



JPB Board of Directors
Meeting of September 3, 2026

Correspondence as of August 28, 2026

Subject

1. Fw: Caltrain floor – *Staff response*
2. Re: Please Read: Concerning Caltrain Fare Verification Experience – *Staff response*
3. VTA's BART Phase II: September 2026 Construction Update
4. Re: Caltrain Parking Citations on Hold With No Resolution – *Staff response*
5. Measure B Oversight Committee Item 3 Public comment
6. MTC Executive Committee Item 5.a Strategic Update & Look ahead
7. 3:00 AM Caltrain Startles Residents Awake With Continuous Horn Blasts
8. Re: Caltrain Customer Service Recording Form: 1018949
9. California Public Records Act Request — De-Escalation, Fare Enforcement, Customer Service, Training, and Board Oversight
10. California Public Records Act Request — Records Concerning Neal Osincup
11. Re: California Public Records Act Request — De-Escalation, Fare Enforcement, Customer Service, Training, and Board Oversight – *Staff response*
12. Re: California Public Records Act Request — Records Concerning Neal Osincup – *Staff response*
13. City of East Palo Alto, August 26, 2026 City Update
14. Re: 3:00 AM Caltrain Startles Residents Awake With Continuous Horn Blasts
15. Re: 3:00 AM Caltrain Startles Residents Awake With Continuous Horn Blasts – *Staff response*

From: [Caltrain BOD Public Support](#)
To: stevensonelisa1@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Fw: Caltrain floor
Date: Thursday, August 20, 2026 2:02:37 PM

Dear Elisa Stevenson,

Thank you for bringing this to our attention. We appreciate you taking the time to report the issue.

We're pleased to let you know that the issue has been addressed.

Thank you again for helping resolve this matter.

Sincerely,

Your Caltrain BOD Public Support Team

From: Jason Dayvault <DayvaultJ@caltrain.com>
Sent: Friday, July 10, 2026 2:08:25 PM (UTC-08:00) Pacific Time (US & Canada)
To: Elisa Stevenson <stevensonelisa1@gmail.com>; Jason Baker <BakerJ@caltrain.com>; Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: RE: Caltrain floor

Hi Elisa Stevenson,

Would you please share the Run Number (e.g. 120 Local or 510 Express) and the Train Car Number (3-4 digits, e.g. 303 or 3312) found on the wall of each car near the Passenger Information Screens (PIS)?

I want to share this with our Operations team for fast resolution and cleanup; this information will help us do so as quickly as possible.

Thank you.

All the best,
Jason

Jason Dayvault, Business Operations Project Manager (he/him)
166 N Rollins Rd, Millbrae, CA 94030
Cell: 650.730.7415 | Email: dayvaultj@caltrain.com
Website: [Caltrain](#)

Caltrain logo with Safety Tagline



From: Elisa Stevenson <stevensonelisa1@gmail.com>

Sent: Friday, July 10, 2026 2:04 PM

To: Jason Baker <bakerj@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>

Subject: Caltrain floor

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From: [Caltrain BOD Public Support](#)
To: [Ashley D](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Please Read: Concerning Caltrain Fare Verification Experience
Date: Thursday, August 20, 2026 2:19:57 PM
Attachments: [IMG_3220.PNG](#)

Dear Ashley D.,

Thank you for your patience and follow up. Based on the information you provided, it appears that your payment was successfully processed and that the issue was with the handheld fare inspection device not reliably recognizing the transaction.

This is a known issue that Caltrain has raised with MTC and Cubic, and we continue to work with them to resolve it.

You did the right thing by tapping on and off, and we sincerely apologize for the experience, particularly since the technology issue resulted in you being questioned about a fare that had already been paid.

We appreciate your patience and understanding as we work to address this issue.

Sincerely,

Your Caltrain BOD Public Support Team

From: Ashley D <ashd1906@gmail.com>
Sent: Tuesday, August 18, 2026 10:39 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Please Read: Concerning Caltrain Fare Verification Experience

You don't often get email from ashd1906@gmail.com. [Learn why this is important](#)

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Can you please provide an update? It has been nearly a month since I reported this situation.

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](mailto: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

8:47



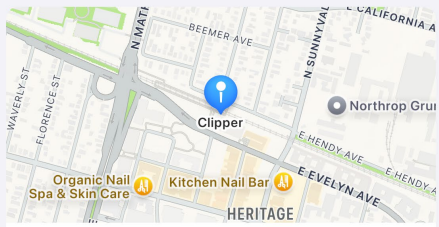
\$6.25

Clipper, Sunnyvale, CA
7/30/26, 2:54 PM

Status: Approved

Hilton Honors Card

Total \$6.25



Clipper

[Contact American Express](#)

For help with a charge you don't recognize or to dispute a charge, contact American Express.

[Report Incorrect Merchant Info](#)

Wallet uses Maps to provide merchant name, category, and location for your transactions. Help improve accuracy by reporting incorrect information.

From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Friday, August 21, 2026 3:00 PM
To: Board (@caltrain.com)
Subject: VTA's BART Phase II: September 2026 Construction Update

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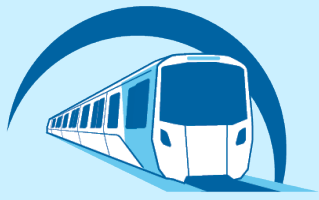


[VTA's BART Silicon Valley Phase II Extension Project's September 2026 Construction Update](#) has just been published!

Learn about recent and upcoming construction activities around the Project site, including construction progress made in August 2026, as well as anticipated work in September 2026.

Have a question for us about Phase II?

Visit www.vtabart.org or email us vtabart@vtabsv.com



BART SILICON VALLEY PHASE II EXTENSION PROJECT

vtabart@vtabsv.com

(408) 321-2345 BART Silicon Valley Hotline



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Our mailing address is:

Valley Transportation Authority
2830 De La Cruz Blvd
1st Floor
Santa Clara, CA 95050

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From: [Caltrain BOD Public Support](#)
To: rjprasad29@yahoo.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Caltrain Parking Citations on Hold With No Resolution
Date: Friday, August 21, 2026 3:05:55 PM

Dear Ricky Prasad,

Thank you for following up and for providing the additional information regarding your parking citation.

We have reviewed your concerns, and I'm pleased to let you know that Citation No. 16006068 has been dismissed.

We apologize for the inconvenience and frustration this matter may have caused, and we appreciate your patience while it was being reviewed.

Thank you again for bringing this to our attention.

Sincerely,
Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, August 12, 2026 11:47 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Caltrain Parking Citations on Hold With No Resolution

From: Ricky Prasad <rjprasad29@yahoo.com>
Sent: Wednesday, August 12, 2026 11:47:04 AM (UTC-08:00) Pacific Time (US & Canada)
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

[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>]

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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

From: [Roland Lebrun](#)
To: [Baltao, Elaine \[board.secretary@vta.org\]](#)
Cc: [Board \(@caltrain.com\)](#); [cacsecretary \(@caltrain.com\)](#); [citycouncil@morganhill.ca.gov](#); [allcouncilmembers@cityofgilroy.org](#); [MTC Commission](#)
Subject: Measure B Oversight Committee Item 3 Public comment
Date: Tuesday, August 25, 2026 2:14:44 AM
Attachments: [August 26 MBCOC Item 3 Public Comment.pdf](#)

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Dear Chair Pfendt and Committee members,

Please find attached a letter outlining the latest batch of 2016 Measure B Caltrain capacity misappropriations and consider directing staff to reroute these funds to provide some kind of viable alternative to the 145,000 vehicles going through Morgan Hill every day.

Thank you in advance for your consideration.

Roland Lebrun

PS Please note that I will not be able to attend this meeting because it conflicts with the MTC Commission in San Francisco.

Dear Chair Pfendt and Committee Members

This letter is intended to inform the MBCOC that the rampant misappropriation of \$300M in 2016 Measure B Caltrain Corridor Capacity continues unabated.

2016 Measure B Caltrain Corridor Capacity Improvements Program Expenditure Plan FY2027 to FY2031

Mobility Management & Capital Programs
Committee
August 2026



1

2016 Measure B Caltrain Corridor Capacity - Recap

- According to the Program Guidelines, the purpose of the Caltrain Corridor Capacity Improvements category is:

“To fund Caltrain corridor capacity improvements and increased service in Santa Clara County in order to ease highway congestion, including:

- Increased service to Morgan Hill and Gilroy
- Station improvements
- Level boarding
- Extended platforms
- Service enhancements.”



2

Specifically, the above two slides from the [August Mobility Management & Capital Programs Committee](#) clearly spell out the Ballot Language as approved by the voters of Santa Clara County.

Moving on to 2016 [Measure B Caltrain Corridor Capacity Improvements Program: Caltrain FY27 to FY31 Funding Needs in Santa Clara County](#) (below) it is clear that at-grade crossing enhancements, CCTV at stations and “Station Experience and Access Program” cannot possibly have anything to do with “Corridor capacity enhancements” let alone “increased service”.

Projects	Anticipated total project cost (\$M)	Anticipated total 2016 MB need (\$M)	Anticipated Budget Need					En
			FY27	FY28*	FY29*	FY30*	FY31*	
At-grade Crossing Baseline Safety Enhancement Program	\$ 2.75	\$ 0.50	\$ 0.50					
At-grade Crossing Advanced Safety Enhancement Program	\$ 200.00	\$ 55.00		\$ 15.00	\$ 15.00	\$ 15.00	\$ 10.00	
Closed-Circuit Television (CCTV) at Stations	\$ 14.00	\$ 4.00		\$ 1.00	\$ 1.00	\$ 1.00	\$ 1.00	
Station Experience and Access Program	-	\$ 10.70		\$ 10.70				
Operating Assistance								
Additional (4th Train) Gilroy Service - Operating funds	-	\$ 12.00	\$ 2.20	\$ 2.20	\$ 2.20	\$ 2.50	\$ 2.50	
Additional Weekend Service - Operating funds			Pending					
TOTAL	\$ 216.75	\$ 88.20	\$ 2.70	\$ 28.90	\$ 18.20	\$ 18.50	\$ 13.50	

*Allocations may be approved during the biennial budget process as BOD-adopted project readiness criteria are met

Please consider directing staff to comply with the wishes of the voters and reallocate these precious funds back to address the issue of 145,000 daily vehicles going through Morgan Hill every day.

Thank you in advance for your consideration

Roland Lebrun

From: [Roland Lebrun](#)
To: [MTC-ABAG Info](#)
Cc: [Board \(@caltrain.com\)](#); [cacsecretary \[@caltrain.com\]](#); [info@tipa.org](#); [TJPA CAC](#); [CHSRA Board](#); [BART Board](#); [SFCTA Board Secretary](#); [SFCTA CAC](#); [Baltao, Elaine \[board.secretary@vta.org\]](#); [allcouncilmembers@cityofgilroy.org](#); [citycouncil@morganhill.ca.gov](#); [ccjpaboard@capitolcorridor.org](#)
Subject: MTC Executive Committee Item 5.a Strategic Update & Look ahead
Date: Tuesday, August 25, 2026 2:58:47 AM
Attachments: [Gilroy to Emeryville concession.pdf](#)

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Dear Chair Noack and Commissioners,

Further to VTA and Caltrain having both rejected Executive Director Fremier's offer to establish a Regional Megaproject Delivery Authority, please find attached an alternate proposal for MTC to partner with the private sector to deliver \$20B of megaprojects in 10 years under a 50-year concession framework between Gilroy and Emeryville.

Please consider directing staff to review this proposal and report back to the Board at the next Commission workshop.

Thank you in advance for your consideration

Roland Lebrun

Problem Statement

Gilroy-San Francisco partner agencies have a systemic track record of poor coordination, weak governance and/or lack of financial oversight of large capital projects.

- VTA

- Bart Silicon Valley Phase I **\$1.1B over \$2.4B budget** (subject to audit)
- Bart Silicon Valley Phase II cost **escalation from \$4.7B to over \$14B**
- Eastridge to BART Regional Connector (EBRC) **escalation from \$316M to \$530M**
- **Failure to double-track to Gilroy as approved by the voters (2000 Measure A)**

- Caltrain

- Broadway Grade Separation **escalation from \$316M to \$889M**
- Guadalupe River Bridge **escalation from \$92.6M to \$236M**
- **\$2.7B Caltrain electrification (\$1.1B over \$1.6B budget)**
- **\$75M annual operating deficit**
- Lack of single-seat rides between Gilroy and SF results in **145K vehicles going through Morgan Hill every day**

- TJPA

- **\$6.35B/mile** Downtown Extension (“The most expensive tunnel in the World”)
- **No plausible connection to East Bay**
- Truncated platforms cripple HSR operating profit viability (**Prop1A violation**)
- Truncated platforms cripple Caltrain storage capacity
- **No plausible transfers to MUNI light rail**
- Decade-long DTX construction impacts on SOMA infrastructure.
- **\$52M (\$28M+\$24M) annual operating deficit**

- California High Speed Rail Authority (CHSRA)

- 2026 “Business Plan” quadrupled initial (French) \$33B cost estimate
- 2026 “Business Plan” Ends in Gilroy
- Cannot possibly be operated without subsidy (**Prop1A violation**)

-

Proposed solution for MTC staff and Commissioner consideration

A partnership between MTC and a private sector partner with a proven track record of :

- Delivering capital projects in excess of \$10B on time and on budget
- Operating the finished product as a concession without operating subsidies.
- **Financial capacity to invest \$5B (25%) in a \$20B project**

Proposed Project

\$20B “higher speed” (110 MPH) line between Gilroy and Emeryville delivered in 10 years and consisting of the following elements:

- 50-year operating concession (necessary to recover \$5B private capital investment)
- \$250M Gilroy maintenance facility
- \$500M Gilroy Caltrain/HSR station
- \$4B San Jose Diridon
- \$500M Dumbarton/North Fair Oaks (**Mid-Peninsula overtake**) station
- \$2B Millbrae/SFO station
- **\$2B Pennsylvania Avenue (PAX)/Portal (DTX)**
- **\$8B Transbay tunnel** (including Yerba Buena Island crossover shaft)
- \$250M Emeryville maintenance facility
- \$2.5B track/systems
- **Fixed price**
- Concessionaire is accountable to private investors for cost overruns, not taxpayers
- **Concessionaire returns all assets back to MTC/Caltrain after 50 years**

Regional Benefits

- \$2B annual economic activity during construction (first 10 years)
- \$500M annual economic activity for the next 40 years

\$20B Funding framework (including 10% contingency)

- \$5B Private capital
- \$5B Federal Expedited Project Delivery grant (EPD)
- \$5B Local
- \$5B State

Annual Revenues

- \$200M track O&M (former TASI contract)
- \$100M PAX+DTX+LINK21 O&M
- \$100M Maintenance (Gilroy and Emeryville Facilities)
- \$TBD (leases etc.)

MTC Responsibilities

- Concession enabling legislation
- Lobby for extension of Surface Transportation Bill funding
- Inventory assets to be turned over to the concession
- Environmental clearance
- FFGA
- Cash flow management
 - o \$2B annually for 10 years
 - o All parties deposit \$500M each before signing the concession agreement
 - o All parties deposit \$500M each before the start of construction
 - o All parties commit to \$500M each annually for the next 8 years.
 - o \$4B in cash at start of construction

Concessionaire responsibilities

- **100% of core delivery and operational risks** including:
 - o **Project Financing:** Secure \$5B private capital investment
 - o **Design and Civil Engineering Supervision**
 - o Manage study, design, and regulatory approval stages
 - o **Land and Survey Management:** Oversee geotechnical surveys, preventive archaeology, land acquisitions, and required property diversions ahead of infrastructure work.
 - o **Environmental Mitigation:** Carry out strict socio-environmental mandate [Biodiversity and Carbon Foundations](#).
 - o **Operational Handover:** Coordinate the successful installation and testing of tracks, power, signaling, and telecommunications to deliver the infrastructure on time and on budget
- **Post-Delivery Lifecycle Responsibilities**
 - o **Commercial Traffic Risk:**
 - Collect track-access toll fees from Caltrain, Capitol Corridor, etc.
 - **Bear all commercial traffic risks if rail ridership changes.**
 - o **Maintenance Delegation:** Ensuring the long-term safety, predictive maintenance, and real-time monitoring of the line.

Potential Future extensions

- **Emeryville to Sacramento**
- **Gilroy to Hollister**
- **Hollister to Fresno** ([via Panoche Pass](#))

Private Railroad Concession Case Studies

- **Peking–Hankow Railway (Jinghan Railway):** This massive 754-mile line was Imperial China's first major north-south trunk line. Financed by French and Belgian banks through the [Société Belge de Chemins de Fer en Chine](#), its construction required groundbreaking engineering feats for the era, notably the original 2-mile steel-girder bridge across the unpredictable Yellow River.
- **High Speed 1 (CTRL):** This project represents the UK's first completely new railway line built in over a century. Running 68 miles from London St Pancras to the Channel Tunnel portal, its construction was highly complex because it required boring **12 miles of twin-bore tunnels right under dense urban areas of London.**



- **LGV Sud Europe Atlantique (LGV SEA):** Spanning 210 miles between Tours and Bordeaux, this line holds the record as **one of the largest European railway civil engineering undertakings of its decade.** It was delivered under a massive **50-year private concession contract** to the [LISEA Consortium](#), reducing the travel time from Paris to Bordeaux down to just 2 hours and 4 minutes.

CAPEX Adjusted Cost per Mile Comparison (2026 USD)

Railway Line Construction timeline	Length in Miles	Total Cost (2026 USD)	Cost Per Mile (2026 USD)
Peking–Hankow 1897-1906	754.3 miles	\$979.96 Million	\$1.30 Million / mile
LGV SEA 2012 – 2017	211.3 miles	\$12.20 Billion	\$57.75 Million / mile
High Speed 1 (CTRL) 1998 – 2007	68.3 miles	\$22.03 Billion	\$322.60 Million / mile

The lengths and cost efficiencies converted to miles show that **High Speed 1 is the most expensive line to build per mile**, while the historical Peking–Hankow line remains the least expensive by a wide margin.

Why the Cost Per Mile Varies So Massively

The extreme differences in cost per mile across these three projects are driven by three main factors:

1. Extreme Subsurface Engineering (HS1 vs. LGV SEA)

- **Urban Tunneling:** High Speed 1 required drilling **over 12 miles of twin-bore tunnels** directly underneath dense, urban London. Tunneling through a megacity requires complex utility diversions, ground stabilization, and massive ventilation shafts, exponentially driving up the price.
- **Rural Surface Alignment:** By contrast, the LGV SEA in France was built almost entirely above ground across open, flat rural terrain, requiring very minimal tunneling and drastically lowering the baseline construction costs.

2. Land Acquisition and Property Rights

- **Modern Real Estate:** HS1 passes through prime London and South East England real estate, where buying property rights and compensating landowners costs billions. LGV SEA faced fewer property barriers, but still required modern European environmental offsets and sound barriers.

- **Imperial Right-of-Way:** During the late 1890s construction of the Peking–Hankow line, land acquisition costs in rural Imperial China were mathematically negligible compared to modern statutory property valuations.

3. Technological and Safety Eras

- **Basic Earthworks:** The Peking–Hankow line was built entirely with manual labor, simple tools, and basic earthworks designed for light steam trains traveling under 50 mph.
- **Precision High-Speed Systems:** Modern lines like HS1 and LGV SEA require heavy concrete viaducts, sub-millimeter ballastless track precision, massive power grids, advanced digital signaling systems, and extensive safety perimeter fencing to handle commercial trains safely pushing 200 mph.

Financial Structures Comparison

The financial structures and ridership profiles of these three networks reflect the stark evolution of railway economics, moving from 19th-century colonial banking to highly sophisticated modern Public-Private Partnerships (PPPs).

Railway Line	Core Financial Structure	Main Revenue Source	Risk Allocation
Peking–Hankow	Foreign Colonial Debt Funding	Passenger fares & freight tariffs	Borne by the Qing Dynasty via guaranteed sovereign bond yields.
High Speed 1 (CTRL)	State-to-Private Modern Concession	Track access charges & retail leases	Shifted to the private sector (HS1 Ltd) under a long-term lease.
LGV SEA	Pure Public-Private Partnership (PPP)	Access tolls paid per train-set	Borne heavily by the private concessionaire (LISEA Consortium).

1. Peking–Hankow Railway: Sovereign Debt Concession

The line was funded via a **112.5 million franc foreign loan** brokered by the [Société Belge de Chemins de Fer en Chine](#). The Qing Dynasty retained formal ownership but yielded significant operational oversight and profit shares to Belgian and French financiers as collateral. The financial structure was designed to protect foreign banks, ensuring a guaranteed 5% interest return backed directly by Chinese imperial tax revenues.

2. High Speed 1 (CTRL): Regulated Infrastructure Lease

Originally funded through a mix of government grants and state-backed loans, the UK government restructured the line's finances post-completion. In 2010, the infrastructure was concessioned out on a **30-year lease to a private consortium** (re-sold later to infrastructure funds). The financial model is heavily regulated by the [Office of Rail and Road \(ORR\)](#). Revenue is derived from charging fixed track-access fees to train operators like Eurostar and Southeastern, alongside commercial real estate leases inside [London St Pancras International](#).

3. LGV Sud Europe Atlantique: Pure High-Risk PPP Concession

As the largest railway public-private partnership ever signed in France, the line was built under a **50-year concession awarded to LISEA** (a consortium led by [VINCI Concessions](#) and Meridiam). **LISEA provided over half of the construction capital upfront**. In return, LISEA manages the line and collects direct track tolls from the state rail operator (SNCF). If train traffic drops, the private investors bear the direct financial loss, though market liberalization allows independent operators to start booking track time

Current Passenger Volumes

The current annual passenger utilization numbers reveal how traffic density dictates the ongoing commercial viability of these corridors:

1) Peking–Hankow Railway (Now part of the Beijing–Guangzhou corridor):

~100+ million passengers annually

While the original 1906 line has been completely absorbed into China's modern conventional and high-speed rail grids, **it remains one of the absolute busiest economic transport arteries on Earth**. It serves as a vital trunk line connecting the megacities of Beijing and Wuhan.

2) [LGV Sud Europe Atlantique](#): **23 million passengers annually**

The line has turned out to be an exceptional commercial success since its 2017 opening, carrying **more than 23 million people in 2025 alone**. The massive ridership boom was driven primarily by cutting the travel time between Paris and Bordeaux down to just over 2 hours.

3) High Speed 1 (CTRL): **~11–12 million passengers annually** (*International only*).

International Eurostar traffic hovering around 11 million yearly riders, paired with several million domestic commuters utilizing Southeastern high-speed trains, brings total track usage closer to **15–16 million total passengers**. While international demand is projected to scale up significantly over the next decade, capacity at St Pancras remains tightly bounded by post-Brexit border checkpoint space restrictions

From: [Rob Mitchell](#)
To: caltrain@customerservice.com; [Board \(@caltrain.com\)](#); [Public Comment](#); [Waltonstaff \(BOS\)](#); editor@potreroreview.net
Subject: 3:00 AM Caltrain Startles Residents Awake With Continuous Horn Blasts
Date: Tuesday, August 25, 2026 11:03:47 AM

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An apparently unscheduled Caltrain departed the 4th Street Station around 3:00 AM this morning (Aug 25), sounding its horn continuously as it moved very slowly toward the Mariposa Street tunnel. This disturbance was highly unwelcome for those of us on 17th Street, and doubtless for hundreds of residents in Showplace Square, Mission Bay, and Potrero Hill. What was the reason for this middle of the night run? We really appreciate not leaning on the horn continuously as you pass by our homes at 3:00 AM (!!)

Regards,
Rob

--

Robert Mitchell
robertmitchellsf@gmail.com
(415)902-4060
[@robertmitchells](#)

I am no longer monitoring my old Yahoo email address

From: [Neal Osincup](#)
To: [Sarah Nabong](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Caltrain Customer Service Recording Form: 1018949
Date: Tuesday, August 25, 2026 3:25:26 PM
Attachments: [image001.png](#)

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Caltrain Board of Directors,

I am writing to request review of both a passenger safety complaint and Caltrain's handling of that complaint after it was submitted.

The underlying incident involved the conduct of a Caltrain employee during a fare-related interaction aboard the train. My concern was not simply that I disagreed with the employee or was unhappy about being approached. The interaction escalated to the point that other passengers became involved, I felt surrounded and unsafe, and I ultimately left the train because I no longer felt comfortable remaining aboard. My initial complaint specifically raised concerns about the employee's conduct, the escalation of the encounter, the involvement of other passengers, and the resulting safety issue.

Caltrain subsequently informed me that the matter had been reviewed and that it had found no wrongdoing. What concerned me about that response was that nobody contacted me as part of that review. I was not asked for a statement, clarification, additional details, or any other information regarding what occurred. I therefore followed up and specifically raised concerns about the adequacy of that review. Caltrain's most recent response acknowledged that my complaint concerned the employee's conduct, the escalation of the situation, the involvement of other passengers, and the fact that I did not feel safe remaining on the train. It also apologized that the prior response had not fully addressed those concerns.

However, the response did not indicate that the matter would be reopened, that any additional investigation would occur, or that Caltrain intended to obtain further information from me or any other source. Instead, it reiterated that personnel matters are confidential, stated generally that employees are expected to behave professionally, and again apologized for my experience. I therefore understand Caltrain's position to be that its investigation is complete and the matter is considered closed.

That is precisely why I am asking the Board for review.

I fully understand and respect that Caltrain cannot disclose confidential personnel information. I am not asking for disciplinary records or information concerning any individual employee. I am asking whether a meaningful investigation actually occurred before the complaint was closed. Specifically, I would like to know whether Caltrain:

- reviewed available onboard video or other recordings of the interaction;

- interviewed or obtained a statement from the employee involved;
- attempted to identify or speak with any witnesses;
- reviewed any contemporaneous reports concerning the incident; and
- considered obtaining a statement from me before reaching its conclusion.

The last point remains particularly difficult for me to understand. I was the passenger who filed the complaint and alleged that the encounter escalated to the point that I felt unsafe enough to leave the train. Yet Caltrain reached a conclusion, and now appears unwilling to revisit that conclusion, without ever speaking with me. At this point, my concern also extends beyond the adequacy of the complaint process itself.

Caltrain and its governing body are now on notice of an allegation that an employee interaction escalated into a situation in which a passenger felt unsafe enough to leave the train. If the employee involved remains in a public-facing enforcement role without a sufficiently thorough review of that allegation, that creates an obvious and foreseeable risk should a similar incident occur in the future. I am not suggesting that the Board should presume misconduct or impose discipline without due process. I am saying that once an allegation of this nature has been made, the adequacy of the investigation matters. Closing the complaint without obtaining the complainant's statement, and without explaining whether objective evidence such as onboard video was reviewed, raises serious questions about whether Caltrain has taken reasonable steps to evaluate and mitigate that risk.

If another confrontation were to occur after Caltrain had already received this complaint, the question would inevitably arise as to what the agency knew, what it investigated, and what actions it took in response. That is not merely a customer-service concern. It is an issue of passenger safety, organizational oversight, and risk management.

This concern is further heightened because this is not my first troubling interaction with Caltrain personnel. In a previous incident while passengers were unloading bicycles, an employee began yelling at me from another doorway, attempted to close the train doors during the unloading process, and continued the confrontation after I exited the train.

Taken together, these experiences have left me concerned not simply about an isolated disagreement, but about how confrontational interactions between employees and passengers are handled and, just as importantly, how complaints about those interactions are reviewed. I am therefore asking the Board, or the appropriate independent management or oversight function, to review both the underlying incident and the adequacy of the complaint investigation. I am not asking the Board to presume that my version of events is correct. I am asking that the matter receive a review capable of fairly determining what occurred and whether Caltrain's existing complaint process was followed appropriately.

At a minimum, I am requesting written clarification of the investigative steps taken before the complaint was closed, whether available video was reviewed, and whether the Board or another appropriate authority will direct that the matter be reopened for a more complete review. Passengers should be able to raise concerns about employee conduct and safety with confidence that those concerns will receive a substantive and impartial review. Based on the responses I have received, I do not believe Caltrain has demonstrated that such a review occurred in this case. Thank you for your attention to this matter. I would appreciate a written

response regarding the Board's review or referral of this complaint.

Sincerely,
Neal Osincup

On Tue, Aug 25, 2026 at 3:02 PM Sarah Nabong <nabongs@samtrans.com> wrote:

Thank you for your follow-up and for clarifying your concerns.

We understand that your complaint is regarding the employee's conduct during the interaction, the escalation of the situation, the involvement of other passengers, and your concern that you did not feel safe remaining on the train. We apologize that our previous response did not fully address those concerns.

Although we cannot discuss personnel matters, as they are handled confidentially, please know that we take all complaints seriously. Regardless of the situation, our Customer Service Representatives and onboard staff are expected to maintain a professional demeanor when interacting with our patrons.

Once more, we truly apologize for the negative impression this situation left with you and appreciate you taking the time to further explain your concerns.

Regards,

Sarah Nabong, Customer Service Representative 2

San Mateo County Transit District
166 N. Rollins Road, Millbrae, CA 94030

Websites: [SamTrans](http://samtrans.com) | [Caltrain](http://caltrain.com) | [SMCTA](http://smcta.com)



From: Neal Osincup <norcaloundman@gmail.com>
Sent: Monday, August 24, 2026 4:37 PM
To: Sarah Nabong <nabongs@samtrans.com>
Subject: Re: Caltrain Customer Service Recording Form: 1018949

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Thank you for your response. However, I do not consider this matter resolved.

My complaint was not about whether BayPass users are required to tag on or tag off. I understand that requirement. The issue I reported was the conduct of your employee during the encounter, the scene that was created in front of other passengers, the subsequent involvement of other passengers, and the fact that I was ultimately cornered on a bench to the point that I felt I needed to leave the train for my own safety.

Your response does not address those concerns.

You state that Caltrain “reviewed the incident and spoke with the rover assigned to the train.” At no point was I contacted or interviewed as part of that review. I therefore do not understand how Caltrain could meaningfully investigate a complaint concerning an employee’s conduct, escalation of an interaction, and failure to mitigate a developing situation without ever obtaining an account from the passenger who made the complaint.

Characterizing this merely as the discomfort or frustration of “being questioned about your fare in front of other passengers” substantially understates what I reported.

I am requesting that this matter be reopened and independently reviewed, including the conduct of the rover before, during, and after other passengers became involved; what steps, if any, were taken to de-escalate the situation; and any available video, reports, or other records relating to the incident. I also expect to be interviewed before any final conclusion is reached.

To be clear, I am not challenging Caltrain's BayPass tagging policy. Any further response explaining that policy instead of addressing the conduct described above will not be responsive to my complaint.

Caltrain is a public agency, and I expect a complaint involving passenger safety and employee conduct to receive a complete and impartial review. If this cannot be resolved through the current process, I am prepared to escalate the matter to Caltrain leadership and, if necessary, bring it before the Board of Directors.

Please advise who will be responsible for the reopened review and what the next step in that process will be.

Neal Osincup

(817) 602-3683

On Mon, Aug 24, 2026, 3:31 PM Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Neal Osincup,

Thank you for bringing your concerns to our attention, and we apologize for the delay in responding.

We reviewed the incident and spoke with the rover assigned to the train. According to the rover, several passengers traveling with Go Passes had not tagged on prior to boarding. As each passenger was contacted, the rover explained that Go Pass users are still required to tag on before each trip.

When your Clipper card was checked, it also did not show a valid tag-on. The rover confirmed

that your BayPass had not expired and explained that the issue was not the validity of your pass, but that a tag-on was not recorded before boarding.

We understand, however, that being questioned about your fare in front of other passengers can be uncomfortable and frustrating.

To clarify, BayPass participants are required to tag on before every trip, even though the pass provides unlimited eligible travel. Tagging on validates the trip and helps ensure accurate ridership data.

We appreciate you taking the time to share your experience and hope this clarification is helpful.

Sarah Nabong, Customer Service Representative 2

San Mateo County Transit District

[166 N. Rollins Road, Millbrae, CA 94030](https://www.smccta.org/166-N-Rollins-Road-Millbrae-CA-94030)

Websites: [SamTrans](https://www.samtrans.org) | [Caltrain](https://www.caltrain.com) | [SMCTA](https://www.smccta.org)



--

Neal Osincup
(817) 602-3683

From: [Neal Osincup](#)
To: [PRA](#)
Cc: [Sarah Nabong](#); [Board \(@caltrain.com\)](#)
Subject: California Public Records Act Request — De-Escalation, Fare Enforcement, Customer Service, Training, and Board Oversight
Date: Tuesday, August 25, 2026 5:13:27 PM

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

Pursuant to the California Public Records Act, Government Code section 7920.000 et seq., I request records concerning Caltrain policies, procedures, training, standards, complaint records, and Board oversight relating to passenger interactions, fare enforcement, customer service, complaint handling, conflict management, and de-escalation.

For visibility, I am copying members of the Peninsula Corridor Joint Powers Board and the Customer Service representative currently handling my related correspondence. The Board members and Customer Service representative are copied for awareness only; this request should be processed through Caltrain's normal public-records procedures.

This request is separate from any request for records concerning a specific passenger incident. Its purpose is to identify the generally applicable policies, training, operating standards, complaint-handling procedures, complaint data, and governance materials governing passenger-facing Caltrain personnel and Caltrain Customer Service.

1. De-Escalation, Conflict Management, and Passenger Interaction Policies

Please provide all current policies, procedures, manuals, directives, standard operating procedures, post orders, employee guidance, bulletins, codes of conduct, or other written standards addressing:

- De-escalation of conflicts involving passengers;
- Verbal conflict management or conflict resolution;
- Interactions with angry, upset, argumentative, disruptive, or noncompliant passengers;
- Professional conduct, courtesy, demeanor, and customer-service expectations;
- Circumstances in which an employee is expected to disengage from an interaction;
- Circumstances in which a supervisor, security personnel, Transit Police, law enforcement, or another employee should be summoned;
- Circumstances in which additional employees should or should not join an interaction already being handled by another employee;

- Maintaining appropriate physical distance from passengers during disputed or confrontational interactions;
- Avoiding multiple employees simultaneously confronting, crowding, or surrounding a passenger;
- Designating a single employee or supervisor to communicate with a passenger during a developing incident;
- Employee responsibilities when another employee appears to be escalating an interaction;
- Verbal intimidation, taunting, mocking, argumentative, provocative, retaliatory, or otherwise unprofessional conduct toward passengers;
- Handling passenger complaints arising during or immediately following an employee-passenger confrontation; and
- Reporting, documenting, or reviewing confrontational passenger interactions.

2. Fare Inspection, Fare Enforcement, Rovers, and Similar Personnel

Please provide all current policies, procedures, manuals, directives, post orders, operating standards, employee expectations, and training materials applicable to personnel who perform fare inspection, fare enforcement, proof-of-payment verification, roving customer-service functions, or similar passenger-facing duties.

This includes records applicable to personnel known formally or informally as:

- Fare inspectors;
- Fare checkers;
- Fare enforcement personnel;
- Proof-of-payment inspectors;
- Rovers;
- Customer ambassadors;
- Station agents;
- Customer-service personnel;
- Conductors and assistant conductors;
- Field supervisors;
- Security personnel; and

- Contractor personnel performing substantially similar functions on behalf of Caltrain.

Please include policies addressing:

- How fare inspections are initiated and conducted;
- Requests for proof of payment;
- Requests for identification;
- Handling disputes concerning tickets, passes, Clipper cards, fare payment, or proof of payment;
- Warnings, citations, removals, or referrals to security or law enforcement;
- Discretion afforded to fare-enforcement personnel;
- Professional conduct during fare inspections;
- Customer-service expectations during fare disputes;
- De-escalation during fare-related encounters;
- Circumstances requiring an employee to disengage;
- Circumstances requiring supervisory assistance;
- Circumstances permitting or requiring additional employees to participate in an encounter;
- Maintaining appropriate physical distance from passengers;
- Avoiding unnecessary crowding or surrounding of passengers;
- Verbal or physical intimidation;
- Retaliatory, argumentative, mocking, taunting, provocative, or confrontational conduct;
- Responsibilities of employees who observe another employee escalating an encounter;
- Reporting and documentation requirements following disputed or confrontational fare inspections;
- Passenger complaint procedures relating to fare-enforcement encounters; and
- Disciplinary or corrective standards associated with violations of these policies.

Please also provide records sufficient to identify the organizational role, employer or contractor, supervisory structure, and general duties of personnel classified, described, or commonly referred to as “rovers,” “fare inspectors,” “fare checkers,” “fare enforcement personnel,” “ambassadors,” or substantially similar titles.

The use of these titles in this request is intended to describe functions as well as formal job classifications. Please do not limit the search solely to records containing a particular formal job title.

3. Customer Service and Complaint-Handling Policies

Please provide all current policies, procedures, manuals, standard operating procedures, desk guides, scripts, escalation matrices, quality standards, training materials, supervisory guidance, and other written instructions governing Caltrain Customer Service personnel and the handling of passenger complaints.

This includes policies or procedures addressing:

- Receipt and acknowledgment of passenger complaints;
- Required information to be obtained from a complainant;
- Complaint intake and case creation;
- Complaint categorization and coding;
- Assignment of complaints for review or investigation;
- Standards for determining whether a complaint warrants investigation;
- Standards for determining the scope of an investigation;
- Obtaining statements from complainants;
- Obtaining statements from involved employees;
- Review of onboard video, station video, audio, dispatch records, fare-enforcement records, or other available evidence;
- Consultation with supervisors, operations personnel, contractors, security personnel, or other departments;
- Required documentation of investigative steps;
- Standards for determining whether a complaint is substantiated, unsubstantiated, inconclusive, or otherwise resolved;
- Required supervisory or management review before a complaint is closed;
- Authority of Customer Service representatives to close or resolve complaints;
- Circumstances requiring escalation to a supervisor, manager, operations department, safety department, security department, legal department, executive staff, or another internal function;
- Standards governing the content and completeness of responses to complainants;

- Requirements to address each material allegation raised by a complainant;
- Requirements, if any, to explain what investigative steps were taken;
- Response-time standards;
- Follow-up requirements;
- Procedures for reopening a complaint;
- Requests by passengers for supervisory review or reconsideration;
- Handling of complaints alleging intimidation, retaliation, threats, harassment, discrimination, unsafe conduct, employee misconduct, or escalation by employees;
- Handling of complaints involving multiple employees;
- Handling of complaints involving contractors or third-party personnel;
- Preservation of evidence after a complaint is received;
- Retention schedules for complaint files;
- Quality assurance or auditing of Customer Service complaint handling;
- Performance standards applicable to Customer Service personnel;
- Internal review of deficient or incomplete complaint responses; and
- Corrective action, retraining, or escalation when Customer Service procedures are not followed.

Please specifically provide any policy, procedure, or guidance addressing whether a passenger complaint may be closed, denied, or deemed resolved without:

1. Contacting or interviewing the complainant;
2. Obtaining clarification from the complainant regarding disputed facts;
3. Reviewing available video or other objective evidence;
4. Obtaining statements or reports from involved employees;
5. Documenting the basis for the conclusion; or
6. Providing supervisory or management review.

Please also provide any policy governing the circumstances under which a complainant may request that a matter be reopened, reconsidered, escalated, or reviewed by a supervisor or manager.

4. Customer Service Training

Please provide all current training materials used to train Customer Service representatives, supervisors, managers, or contractor personnel who receive, investigate, respond to, or close passenger complaints.

This includes:

- Training manuals;
- Onboarding materials;
- Complaint-handling training;
- Investigative guidance;
- Customer communication standards;
- De-escalation training;
- Writing or correspondence standards;
- Scenario-based training;
- Quality-assurance materials;
- Supervisor training;
- Escalation guidance;
- Scripts or response templates;
- Learning-management-system course descriptions;
- Tests, quizzes, or assessments; and
- Refresher or remedial training.

Please also provide records sufficient to identify who provides this training, how frequently it is required, and what supervisory or quality-control review applies to complaint responses.

5. Training Materials for Passenger-Facing Personnel

Please provide all current training materials concerning any subject described in Sections 1 and 2 above, including:

- Training manuals;
- Lesson plans;
- Instructor guides;
- Employee handouts;

- PowerPoint or other presentation materials;
- Training videos or video scripts;
- Scenario-based training materials;
- Learning-management-system course descriptions;
- Tests, quizzes, assessments, or competency evaluations;
- Refresher or recurrent training materials;
- Remedial-training materials;
- Training bulletins; and
- Written guidance distributed following incidents or changes in policy.

For each applicable employee or contractor classification, please also provide records sufficient to identify:

1. Whether de-escalation, conflict-management, customer-service, or fare-enforcement training is required;
2. Which personnel are required to receive it;
3. The frequency of the training;
4. The duration of the training;
5. The entity responsible for providing the training;
6. Whether recurrent or refresher training is required; and
7. Whether remedial training may be required following a passenger complaint or employee-conduct incident.

I am not requesting individual employees' confidential personnel or training records through this section. I am requesting generally applicable curriculum, requirements, and standards.

6. Policies Governing Intervention by Additional Employees

Please provide any current policy, directive, training, guidance, or operating procedure addressing when an employee should or should not intervene in an interaction between another employee and a passenger.

Please include records addressing:

- Secondary employees joining an ongoing confrontation;

- Multiple employees addressing the same passenger simultaneously;
- Employee crowding or surrounding of passengers;
- Maintaining physical or conversational distance;
- Preventing conflicting instructions from multiple employees;
- Designation of a primary employee or supervisor to communicate with a passenger;
- Supervisor responsibility for taking control of an escalating encounter;
- Employee obligations to attempt to reduce rather than intensify conflict;
- Circumstances in which employees are instructed to disengage and seek supervisory or law-enforcement assistance; and
- Employee responsibilities upon observing conduct by another employee that may violate customer-service, professionalism, or de-escalation standards.

7. Board and Committee Records

For the period **January 1, 2021 through the date this request is processed**, please provide records of the Peninsula Corridor Joint Powers Board and its committees that contain, reference, or substantively discuss:

- De-escalation;
- Conflict management;
- Conflict resolution;
- Passenger confrontations;
- Employee-passenger interactions;
- Employee conduct toward passengers;
- Customer-service conduct or professionalism;
- Customer Service complaint handling;
- Passenger complaint investigation or resolution procedures;
- Complaint trends or complaint-response performance;
- Fare inspection;
- Fare enforcement;
- Proof-of-payment enforcement;

- Fare evasion enforcement;
- Rovers;
- Fare inspectors or fare checkers;
- Customer ambassadors;
- Passenger complaints concerning employee behavior;
- Security response to passenger disputes;
- Law-enforcement response to passenger disputes;
- Training concerning difficult, upset, aggressive, disruptive, or confrontational passengers;
- Policies intended to prevent employee-passenger interactions from escalating;
- Customer-service training;
- Codes of conduct applicable to passenger-facing personnel; or
- Policy, training, management, or operational changes arising from recurring passenger complaints.

Responsive records should include, where they exist:

- Agendas;
- Agenda packets;
- Staff reports;
- Presentations;
- Minutes;
- Supporting materials;
- Written reports to the Board or a committee;
- Board correspondence;
- Board reading files;
- Written communications distributed to a quorum of the Board or a committee in connection with these subjects; and
- Records reflecting Board or committee discussion, direction, recommendations, or action.

This request includes meetings of the full Peninsula Corridor Joint Powers Board and any

committee having responsibility for operations, safety, customer experience, security, fare enforcement, or employee conduct, including any predecessor or successor committee performing substantially similar functions.

To the extent responsive Board or committee records constitute agendas, minutes, staff reports, correspondence, or other materials required to be maintained or disclosed in connection with meetings governed by the Ralph M. Brown Act, please include those materials within the production.

8. Complaint Records, Trends, and Policy Review

For the period **January 1, 2021 through the date this request is processed**, please provide records sufficient to identify the number and disposition of passenger complaints involving any of the following categories or substantially similar categories:

- Employee conduct;
- Discourtesy or unprofessional conduct;
- Confrontational behavior;
- Verbal intimidation;
- Threatening or aggressive behavior;
- De-escalation failures;
- Fare inspection or fare enforcement;
- Fare inspectors, fare checkers, rovers, conductors, or customer ambassadors;
- Passenger disputes;
- Employee escalation of passenger interactions;
- Multiple employees becoming involved in a passenger confrontation;
- Customer-service handling of complaints;
- Failure to investigate;
- Failure to respond;
- Complaint closure without further contact with the complainant;
- Requests for supervisory review;
- Reopened complaints; and
- Complaints alleging retaliation or inappropriate treatment following a dispute with Caltrain personnel.

For each year, please provide existing records sufficient to show, where maintained:

1. The total number of complaints received;
2. The number of complaints in each relevant category;
3. The employee or contractor classification involved;
4. Whether the complaint was categorized as substantiated, unsubstantiated, inconclusive, unfounded, resolved, closed, or otherwise disposed of;
5. The number of complaints referred for supervisory, management, safety, security, operations, contractor, or other review;
6. The number of complaints resulting in retraining, counseling, corrective action, policy review, or other remedial action, to the extent this information can be provided without disclosure of confidential personnel information;
7. The number of complaints reopened or escalated following an initial response;
8. The average or median time to close complaints, if tracked; and
9. Any internal category codes, definitions, disposition codes, or reporting standards used to classify these complaints.

Please also provide any existing reports, dashboards, spreadsheets, database exports, summaries, memoranda, presentations, trend analyses, quality-assurance reports, or management reviews concerning passenger complaints about employee conduct, fare enforcement, customer service, or confrontational passenger interactions.

This request does not require Caltrain to create a new report or analysis that does not already exist. Where the requested information exists in a database or other electronic record system, please provide the existing responsive records or an existing export containing the responsive non-exempt information, as appropriate.

I am not requesting personally identifying information concerning passengers or confidential personnel records. Aggregate data, existing summaries, redacted records, or other records sufficient to show the requested information are acceptable.

9. Search Terms

To assist in locating responsive records, potential search terms include, but are not limited to:

“de-escalation,” “deescalation,” “conflict management,” “conflict resolution,” “passenger conflict,” “customer conflict,” “passenger confrontation,” “customer confrontation,” “employee conduct,” “professionalism,” “customer service,” “customer service policy,” “customer service training,” “complaint handling,” “complaint investigation,” “complaint escalation,” “complaint closure,” “reopen complaint,” “supervisor review,” “customer complaint,” “passenger complaint,” “difficult customer,” “disruptive passenger,” “confrontational passenger,” “verbal confrontation,” “fare inspection,” “fare inspector,” “fare checker,” “fare enforcement,” “proof of payment,” “fare evasion,” “rover,” “rovers,”

“ambassador,” “customer ambassador,” “employee complaint,” “code of conduct,” “use of force,” and “workplace violence.”

These terms are intended to assist the search and should not be interpreted as limiting the scope of otherwise responsive records.

10. Format, Publicly Available Records, Withholding, and Clarification

Electronic records are preferred, and where practical I request records in their native electronic format.

Where a responsive document is already publicly available online, providing a direct link to the specific responsive document is acceptable in lieu of producing a duplicate copy.

If Caltrain contends that any responsive record, or any portion of a responsive record, is exempt from disclosure, please:

1. Identify the record or category of records being withheld;
2. State the specific statutory basis for the withholding;
3. Explain the application of the asserted exemption; and
4. Produce all reasonably segregable non-exempt portions of the record.

If records responsive to this request are maintained by a contractor, operator, consultant, or other entity performing functions on behalf of Caltrain, please include records within Caltrain’s possession, custody, or control and identify the entity maintaining additional responsive records where appropriate.

If Caltrain believes that any portion of this request does not reasonably describe identifiable records, or that a practical obstacle prevents production as written, please identify the particular portion at issue and the nature of that obstacle. Consistent with Government Code section 7922.600, I welcome assistance identifying responsive records and reasonable suggestions for overcoming any practical basis for denying access.

I am willing to discuss reasonable sequencing or staged production of responsive records where that would facilitate prompt disclosure. Such sequencing should not be construed as withdrawal of any portion of this request.

Thank you,

--

Neal Osincup
(817) 602-3683

From: [Neal Osincup](#)
To: [PRA](#)
Cc: [Sarah Nabong; Board \(@caltrain.com\)](#)
Subject: California Public Records Act Request — Records Concerning Neal Osincup
Date: Tuesday, August 25, 2026 6:03:22 PM

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Pursuant to the California Public Records Act, Government Code section 7920.000 et seq., I request all records maintained by Caltrain, the Peninsula Corridor Joint Powers Board, the San Mateo County Transit District insofar as it maintains Caltrain-related records, and contractors acting on Caltrain's behalf that identify, reference, concern, describe, categorize, or are otherwise associated with Neal Osincup.

For visibility and continuity, I am sending this request to the same distribution list as my prior public-records request, including members of the Peninsula Corridor Joint Powers Board and the Customer Service representative currently handling my related correspondence. They are copied for awareness only; this request should be processed through Caltrain's normal public-records procedures.

This is a separate and narrower request from my prior request concerning Caltrain policies, training, complaint handling, fare enforcement, and Board oversight. This request concerns records maintained specifically about me.

For purposes of locating responsive records, identifying information may include my name and any other identifiers associated with my prior communications, complaints, fare transactions, or interactions with Caltrain, including my email address, telephone number, customer-service case or complaint numbers, Clipper card serial number or account identifier, or other customer or passenger identifiers maintained by Caltrain.

Please provide all responsive records, including, but not limited to:

- Customer-service records and case histories;
- Complaint records;
- CRM records;
- Case notes;
- Internal notes, comments, or annotations;
- Disposition notes;
- Internal emails, messages, memoranda, or other communications referring to or concerning me;

Communications between Customer Service and Caltrain employees, contractors, supervisors, managers, conductors, fare-enforcement personnel, rovers, security personnel, Board staff, or other personnel concerning me;

- Employee statements or reports concerning interactions with me;
- Incident reports;
- Fare-inspection or fare-enforcement records;
- Records of warnings, citations, referrals, disputes, or reported incidents involving me;
- Supervisory or management reviews;
- Security or law-enforcement referrals or communications;
- Records relating to the review, request, retrieval, preservation, or disposition of video, audio, or other evidence involving me;
- Records reflecting the classification, categorization, coding, escalation, reopening, investigation, or disposition of any complaint submitted by me; and
- Records reflecting any assessment, characterization, classification, coding, description, annotation, or notation concerning my conduct, demeanor, behavior, safety risk, fare compliance, credibility, or interactions with Caltrain personnel or other passengers.

Please also provide any records reflecting that I have been identified for:

- Special attention;
- Monitoring;
- Special handling;
- Supervisory review;
- Escalation;
- Enhanced fare enforcement;
- Security review;
- Future employee notification;
- Restrictions;
- Exclusion or proposed exclusion; or
- Any other treatment differing from that ordinarily applicable to Caltrain passengers.

Please provide any record reflecting the existence or use of any flag, alert, warning, annotation, status indicator, customer-service marker, enforcement marker, special-handling designation, safety designation, internal advisory, restriction, or similar notation associated

with my name, customer profile, complaint history, Clipper card identifier, fare account identifier, or other identifying information.

If Caltrain maintains any database, customer-management system, fare-enforcement system, incident-management system, or other electronic system in which employees or contractors can view notes, classifications, alerts, flags, or status information associated with a passenger or customer, please provide all responsive records concerning me contained within that system.

Please also provide records sufficient to identify the meaning of any codes, abbreviations, classifications, flags, annotations, or status indicators appearing in records concerning me.

To the extent maintained in the ordinary course of business, please also provide records reflecting:

1. Who created or entered any note, classification, characterization, flag, alert, warning, or other notation concerning me;
2. The date and time the entry was created;
3. The source or basis identified for the entry;
4. Any subsequent modification, update, or deletion of the entry;
5. Any department, employee, contractor, or other person to whom the information was distributed or made available;
6. Any action taken in reliance upon or in response to the information; and
7. Any audit, access, or change logs associated with the record.

This request specifically includes records created before, during, and after my recent passenger complaint, including communications between the Customer Service representative handling that complaint and:

- The employee involved in the underlying passenger interaction;
- That employee's supervisors;
- Fare-enforcement personnel;
- Operations personnel;
- Contractors;
- Management personnel;
- Security personnel; or
- Any other Caltrain or contractor personnel consulted regarding the complaint.

Please also provide any record reflecting how the underlying passenger interaction was

internally classified or categorized, including any incident type, complaint category, fare-enforcement category, customer-service category, safety category, security category, operational category, or other classification applied to the interaction.

I am the subject of the requested records. I am not requesting confidential personal information belonging to unrelated third parties. To the extent responsive records contain information Caltrain believes is exempt from disclosure because it concerns another individual, please redact only the exempt information and produce all reasonably segregable non-exempt portions.

If responsive records concerning me are maintained primarily by another public agency or entity, including the Metropolitan Transportation Commission or the Clipper program, please identify the custodian, entity, or system in which those records are maintained.

Electronic production is preferred, and where practical I request records in their native electronic format.

If Caltrain contends that any responsive record or portion of a record is exempt from disclosure, please identify the record or category of records being withheld and state the specific statutory basis asserted for withholding it.

If any portion of this request requires clarification, please contact me so that the records can be identified and produced without unnecessary delay.

Thank you,

--

Neal Osincup
(817) 602-3683

From: [PRA](#)
To: [Neal Osincup](#); [PRA](#)
Cc: [Sarah Nabong](#); [Board \(@caltrain.com\)](#)
Subject: Re: California Public Records Act Request — De-Escalation, Fare Enforcement, Customer Service, Training, and Board Oversight
Date: Wednesday, August 26, 2026 8:42:35 AM

Hello Neal Osincup,

Your public records request was received and entered into the Caltrain NextRequest public records request system. Your request is assigned number 26-149. You can view the request and updates through the website.

<https://caltrain.nextrequest.com/requests/26-149>

Thank you.

From: Neal Osincup <norcalsoundman@gmail.com>
Sent: Tuesday, August 25, 2026 5:13 PM
To: PRA <pra@caltrain.com>
Cc: Sarah Nabong <nabongs@samtrans.com>; Board (@caltrain.com) <Board@caltrain.com>
Subject: California Public Records Act Request — De-Escalation, Fare Enforcement, Customer Service, Training, and Board Oversight

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

Pursuant to the California Public Records Act, Government Code section 7920.000 et seq., I request records concerning Caltrain policies, procedures, training, standards, complaint records, and Board oversight relating to passenger interactions, fare enforcement, customer service, complaint handling, conflict management, and de-escalation.

For visibility, I am copying members of the Peninsula Corridor Joint Powers Board and the Customer Service representative currently handling my related correspondence. The Board members and Customer Service representative are copied for awareness only; this request should be processed through Caltrain's normal public-records procedures.

This request is separate from any request for records concerning a specific passenger incident. Its purpose is to identify the generally applicable policies, training, operating standards, complaint-handling procedures, complaint data, and governance materials governing passenger-facing Caltrain personnel and Caltrain Customer Service.

1. De-Escalation, Conflict Management, and Passenger Interaction Policies

Please provide all current policies, procedures, manuals, directives, standard operating procedures, post orders, employee guidance, bulletins, codes of conduct, or other written standards addressing:

- De-escalation of conflicts involving passengers;
- Verbal conflict management or conflict resolution;
- Interactions with angry, upset, argumentative, disruptive, or noncompliant passengers;
- Professional conduct, courtesy, demeanor, and customer-service expectations;
- Circumstances in which an employee is expected to disengage from an interaction;
- Circumstances in which a supervisor, security personnel, Transit Police, law enforcement, or another employee should be summoned;
- Circumstances in which additional employees should or should not join an interaction already being handled by another employee;
- Maintaining appropriate physical distance from passengers during disputed or confrontational interactions;
- Avoiding multiple employees simultaneously confronting, crowding, or surrounding a passenger;
- Designating a single employee or supervisor to communicate with a passenger during a developing incident;
- Employee responsibilities when another employee appears to be escalating an interaction;
- Verbal intimidation, taunting, mocking, argumentative, provocative, retaliatory, or otherwise unprofessional conduct toward passengers;
- Handling passenger complaints arising during or immediately following an employee-passenger confrontation; and
- Reporting, documenting, or reviewing confrontational passenger interactions.

2. Fare Inspection, Fare Enforcement, Rovers, and Similar Personnel

Please provide all current policies, procedures, manuals, directives, post orders, operating standards, employee expectations, and training materials applicable to personnel who perform fare inspection, fare enforcement, proof-of-payment verification, roving customer-service functions, or similar passenger-facing duties.

This includes records applicable to personnel known formally or informally as:

- Fare inspectors;
- Fare checkers;
- Fare enforcement personnel;
- Proof-of-payment inspectors;
- Rovers;
- Customer ambassadors;
- Station agents;
- Customer-service personnel;
- Conductors and assistant conductors;
- Field supervisors;
- Security personnel; and
- Contractor personnel performing substantially similar functions on behalf of Caltrain.

Please include policies addressing:

- How fare inspections are initiated and conducted;
- Requests for proof of payment;
- Requests for identification;
- Handling disputes concerning tickets, passes, Clipper cards, fare payment, or proof of payment;
- Warnings, citations, removals, or referrals to security or law enforcement;
- Discretion afforded to fare-enforcement personnel;
- Professional conduct during fare inspections;
- Customer-service expectations during fare disputes;
- De-escalation during fare-related encounters;
- Circumstances requiring an employee to disengage;
- Circumstances requiring supervisory assistance;
- Circumstances permitting or requiring additional employees to participate in an encounter;
- Maintaining appropriate physical distance from passengers;
- Avoiding unnecessary crowding or surrounding of passengers;
- Verbal or physical intimidation;
- Retaliatory, argumentative, mocking, taunting, provocative, or confrontational conduct;
- Responsibilities of employees who observe another employee escalating an encounter;
- Reporting and documentation requirements following disputed or confrontational fare inspections;
- Passenger complaint procedures relating to fare-enforcement encounters; and
- Disciplinary or corrective standards associated with violations of these policies.

Please also provide records sufficient to identify the organizational role, employer or contractor, supervisory structure, and general duties of personnel classified, described, or commonly referred to as “rovers,” “fare inspectors,” “fare checkers,” “fare enforcement personnel,” “ambassadors,” or substantially similar titles.

The use of these titles in this request is intended to describe functions as well as formal job classifications. Please do not limit the search solely to records containing a particular formal job title.

3. Customer Service and Complaint-Handling Policies

Please provide all current policies, procedures, manuals, standard operating procedures, desk guides, scripts, escalation matrices, quality standards, training materials, supervisory guidance, and other written instructions governing Caltrain Customer Service personnel and the handling of passenger complaints.

This includes policies or procedures addressing:

- Receipt and acknowledgment of passenger complaints;
- Required information to be obtained from a complainant;
- Complaint intake and case creation;
- Complaint categorization and coding;
- Assignment of complaints for review or investigation;
- Standards for determining whether a complaint warrants investigation;
- Standards for determining the scope of an investigation;
- Obtaining statements from complainants;

- Obtaining statements from involved employees;
- Review of onboard video, station video, audio, dispatch records, fare-enforcement records, or other available evidence;
- Consultation with supervisors, operations personnel, contractors, security personnel, or other departments;
- Required documentation of investigative steps;
- Standards for determining whether a complaint is substantiated, unsubstantiated, inconclusive, or otherwise resolved;
- Required supervisory or management review before a complaint is closed;
- Authority of Customer Service representatives to close or resolve complaints;
- Circumstances requiring escalation to a supervisor, manager, operations department, safety department, security department, legal department, executive staff, or another internal function;
- Standards governing the content and completeness of responses to complainants;
- Requirements to address each material allegation raised by a complainant;
- Requirements, if any, to explain what investigative steps were taken;
- Response-time standards;
- Follow-up requirements;
- Procedures for reopening a complaint;
- Requests by passengers for supervisory review or reconsideration;
- Handling of complaints alleging intimidation, retaliation, threats, harassment, discrimination, unsafe conduct, employee misconduct, or escalation by employees;
- Handling of complaints involving multiple employees;
- Handling of complaints involving contractors or third-party personnel;
- Preservation of evidence after a complaint is received;
- Retention schedules for complaint files;
- Quality assurance or auditing of Customer Service complaint handling;
- Performance standards applicable to Customer Service personnel;
- Internal review of deficient or incomplete complaint responses; and
- Corrective action, retraining, or escalation when Customer Service procedures are not followed.

Please specifically provide any policy, procedure, or guidance addressing whether a passenger complaint may be closed, denied, or deemed resolved without:

1. Contacting or interviewing the complainant;
2. Obtaining clarification from the complainant regarding disputed facts;
3. Reviewing available video or other objective evidence;
4. Obtaining statements or reports from involved employees;
5. Documenting the basis for the conclusion; or
6. Providing supervisory or management review.

Please also provide any policy governing the circumstances under which a complainant may request that a matter be reopened, reconsidered, escalated, or reviewed by a supervisor or manager.

4. Customer Service Training

Please provide all current training materials used to train Customer Service representatives, supervisors, managers, or contractor personnel who receive, investigate, respond to, or close

passenger complaints.

This includes:

- Training manuals;
- Onboarding materials;
- Complaint-handling training;
- Investigative guidance;
- Customer communication standards;
- De-escalation training;
- Writing or correspondence standards;
- Scenario-based training;
- Quality-assurance materials;
- Supervisor training;
- Escalation guidance;
- Scripts or response templates;
- Learning-management-system course descriptions;
- Tests, quizzes, or assessments; and
- Refresher or remedial training.

Please also provide records sufficient to identify who provides this training, how frequently it is required, and what supervisory or quality-control review applies to complaint responses.

5. Training Materials for Passenger-Facing Personnel

Please provide all current training materials concerning any subject described in Sections 1 and 2 above, including:

- Training manuals;
- Lesson plans;
- Instructor guides;
- Employee handouts;
- PowerPoint or other presentation materials;
- Training videos or video scripts;
- Scenario-based training materials;
- Learning-management-system course descriptions;
- Tests, quizzes, assessments, or competency evaluations;
- Refresher or recurrent training materials;
- Remedial-training materials;
- Training bulletins; and
- Written guidance distributed following incidents or changes in policy.

For each applicable employee or contractor classification, please also provide records sufficient to identify:

1. Whether de-escalation, conflict-management, customer-service, or fare-enforcement training is required;
2. Which personnel are required to receive it;
3. The frequency of the training;
4. The duration of the training;
5. The entity responsible for providing the training;

6. Whether recurrent or refresher training is required; and
7. Whether remedial training may be required following a passenger complaint or employee-conduct incident.

I am not requesting individual employees' confidential personnel or training records through this section. I am requesting generally applicable curriculum, requirements, and standards.

6. Policies Governing Intervention by Additional Employees

Please provide any current policy, directive, training, guidance, or operating procedure addressing when an employee should or should not intervene in an interaction between another employee and a passenger.

Please include records addressing:

- Secondary employees joining an ongoing confrontation;
- Multiple employees addressing the same passenger simultaneously;
- Employee crowding or surrounding of passengers;
- Maintaining physical or conversational distance;
- Preventing conflicting instructions from multiple employees;
- Designation of a primary employee or supervisor to communicate with a passenger;
- Supervisor responsibility for taking control of an escalating encounter;
- Employee obligations to attempt to reduce rather than intensify conflict;
- Circumstances in which employees are instructed to disengage and seek supervisory or law-enforcement assistance; and
- Employee responsibilities upon observing conduct by another employee that may violate customer-service, professionalism, or de-escalation standards.

7. Board and Committee Records

For the period **January 1, 2021 through the date this request is processed**, please provide records of the Peninsula Corridor Joint Powers Board and its committees that contain, reference, or substantively discuss:

- De-escalation;
- Conflict management;
- Conflict resolution;
- Passenger confrontations;
- Employee-passenger interactions;
- Employee conduct toward passengers;
- Customer-service conduct or professionalism;
- Customer Service complaint handling;
- Passenger complaint investigation or resolution procedures;
- Complaint trends or complaint-response performance;
- Fare inspection;
- Fare enforcement;
- Proof-of-payment enforcement;
- Fare evasion enforcement;
- Rovers;

- Fare inspectors or fare checkers;
- Customer ambassadors;
- Passenger complaints concerning employee behavior;
- Security response to passenger disputes;
- Law-enforcement response to passenger disputes;
- Training concerning difficult, upset, aggressive, disruptive, or confrontational passengers;
- Policies intended to prevent employee-passenger interactions from escalating;
- Customer-service training;
- Codes of conduct applicable to passenger-facing personnel; or
- Policy, training, management, or operational changes arising from recurring passenger complaints.

Responsive records should include, where they exist:

- Agendas;
- Agenda packets;
- Staff reports;
- Presentations;
- Minutes;
- Supporting materials;
- Written reports to the Board or a committee;
- Board correspondence;
- Board reading files;
- Written communications distributed to a quorum of the Board or a committee in connection with these subjects; and
- Records reflecting Board or committee discussion, direction, recommendations, or action.

This request includes meetings of the full Peninsula Corridor Joint Powers Board and any committee having responsibility for operations, safety, customer experience, security, fare enforcement, or employee conduct, including any predecessor or successor committee performing substantially similar functions.

To the extent responsive Board or committee records constitute agendas, minutes, staff reports, correspondence, or other materials required to be maintained or disclosed in connection with meetings governed by the Ralph M. Brown Act, please include those materials within the production.

8. Complaint Records, Trends, and Policy Review

For the period **January 1, 2021 through the date this request is processed**, please provide records sufficient to identify the number and disposition of passenger complaints involving any of the following categories or substantially similar categories:

- Employee conduct;
- Discourtesy or unprofessional conduct;
- Confrontational behavior;
- Verbal intimidation;
- Threatening or aggressive behavior;
- De-escalation failures;

- Fare inspection or fare enforcement;
- Fare inspectors, fare checkers, rovers, conductors, or customer ambassadors;
- Passenger disputes;
- Employee escalation of passenger interactions;
- Multiple employees becoming involved in a passenger confrontation;
- Customer-service handling of complaints;
- Failure to investigate;
- Failure to respond;
- Complaint closure without further contact with the complainant;
- Requests for supervisory review;
- Reopened complaints; and
- Complaints alleging retaliation or inappropriate treatment following a dispute with Caltrain personnel.

For each year, please provide existing records sufficient to show, where maintained:

1. The total number of complaints received;
2. The number of complaints in each relevant category;
3. The employee or contractor classification involved;
4. Whether the complaint was categorized as substantiated, unsubstantiated, inconclusive, unfounded, resolved, closed, or otherwise disposed of;
5. The number of complaints referred for supervisory, management, safety, security, operations, contractor, or other review;
6. The number of complaints resulting in retraining, counseling, corrective action, policy review, or other remedial action, to the extent this information can be provided without disclosure of confidential personnel information;
7. The number of complaints reopened or escalated following an initial response;
8. The average or median time to close complaints, if tracked; and
9. Any internal category codes, definitions, disposition codes, or reporting standards used to classify these complaints.

Please also provide any existing reports, dashboards, spreadsheets, database exports, summaries, memoranda, presentations, trend analyses, quality-assurance reports, or management reviews concerning passenger complaints about employee conduct, fare enforcement, customer service, or confrontational passenger interactions.

This request does not require Caltrain to create a new report or analysis that does not already exist. Where the requested information exists in a database or other electronic record system, please provide the existing responsive records or an existing export containing the responsive non-exempt information, as appropriate.

I am not requesting personally identifying information concerning passengers or confidential personnel records. Aggregate data, existing summaries, redacted records, or other records sufficient to show the requested information are acceptable.

9. Search Terms

To assist in locating responsive records, potential search terms include, but are not limited to: “de-escalation,” “deescalation,” “conflict management,” “conflict resolution,” “passenger conflict,” “customer conflict,” “passenger confrontation,” “customer confrontation,” “employee conduct,” “professionalism,” “customer service,” “customer service policy,” “customer service training,” “complaint handling,” “complaint investigation,” “complaint

escalation,” “complaint closure,” “reopen complaint,” “supervisor review,” “customer complaint,” “passenger complaint,” “difficult customer,” “disruptive passenger,” “confrontational passenger,” “verbal confrontation,” “fare inspection,” “fare inspector,” “fare checker,” “fare enforcement,” “proof of payment,” “fare evasion,” “rover,” “rovers,” “ambassador,” “customer ambassador,” “employee complaint,” “code of conduct,” “use of force,” and “workplace violence.”

These terms are intended to assist the search and should not be interpreted as limiting the scope of otherwise responsive records.

10. Format, Publicly Available Records, Withholding, and Clarification

Electronic records are preferred, and where practical I request records in their native electronic format.

Where a responsive document is already publicly available online, providing a direct link to the specific responsive document is acceptable in lieu of producing a duplicate copy.

If Caltrain contends that any responsive record, or any portion of a responsive record, is exempt from disclosure, please:

1. Identify the record or category of records being withheld;
2. State the specific statutory basis for the withholding;
3. Explain the application of the asserted exemption; and
4. Produce all reasonably segregable non-exempt portions of the record.

If records responsive to this request are maintained by a contractor, operator, consultant, or other entity performing functions on behalf of Caltrain, please include records within Caltrain’s possession, custody, or control and identify the entity maintaining additional responsive records where appropriate.

If Caltrain believes that any portion of this request does not reasonably describe identifiable records, or that a practical obstacle prevents production as written, please identify the particular portion at issue and the nature of that obstacle. Consistent with Government Code section 7922.600, I welcome assistance identifying responsive records and reasonable suggestions for overcoming any practical basis for denying access.

I am willing to discuss reasonable sequencing or staged production of responsive records where that would facilitate prompt disclosure. Such sequencing should not be construed as withdrawal of any portion of this request.

Thank you,

--

Neal Osincup
(817) 602-3683

From: [PRA](#)
To: [Neal Osincup](#); [PRA](#)
Cc: [Sarah Nabong](#); [Board \(@caltrain.com\)](#)
Subject: Re: California Public Records Act Request — Records Concerning Neal Osincup
Date: Wednesday, August 26, 2026 8:46:16 AM

Hello Neal Osincup,

Your public records request was received and entered into the Caltrain NextRequest public records request system. Your request is assigned number 26-150. You can view the request and updates through the website.

<https://caltrain.nextrequest.com/requests/26-150>

Thank you.

From: Neal Osincup <norcalsoundman@gmail.com>
Sent: Tuesday, August 25, 2026 6:02 PM
To: PRA <pra@caltrain.com>
Cc: Sarah Nabong <nabongs@samtrans.com>; Board (@caltrain.com) <Board@caltrain.com>
Subject: California Public Records Act Request — Records Concerning Neal Osincup

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

Pursuant to the California Public Records Act, Government Code section 7920.000 et seq., I request all records maintained by Caltrain, the Peninsula Corridor Joint Powers Board, the San Mateo County Transit District insofar as it maintains Caltrain-related records, and contractors acting on Caltrain's behalf that identify, reference, concern, describe, categorize, or are otherwise associated with Neal Osincup.

For visibility and continuity, I am sending this request to the same distribution list as my prior public-records request, including members of the Peninsula Corridor Joint Powers Board and the Customer Service representative currently handling my related correspondence. They are copied for awareness only; this request should be processed through Caltrain's normal public-records procedures.

This is a separate and narrower request from my prior request concerning Caltrain policies, training, complaint handling, fare enforcement, and Board oversight. This request concerns records maintained specifically about me.

For purposes of locating responsive records, identifying information may include my name and any other identifiers associated with my prior communications, complaints, fare transactions, or interactions with Caltrain, including my email address, telephone number, customer-service case or complaint numbers, Clipper card serial number or account identifier, or other customer or passenger identifiers maintained by Caltrain.

Please provide all responsive records, including, but not limited to:

- Customer-service records and case histories;
- Complaint records;
- CRM records;
- Case notes;
- Internal notes, comments, or annotations;
- Disposition notes;
- Internal emails, messages, memoranda, or other communications referring to or concerning me;
- Communications between Customer Service and Caltrain employees, contractors, supervisors, managers, conductors, fare-enforcement personnel, rovers, security personnel, Board staff, or other personnel concerning me;
- Employee statements or reports concerning interactions with me;
- Incident reports;
- Fare-inspection or fare-enforcement records;
- Records of warnings, citations, referrals, disputes, or reported incidents involving me;
- Supervisory or management reviews;
- Security or law-enforcement referrals or communications;
- Records relating to the review, request, retrieval, preservation, or disposition of video, audio, or other evidence involving me;
- Records reflecting the classification, categorization, coding, escalation, reopening, investigation, or disposition of any complaint submitted by me; and
- Records reflecting any assessment, characterization, classification, coding, description, annotation, or notation concerning my conduct, demeanor, behavior, safety risk, fare compliance, credibility, or interactions with Caltrain personnel or other passengers.

Please also provide any records reflecting that I have been identified for:

- Special attention;
- Monitoring;
- Special handling;
- Supervisory review;
- Escalation;
- Enhanced fare enforcement;
- Security review;
- Future employee notification;
- Restrictions;
- Exclusion or proposed exclusion; or
- Any other treatment differing from that ordinarily applicable to Caltrain passengers.

Please provide any record reflecting the existence or use of any flag, alert, warning, annotation, status indicator, customer-service marker, enforcement marker, special-handling designation, safety designation, internal advisory, restriction, or similar notation associated with my name, customer profile, complaint history, Clipper card identifier, fare account identifier, or other identifying information.

If Caltrain maintains any database, customer-management system, fare-enforcement system, incident-management system, or other electronic system in which employees or contractors can view notes, classifications, alerts, flags, or status information associated with a passenger or customer, please provide all responsive records concerning me contained within that system.

Please also provide records sufficient to identify the meaning of any codes, abbreviations, classifications, flags, annotations, or status indicators appearing in records concerning me. To the extent maintained in the ordinary course of business, please also provide records reflecting:

1. Who created or entered any note, classification, characterization, flag, alert, warning, or other notation concerning me;
2. The date and time the entry was created;
3. The source or basis identified for the entry;
4. Any subsequent modification, update, or deletion of the entry;
5. Any department, employee, contractor, or other person to whom the information was distributed or made available;
6. Any action taken in reliance upon or in response to the information; and
7. Any audit, access, or change logs associated with the record.

This request specifically includes records created before, during, and after my recent passenger complaint, including communications between the Customer Service representative handling that complaint and:

- The employee involved in the underlying passenger interaction;
- That employee's supervisors;
- Fare-enforcement personnel;
- Operations personnel;
- Contractors;
- Management personnel;
- Security personnel; or
- Any other Caltrain or contractor personnel consulted regarding the complaint.

Please also provide any record reflecting how the underlying passenger interaction was internally classified or categorized, including any incident type, complaint category, fare-enforcement category, customer-service category, safety category, security category, operational category, or other classification applied to the interaction.

I am the subject of the requested records. I am not requesting confidential personal information belonging to unrelated third parties. To the extent responsive records contain information Caltrain believes is exempt from disclosure because it concerns another individual, please redact only the exempt information and produce all reasonably segregable non-exempt portions.

If responsive records concerning me are maintained primarily by another public agency or entity, including the Metropolitan Transportation Commission or the Clipper program, please identify the custodian, entity, or system in which those records are maintained.

Electronic production is preferred, and where practical I request records in their native electronic format.

If Caltrain contends that any responsive record or portion of a record is exempt from disclosure, please identify the record or category of records being withheld and state the specific statutory basis asserted for withholding it.

If any portion of this request requires clarification, please contact me so that the records can be identified and produced without unnecessary delay.

Thank you,

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Neal Osincup
(817) 602-3683

From: City of East Palo Alto <cityclerk-cityofepa.org@shared1.ccsend.com>
Sent: Wednesday, August 26, 2026 5:43 PM
To: Board (@caltrain.com)
Subject: City of East Palo Alto, August 26, 2026 City Update

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CITY OF EAST PALO ALTO

August 26, 2026 City Update - Actualización

Highlights for this week

- East Palo Alto Recognizes September as Suicide Prevention Month
- Join the Public Works Transportation Commission or the Rent Stabilization Board
- Green Infrastructure in East Palo Alto!
- Ready to make an impact! Join the Youth Commission!
- The East Palo Alto Community Calendar Website
- Community Events
- Sustainable San Mateo County Youth Advisory Council

East Palo Alto Recognizes September as Suicide Prevention Month

The City of East Palo Alto is joining communities across the nation in recognizing September 2026 as Suicide Prevention Month, reaffirming our commitment to creating a community where everyone feels seen, supported, connected, and comfortable asking for help.

This year's theme, "The Weight We Carry," calls attention to the burdens that people may carry without others knowing—including emotional pain, stress, grief, loneliness, isolation, and societal expectations. The theme places particular focus on men and boys, who experience disproportionately high rates of suicide and may face additional barriers to seeking support.

Suicide prevention is not only a mental health issue—it is a community responsibility. A conversation, a phone call, an invitation to connect, or simply taking the time to listen can make a meaningful difference in someone's life.

The importance of connection has also received increased attention locally. In 2024, the San Mateo County Board of Supervisors declared loneliness a public health crisis, highlighting the important role that belonging, relationships, and community support play in our overall health and well-being.

Building a Community of Support

Throughout Suicide Prevention Month, the City encourages residents, businesses, community organizations, and public agencies to help reduce the stigma surrounding mental health and create spaces where people feel comfortable reaching out for support.

We can all play a role. Check in with friends, family members, neighbors, and coworkers. Listen without judgment. Make time for meaningful connections. And if someone is struggling, help them connect with appropriate mental health or suicide prevention resources.

Sometimes the people carrying the heaviest burdens are the ones who say the least about them. By looking out for one another and making it easier to talk about mental health, we can help ensure that no one in our community feels they have to carry those burdens alone.

If you or someone you know is experiencing a mental health or suicide-related crisis, call or text 988 to connect with the 988 Suicide & Crisis Lifeline. Help is available 24 hours a day, seven days a week.

East Palo Alto reconoce septiembre como el Mes de la Prevención del Suicidio

La ciudad de East Palo Alto se une a comunidades de todo el país para reconocer septiembre de 2026 como el Mes de la Prevención del Suicidio, reafirmando nuestro compromiso de crear una comunidad donde todos se sientan vistos, apoyados, conectados y cómodos al pedir ayuda.

El tema de este año, "El peso que llevamos" (*The Weight We Carry*), llama la atención sobre las cargas que las personas pueden llevar sin que otros lo sepan, incluyendo el dolor emocional, el estrés, el duelo, la soledad, el aislamiento y las expectativas sociales. El tema se centra especialmente en hombres y niños, quienes experimentan tasas de suicidio desproporcionadamente altas y pueden enfrentar barreras adicionales para buscar apoyo.

La prevención del suicidio no es solo una cuestión de salud mental; es una responsabilidad comunitaria. Una conversación, una llamada telefónica, una invitación a conectar o simplemente dedicar tiempo a escuchar pueden marcar una diferencia significativa en la vida de alguien.

La importancia de la conexión también ha recibido mayor atención a nivel local. En 2024, la Junta de Supervisores del Condado de San Mateo declaró la soledad como una crisis de salud pública, destacando el papel fundamental que desempeñan el sentido de pertenencia, las relaciones y el apoyo comunitario en nuestra salud y bienestar general.

Construyendo una comunidad de apoyo

Durante el Mes de la Prevención del Suicidio, la ciudad anima a los residentes, empresas, organizaciones comunitarias y agencias públicas a ayudar a reducir el estigma que rodea a la salud mental y a crear espacios donde las personas se sientan cómodas buscando apoyo.

Todos podemos desempeñar un papel. Esté pendiente de sus amigos, familiares, vecinos y compañeros de trabajo. Escuche sin juzgar. Dedique tiempo a conexiones significativas. Y si alguien está pasando por dificultades, ayúdele a conectar con los recursos adecuados de salud mental o prevención del suicidio.

A veces, las personas que llevan las cargas más pesadas son las que menos hablan de ellas. Al cuidarnos mutuamente y facilitar las conversaciones sobre salud mental, podemos ayudar a garantizar que nadie en nuestra comunidad sienta que debe cargar con esas preocupaciones a solas.

Si usted o alguien que conoce está atravesando una crisis de salud mental o relacionada con el suicidio, llame o envíe un mensaje de texto al 988 para conectar con la Línea de Prevención del Suicidio y Crisis 988. Hay ayuda disponible las 24 horas del día, los siete días de la semana.



Get Involved – Serve Your Community!

The City of East Palo Alto is seeking community members to serve on the Rent Stabilization Board and the Public Works and Transportation Commission. Each board currently has two (2) vacant seats available.

Serving on a board or commission is a meaningful way to help shape local policies, provide valuable community input, and make a lasting impact on the future of East Palo Alto.

If you're passionate about serving your community, we encourage you to apply and be part of the decision-making process. Your copy should address 3 key questions: Who am I writing for (audience)? Why should they care (benefit)? What do I want them to do (call-to-action)?

Public Works and Transportation Commission: <https://www.surveymonkey.com/r/GNW3GQ7>

Rent Stabilization Board: <https://www.surveymonkey.com/r/DXYL7WL>

¡Participa y colabora con tu comunidad!

El Ayuntamiento de East Palo Alto busca a miembros de la comunidad para formar parte de la Comisión de Estabilización de Alquileres y de la Comisión de Obras Públicas y Transporte. Actualmente, cada comisión cuenta con dos (2) puestos vacantes.

Formar parte de una comisión o consejo es una forma significativa de ayudar a dar forma a las políticas locales, ofrecer valiosas aportaciones de la comunidad y dejar una huella duradera en el futuro de East Palo Alto.

Si te apasiona servir a tu comunidad, te animamos a que presentes tu candidatura y formes parte del proceso de toma de decisiones. Tu texto debe responder a tres preguntas clave: ¿A quién me dirijo (público)? ¿Por qué debería importarle (beneficio)? ¿Qué quiero que hagan (llamada a la

City of East Palo Alto



OPEN RECRUITMENT!

Public Works and Transportation Commission

Help shape the future of your community. The City of East Palo Alto is now accepting applications for the Planning Commission! Apply today and be part of the decisions that guide growth, development, and opportunity in our city.

Apply at:

<https://www.surveymonkey.com/r/GNW3GQ7>

Apply Now!



City of East Palo Alto



OPEN RECRUITMENT!

Rent Stabilization Board

Help shape the future of your community. The City of East Palo Alto is now accepting applications for the Planning Commission! Apply today and be part of the decisions that guide growth, development, and opportunity in our city.

Apply at:

<https://www.surveymonkey.com/r/DXYL7WL>

Apply Now!



Green Infrastructure in East Palo Alto!

The City of East Palo Alto continues to invest in Green Infrastructure (GI), a natural based approach to managing stormwater using natural processes to slow, capture, and treat runoff. To guide these efforts, the City of East Palo Alto has adopted a Green Infrastructure Plan that integrates GI into public projects and planning decisions. The plan supports compliance with regional stormwater permit requirements and helps ensure that green infrastructure is considered early in the design of streets, parks, and other public infrastructure improvements. A recent example is the Addison Avenue Safe Routes to Schools and Green Street Improvements project. This project includes stormwater planters along with new curb and gutter to effectively manage runoff while improving pedestrian safety. Another active project, the East Bayshore Pedestrian and Cyclist Improvements project intends to achieve similar GI benefits.

The city continues to improve its GI initiatives by working with consultants, developers, and contractors. Through its efforts, city staff intends to educate the public, construct GI projects, and ultimately enhance our environment.

Over the next year, city staff will be updating the City's GI website, providing training on state requirements pertaining to GI, and collaborating with community partners and non-municipal organizations to advance green infrastructure efforts citywide.

Infraestructura Verde en East Palo Alto

La ciudad de East Palo Alto continúa invirtiendo en infraestructura verde, un enfoque basado en la naturaleza para gestionar las aguas pluviales mediante procesos naturales que ralentizan, captura y tratan la escorrentía de agua. Para orientar estas iniciativas, la ciudad ha adoptado un Plan de Infraestructura Verde que integra Infraestructura Verde en los proyectos públicos y en las decisiones de planificación. El plan soportar el cumplimiento de los requisitos regionales de los permisos para aguas pluviales y ayuda a garantizar que la infraestructura verde se tome en cuenta desde las primeras etapas del diseño de calles, parques y otra infraestructura pública. Un ejemplo reciente es el proyecto "Addison Avenue Safe Routes to Schools and Green Street Improvements". Este proyecto incluye jardineras para la gestión de aguas pluviales, así como nuevos bordillos y canaletas, para gestionar eficazmente la escorrentía y, al mismo tiempo, mejorar la seguridad de los peatones. Otro proyecto en curso es el "East Bayshore Pedestrian and Cyclist Improvement Project", que lograr beneficios similares de la infraestructura verde.

La ciudad sigue mejorando sus iniciativas de infraestructura verde mediante la colaboración con consultores, desarrolladores y contratistas. A través de estos esfuerzos, trabajadores de la ciudad busca educar a la comunidad, ejecutar proyectos de infraestructura verde y mejorar nuestro medio ambiente.

Durante el próximo año, trabajadores de la ciudad actualizará el sitio web de la ciudad con información de infraestructura verde, ofrecerá entrenamiento sobre los requisitos estatales relacionados con infraestructura verde y colaborará con organizaciones comunitarios y organizaciones que no son municipales, para avanzar las iniciativas de infraestructura verde en la ciudad.



Ready to make an impact! Join the Youth Commission!

Join the East Palo Alto Youth Commission and help shape the future of our community. Build leadership skills, share your ideas, and work alongside City leaders to create meaningful change for East Palo Alto youth.

Join an information session to learn more!

¡Prepárate para marcar la diferencia! ¡Únete a la Comisión Juvenil!

Únete a la Comisión Juvenil de East Palo Alto y ayuda a dar forma al futuro de tu comunidad. Desarrolla tus habilidades de liderazgo, comparte tus ideas y colabora con líderes de la ciudad para generar un impacto positivo en la vida de la juventud de East Palo Alto.

Acompáñanos en una de nuestras sesiones informativas para conocer más sobre la Comisión Juvenil!

EAST PALO ALTO YOUTH COMMISSION

APPLICATIONS NOW OPEN



Join the East Palo Alto Youth Commission and help shape the future of our community. Build leadership skills, share your ideas, and work alongside City leaders to create meaningful change for East Palo Alto youth.

Have questions? Join one of our information sessions to learn more about the the application process and what to expect.

<https://forms.gle/Nfv448UTyowUR39s7>

Eligibility

- Ages 12-18
- Live in East Palo Alto or attend school in East Palo Alto

Deadline to Apply

Friday, September 11, 2026

Deadline extended!

Participants will receive \$75 per session.



Have Questions

(650) 885-6446 | commservices@cityofepa.org



COMISIÓN JUVENIL DE EAST PALO ALTO

¡LAS SOLICITUDES YA ESTÁN ABIERTAS!



Únete a la Comisión Juvenil de East Palo Alto y ayuda a dar forma al futuro de tu comunidad. Desarrolla tus habilidades de liderazgo, comparte tus ideas y colabora con líderes de la ciudad para generar un impacto positivo en la vida de la juventud de East Palo Alto.

¿Tienes preguntas? Acompáñanos en una de nuestras sesiones informativas para conocer más sobre la Comisión Juvenil, el proceso de solicitud y lo que puedes esperar si formas parte de este nuevo programa.

<https://forms.gle/GDWqUsSZQsve2ZwQA>

Requisitos para participar

- Jóvenes de 12 a 18 años
- Que vivan o asistan a una escuela en East Palo Alto

Fecha límite para enviar la solicitud

Viernes, 11 de septiembre
¡Extendimos la fecha límite!

¡Participa y recibe \$75 por cada sesión!



¿Tiene Preguntas?

(650) 885-6446 | commservices@cityofepa.org



**Servicios
Comunitarios**
Inc. 1983

Community Events

EAST PALO ALTO MASTODONS





GAME SCHEDULE

DATE		OPPONENT	LOCATION
8/16		JAMBOREE JAMES LOGAN HIGH SCHOOL UNION CITY	AWAY
8/22		510 LEGACY	HOME 
8/30		TRI CITY KINGS	AWAY 
9/5		BERKELEY JACKETS	HOME 
9/12		WEST COAST ISLANDER	AWAY 
9/19		GRANT UNION RAMS	AWAY 
9/26		REDWOOD PAL	HOME 
10/4		BYE	BYE —
10/10		SAN JOSE HITSQUAD	HOME 


HOME FIELD
LOS ROBLES McNAIR
 951 O'CONNOR STREET
 EAST PALO ALTO, CA



HUSTLE, HIT AND NEVER QUIT!

 **REGISTER ONLINE:** <https://epamastodons.isportz.co>
 **EMAIL:** mpaamastodons@gmail.com
 **PHONE:** 650-518-1288
   @EPAMASTODONS

FREE Household Hazardous Waste Drop-off

East Palo Alto
Saturday, September 26th

Book your appointment:
smchealth.org/hhw/appt



All who live in San Mateo County
are welcome.



SAN MATEO COUNTY HEALTH
**ENVIRONMENTAL
HEALTH SERVICES**

Recogida GRATUITA de residuos domésticos peligrosos

East Palo Alto
sábado, 26 de septiembre

Reserva tu cita:
smchealth.org/hhw-appt-espanol



Todos los que viven en el condado
de San Mateo son bienvenidos.



SAN MATEO COUNTY HEALTH
**ENVIRONMENTAL
HEALTH SERVICES**

Participate in a Study on Mosquito Prevention

Compensation Beginning at \$100

Climate Resilient Communities and Stanford University researchers want to learn about your experiences with mosquitoes and yard care.



Participants will be asked to complete two surveys and interviews in addition to yard visits between now and September of 2027.

Interested to learn more? Please contact

Elizabeth at

elizabeth.diazjacobob@crcommunities.org

(831) 216-6513

Stanford
DOERR SCHOOL
OF SUSTAINABILITY
Earth System Science



Participe en un estudio sobre la prevención de zancudos.

Se le compensará comenzando con \$100

Climate Resilient Communities y los investigadores de
Stanford quieren conocer sus experiencias con los
zancudos y el cuidado del jardín.



Se les pedirá a los participantes que completen dos
encuestas y entrevistas, además de visitas a sus patios, entre
el ahora y septiembre de 2027.

¿Le interesa saber más?

Por favor, póngase en contacto con:

Elizabeth

elizabeth.diazjacobob@crcommunities.org

(831) 216-6513

Stanford
DOERR SCHOOL
OF SUSTAINABILITY
Earth System Science



FREE UC CLIMATE STEWARDS COURSE: COMMUNITY FORESTRY SCHOOL

September 17 - November 19, 2026
Thursdays from 6:30-8:30 PM on Zoom
Saturday fieldwork 10/3, 10/10, 10/17, 10/24



This **10-week course** prepares participants to integrate nature-based climate solutions within their communities through community science projects, environmental stewardship, and climate communication to advance ecosystem resilience in the urban forest.

You'll participate in online workshops, tree planting and tree care fieldwork, and an environmental stewardship project. **Live translations (English-Spanish)** will be provided during online sessions and fieldwork days.

Upon completion, students can:

- Receive certification as a UC Climate Steward
- Become a Canopy-certified Community Forester
- Obtain 4 undergraduate credits for a fee through UC Davis (optional)

Applications are due September 7, 2026.
Scan QR code to learn more and apply at canopy.org/community-forestry-school



UC Environmental Stewards
University of California
Agriculture & Natural Resources



CURSO GRATUITO: UC CLIMATE STEWARDS

ESCUELA DE SILVICULTURA COMUNITARIA

17 de septiembre - 19 de noviembre de 2026
Los jueves, de 18:30 a 20:30, por Zoom
Trabajo al aire libre los sabados de octubre



Este **curso de 10 semanas** prepara a los participantes para integrar soluciones climáticas basadas en la naturaleza en sus comunidades a través de proyectos de ciencia ciudadana, gestión medioambiental y comunicación sobre el clima, con el fin de fomentar la resiliencia de los ecosistemas en el bosque urbano.

Participarás en talleres en línea, en actividades de al aire libre relacionadas con la plantación y el cuidado de árboles, y en un proyecto de gestión medioambiental. Se **ofrecerá traducción simultánea** (inglés-español) durante las sesiones en línea y las jornadas de trabajo al aire libre.

Al finalizar, los alumnos serán capaces de:

- Recibir la certificación como Climate Steward
- Convertirse en Forestero Comunitario Certificado
- Obtener 4 créditos universitarios a través de UC Davis con un costo adicional (opcional)

Envía tu aplicación antes del 7 de septiembre de 2026 y obtén más información en canopy.org/community-forestry-school



UC Environmental Stewards
University of California
Agriculture & Natural Resources



3rd Annual East Palo Alto Resilience Fair

**A TASTE OF EPA
ROAD TRIP**

SEPTEMBER 12TH, 11 AM - 5 PM

**MEET AT COOLEY LANDING AT 11 AM
2100 BAY ROAD, EPA 94303**

A day filled with learning! Topics include history of EPA and our future through hands-on interactive activities about climate change, environment, and education that make us all healthier and better prepared. Join us for food, fun, and celebrating together!

Contact:
Kamille Lang (kamille.lang@crcommunities.org or (408) 832-0388) or
Lesley Lopez (lesley.lopez@crcommunities.org or (650) 681-7963)

**THE BUS LOOP
PROVIDED BY THE CITY OF EPA**

5 Newell Road
Corner of O'Connor
& Euclid
East Palo Alto
Community Garden
Cooley Landing
EPACENTER



REGISTER HERE!

Registration required
to attend



Tercer East Palo Alto Feria De Resiliencia

**SABOR DE EAST
PALO ALTO**

12 DE SEPTIEMBRE 11 AM - 5 PM

**PUNTO DE ENCUENTRO EN COOLEY
LANDING A LAS 11 A. M. 2100 BAY
ROAD, EPA 94303**

¡Un día lleno de aprendizaje! Los temas incluyen la historia de East Palo Alto y nuestro futuro, a través de actividades interactivas y prácticas sobre el cambio climático, el medio ambiente y la educación, que nos ayudan a estar más sanos y mejor preparados. ¡Acompáñenos para disfrutar de comida, diversión y una celebración en comunidad!

Contacto:
Kamille Lang (kamille.lang@crcommunities.org o
(408) 832-0388) o
Lesley Lopez (lesley.lopez@crcommunities.org o
(408) 320-7391)

**EL CIRCUITO DE
AUTOBUSES
PROPORCIONADO POR LA
CIUDAD DE EAST PALO ALTO**

5 Newell Road

Esquina de
O'Connor & Euclid

East Palo Alto
Community Garden

Cooley Landing

EPACENTER



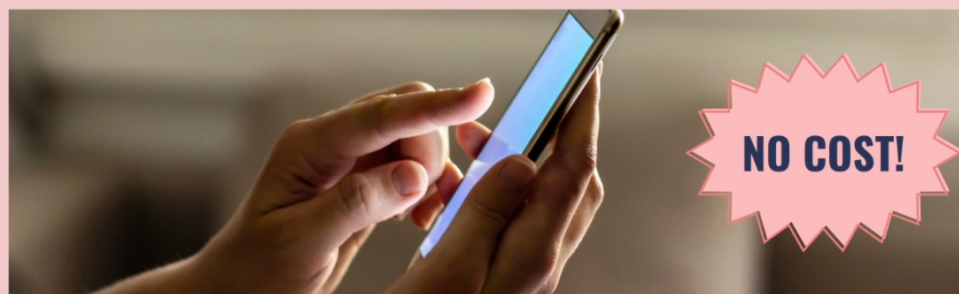
**¡REGÍSTRATE
AQUÍ!**

Se requiere registrar
para asistir





Hands-On iPhone & Android Classes for Adults 55+



Learn the smartphone basics step by step in this 4-part, hands-on series designed to help you feel more confident using your phone every day. Choose from one of two sessions offered.

CLASS SCHEDULE

Location: East Palo Alto YMCA 550 Bell St. East Palo Alto

Smartphone 101: The Phone Explained

Wed Sept 9th

12pm – 1pm | 6pm – 7pm

Smartphone 102: Touchscreen & Using Your Phone

Wed Sept 16th

12pm – 1pm | 6pm – 7pm

Smartphone 103: Phone Apps

Wed Sept 23rd

12pm – 1pm | 6pm – 7pm

Smartphone 104: Smartphone Security

Wed Sept 30th

12pm – 1pm | 6pm – 7pm

To register, please email us at kevin@askevin.com or call 650-885-6446

Stay Connected!



@cityofepa



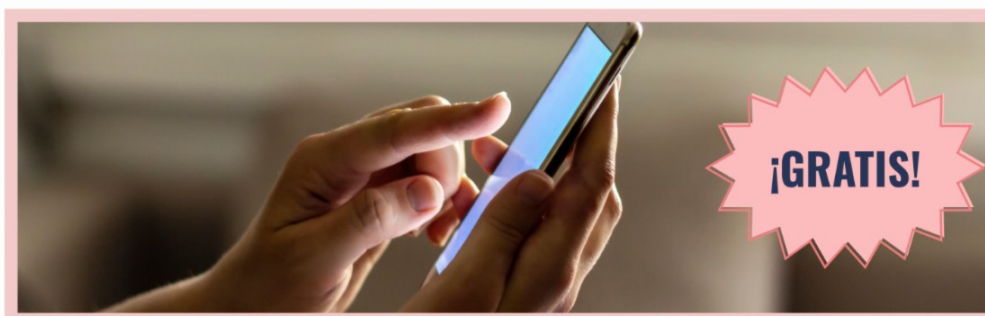
@epacommunityservices



@cityofepa



Clases prácticas de iPhone y Android para adultos de 55 años o más



Aprenda paso a paso lo básico de su teléfono inteligente en esta serie práctica de 4 clases, diseñada para ayudarle a sentirse más seguro al usar su teléfono todos los días. Elija una de las dos sesiones disponibles.

HORARIO DE CLASES

Ubicación: YMCA de East Palo Alto 550 Bell St. East Palo Alto

Smartphone 101: Una introducción al teléfono móvil

Miércoles 9 de septiembre

12pm - 2pm | 6pm - 7pm

Smartphone 102: Pantalla táctil y cómo usar su teléfono

Miércoles 16 de septiembre

12pm - 2pm | 6pm - 7pm

Smartphone 103: Aplicaciones del teléfono

Miércoles 23 de septiembre

12pm - 2pm | 6pm - 7pm

Smartphone 104: Seguridad de su teléfono

Miércoles 30 de septiembre

12pm - 2pm | 6pm - 7pm

Para registrarte, mándanos un correo a kevin@askevin.com o llámanos al 650-885-6446.

Síguenos



@cityofepa



@epacommunityservices



@cityofepa



BE WATER READY

Safety Around Water

LEWIS & JOAN PLATT
EAST PALO ALTO FAMILY YMCA

Give your child water confidence through the Safety Around Water program! Safety Around Water consists of five lessons designed to teach kids water safety skills that help reduce the risk of drowning and build their skills and confidence in and around water.

AGES: 3-14 **WHEN:** August 31 - September 4

CLASS TIMES: 3:30-4pm, 4:10-4:40pm, 4:50-5:20pm,
5:30-6pm, 6:10-6:40pm

LEWIS & JOAN PLATT EAST PALO ALTO FAMILY YMCA 550 Bell Street, East Palo Alto, 94303 | ymcasv.org



FREE
For East Palo Alto
Residents!

REGISTER AT THE FRONT DESK

Residents must provide
proof of residency.

In collaboration with the
City of East Palo Alto





ESTAR LISTO PARA MOJARSE

Seguridad Dentro y Cerca del Agua

LEWIS & JOAN PLATT
EAST PALO ALTO FAMILY YMCA

¡Dale a tu hijo confianza en el agua con el programa de Safety Around Water! Este programa consiste de cinco lecciones diseñadas para enseñar a los niños habilidades de seguridad acuática que ayudan a reducir el riesgo de ahogamiento y a desarrollar sus habilidades y confianza dentro y alrededor del agua.

EDADES: 3-14

CUANDO: Agosto 31 - Septiembre 4

HORARIOS DE CLASE: 3:30-4pm, 4:10-4:40pm, 4:50-5:20pm,
5:30-6pm, 6:10-6:40pm

GRATIS

Para Los
Residentes De
East Palo Alto

**REGÍSTRESE EN
LA RECEPCIÓN**

Los residentes deben
presentar un prueba de
residencia.

En colaboración con la
Ciudad de East Palo Alto



LEWIS & JOAN PLATT EAST PALO ALTO FAMILY YMCA 550 Bell Street, East Palo Alto, 94303 | ymcasv.org



GET IN THE GAME

Youth Basketball Clinic

LEWIS & JOAN PLATT EAST PALO ALTO FAMILY YMCA

August 24 – 28

Join our 5-day co-ed youth basketball clinic. Each one-hour session includes 45 minutes of skill instruction followed by 15 minutes of scrimmage play. This clinic is perfect for young athletes to learn about basketball while having fun.

Free to Register for EPA Residents!

In collaboration with the City of East Palo Alto, all EPA youth can register for free! Registration must be done in the branch.

LEWIS & JOAN PLATT EAST PALO ALTO FAMILY YMCA
550 Bell Street, East Palo Alto, 94303 | www.ymcasv.org



LEAGUE DETAILS:

Co-ed,
Grades k-3 5:30-6:30pm
Grades 4-8 6:30-7:30pm





ENTRA EN EL JUEGO

Clínica de Baloncesto Juvenil

LEWIS & JOAN PLATT EAST PALO ALTO FAMILY YMCA

24 – 28 de agosto

Únete a nuestra clínica mixta de baloncesto juvenil de 5 días. Cada sesión de una hora incluye 45 minutos de instrucción técnica seguidos de 15 minutos de juego libre. Esta clínica es perfecta para que los jóvenes atletas aprendan sobre baloncesto mientras se divierten.

**¡Gratis para registrarse para los
residentes de EPA!**

En colaboración con la Ciudad de East Palo Alto, ¡todos los jóvenes de EPA pueden inscribirse gratis! La inscripción debe realizarse en la sucursal.

DETALLES DE LA LIGA:

Mixtas,

Grados K-3: 5:30-6:30pm

Grados 4-8: 6:30-7:30pm



LEWIS & JOAN PLATT EAST PALO ALTO FAMILY YMCA
550 Bell Street, East Palo Alto, 94303 | www.ymcasv.org



SUPERVISOR
JACKIE SPEIER

SENIORS ON THE MOVE

KEEP MOVING!



Thursday, September 17th, 2026

10:00 AM to 3:00 PM

**San Mateo County Event Center
1346 Saratoga Dr.
San Mateo, CA 94403**





YOU ASKED. WE LISTENED. WE RESPONDED.



Community. Connection. Impact.

Mental Health Awareness Workshops

A community outreach workshop series creating safe spaces for healing, hope, and connection.



What are you holding on to that you won't let go of?

You are not alone. A safe space to speak, seek help, find hope, and connect with resources.



Fourth Saturday
of each month
11:30 am - 1:30 pm



Free & open
to the community

JULY 25

What Have We
Lost That We're
Still Holding
On To?

AUGUST 22

When Pain
Doesn't Go Away

SEPTEMBER 26

Finding Hope
After Loss



FEATURED SPEAKER:

Dr. Elliott Osborne

Licensed California Therapist • College Educator
Former Senior Psychiatric Counselor • Retired Pastor
M.Div. and Doctorate, Andrews University

*"I was retrieved by
God
from prison
to serve
humanity's
spiritual,
academic,
and emotional
needs."*

Receive. Share. Heal. Grow.

994 Beech Street, East Palo Alto, CA 94303

USTEDES LO SOLICITARON. NOSOTROS ESCUCHAMOS. NOSOTROS RESPONDIAMOS.



Comunidad. Conexión. Impacto.

Talleres de Concientización sobre Salud Mental

Una serie de talleres de alcance comunitario que crean espacios seguros para la sanación, la esperanza y la conexión.



*¿A qué te estás aferrando
que no quieres soltar?*

No estás solo(a). Un espacio seguro para hablar, buscar ayuda, encontrar esperanza y conectarse con recursos.



Cuarto sábado
de cada mes

11:30 am - 1:30 pm



Gratuito y abierto
a la comunidad

25 de Julio



¿Qué hemos perdido
a lo que todavía
nos aferramos?

22 de Agosto



Cuando el dolor
no desaparece

26 de Septiembre



Encontrar esperanza
después de la
pérdida



ORADOR PRINCIPAL:

Dr. Elliott Osborne

Terapeuta con Licencia de California • Educador Universitario
Ex-Consejero Psiquiátrico Principal • Pastor Jubilado
M.Div. y Doctorado, Universidad Andrews

"Fui rescatado por Dios de la prisión para servir las necesidades espirituales, académicas y emocionales de la humanidad."

Dr. Osborne ofrece consejería pastoral compasiva y es un firme defensor de la justicia social y la salud mental.

Recibir. Compartir. Sanar. Crecer.

994 Beech Street, East Palo Alto, CA 94303

★ EAST PALO ALTO'S HOME TEAM ★

RAVENSWOOD

LITTLE LEAGUE



FALL BALL SIGN UPS!

AGES 4-15



T-BALL

AGES 4-6



MINORS

AGES 7-9



MAJORS

AGES 10-12



JUNIORS

AGES 13-15



BUILD SKILLS
& CONFIDENCE



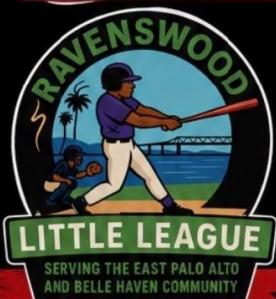
TEAMWORK
& LEADERSHIP



HAVE FUN
& PLAY BALL!



COMMUNITY
PRIDE



**REGISTER
TODAY!**

SCAN TO
REGISTER!

RAVENSWOODLL.ORG



★ PLAY HARD. HAVE FUN. REPRESENT! ★

★ EAST PALO ALTO'S HOME TEAM ★

RAVENSWOOD

LITTLE LEAGUE



BÉISBOL DE OTOÑO

¡INSCRIPCIONES!

EDADES 4-15

AGES 4-15



T-BALL

EDADES 4-6



MENORES

EDADES 7-9



MAYORES

EDADES 10-12



JUNIORS

EDADES 13-15

DESARROLLA
HABILIDADES

TRABAJO EN
EQUIPO

DIVIÉRTETE
JUGANDO

ORGULLO DE
COMUNIDAD



¡INSCRÍBETE HOY!

ESCANEA PARA
INSCRIBIRTE

RAVENSWOODLL.ORG



¡JUEGA DURO. DIVIÉRTETE. REPRESENTA!



**CITY OF EAST PALO ALTO
COMMUNITY SERVICES &
RECREATION**

August Events & Activities

WHAT'S COMING UP?

Explore San Pedro Valley Park (Meet at Senior Center) Seniors 55+ 9:30am-12:30pm Wednesday, August 5 San Pedro Valley Park	Back to School Blockfest 11am-4pm Saturday, August 8 @ Pulgas Ave (Bay Rd & Weeks St)	Mama Dee Day Time TBD Saturday, August 15 Bell St. Park
Silverscape Ventures Ferry Ride Free Field Trip, Ages 55+ 11am-3:30pm Thursday, August 6	StreetCode Academy 4pm-7pm Wednesday, August 12 Jack Farrell Park	Canopy Event 11am-4pm Saturday, August 22 Los Robles Ronald-McNair



**CITY OF EAST PALO ALTO
COMMUNITY SERVICES &
RECREATION**

Eventos y actividades de agosto

¿QUÉ SE VIENE?

Explora el Parque del Valle de San Pedro (Punto de encuentro: Centro para personas mayores) Personas mayores de 55 años 9:30 a. m. - 12:30 p. m. Miércoles, 5 de agosto Parque del Valle de San Pedro	Fiesta de barrio de regreso a clases 11:00 a. m. a 4:00 p. m. Sábado, 8 de agosto en la avenida Pulgas (entre Bay Rd y Weeks St)	Día de Mama Dee Hora por confirmar Sábado, 15 de agosto Parque de la calle Bell
Silverscape Ventures Paseo en ferry Excursión gratuita, mayores de 55 años 11:00 a. m. - 3:30 p. m. Jueves, 6 de agosto	StreetCode Academy 4:00 p. m. - 7:00 p. m. Miércoles, 12 de agosto Jack Farrell Park	Evento Canopy 11:00 a. m. - 4:00 p. m. Sábado, 22 de agosto Los Robles Ronald-McNair



**CITY OF EAST PALO ALTO
COMMUNITY SERVICES &
RECREATION**

August Things to Know

THINGS TO KNOW

- City Offices & Community Services division will be closed for Labor Day on Monday September 7, 2026
- Summer Park Activation 2026 vendors and program information have been released please check website for further details
- Parks and Facilities rental rates will change (date TBD)

Upcoming:

Senior Ball: Dinner & Dance
Ages 55+
5pm-10pm
Four Seasons, East Palo Alto
Friday, September 25

Sounds of EPA
Time TBD
Location TBD
Date TBD





**CITY OF EAST PALO ALTO
COMMUNITY SERVICES &
RECREATION**

Lo que hay que saber en agosto

LO QUE HAY QUE SABER

- Las oficinas municipales y la división de Servicios Comunitarios permanecerán cerradas por el Día del Trabajo, el lunes 7 de septiembre de 2026.
- Activación del Parque de Verano 2026 se han publicado los vendedores y la información del programa por favor visite el sitio web para más detalles
- Las tarifas de alquiler de Parques e Instalaciones cambiarán (fecha por determinar)

Próximamente:

Senior Ball: Dinner & Dance
Edades 55+
5pm-10pm
Four Seasons, East Palo Alto
Viernes 25 de septiembre

Sonidos de la EPA
Hora por confirmar
Lugar por confirmar
Fecha por confirmar



CONTACT US

www.cityofepa.org/communityprograms
commservices@cityofepa.org

CONTACTO

www.cityofepa.org/communityprograms
commservices@cityofepa.org

The East Palo Alto Community Calendar Website

The East Palo Alto Community Calendar website showcases the creative energies, diverse activities, and exciting opportunities found among the people and places of East Palo Alto and the Belle Haven neighborhood of Menlo Park.

Whether you're on a smartphone, tablet, laptop, or desktop, the Calendar site is there to help you search for, discover, and learn about local events, opportunities, and resources, so you can plan your day in EPA!

Sitio web del calendario comunitario de East Palo Alto

El sitio web del Calendario Comunitario de East Palo Alto muestra las energías creativas, las diversas actividades y las interesantes oportunidades que se encuentran entre las personas y los lugares de East Palo Alto y el vecindario Belle Haven de Menlo Park.

Ya sea que esté en un teléfono inteligente, tableta, computadora portátil o de escritorio, el sitio Calendario está ahí para ayudarlo a buscar, descubrir y aprender sobre eventos, oportunidades y recursos locales, ¡para que pueda planificar su día en la EPA!



www.eastpaloaltocalendar.com



PHOTO BY CHRISTOPHER KAO

THE EAST PALO ALTO COMMUNITY CALENDAR

A FLAVOR ALL OUR OWN

The East Palo Alto Community Calendar website is an **online resource** where you can browse, search, and discover **events and opportunities** found in and around the beautiful City of East Palo Alto.

What's on the site? **Calendars, lists, and links** to

- Holiday celebrations & pop-up events
- Youth sports and arts camps & senior opportunities
- Food distribution sites & healthcare resources
- City meetings with dates, times, and locations
- Workforce development & job-seeker assistance programs

And much more!

LIVE • WORK • PLAY

Scan the QR code to visit the site!



www.eastpaloaltocalendar.com

- **EVENTS**
- **OPPORTUNITIES**
- **LINKS**
- **RESOURCES**

And use the form on the website to submit events!

www.eastpaloaltocalendar.com

Plan your day in EPA

Community Services Newsletter

THE CITY OF EAST PALO ALTO
SENIOR ADVISORY COMMITTEE PRESENTS ∞

SENIOR BALL 2026:

An Evening Without Borders

STEP INTO A NIGHT OF INTERNATIONAL INTRIGUE & CELEBRATION!

JOIN US FOR AN UNFORGETTABLE EVENING WHERE
GLOBAL CULTURES, DINING, DANCING, & UNFORGETTABLE
CONNECTIONS COME TOGETHER FOR A NIGHT ON THE TOWN.

COME DRESSED TO IMPRESS IN YOUR CULTURAL ATTIRE AND PROUDLY
SHOWCASE THE HERITAGE & STYLE THAT REPRESENTS YOU.
PRIZES AWAIT THE MOST CAPTIVATING CULTURAL LOOKS!



SEPTEMBER 25, 2026

FROM 5:00 – 10:00 PM.

**FOUR SEASONS HOTEL
SILICON VALLEY**

2050 UNIVERSITY AVE.
EAST PALO ALTO, CA. 94303



INTERNATIONAL
ATTIRE



GOURMET
DINNER



DANCING &
ENTERTAINMENT



PHOTO OPS &
PRIZES



CULTURE.
CELEBRATION.



EARLY BIRD SPECIAL: \$40 (NOW – AUG. 31ST)

REGULAR PRICE: \$50



FOR THE
55+ CROWD

TICKET SALES
WILL BE SOLD ONLINE.

GET YOUR
TICKETS ONLINE



QUESTIONS? REACH OUT TO:
commservices@cityofepa.org



FOR THE 55+ CROWD.

LA CIUDAD DE EAST PALO ALTO
EL COMITÉ ASESOR DE PERSONAS MAYORES PRESENTA

BAILE PARA PERSONAS MAYORES 2026:

Una Noche Sin Fronteras

¡SUMÉRGETE EN UNA NOCHE DE INTRIGA INTERNACIONAL Y CELEBRACIÓN!

ACOMPÁÑANOS EN UNA NOCHE INOLVIDABLE DONDE LAS CULTURAS
DEL MUNDO, LA GASTRONOMÍA, EL BAILE Y LAS CONEXIONES
INOLVIDABLES SE UNEN PARA UNA NOCHE EN LA CIUDAD.

VEN CON TU ATUENDO CULTURAL PARA IMPRESIONAR Y MUESTRA
TU HERENCIA Y ESTILO QUE TE REPRESENTA.

¡HABRÁ PREMIOS PARA LOS ATUENDOS CULTURALES
MÁS CAUTIVADORES!



25 DE SEPTIEMBRE DE 2026

DE 5:00 P.M. A 10:00 P.M.

HOTEL FOUR SEASONS SILICON VALLEY

2050 UNIVERSITY AVE.
EAST PALO ALTO, CA. 94303



ATUENDO
INTERNACIONAL



CENA
GOURMET



BAILE Y
ENTRETENIMIENTO



FOTOS,
PREMIOS Y MÁS



CULTURA Y
CELEBRACIÓN



OFERTA POR COMPRA ANTICIPADA: \$40 (AHORA - 31 DE AGO.)

PRECIO REGULAR: \$50



PARA EL PÚBLICO
DE 55+ AÑOS

VENTA DE BOLETOS
SERÁN EN LÍNEA.

OBTÉN TUS
BOLETOS EN LÍNEA.



¿PREGUNTAS? COMÚNICATE CON:
commservices@cityofepa.org



PARA EL PÚBLICO DE 55+ AÑOS.



**Sustainable
San Mateo County**
Economy. Equity. Environment.

**Apply
Today!**

Youth Advisory Council

Make a real impact in
San Mateo County!

Apply by Sept. 14

- ✓ Collaborate on local solutions
- ✓ Amplify youth voices in local decision-making
- ✓ Shape projects that drive meaningful change
- ✓ Advise our Board of Directors



bit.ly/SSMC-Youth-Council



**Sustainable
San Mateo County**
Economy. Equity. Environment.

**¡Aplic
a hoy!**

Consejo Juvenil Asesor

Genera un impacto real en el
condado de San Mateo

Fecha límite: 14 de sept.

- ✓ Colabora en soluciones locales
- ✓ Diseña proyectos que generen un cambio significativo
- ✓ Amplifica las voces juveniles en la toma de decisiones locales
- ✓ Dar forma a proyectos que impulsen cambios significativos



bit.ly/SSMC_Consejo_Juvenil



Welcome to the East Palo Alto Community Archive

Honoring the Ramaytush Ohlone People's
Past, Present, and Future in East Palo Alto.

East Palo Alto is on unceded Ohlone land. While many of us remember fighting for the City's incorporation as an effort fighting for our home, we acknowledge that we are guests in the place we call East Palo Alto. If you're a member of a Ramaytush Ohlone Tribe and have photos, videos, news clippings, documents, music, or oral histories to share, we would love to feature them in our digital collection.

www.epacommunityarchive.org

Kalam Productions

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CITY OF EAST PALO ALTO | [WEBSITE](#)



City of East Palo Alto | 2415 University Avenue | East Palo Alto, CA 94303 US

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From: [Rob Mitchell](#)
To: caltrain@customerservice.com; [Board \(@caltrain.com\)](#); [Public Comment](#); [Waltonstaff \(BOS\)](#); editor@potreroreview.net
Subject: Re: 3:00 AM Caltrain Startles Residents Awake With Continuous Horn Blasts
Date: Thursday, August 27, 2026 11:52:14 AM

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

Thank you Steven Moss for being the only one to extend the courtesy of a response.

Best,
Rob

On Tue, Aug 25, 2026 at 11:03 AM Rob Mitchell <robertmitchellsf@gmail.com> wrote:

An apparently unscheduled Caltrain departed the 4th Street Station around 3:00 AM this morning (Aug 25), sounding its horn continuously as it moved very slowly toward the Mariposa Street tunnel. This disturbance was highly unwelcome for those of us on 17th Street, and doubtless for hundreds of residents in Showplace Square, Mission Bay, and Potrero Hill. What was the reason for this middle of the night run? We really appreciate not leaning on the horn continuously as you pass by our homes at 3:00 AM (!!)

Regards,
Rob

--

Robert Mitchell
robertmitchellsf@gmail.com
(415)902-4060
@robertmitchells

I am no longer monitoring my old Yahoo email address

--

Robert Mitchell
robertmitchellsf@gmail.com
(415)902-4060
@robertmitchells

I am no longer monitoring my old Yahoo email address

From: [Caltrain BOD Public Support](#)
To: robertmitchellsf@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: 3:00 AM Caltrain Startles Residents Awake With Continuous Horn Blasts
Date: Thursday, August 27, 2026 1:42:10 PM

Dear Rob Mitchell,

We apologize for the disruption caused by the train and continuous horn sounding around 3:00 a.m. on August 25. We understand how disturbing this was for nearby residents.

Your concerns, including your request for information regarding the reason for the overnight train movement, have been forwarded to Rail Operations for review.

Kind regards,
Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Tuesday, August 25, 2026 11:03 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: 3:00 AM Caltrain Startles Residents Awake With Continuous Horn Blasts

From: Rob Mitchell <robertmitchellsf@gmail.com>
Sent: Tuesday, August 25, 2026 11:03:26 AM (UTC-08:00) Pacific Time (US & Canada)
To: caltrain@customerservice.com <caltrain@customerservice.com>; Board (@caltrain.com) <board@caltrain.com>; Public Comment <publiccomment@caltrain.com>; Waltonstaff (BOS) <waltonstaff@sfgov.org>; editor@potreroreview.net <editor@potreroreview.net>
Subject: 3:00 AM Caltrain Startles Residents Awake With Continuous Horn Blasts

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

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Regards,

Rob

--

Robert Mitchell

robertmitchellsf@gmail.com

(415)902-4060

@robertmitchells

I am no longer monitoring my old Yahoo email address