate why your valid Apple Pay payment was not recognized by the handheld reader.

Thank you again for your feedback. We appreciate your patience while this matter is investigated.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>

Sent: Thursday, July 30, 2026 9:40 PM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Subject: FW: Please Read: Concerning Caltrain Fare Verification Experience

From: Ashley D <ashd1906@gmail.com>

Sent: Thursday, July 30, 2026 9:39:39 PM (UTC-08:00) Pacific Time (US & Canada)

To: Customer Service <customerservice@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>; MTABoard@sfmta.com <MTABoard@sfmta.com>; controller@sfgov.org <controller@sfgov.org>; waltonstaff@sfgov.org <waltonstaff@sfgov.org>; daniel.lurie@sfgov.org <daniel.lurie@sfgov.org>; SauterStaff@sfgov.org <SauterStaff@sfgov.org>

Subject: Please Read: Concerning Caltrain Fare Verification Experience

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Dear Caltrain and San Francisco Leadership,

I am writing because I had an upsetting experience on Caltrain today that I believe needs immediate resolution.

I want to be clear that my concern is not with the fare inspectors I interacted with. They were doing their job. I understand fare enforcement is important. My concern is that Caltrain's fare inspection technology is failing.

This morning, July 30, 2026, I boarded at the San Francisco station and used Apple Pay to tap on. The fare inspector standing at the door saw me tap my card. However, when I immediately tapped the inspector's handheld reader, it showed that I had not paid. Since the inspector had personally seen me tap on, I was allowed to board.

When I arrived in Sunnyvale, I tapped off normally. After the trip, I checked my Apple Pay transaction history. It showed that my trip started in San Francisco and charged the correct fare of \$10.75. This confirmed that my payment had gone through.

Unfortunately, the exact same thing happened again on my way home. I tapped in at Sunnyvale using the same Apple Pay card. During the trip, fare inspectors checked my payment, and their handheld reader again showed that I had not tapped in. They began the process of issuing me a citation.

I explained that I had paid my fare and that the issue appeared to be with the handheld reader. After a stressful back and forth, they allowed me to get off at Millbrae, tap my card again, and immediately get back on the train so they could test it. This time, their reader recognized my payment.

My Apple Pay transaction history confirmed that my Sunnyvale tap had worked. The Millbrae tap was recorded as the end of the trip, not the beginning of a new trip. It charged the \$6.25 fare from Sunnyvale to Millbrae and showed Sunnyvale as the starting station. This proves that a valid trip had already been started at Sunnyvale. I have attached a screenshot showing this.

All along I had done nothing wrong. The problem was completely that Caltrain's fare inspection equipment failed to recognize a valid payment. I also saw other passengers using Apple Pay and credit cards experience the same issue with the inspectors' handheld readers.

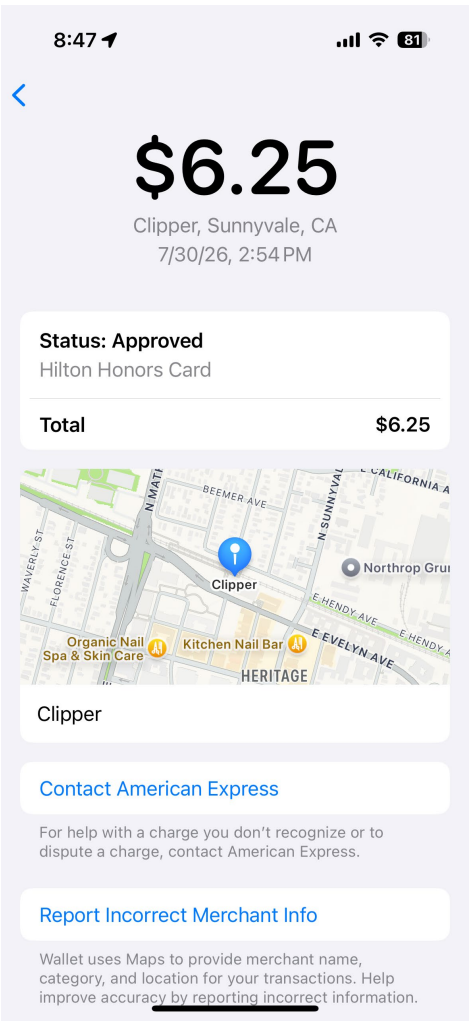
I rely on public transit because I cannot drive, and I was traveling to and from a job interview today. This situation was unjust, humiliating, and upsetting.

Caltrain has encouraged riders to use Apple Pay and credit cards in addition to Clipper.

Riders should be able to trust that these payment methods work and not be put in this position because of a technology failure.

I am asking Caltrain to investigate why valid payments are not being recognized by fare inspection devices and provide a clear explanation of what happened and how this issue will be fixed.

Sincerely,
Ashley



From: [Caltrain BOD Public Support](#)
To: chloefridgen9@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Proposal for Youth Cabin
Date: Friday, July 31, 2026 11:53:05 AM

Dear Samara, Ashley, and Chloe,

Thank you for reaching out and for sharing your thoughtful proposal to improve youth safety and accessibility on Caltrain.

We apologize that we were not able to partner with you as part of your capstone project.

We appreciate your interest in Caltrain and your dedication to developing innovative ideas to encourage more young people to use public transportation. We wish you all the best with your capstone project and your future endeavors, and we thank you for thinking of Caltrain as part of your work.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, July 22, 2026 2:30 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Proposal for Youth Cabin

From: Chloe Fridgen <chloefridgen9@gmail.com>
Sent: Wednesday, July 22, 2026 2:30:03 PM (UTC-08:00) Pacific Time (US & Canada)
To: Samara Jain <samara.v.jain@gmail.com>
Cc: cacsecretary [@caltrain.com] <cacsecretary@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>; ashley.shin.2009@gmail.com <ashley.shin.2009@gmail.com>
Subject: Re: Proposal for Youth Cabin

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Hi CalTrain Team!

I hope you are well. We just wanted to follow up on our proposal. We'd be happy to hear any feedback or suggestions that you may have. Please let us know as soon as possible, we are eager to collaborate with you.

Sincerely,

Chloe Fridgen

On Thu, Jul 16, 2026 at 2:37 PM Samara Jain <samara.v.jain@gmail.com> wrote:

Hi CalTrain Board and Members!

My name is Samara and I am a high schooler working with the Norman Mineta Summer Academy. I am working on this project with Ashley and Chloe, who are also on the email chain. We are creating a capstone project focused on increasing public transportation safety for youth.

We're designing a proposal for a youth train cabin on the CalTrain. We are wondering if you all have been working on ways to increase youth safety and accessibility on the train yet. Our proposal will help children and teens be able to use the CalTrain without worries of safety. Do you all have suggestions to help us? If it is possible to set this plan in action, we can further discuss how to proceed.

Based on our research, it's not very common to have this kind of cabin. As an avid train user myself it would make the CalTrain more secure and increase the amount of users. This is revolutionary because the Bay Area youth are the future to transport and many families aren't comfortable with their children riding the train with people they are not familiar with. It would also make the CalTrain a trailblazer in the public transport world by setting it ahead of many other transportation agencies.

We would love to hear your feedback and thoughts on our proposal. It is in very early stages but we have about 10 days for our capstone and so we are trying to fast track our proposal, but maybe not the implementation of the cabin. We look forward to your reply and furthering our project.

Thanks so much!

Samara, Ashley, and Chloe

From: jairdhernandez@icloud.com
To: info@sfcityattorney.org; commission@sfwater.org; BARTmedia@bart.gov; nbo@ebmud.com; admit@ccsf.edu; CustomerCare@spha.org; BARTmedia@bart.gov; bridgecomments@goldengate.org; contactus@walnut-creek.org; DAOOffice@contracostada.org; icampopiano@walnutcreeksd.org; identic@auhsd.schools.org; council@berkeleyca.gov; membership@ebparks.org; enroll@ousd.org; cityadministratorsoffice@oaklandca.gov; HR@Berkeley.net; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); warnec@smccd.edu; john.snow@lacity.org; claims.claims@ladwp.com; secretariat@lausd.net; veres@laccd.edu; Contact_Us@counsel.lacounty.gov; claims@metro.net; webmaster@polb.com; CityofLongBeachHR@LongBeach.Gov; voe.hrs@lbschools.net; attorney.mailbox@santamonica.gov; mcanady@smmud.org; sortiz@scppa.org; answers@bur.org; yneukian@glendaleca.gov; GWPCustomerService@GlendaleCA.gov; WPD_Answerline@cityofpasadena.net; bhpra@beverlyhills.org
Cc: [Criminal Division](#); [Ncsc Etd Partnership](#); [USAE0-VictimOmbudsman](#); [Cisa Occ](#); [central@cisa.gov](#); [OPLA-DCLD-TortClaims](#); [Victim.Liaison.VESL](#); [Qsd Business Defense](#); [Oigcounsel](#); [ombudsman@sec.gov](#); [terrorism prevention@hq.dhs.gov](#); [Secret Service](#); [Jair Hernandez](#); [Jair Hernandez](#); [FCC Privacy](#); [privacy@google.com](#); [privacy@squareup.com](#); [privacy@state.gov](#); [PRA@fcc.gov](#); [NPIC@state.gov](#); [info@osc.gov](#); [hotline@fcc.gov](#); [oig@ftc.gov](#); [ECD@cisa.dhs.gov](#); [legal@ncmec.org](#); [media@ncmec.org](#); [Cybersecurity Requests](#); [MediaRelations@nsa.gov](#); [victim.assistance@ic.fbi.gov](#); [community.outreach@dea.gov](#); [jair@4pllc.io](#); [legal@x.ai](#); [pcsf@usdoj.gov](#); [ATRJudgmentCompliance@usdoj.gov](#); [usmstips@usdoj.gov](#); [messina.edward@epa.gov](#); [willis.kristen@epa.gov](#); [wilbur.donald@epa.gov](#); [borges.shannon@epa.gov](#); [vogel.dana@epa.gov](#); [kottmyeram@state.gov](#); [legalnet@state.gov](#); [212ewaiver@state.gov](#); [Aminta.Bhutani@dea.gov](#); [attorney@arapahoegov.com](#); [consumer@da18.state.co.us](#); [VictimComp@coda18.gov](#); [kmcklem@arapahoegov.com](#); [POST@coag.gov](#); [certification@coag.gov](#); [adam.alban@state.co.us](#); [stacey.alles@state.co.us](#); [gina.salazar@state.co.us](#); [sherri.maxwell@state.co.us](#); [state_centralapproval@state.co.us](#); [Paul.Reynolds@state.co.us](#); [KennyHodges@elpasoco.com](#); [CityAtty@coloradosprings.gov](#); [Prosecution.Attorney@coloradosprings.gov](#); [04SelfHelp@judicial.state.co.us](#); [sheri.king@judicial.state.co.us](#); [Afsoon.Ansari@state.co.us](#); [brian.lyons@state.co.us](#); [julie.mileham@state.co.us](#); [lee.taylor@state.co.us](#); [corey.riley@state.co.us](#); [r8eisc@epa.gov](#); [atftips@atf.gov](#); [Denver.Outreach@ice.dhs.gov](#); [Dolores.Poeppel@state.co.us](#); [office.ccdhdb@state.co.us](#); [cdhs_ocfmh_info@state.co.us](#); [USACO.PublicAffairs@usdoj.gov](#); [PPEAC05@gmail.com](#); [cdhs_aps_questions@state.co.us](#); [ENG-ExecAssistant-S@bop.gov](#); [FLX-ExecAssistant-S@bop.gov](#); [doc_vsu@state.co.us](#); [atftips@atf.gov](#); [jairtx@icloud.com](#)
Subject: Formal Notice – Alleged Participation and Complicity by Affiliated Bay Area and Los Angeles Area Governmental Entities, Their Employees, Officials, and Affiliated Entities in a Multi-State Criminal Enterprise
Date: Saturday, August 1, 2026 9:00:19 PM
Importance: High

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August 1, 2026

Jair D. Hernandez CEO and Founder 4P LLC (DBA JAIR 4P LLC) and Ultra Brogito LLC 1500 N Grant St #4186, Denver, CO 80203 Mailing Address: 16192 Coastal Highway, Lewes, DE 19958 Email: jair@4pllc.io

City and County of San Francisco San Francisco Public Utilities Commission (SFPUC) San Francisco Municipal Transportation Agency (SFMTA) San Francisco Unified School District (SFUSD) City College of San Francisco (CCSF) San Francisco Housing Authority Bay Area Rapid Transit (BART) Golden Gate Bridge Highway & Transportation District City of Walnut Creek Contra Costa County Contra Costa Community College District Walnut Creek School District Acalanes Union High School District East Bay Municipal Utility District (EBMUD) East Bay Regional Park District Oakland Unified School District City of Oakland City of Berkeley Berkeley Unified School District Peninsula Corridor Joint Powers Board (Caltrain) San Mateo County Community College District

City of Los Angeles Los Angeles Department of Water and Power (LADWP) Los Angeles Unified School District (LAUSD) Los Angeles Community College District (LACCD) Los Angeles County Los Angeles County Metropolitan Transportation Authority Port of Los Angeles (Harbor Department) Port of Long Beach City of Long Beach Long Beach Unified School District City of Santa Monica Santa Monica-Malibu Unified School District Metropolitan Water District of Southern California (MWD) Southern California Public Power Authority (SCPPA) Burbank-Glendale-Pasadena Airport Authority City of Glendale Glendale Water & Power City of Pasadena Pasadena Water & Power City of Beverly Hills

And Other Affiliated Bay Area and Los Angeles Area Governmental Entities

Re: Formal Notice – Alleged Participation and Complicity by the City and County of San Francisco, San Francisco Public Utilities Commission (SFPUC), San Francisco Municipal Transportation Agency (SFMTA), San Francisco Unified School District (SFUSD), City College of San Francisco (CCSF), San Francisco Housing Authority, Bay Area Rapid Transit (BART), Golden Gate Bridge Highway & Transportation District, City of Walnut Creek, Contra Costa County, Contra Costa Community College District, Walnut Creek School District, Acalanes Union High School District, East Bay Municipal Utility District (EBMUD), East Bay Regional Park District, Oakland Unified School District, City of Oakland, City of Berkeley, Berkeley Unified School District, Peninsula Corridor Joint Powers Board (Caltrain), San Mateo County Community College District, City of Los Angeles, Los Angeles Department of Water and Power (LADWP), Los Angeles Unified School District (LAUSD), Los Angeles Community College District (LACCD), Los Angeles County, Los Angeles County Metropolitan Transportation Authority, Port of Los Angeles (Harbor Department), Port of Long Beach, City of Long Beach, Long Beach Unified School District, City of Santa Monica, Santa Monica-Malibu Unified School District, Metropolitan Water District of Southern California (MWD), Southern California Public Power Authority (SCPPA), Burbank-Glendale-Pasadena Airport Authority, City of Glendale, Glendale Water & Power, City of Pasadena, Pasadena Water & Power, City of Beverly Hills, and Other Affiliated Bay Area and Los Angeles Area Governmental Entities, Their Employees, Officials, and Affiliated Entities in a Multi-State Criminal Enterprise Involving Bio-Hazard Retaliation, Hate Crimes, Fraud on Courts, Obstruction of Federal Law Enforcement, Color of Law Violations, Device Hacking, Psychiatric Abuse, and Related Predicate Acts – Previously Reported in FBI Hate Crime Reports, IRS/SEC Whistleblower Reports, and Reports to DHS, ICE, State Department, Department of War, U.S. Army Counterintelligence, Air Force Office of Special Investigations, and CIA – Demand for Immediate Investigation, Record Preservation, and Full Cooperation with Federal Authorities

Dear Mayors, Boards of Supervisors, Superintendents, General Managers, and Legal Departments:

I am the victim of a coordinated multi-state criminal enterprise that has operated since 2018, with the violations originating in Texas in 2024 and significant escalation in Colorado since April 13, 2026. This enterprise has engaged in device hacking, low-audio psychological coercion, bio-hazard retaliation through the intentional introduction of human and animal waste into rooms and facilities via air conditioning units and ventilation systems, hate crimes, false criminal accusations, sexual harassment, obstruction of communications with federal agencies, voter intimidation, and psychiatric abuse.

Participation and Complicity of the Identified Entities

The governmental entities listed above, their employees, officials, and affiliated entities have participated in or enabled this criminal enterprise. This includes obstructing federal law enforcement investigations, facilitating or failing to correct fraudulent documentation, interfering with the victim's ability to pursue legal claims against the State of Texas and other entities, and enabling ongoing hate crimes, cyber intrusions, environmental violations, and psychiatric abuse.

Not all affiliated Bay Area and Los Angeles Area governmental entities that may be involved or connected to this enterprise are necessarily listed in this notice.

Additional entities may be identified and noticed as further information is developed.

The pattern of conduct previously documented in Texas has been facilitated and extended by networks connected to these entities.

Specific Violations and Applicable Legal Framework

The following predicate acts have been committed or enabled by the criminal enterprise with the participation or complicity of the identified entities. These crimes have been previously reported in FBI Hate Crime Reports, IRS and SEC Whistleblower Reports, and reports submitted to DHS, ICE, U.S. Department of State, Department of War, U.S. Army Counterintelligence, Air Force Office of Special Investigations, and CIA.

Specific violations include:

- **RICO and Conspiracy:** Pattern of racketeering activity in violation of 18 U.S.C. § 1962; conspiracy to commit offenses against the United States in violation of 18 U.S.C. § 371. See *Rotella v. Wood*, 528 U.S. 549 (2000).
- **Conspiracy Against Rights and Color of Law:** 18 U.S.C. § 241 and 18 U.S.C. § 242.

Computer Fraud and Abuse: 18 U.S.C. § 1030.

- **Obstruction of Justice and Witness Tampering:** 18 U.S.C. § 1505 and 18 U.S.C. § 1512.
- **Hate Crimes:** 18 U.S.C. § 245 and 18 U.S.C. § 249; 42 U.S.C. § 2000d (Title VI).
- **Bio-hazard Retaliation and Environmental Crimes:** Resource Conservation and Recovery Act (RCRA), 42 U.S.C. § 6901 et seq., and Clean Air Act, 42 U.S.C. § 7401 et seq.
- **Theft of Trade Secrets and Economic Espionage:** 18 U.S.C. §§ 1831–1832.
- **Fraud on the Court** across multiple jurisdictions.
- **Fruit of the Poisonous Tree:** *Wong Sun v. United States*, 371 U.S. 471 (1963) and progeny.
- **Institutional Liability:** *Monell v. Department of Social Services*, 436 U.S. 658 (1978).
- Psychiatric abuse as part of the coordinated enterprise.

Not all violations committed by the criminal enterprise and its participants are listed herein. Additional predicate acts and violations continue to be identified and reported to the appropriate federal authorities.

Demand for Action

The identified entities are requested to:

1. Conduct a full internal investigation into all departments, employees, officials, systems, and operations involved in or complicit with the criminal enterprise.
2. Preserve all records, communications, surveillance footage, and documents related to the victim's interactions and reports.
3. Fully cooperate with the U.S. Department of Justice Civil Rights Division, FBI, DHS, ICE, EPA, and other federal agencies.
4. Refer all criminal aspects for prosecution.

Failure to take the actions requested herein will be documented for the record and will support additional civil claims, including treble damages under RICO.

No Precedent Clause Any settlement, payment, resolution, or enforcement action involving any of the identified entities or any affiliated entity shall not create a legal precedent, estoppel, waiver, or limitation on claims, damages, or awards against any other defendants or responsible parties in this matter or in related proceedings. Failure to take appropriate action will be documented and may increase potential exposure. Damages, including interest, will be assessed in court. All prior formal notices and demands previously submitted regarding this criminal enterprise remain in full force and effect.

This submission is made under penalty of perjury. The information contained herein is true and correct to the best of my knowledge. I am prepared to provide additional evidence and documentation upon request.

Best,
Jair

Jair D. Hernandez
CEO and Founder
4P LLC and Ultra Brogito LLC
1500 N Grant St. #4186
Denver, CO 80203
: 302-200-9650 | : 310-579-2982
: [4P, LLC](#) | X: [@jair4pllc](#)

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From: jairdhernandez@icloud.com
To: jairdhernandez@icloud.com; info@sfcityattorney.org; commission@sfwater.org; BARTmedia@bart.gov; nbo@ebmud.com; admit@ccsf.edu; CustomerCare@sfha.org; bridgecomments@goldengate.org; contactus@walnut-creek.org; DAOoffice@contracostada.org; jcampopiano@walnutcreeksd.org; idencic@auhsdschools.org; membership@ebparks.org; enroll@ousd.org; cityadministratoroffice@oaklandca.gov; council@berkeleyca.gov; HR@Berkeley.net; Board@Caltrain.com; warnec@smccd.edu; john.snow@lacity.org; claims.claims@ladwp.com; secretariat@lausd.net; veres@laccd.edu; Contact_Us@counsel.lacounty.gov; claims@metro.net; webmaster@polb.com; CityofLongBeachHR@LongBeach.Gov; voe.hrs@lbschools.net; attorney.mailbox@santamonica.gov; mcanady@smmud.org; sortiz@scppa.org; answers@bur.org; yneukian@glendaleca.gov; GWPCustomerService@GlendaleCA.gov; WPD_Answerline@cityofpasadena.net; bhpra@beverlyhills.org
Cc: [Criminal Division](#); [Ncsc Etd Partnership](#); [USAEO-VictimOmbudsman](#); [Cisa Occ](#); central@cisa.gov; [OPLA-DCLD-TortClaims](#); [Victim.Liaison.VESL](#); [Qsd Business Defense](#); [Oigcounsel](#); ombudsman@sec.gov; terrorism prevention@hq.dhs.gov; [Secret Service](#); [Jair Hernandez](#); [FCC Privacy](#); privacy@google.com; privacy@squareup.com; privacy@state.gov; PRA@fcc.gov; NPIC@state.gov; info@osc.gov; hotline@fcc.gov; oig@ftc.gov; ECD@cisa.dhs.gov; legal@ncmec.org; media@ncmec.org; [Cybersecurity Requests](#); [MediaRelations@nsa.gov](#); victim.assistance@ic.fbi.gov; community.outreach@dea.gov; jair@4pllc.io; legal@x.ai; pcsf@usdoj.gov; ATRJudgmentCompliance@usdoj.gov; usmstips@usdoj.gov; messina.edward@epa.gov; willis.kristen@epa.gov; wilbur.donald@epa.gov; borges.shannon@epa.gov; vogel.dana@epa.gov; kottmyeram@state.gov; legalnet@state.gov; 212ewave@state.gov; Aminta.Bhutani@dea.gov; attorney@arapahoegov.com; consumer@da18.state.co.us; VictimComp@coda18.gov; kmcklem@arapahoegov.com; POST@coag.gov; certification@coag.gov; adam.alban@state.co.us; stacey.alles@state.co.us; gina.salazar@state.co.us; sherri.maxwell@state.co.us; state_centralapproval@state.co.us; Paul.Reynolds@state.co.us; KennyHodges@elpasoco.com; CityAtty@coloradosprings.gov; Prosecution.Attorney@coloradosprings.gov; 04SelfHelp@judicial.state.co.us; sheri.king@judicial.state.co.us; Afsoon.Ansari@state.co.us; brian.lyons@state.co.us; julie.mileham@state.co.us; lee.taylor@state.co.us; corey.riley@state.co.us; r8eisc@epa.gov; atftips@atf.gov; Denver.Outreach@ice.dhs.gov; Dolores.Poeppel@state.co.us; office.ccdhdb@state.co.us; cdhs_ocfmh_info@state.co.us; USACO.PublicAffairs@usdoj.gov; PPEAC05@gmail.com; cdhs_aps_questions@state.co.us; ENG-ExecAssistant-S@bop.gov; FLX-ExecAssistant-S@bop.gov; doc_vsu@state.co.us; jairtx@icloud.com
Subject: Re: Formal Notice – Alleged Participation and Complicity by Affiliated Bay Area and Los Angeles Area Governmental Entities, Their Employees, Officials, and Affiliated Entities in a Multi-State Criminal Enterprise
Date: Sunday, August 2, 2026 6:03:26 PM

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1780 Aeroplaza Dr, Colorado Springs, CO 80916

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From: jairdhernandez@icloud.com <jairdhernandez@icloud.com>
Sent: Saturday, August 1, 2026 10:00:05 PM
To: info@sfcityattorney.org <info@sfcityattorney.org>; commission@sfwater.org <commission@sfwater.org>; BARTmedia@bart.gov <BARTmedia@bart.gov>; nbo@ebmud.com <nbo@ebmud.com>; admit@ccsf.edu <admit@ccsf.edu>; CustomerCare@sfha.org <CustomerCare@sfha.org>; BARTmedia@bart.gov <BARTmedia@bart.gov>; bridgecomments@goldengate.org <bridgecomments@goldengate.org>; contactus@walnut-creek.org <contactus@walnut-creek.org>; DAOoffice@contracostada.org <DAOoffice@contracostada.org>; jcampopiano@walnutcreeksd.org <jcampopiano@walnutcreeksd.org>; idencic@auhsdschools.org <idencic@auhsdschools.org>; membership@ebparks.org <membership@ebparks.org>; enroll@ousd.org <enroll@ousd.org>; cityadministratoroffice@oaklandca.gov <cityadministratoroffice@oaklandca.gov>; council@berkeleyca.gov <council@berkeleyca.gov>; HR@Berkeley.net <HR@Berkeley.net>; Board@Caltrain.com <Board@Caltrain.com>;

warnecc@smccd.edu <warnecc@smccd.edu>; john.snow@lacity.org <john.snow@lacity.org>;
claims.claims@ladwp.com <claims.claims@ladwp.com>; secretariat@lausd.net
<secretariat@lausd.net>; veres@laccd.edu <veres@laccd.edu>; Contact_Us@counsel.lacounty.gov
<Contact_Us@counsel.lacounty.gov>; claims@metro.net <claims@metro.net>;
webmaster@polb.com <webmaster@polb.com>; CityofLongBeachHR@LongBeach.Gov
<CityofLongBeachHR@LongBeach.Gov>; voe.hrs@lbschools.net <voe.hrs@lbschools.net>;
attorney.mailbox@santamonica.gov <attorney.mailbox@santamonica.gov>; mcanady@smmusd.org
<mcanady@smmusd.org>; sortiz@scppa.org <sortiz@scppa.org>; answers@bur.org
<answers@bur.org>; yneukian@glendaleca.gov <yneukian@glendaleca.gov>;
GWPCustomerService@GlendaleCA.gov <GWPCustomerService@GlendaleCA.gov>;
WPD_Answerline@cityofpasadena.net <WPD_Answerline@cityofpasadena.net>;
bhpra@beverlyhills.org <bhpra@beverlyhills.org>
Cc: Criminal Division <criminal.division@usdoj.gov>; Ncsc Etd Partnership
<ncsc_etd_partnership@odni.gov>; USAEO-VictimOmbudsman
<usaeo.victimombudsman@usdoj.gov>; Cisa Occ <cisa.occ@cisa.dhs.gov>; central@cisa.gov
<central@cisa.gov>; OPLA-DCLD-TortClaims <opla-dclld-tortclaims@ice.dhs.gov>;
Victim.Liaison.VESL <victim.liaison.vesl@ice.dhs.gov>; Osd Business Defense
<osd.business.defense@mail.mil>; Oigcounsel <oigcounsel@oig.treas.gov>; ombudsman@sec.gov
<ombudsman@sec.gov>; terrorismprevention@hq.dhs.gov <terrorismprevention@hq.dhs.gov>;
Secret Service <mostwanted@uss.s.dhs.gov>; Jair Hernandez <real.ultrabrogito@gmail.com>; Jair
Hernandez <4pllc.jdh@gmail.com>; FCC Privacy <privacy@fcc.gov>; privacy@google.com
<privacy@google.com>; privacy@squareup.com <privacy@squareup.com>; privacy@state.gov
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victim.assistance@ic.fbi.gov <victim.assistance@ic.fbi.gov>; community.outreach@dea.gov
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pcsf@usdoj.gov <pcsf@usdoj.gov>; ATRJudgmentCompliance@usdoj.gov
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messina.edward@epa.gov <messina.edward@epa.gov>; willis.kristen@epa.gov
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<legalnet@state.gov>; 212ewaiver@state.gov <212ewaiver@state.gov>; Aminta.Bhutani@dea.gov
<Aminta.Bhutani@dea.gov>; attorney@arapahoegov.com <attorney@arapahoegov.com>;
consumer@da18.state.co.us <consumer@da18.state.co.us>; VictimComp@coda18.gov
<VictimComp@coda18.gov>; kmcklem@arapahoegov.com <kmcklem@arapahoegov.com>;
POST@coag.gov <POST@coag.gov>; certification@coag.gov <certification@coag.gov>;
adam.alban@state.co.us <adam.alban@state.co.us>; stacey.alles@state.co.us
<stacey.alles@state.co.us>; gina.salazar@state.co.us <gina.salazar@state.co.us>;
sherri.maxwell@state.co.us <sherri.maxwell@state.co.us>; state_centralapproval@state.co.us
<state_centralapproval@state.co.us>; Paul.Reynolds@state.co.us <Paul.Reynolds@state.co.us>;
KennyHodges@elpasoco.com <KennyHodges@elpasoco.com>; CityAtty@coloradosprings.gov
<CityAtty@coloradosprings.gov>; Prosecution.Attorney@coloradosprings.gov
<Prosecution.Attorney@coloradosprings.gov>; 04SelfHelp@judicial.state.co.us
<04SelfHelp@judicial.state.co.us>; sheri.king@judicial.state.co.us
<sherri.king@judicial.state.co.us>; Afsoon.Ansari@state.co.us <Afsoon.Ansari@state.co.us>;
brian.lyons@state.co.us <brian.lyons@state.co.us>; julie.mileham@state.co.us
<julie.mileham@state.co.us>; lee.taylor@state.co.us <lee.taylor@state.co.us>;
corey.riley@state.co.us <corey.riley@state.co.us>; r8eisc@epa.gov <r8eisc@epa.gov>;
atftips@atf.gov <atftips@atf.gov>; Denver.Outreach@ice.dhs.gov <denver.outreach@ice.dhs.gov>;

Dolores.Poeppel@state.co.us <Dolores.Poeppel@state.co.us>; office.ccdhdb@state.co.us <office.ccdhdb@state.co.us>; cdhs_ocfmh_info@state.co.us <cdhs_ocfmh_info@state.co.us>; USACO.PublicAffairs@usdoj.gov <USACO.PublicAffairs@usdoj.gov>; PPEAC05@gmail.com <PPEAC05@gmail.com>; cdhs_aps_questions@state.co.us <cdhs_aps_questions@state.co.us>; ENG-ExecAssistant-S@bop.gov <ENG-ExecAssistant-S@bop.gov>; FLX-ExecAssistant-S@bop.gov <FLX-ExecAssistant-S@bop.gov>; doc_vsu@state.co.us <doc_vsu@state.co.us>; atftips@atf.gov <atftips@atf.gov>; jairtx@icloud.com <jairtx@icloud.com>

Subject: Formal Notice – Alleged Participation and Complicity by Affiliated Bay Area and Los Angeles Area Governmental Entities, Their Employees, Officials, and Affiliated Entities in a Multi-State Criminal Enterprise

August 1, 2026

Jair D. Hernandez CEO and Founder 4P LLC (DBA JAIR 4P LLC) and Ultra Brogito LLC 1500 N Grant St #4186, Denver, CO 80203 Mailing Address: 16192 Coastal Highway, Lewes, DE 19958 Email: jair@4pllc.io

City and County of San Francisco San Francisco Public Utilities Commission (SFPUC) San Francisco Municipal Transportation Agency (SFMTA) San Francisco Unified School District (SFUSD) City College of San Francisco (CCSF) San Francisco Housing Authority Bay Area Rapid Transit (BART) Golden Gate Bridge Highway & Transportation District City of Walnut Creek Contra Costa County Contra Costa Community College District Walnut Creek School District Acalanes Union High School District East Bay Municipal Utility District (EBMUD) East Bay Regional Park District Oakland Unified School District City of Oakland City of Berkeley Berkeley Unified School District Peninsula Corridor Joint Powers Board (Caltrain) San Mateo County Community College District

City of Los Angeles Los Angeles Department of Water and Power (LADWP) Los Angeles Unified School District (LAUSD) Los Angeles Community College District (LACCD) Los Angeles County Los Angeles County Metropolitan Transportation Authority Port of Los Angeles (Harbor Department) Port of Long Beach City of Long Beach Long Beach Unified School District City of Santa Monica Santa Monica-Malibu Unified School District Metropolitan Water District of Southern California (MWD) Southern California Public Power Authority (SCPPA) Burbank-Glendale-Pasadena Airport Authority City of Glendale Glendale Water & Power City of Pasadena Pasadena Water & Power City of Beverly Hills

And Other Affiliated Bay Area and Los Angeles Area Governmental Entities

Re: Formal Notice – Alleged Participation and Complicity by the City and County of San Francisco, San Francisco Public Utilities Commission (SFPUC), San Francisco Municipal Transportation Agency (SFMTA), San Francisco Unified School District

(SFUSD), City College of San Francisco (CCSF), San Francisco Housing Authority, Bay Area Rapid Transit (BART), Golden Gate Bridge Highway & Transportation District, City of Walnut Creek, Contra Costa County, Contra Costa Community College District, Walnut Creek School District, Acalanes Union High School District, East Bay Municipal Utility District (EBMUD), East Bay Regional Park District, Oakland Unified School District, City of Oakland, City of Berkeley, Berkeley Unified School District, Peninsula Corridor Joint Powers Board (Caltrain), San Mateo County Community College District, City of Los Angeles, Los Angeles Department of Water and Power (LADWP), Los Angeles Unified School District (LAUSD), Los Angeles Community College District (LACCD), Los Angeles County, Los Angeles County Metropolitan Transportation Authority, Port of Los Angeles (Harbor Department), Port of Long Beach, City of Long Beach, Long Beach Unified School District, City of Santa Monica, Santa Monica-Malibu Unified School District, Metropolitan Water District of Southern California (MWD), Southern California Public Power Authority (SCPPA), Burbank-Glendale-Pasadena Airport Authority, City of Glendale, Glendale Water & Power, City of Pasadena, Pasadena Water & Power, City of Beverly Hills, and Other Affiliated Bay Area and Los Angeles Area Governmental Entities, Their Employees, Officials, and Affiliated Entities in a Multi-State Criminal Enterprise Involving Bio-Hazard Retaliation, Hate Crimes, Fraud on Courts, Obstruction of Federal Law Enforcement, Color of Law Violations, Device Hacking, Psychiatric Abuse, and Related Predicate Acts – Previously Reported in FBI Hate Crime Reports, IRS/SEC Whistleblower Reports, and Reports to DHS, ICE, State Department, Department of War, U.S. Army Counterintelligence, Air Force Office of Special Investigations, and CIA – Demand for Immediate Investigation, Record Preservation, and Full Cooperation with Federal Authorities

Dear Mayors, Boards of Supervisors, Superintendents, General Managers, and Legal Departments:

I am the victim of a coordinated multi-state criminal enterprise that has operated since 2018, with the violations originating in Texas in 2024 and significant escalation in Colorado since April 13, 2026. This enterprise has engaged in device hacking, low-audio psychological coercion, bio-hazard retaliation through the intentional introduction of human and animal waste into rooms and facilities via air conditioning units and ventilation systems, hate crimes, false criminal accusations, sexual harassment, obstruction of communications with federal agencies, voter intimidation, and psychiatric abuse.

Participation and Complicity of the Identified Entities

The governmental entities listed above, their employees, officials, and affiliated entities have

participated in or enabled this criminal enterprise. This includes obstructing federal law enforcement investigations, facilitating or failing to correct fraudulent documentation, interfering with the victim's ability to pursue legal claims against the State of Texas and other entities, and enabling ongoing hate crimes, cyber intrusions, environmental violations, and psychiatric abuse.

Not all affiliated Bay Area and Los Angeles Area governmental entities that may be involved or connected to this enterprise are necessarily listed in this notice.

Additional entities may be identified and noticed as further information is developed.

The pattern of conduct previously documented in Texas has been facilitated and extended by networks connected to these entities.

Specific Violations and Applicable Legal Framework

The following predicate acts have been committed or enabled by the criminal enterprise with the participation or complicity of the identified entities. These crimes have been previously reported in FBI Hate Crime Reports, IRS and SEC Whistleblower Reports, and reports submitted to DHS, ICE, U.S. Department of State, Department of War, U.S. Army Counterintelligence, Air Force Office of Special Investigations, and CIA.

Specific violations include:

- **RICO and Conspiracy:** Pattern of racketeering activity in violation of 18 U.S.C. § 1962; conspiracy to commit offenses against the United States in violation of 18 U.S.C. § 371. See *Rotella v. Wood*, 528 U.S. 549 (2000).
- **Conspiracy Against Rights and Color of Law:** 18 U.S.C. § 241 and 18 U.S.C. § 242.
- **Computer Fraud and Abuse:** 18 U.S.C. § 1030.
- **Obstruction of Justice and Witness Tampering:** 18 U.S.C. § 1505 and 18 U.S.C. § 1512.
- **Hate Crimes:** 18 U.S.C. § 245 and 18 U.S.C. § 249; 42 U.S.C. § 2000d (Title VI).
- **Bio-hazard Retaliation and Environmental Crimes:** Resource Conservation and Recovery Act (RCRA), 42 U.S.C. § 6901 et seq., and Clean Air Act, 42 U.S.C. § 7401 et seq.
- **Theft of Trade Secrets and Economic Espionage:** 18 U.S.C. §§ 1831–1832.
- **Fraud on the Court** across multiple jurisdictions.
- **Fruit of the Poisonous Tree:** *Wong Sun v. United States*, 371 U.S. 471 (1963) and progeny.
- **Institutional Liability:** *Monell v. Department of Social Services*, 436 U.S. 658 (1978).
- Psychiatric abuse as part of the coordinated enterprise.

Not all violations committed by the criminal enterprise and its participants are listed herein. Additional predicate acts and violations continue to be identified and reported to the appropriate federal authorities.

Demand for Action

The identified entities are requested to:

1. Conduct a full internal investigation into all departments, employees, officials, systems, and operations involved in or complicit with the criminal enterprise.
2. Preserve all records, communications, surveillance footage, and documents related to the victim's interactions and reports.
3. Fully cooperate with the U.S. Department of Justice Civil Rights Division, FBI, DHS, ICE, EPA, and other federal agencies.
4. Refer all criminal aspects for prosecution.

Failure to take the actions requested herein will be documented for the record and will support additional civil claims, including treble damages under RICO.

No Precedent Clause Any settlement, payment, resolution, or enforcement action involving any of the identified entities or any affiliated entity shall not create a legal precedent, estoppel, waiver, or limitation on claims, damages, or awards against any other defendants or responsible parties in this matter or in related proceedings. Failure to take appropriate action will be documented and may increase potential exposure. Damages, including interest, will be assessed in court. All prior formal notices and demands previously submitted regarding this criminal enterprise remain in full force and effect.

This submission is made under penalty of perjury. The information contained herein is true and correct to the best of my knowledge. I am prepared to provide additional evidence and documentation upon request.

Best,
Jair

Jair D. Hernandez
CEO and Founder
4P LLC and Ultra Brogito LLC
1500 N Grant St. #4186
Denver, CO 80203
: 302-200-9650 | : 310-579-2982
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From: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: FW: Urgent! SMCTD - Appx \$16m Taxpayer \$\$ Spent on Long Term "Consultants" per year
Date: Monday, August 3, 2026 11:10:55 AM

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

From: Peter A Smith <peteAsmith@proton.me>
Sent: Saturday, August 1, 2026 12:13 PM
To: April Chan <chana@samtrans.com>; Michelle Bouchard <bouchardm@caltrain.com>; Board (@samtrans.com) <Board@samtrans.com>; Board (@caltrain.com) <board@caltrain.com>
Subject: Urgent! SMCTD - Appx \$16m Taxpayer \$\$ Spent on Long Term "Consultants" per year

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"Consultants" at SMCTD are being extended for years on end with zero scrutiny and over the top compensation.

There are over approximately 40 "consultants" doing mundane work who have been with SMCTD for approximately 10 years or more. Most of them are being paid \$350,000 to \$400,000 a year or more than what CEO April Chan or Ms. Sherry Bullock make per year.

SMCTD pays out over approximately \$16 million a year for lifelong "consultants" who can be converted to employees or when this can be filled competitively with the current job market. The total spent on these "consultants" may be more than \$90 million so far, more than the Caltrain deficit.

Please run a report to find out the original start date of the "consultant" the hourly rate, the invoices paid so far, and the one line assignments descriptions. You will notice minimal details and one line description of these assignments and zero scrutiny of the "consultants" for the money being paid which is approximately more than \$90 million so far.

From the article in the media about Ms. Sherry Bullock:

Audrey Brook, Caltrain's former director of capital program delivery, wrote in a November letter to the agency's board that Caltrain had "paid consultant rates for nearly 18 years for the same leadership." She wrote that the agency filled the role she reported to "through a closed, non-competitive process that bypassed HR policy," and warned that such actions "waste public money and erode trust among both staff and taxpayers."

*** To prevent such allegations, quoting Ms. Sherry Bullock - "Bullock defended both her hiring and her consulting record. She said she agrees "wholeheartedly" that ... roles should be filled competitively"

Please fill all these roles competitively and there is no justification for having these "consultants" doing mundane work who are being paid CEO compensation at approximately \$400,000 per year. Most of them did not have much work experience when they came on board. Some of these "consultants" work remote and there is no monitoring of their work. The "consultants" are extended indefinitely on new projects and given assurance that they will be at SMCTD for "a long time" which could be against the law.

Even the Federal Transit Administration prohibit this.

Thank you for your attention to this very urgent matter.

From: [Ashley D](#)
To: [Customer Service](#); [Board \(@caltrain.com\)](#); [MTABoard@sfmta.com](#); [controller@sfgov.org](#); [waltonstaff@sfgov.org](#); [daniel.lurie@sfgov.org](#); [SauterStaff@sfgov.org](#)
Subject: Re: Please Read: Concerning Caltrain Fare Verification Experience
Date: Wednesday, August 5, 2026 10:53:48 AM
Attachments: [IMG_3220.PNG](#)

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Is there any update on this?

On Thu, Jul 30, 2026 at 9:39 PM Ashley D <ashd1906@gmail.com> wrote:

Dear Caltrain and San Francisco Leadership,

I am writing because I had an upsetting experience on Caltrain today that I believe needs immediate resolution.

I want to be clear that my concern is not with the fare inspectors I interacted with. They were doing their job. I understand fare enforcement is important. My concern is that Caltrain's fare inspection technology is failing.

This morning, July 30, 2026, I boarded at the San Francisco station and used Apple Pay to tap on. The fare inspector standing at the door saw me tap my card. However, when I immediately tapped the inspector's handheld reader, it showed that I had not paid. Since the inspector had personally seen me tap on, I was allowed to board.

When I arrived in Sunnyvale, I tapped off normally. After the trip, I checked my Apple Pay transaction history. It showed that my trip started in San Francisco and charged the correct fare of \$10.75. This confirmed that my payment had gone through.

Unfortunately, the exact same thing happened again on my way home. I tapped in at Sunnyvale using the same Apple Pay card. During the trip, fare inspectors checked my payment, and their handheld reader again showed that I had not tapped in. They began the process of issuing me a citation.

I explained that I had paid my fare and that the issue appeared to be with the handheld reader. After a stressful back and forth, they allowed me to get off at Millbrae, tap my card again, and immediately get back on the train so they could test it. This time, their reader recognized my payment.

My Apple Pay transaction history confirmed that my Sunnyvale tap had worked. The Millbrae tap was recorded as the end of the trip, not the beginning of a new trip. It charged the \$6.25 fare from Sunnyvale to Millbrae and showed Sunnyvale as the starting station. This proves that a valid trip had already been started at Sunnyvale. I have attached a screenshot showing this.

All along I had done nothing wrong. The problem was completely that Caltrain's fare

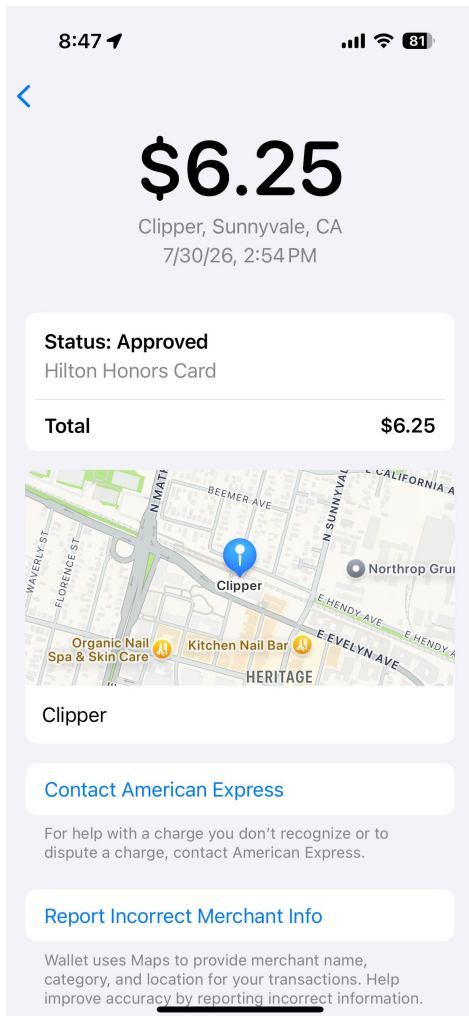
inspection equipment failed to recognize a valid payment. I also saw other passengers using Apple Pay and credit cards experience the same issue with the inspectors' handheld readers.

I rely on public transit because I cannot drive, and I was traveling to and from a job interview today. This situation was unjust, humiliating, and upsetting.

Caltrain has encouraged riders to use Apple Pay and credit cards in addition to Clipper. Riders should be able to trust that these payment methods work and not be put in this position because of a technology failure.

I am asking Caltrain to investigate why valid payments are not being recognized by fare inspection devices and provide a clear explanation of what happened and how this issue will be fixed.

Sincerely,
Ashley



From: [Ashley D](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Please Read: Concerning Caltrain Fare Verification Experience
Date: Wednesday, August 5, 2026 10:54:07 AM
Attachments: [IMG_3220.PNG](#)

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Is there any update on this?

On Fri, Jul 31, 2026 at 10:56 AM Ashley D <ashd1906@gmail.com> wrote:

Dear Caltrain BOD Public Support Team,

Thank you for your prompt response.

I would like to reiterate one important point because I believe this is likely a broader technical issue rather than an isolated equipment failure.

The exact same problem occurred with three separate fare inspector handheld readers during my trip that day. The first time was when I boarded in San Francisco that morning. The fare inspector witnessed me tap my Apple Pay card before boarding, but when I immediately tapped their handheld reader, it incorrectly indicated that I had not paid.

The second time occurred on my return trip from Sunnyvale. Again, after I had tapped on with Apple Pay, the fare inspector's handheld reader showed that I had not paid and the citation process began. Because I insisted that I had paid, a second fare inspector came over with a different handheld reader to verify my payment. That reader also failed to recognize my valid fare.

Given that the same issue occurred across three different handheld readers in two separate incidents on the same day, I find it difficult to believe this was simply a coincidence involving multiple malfunctioning devices. It strongly suggests there may be a more widespread problem with the fare inspection system's ability to validate Apple Pay and/or credit card transactions.

I also want to emphasize that my Apple Pay transaction history confirms that my payments were processed correctly. The transaction records clearly show the correct starting stations where I tapped on and the correct fares charged. This indicates that the issue is not with Apple Pay or with my payment itself, but rather with the fare inspection system's ability to recognize valid payments.

In the meantime, I have absolutely no confidence in riding Caltrain again. Based on what happened, I have every reason to believe the exact same situation could occur on another trip, resulting in another humiliating and stressful fare inspection despite having paid correctly.

I also want to emphasize that I understand this situation was uncomfortable for the fare inspectors as well. They showed me the screens on their handheld devices, and those screens genuinely indicated that I had not paid. They were relying on the information their equipment provided.

I am a strong supporter of public transit, I rely on it because I cannot drive. It is deeply disappointing that I now feel I must use rideshare whenever I need to travel to the South Bay until this issue has been fully investigated and resolved. That is a significant financial burden for me, but after such an upsetting experience, I do not feel comfortable risking another similar situation.

Please let me know the results of the investigation and what Caltrain and Cubic determine to be the cause of this issue and how it will be resolved so I can feel comfortable riding Caltrain again.

Sincerely,
Ashley

On Fri, Jul 31, 2026 at 10:18 AM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Ashley,

Thank you for sharing your experience and for providing detailed information about your fare inspection issue.

We understand how frustrating this situation was, and we appreciate you bringing it to our attention. We will forward the information you provided to both Caltrain Operations and Cubic. We will coordinate with Caltrain Operations to identify the fare inspection device used during your trip and ask Cubic to investigate why your valid Apple Pay payment was not recognized by the handheld reader.

Thank you again for your feedback. We appreciate your patience while this matter is investigated.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@[caltrain.com](mailto:board@caltrain.com)) <board@caltrain.com>

Sent: Thursday, July 30, 2026 9:40 PM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Subject: FW: Please Read: Concerning Caltrain Fare Verification Experience

From: Ashley D <ashd1906@gmail.com>

Sent: Thursday, July 30, 2026 9:39:39 PM (UTC-08:00) Pacific Time (US & Canada)
To: Customer Service <customerservice@caltrain.com>; Board (@caltrain.com)
<board@caltrain.com>; MTABoard@sfmta.com <MTABoard@sfmta.com>; controller@sfgov.org
<controller@sfgov.org>; waltonstaff@sfgov.org <waltonstaff@sfgov.org>; daniel.lurie@sfgov.org
<daniel.lurie@sfgov.org>; SauterStaff@sfgov.org <SauterStaff@sfgov.org>
Subject: Please Read: Concerning Caltrain Fare Verification Experience

Some people who received this message don't often get email from ashd1906@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.

Dear Caltrain and San Francisco Leadership,

I am writing because I had an upsetting experience on Caltrain today that I believe needs immediate resolution.

I want to be clear that my concern is not with the fare inspectors I interacted with. They were doing their job. I understand fare enforcement is important. My concern is that Caltrain's fare inspection technology is failing.

This morning, July 30, 2026, I boarded at the San Francisco station and used Apple Pay to tap on. The fare inspector standing at the door saw me tap my card. However, when I immediately tapped the inspector's handheld reader, it showed that I had not paid. Since the inspector had personally seen me tap on, I was allowed to board.

When I arrived in Sunnyvale, I tapped off normally. After the trip, I checked my Apple Pay transaction history. It showed that my trip started in San Francisco and charged the correct fare of \$10.75. This confirmed that my payment had gone through.

Unfortunately, the exact same thing happened again on my way home. I tapped in at Sunnyvale using the same Apple Pay card. During the trip, fare inspectors checked my payment, and their handheld reader again showed that I had not tapped in. They began the process of issuing me a citation.

I explained that I had paid my fare and that the issue appeared to be with the handheld reader. After a stressful back and forth, they allowed me to get off at Millbrae, tap my card again, and immediately get back on the train so they could test it. This time, their reader recognized my payment.

My Apple Pay transaction history confirmed that my Sunnyvale tap had worked. The Millbrae tap was recorded as the end of the trip, not the beginning of a new trip. It charged the \$6.25 fare from Sunnyvale to Millbrae and showed Sunnyvale as the starting station. This proves that a valid trip had already been started at Sunnyvale. I have attached a screenshot showing this.

All along I had done nothing wrong. The problem was completely that Caltrain's fare inspection equipment failed to recognize a valid payment. I also saw other passengers using Apple Pay and credit cards experience the same issue with the inspectors' handheld readers.

I rely on public transit because I cannot drive, and I was traveling to and from a job interview today. This situation was unjust, humiliating, and upsetting.

Caltrain has encouraged riders to use Apple Pay and credit cards in addition to Clipper. Riders should be able to trust that these payment methods work and not be put in this position because of a technology failure.

I am asking Caltrain to investigate why valid payments are not being recognized by fare inspection devices and provide a clear explanation of what happened and how this issue will be fixed.

Sincerely,
Ashley

