



JPB Board of Directors
Meeting of September 3, 2026

Correspondence as of August 14, 2026

#	<u>Subject</u>
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- | | |
|----|---|
| 1. | 35 min late train |
| 2. | Re: Toilet on train 117 – <i>Staff response</i> |
| 3. | Re: 35 min late train – <i>Staff response</i> |
| 4. | Re: Complaint about flooding on the Caltrain Land behind my house |
| 5. | Caltrain Parking Citations on Hold With No Resolution |

From: [Genia Guilbert](#)
To: [Board \(@caltrain.com\)](#)
Subject: 35 min late train
Date: Friday, August 7, 2026 7:48:10 AM

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

Hello

I would like to share my experience of waiting for 35 min for scheduled train on Aug 5 at 4:32 pm at Sunnyvale. When I arrived at the station at 4:25 pm, the train was still on time per the board. The next 40 min the announcement of 5, 10, 15, 20, 25, 30 min of delay were heard but no reason or apology were given. I understand that force major could happen but at least an apology is easy to include in announcement. When the train finally arrived, no agents were seen for the entire trip to SF and the train operator did not explain/apologize for the delay.

I love Caltrain but I think you could do better customer services.

Regards, Genia Guilbert

From: [Caltrain BOD Public Support](#)
To: ccss12345@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Toilet on train 117
Date: Friday, August 7, 2026 2:10:15 PM

Dear Roland Lebrun,

Thank you for providing the photograph and bringing the clogged restroom on Train 117 to our attention. We apologize for the inconvenience this may have caused and appreciate you taking the time to report the issue.

Your report has been documented and will be forwarded to the appropriate department for review and necessary action. We appreciate your assistance in helping us maintain clean and functional facilities for our customers.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Thursday, August 6, 2026 9:55 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Toilet on train 117

From: Roland Lebrun <ccss12345@gmail.com>
Sent: Thursday, August 6, 2026 9:55:24 AM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Toilet on train 117

Some people who received this message don't often get email from ccss12345@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.

From: [Caltrain BOD Public Support](#)
To: genia.guilbert@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: 35 min late train
Date: Friday, August 7, 2026 2:21:22 PM

Dear Genia Guilbert,

Thank you for taking the time to share your experience. We sincerely apologize for the extended delay you experienced at Sunnyvale Station on August 5 and for the lack of communication regarding the reason for the delay.

We understand that delays can occur, but we agree that timely updates, clear information, and an acknowledgment of the inconvenience are important to our customers.

Your comments have been documented and will be shared with the appropriate department for review. We appreciate your continued support of Caltrain and your suggestion that we do better.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Friday, August 7, 2026 7:48 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: 35 min late train

From: Genia Guilbert <genia.guilbert@gmail.com>
Sent: Friday, August 7, 2026 7:47:48 AM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Subject: 35 min late train

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

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Hello

I would like to share my experience of waiting for 35 min for scheduled train on Aug 5 at 4:32 pm at Sunnyvale. When I arrived at the station at 4:25 pm, the train was still on time per the board. The next 40 min the announcement of 5, 10, 15, 20, 25, 30 min of delay were heard but

no reason or apology were given. I understand that force major could happen but at least an apology is easy to include in announcement. When the train finally arrived, no agents were seen for the entire trip to SF and the train operator did not explain/apologize for the delay.

I love Caltrain but I think you could do better customer services.

Regards, Genia Guilbert

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, August 11, 2026 12:41 AM
To: Caltrain BOD Public Support
Cc: Board (@caltrain.com)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi it has been almost four months since I heard from you. Is there any update?

On Mon, Jun 22, 2026 at 8:13 PM Nicholas Tan <nicholastjs@gmail.com> wrote:
Hi, any update on this?

On Thu, May 28, 2026 at 9:42 AM Nicholas Tan <nicholastjs@gmail.com> wrote:
Hi any update on this matter?

On Tue, Apr 21, 2026 at 16:01 Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:
Dear Nicholas Tan,

Thank you for your message and for continuing to raise this concern.

As of 4-10-2026, this is still an ongoing issue. We have met with contractors at this location to assess conditions in the field, and we are currently waiting on a formal mitigation plan to address the drainage and flooding impacts.

Thank you for your follow up.

Kind regards,
Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, March 31, 2026 4:17 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

Is there any update on this? Is this just going to keep dragging on?

Thanks,
Nicholas

On Thu, Feb 26, 2026 at 10:14 AM Caltrain BOD Public Support

<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tran,

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 following up and for sharing the photo. We understand your continued frustration, especially given the recurring nature of the standing water and the concerns about the stability of your backyard wall. The safety of your family is extremely important to us.

We are coordinating internally to ensure that a field visit either has occurred or is scheduled promptly so the issue can be properly evaluated and next steps clearly identified.

We sincerely apologize for the ongoing inconvenience and the lack of resolution to date. We appreciate your persistence in bringing this to our attention, and we are committed to addressing the matter more effectively moving forward.

Kind regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Friday, February 20, 2026 4:23 PM

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

Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

Following up again on this issue. This rainy season, the land right behind my backyard floods every time it rains. See attached photo for the current condition.

I have been complaining for years, and each year I only receive empty promises that this issue will be mitigated. What will it take for you to really fix this? You are putting my backyard walls at significant risk of collapsing (one section has already collapsed), and that's a huge safety risk for my children.



On Thu, May 29, 2025 at 10:36 PM Nicholas Tan <nicholastjs@gmail.com> wrote:
Thank you Sarah for the update. I met with representative from Caltrain today, they stopped by my backyard and took a look at the situation, so they should have a good idea now.

On May 29, 2025, at 1:32 PM, Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you again for your update. I understand how concerning this situation is, especially with the safety of your family in mind.

Earlier today, we visited the site along with our contractors to assess the conditions behind the property at [3395 Park Blvd, Palo Alto, CA 94306](#). During our visit, we identified several modifications on both the north and south sides of the property that may be contributing to the current issues. In some cases, we observed that adjacent neighbors have encroached onto our property with fences, permanent structures, and drainage systems.

To move forward, we will be requesting our Real Estate team to perform a Right of Way survey to legally determine the boundaries of our property and formally identify any encroachments. This will allow us to better understand the contributing factors and develop a responsible plan of action.

After speaking with you we were able to see the condition of the backyard firsthand. Once the survey is complete, we'll be in a better position to define the next steps and address the slope issues appropriately.

In the meantime, we appreciate your patience. Please don't hesitate to reach out if you have further questions or if the situation changes.

Best regards,
Sarah Nabong

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Monday, May 26, 2025 7:28 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

A new update, another incident has happened. One side of the retaining wall has collapsed. Other sections plus my outdoor kitchen are on the verge and may collapse anytime.

I have two young kids living here and this could have been catastrophic if any of them were near the wall when this happened. Can you guys take immediate action to fix the sloping of the land behind our yard? Once you fixed that, then only I can have someone rebuild my backyard. Otherwise it's just a waste of time and money.

<1000025214.jpg>

On Wed, Apr 16, 2025 at 12:15 Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for reaching out. I understand your concern. Our crew did perform some initial grading work in the area, and we've since asked them to return to complete additional grading based on what we observed. Our Engineer checked the area today and is coordinating the follow-up work with their team to ensure everything is addressed properly.

It's also worth noting that it appears a neighbor made modifications to the ditch behind their fence, which has caused a disruption in water flow. Once that issue is corrected, we'll be following up with them to prevent any future alterations.

I appreciate your patience, and I'll keep you updated as we move forward. Please don't hesitate to reach out if you have any further questions.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Monday, April 14, 2025 11:07 PM

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

Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi Caltrain Team,

I received an email from Devin Pogue in your team that share with me a claim form, I'm not sure what you are trying to solve with that. I'm not going to spend tens of thousands of dollars to fix my backyard if the flooding in your land right behind my backyard continues, because after I fix them, the soil will continue to settle and sink due to the flooding. Are you not going to fix the flooding issue?

Thanks,
Nicholas

On Apr 4, 2025, at 1:05 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

Hi,

I have not seen any work being done. Even if there is, the fix is not effective because this is a photo I took on 3/30

I'm not understanding why it's so hard to fix this. This has been ongoing for many years now and my backyard is crumbling due to this. I have spent tens of thousands on the pavers, retaining walls, and outdoor kitchen and they are all crumbling. I have been very patient for many years now, but if this continues to deteriorate, I will consider legal action. Your inaction or ineffective actions has caused significant financial loss to my investment in my backyard.

Thanks,
Nicholas

<1000023577.jpg>

On Fri, Apr 4, 2025, 12:54 PM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your follow-up and your patience as our crews worked to address your concerns. We are pleased to inform you that the work was completed on March 17, 2025.

We appreciate your understanding and continued support. Should you have any further questions or need additional assistance, please don't hesitate to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Tuesday, March 11, 2025 10:05 AM

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

Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

I did not meet with any of your team members on 3/7. I was home until 12.30pm and was out for the rest of that day.

Thanks,
Nicholas

On Mar 11, 2025, at 9:49 AM, Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your patience. I wanted to check in regarding the crew visit we scheduled for **3/7/2025**. I'm following up to see if the crew has been able to visit your location and address the flooding concerns.

Please let me know if there's anything else that needs attention or if you require any further assistance.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Thursday, February 20, 2025 4:06:17 AM (UTC+00:00)
Monrovia, Reykjavik
To: Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

Thank you for getting back to me. Please note that this flooding is causing a huge problem to the pavers in my backyard as I highlighted last year. The soil gets so soft that my backyard is sinking, retaining wall leaning and falling apart, pavers kitchen falling apart, etc. If this is not fixed soon, my backyard will incur huge lose if it gets to a point that I need to rebuild everything, let alone the risk of these items falling onto my kids and causing injury.

That's on top of flooding risk in my crawl space basement and it becoming breeding ground for mosquitoes and other bugs.

Please act quickly before things get a lot worse.

Thanks,
Nicholas

<1000009804.jpg>

<1000009802.jpg>

<1000009803.jpg>

On Feb 18, 2025, at 2:11 PM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for reaching out and for sharing the photos with us. I'm sorry to hear that the flooding issue behind your backyard is still occurring despite the previous work done by our team.

I want to let you know that we've referred this matter to our Right of Way team to investigate and address the issue. They will assess the situation and take any necessary actions to help resolve it.

Thank you again for bringing this to our attention. We'll keep you updated on any progress. If you have any additional questions or concerns, feel free to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, February 18, 2025 5:40:51 AM (UTC+00:00) Monrovia, Reykjavik
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi Sarah,

The raining season is here and looks like the work your team has done previously hasn't help alleviate the flooding issue behind my backyard. Please see attached photos that I just took yesterday.

Thanks,
Nicholas

<PXL_20250216_231417869.PANO.jpg><PXL_20250216_231438547.PANO.jpg><PXL_20250216_231554912.PANO.jpg>

On May 22, 2024, at 3:19 PM,
Nicholas Tan
<nicholastjs@gmail.com> wrote:

Thank you Sarah for your update.
Yes, I did meet with your contractor
and he did share his plan with me.

Thanks,
Nicholas

On May 23, 2024,
at 2:48 AM, Sarah
Nabong
<nabongs@samtrains.com> wrote:

Dear Nicholas
Tan,

I hope this
message finds
you well. Thank
you for bringing
your concerns
about the
ongoing
flooding issue
behind your
property to our
attention. We
sincerely
apologize for
the
inconvenience
and distress this
situation has
caused you and
your
family. Your
message to the
Caltrain Board
of Directors was
referred to me
for response.
The Board
members will
receive a copy
of our

correspondence

.

I understand that you met with our contractor and were informed that when the area dries out a little more, sometime around the end of July or beginning of August, we will be back to regrade the ditch-line. I was notified that you exchanged numbers so that we can update you as we get closer to that time.

Please be assured that we take your feedback seriously, and we are committed to resolving this issue promptly.

We appreciate your patience and understanding as we work to address this matter effectively. Thank you for your continued support and cooperation.

Best regards,

**Sarah Nabong,
Customer
Service
Representative
2**

[1250 San
Carlos Ave San
Carlos, CA
94070](#)

Websites:

[Caltrain](#) |
[SamTrans](#) | [TA](#)

<image001.png>

From: Nicholas
Tan

<[nicholastjs@g
mail.com](mailto:nicholastjs@gmail.com)>

Sent: Saturday,
April 27, 2024
6:31 PM

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

Subject: Compla
int about
flooding on the
Caltrain Land
behind my
house

You don't often get email from nicholastjs@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.

Hi,

I filed a
complaint 2-3
years ago
about
flooding in the
Caltrain Land
behind my

backyard. You have since done some work to try to better slope the land so that water doesn't accumulate there.

This year during the rain season, water start to accumulate again. The last time there's rain was more than two weeks ago, and there's still a good size pond right behind my house.

This will cause three significant safety risks:
1. Flood in our crawl space. the water in our crawl space is pump towards that area and if thAt area is flooded the my pump will fail to pump the water out, causing flood in my basement (with risk of

getting into
my living
space)

2. Health risk.

The standing
water there
becomes a
breeding
ground for
mosquitoes.

This year
there's
significant
increase of
mosquitoes
around my
house, which
can be a
health risk.

3. Land

setting. The
soaked and
saturated
ground
becomes soft
and the fixture
inside my
backyard
started to
sink. The
retaining wall
is leaning
backwards,
the outdoor
kitchen
counter top
started to sink
and at risk of
crumbling.

This issue has
been going on
for many
years and
while I saw
your effort to
try to fix it, it's
not fixed and

actually got worse.

Can you take action immediately before this becomes a much bigger issue and causing significant damage and health problems to your family?

Thanks,
Nicholas

<image002.jpg>
<image003.jpg>
<image004.jpg>
<image005.jpg>

From: Ricky Prasad <rjprasad29@yahoo.com>
Sent: Wednesday, August 12, 2026 11:47 AM
To: Medina, Rico [rmedina@sanbruno.ca.gov]
Cc: Customer Service; Board (@caltrain.com); SBrunoenforcement@lazparking.com
Subject: Caltrain Parking Citations on Hold With No Resolution
Attachments: Caltrain_Parking_Citation_Formal_Demand.pdf

[Some people who received this message don't often get email from rjprasad29@yahoo.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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

Dear Mayor Medina,

I am contacting you for the second time regarding my Caltrain parking citations in San Bruno. Although the tickets have now been placed on hold, nothing has actually been resolved, and I have not received a meaningful written response explaining why these citations remain outstanding.

For Citation No. 16006068, I provided clear proof that parking was paid for plate 7DIH930, San Bruno space 175, beginning at 6:46 AM on August 10, 2026. The citation was issued at 9:35 AM while that paid parking session was still active.

Placing the tickets on hold is not the same as correcting the problem. I am asking for someone with authority to review these matters, cancel any citations issued in error, confirm a \$0 balance, and provide me with a written resolution.

I have already spent considerable time trying to correct something that the payment records should resolve immediately. I respectfully ask for your direct assistance in getting this matter reviewed rather than allowing the citations to remain indefinitely on hold.

My formal demand and supporting evidence are attached. Please have the appropriate Caltrain representative contact me and provide a written resolution within seven days.

Thank you for your attention and assistance.

Sincerely,

Ricky Prasad

FORMAL DEMAND FOR CANCELLATION OF ERRONEOUS PARKING CITATION

SEVEN-DAY DEMAND FOR WRITTEN RESOLUTION AND NOTICE OF PRESERVATION OF EVIDENCE

To: San Mateo County Transit District / Peninsula Corridor Joint Powers Board / Caltrain Parking Enforcement

Re: Citation No. 16006068 | Plate 7DIH930 | Space 175

Citation date/time: August 10, 2026, 9:35 AM | **Fine:** \$48.00

FORMAL NOTICE AND DEMAND

I formally contest Citation No. 16006068 and demand its immediate cancellation. The citation identifies my vehicle, California plate 7DIH930, at San Bruno and parking space/meter 175. My payment confirmation shows that parking for the same plate, Caltrain–San Bruno, and space 175 was purchased at 6:46 AM on August 10, 2026 and remained valid through 6:46 AM on August 11, 2026. The citation was issued at 9:35 AM on August 10—approximately 2 hours and 49 minutes after the paid session began and while it was still active.

The documentary evidence therefore shows that the stated unpaid/restricted-parking basis is disputed by a contemporaneous payment record matching the plate, location and space. This is not a request for courtesy. It is a formal request for statutory review and cancellation based on proof that payment had been made.

SEVEN-DAY RESOLUTION DEMAND

Within **seven (7) calendar days of receipt of this demand**, please provide written confirmation that Citation No. 16006068 has been cancelled, the balance is \$0.00, and no late fee, collection activity, registration-related action, or other adverse consequence will be imposed based on this citation. This seven-day demand does not waive or shorten any statutory administrative deadlines applicable to either party.

CALIFORNIA VEHICLE CODE — ADMINISTRATIVE REVIEW

California Vehicle Code § 40215 provides the process for an initial review of a parking citation. It provides, in substance, that if the issuing agency is satisfied that the violation did not occur, that the registered owner was not responsible, or that extenuating circumstances justify dismissal in the interests of justice, the agency shall cancel the notice of parking violation. The statute also establishes deadlines and further administrative-hearing rights. I invoke those rights and request that this letter be treated as an initial-review request to the fullest extent permitted by law.

California Vehicle Code § 40202 governs notices of parking violations and specifies information and procedures associated with issuing such notices. I request review of the citation, the officer's basis for issuance, and whether the officer or enforcement system accurately checked the active parking payment before issuing the citation.

PRESERVATION OF EVIDENCE

Please preserve all evidence relating to this incident, including the issuing officer's photographs and notes; handheld-device logs; timestamps; plate, space and payment queries; audit logs; database responses; training materials and procedures applicable to verification of paid parking; communications regarding this citation; and records reflecting any correction, cancellation or collection activity. This request is intended to

prevent destruction or routine deletion of evidence relevant to this dispute.

NOTICE REGARDING COSTS / \$50 PER DAY

Because the District is now being provided documentary notice of the alleged error, I will maintain a record of the time, expense and consequential loss caused by any continued failure to resolve the matter. **I hereby demand \$50.00 per day for each calendar day the citation remains unresolved after the seven-day deadline**, to the extent such amount is recoverable under an applicable statute, contract, administrative remedy, court order, or other lawful theory. This demand is a claimed amount and reservation of rights; it is **not represented as a statutory penalty automatically imposed by California law**. I additionally reserve the right to seek any actual damages, costs, statutory remedies or other relief that may lawfully be available.

PUBLIC-ENTITY CLAIM / LEGAL REMEDIES

If the District refuses to correct the citation despite the attached proof, I reserve all available administrative and judicial remedies. To the extent a claim for money or damages against a California public entity is pursued, California Government Code § 945.4 generally requires presentation of a claim in accordance with the Government Claims Act before maintaining a qualifying court action. Nothing in this letter waives any administrative review, hearing, claim-presentation, judicial-review, due-process, or other right.

REQUESTED ACTION

Please: (1) cancel Citation No. 16006068; (2) confirm a \$0.00 balance in writing; (3) prevent penalties or collection activity; (4) preserve the evidence identified above; and (5) review why enforcement issued an unpaid-parking citation while the matching parking session was active.

If the citation is not cancelled, please provide the complete written basis for denial and copies of, or instructions for obtaining, all photographs and evidence relied upon so I may exercise the next level of administrative review.

Sincerely,

Ricky Prasad

Date: 8-12-2026

Email/Phone: _____



EXHIBIT A — CITATION AND PROOF OF PAYMENT

The following images are attached as documentary evidence. They show matching plate **7DIH930**, San Bruno/Caltrain location, and parking space **175**. The payment period begins at 6:46 AM on August 10, 2026; the citation reflects issuance at 9:35 AM.

Citation No. 16006068



Parking payment confirmation

6:47



Summary



7DIH930



99603

Caltrain - San Bruno



Parking space

175



1day

Aug 10, 2026 · 6:46 AM

Aug 11, 2026 · 6:46 AM



Visa *8285

Personal account



\$5.50

Including platform fee \$0.40



Need help?



EXHIBIT B — LEGAL PROVISIONS INVOKED

California Vehicle Code § 40215 — Initial Review / Administrative Hearing

Invoked for the statutory process to contest a notice of parking violation, including initial review and cancellation where the issuing agency determines the violation did not occur or other statutory grounds for cancellation exist. The statute also provides procedures for seeking an administrative hearing following an adverse initial-review decision.

California Vehicle Code § 40202 — Notice of Parking Violation

Invoked regarding the statutory requirements and procedures governing issuance of a notice of parking violation and the information recorded in connection with that notice.

California Government Code § 945.4 — Government Claims Act

Invoked only as notice that, where applicable, a suit for money or damages against a public entity generally requires prior presentation of a claim in accordance with California's Government Claims Act. This citation dispute remains subject to the specific parking-citation administrative process.

Important clarification concerning the \$50/day demand: The \$50-per-day amount stated in this demand is the sender's claimed daily amount after the seven-day resolution deadline. This document does not characterize that figure as an automatic statutory penalty. Recoverability, if disputed, depends on a valid legal basis and the applicable administrative or judicial process.

Official California statutory text: California Legislative Information, Vehicle Code §§ 40202 and 40215 and Government Code § 945.4.