



JPB Board of Directors
Meeting of October 1, 2026

Correspondence as of September 18, 2026

**Subject**

1. Re: Help locating Caltrain citation and appeal status
2. Re: Automatic reply: Help locating Caltrain citation and appeal status
3. Re: Help locating Caltrain citation and appeal status – *Staff response*
4. FW: CITY OF MILLBRAE Code Enforcement -- Graffiti on Fence at Millbrae Station
5. RE: Ticket questions for a nonprofit – *Staff response*
6. Re: Ticket questions for a nonprofit – *Corresponder response*
7. Urgent: Formal Misconduct & Discrimination Complaint Against Staff – Train 165
(September 14, 2026)
8. Re: Follow-Up on Pending Fare Evasion Appeal – Citation #54000300 – *Staff response*
9. Re: Recurring Wi-Fi Failure on Electric Fleet - Train 313, Aug 17 - Third Report, No
Response – *Staff response*
10. FW: Caltrain COMP-0000016240 – *Staff response*
11. Re: Safety and Sanitation Crisis at San Francisco Caltrain Station Restrooms – *Staff
response*

From:
To: [Customer Service](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Help locating Caltrain citation and appeal status
Date: Wednesday, September 9, 2026 11:27:43 AM

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

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

Hi,

I'm following up on my email from August 22 regarding my Caltrain citation and administrative review. I haven't received a response yet.

As noted below, I no longer have the citation number and no longer have access to the California mailing address I used at the time, so I'm unable to check the appeal status through the public PTicket portal or retrieve any decision that may have been mailed there.

Could you please help locate the citation using the details in my original email and provide the citation number and current appeal status? I'm currently outside the United States and am unable to use the phone support line, so I would appreciate an email response.

Thank you,

On Sat, 22 Aug 2026 20:17:44 +0000,

> wrote:

> Hi,

>

> I received a Caltrain fare-evasion citation on August 6, 2025 and subsequently submitted an administrative review/appeal through the online PTicket system.

>

> I no longer have the citation number or the appeal confirmation email. I was only temporarily living in California for an internship at the time and no longer have access to the California mailing address I provided, so I would not have received any appeal decision mailed there.

>

> Could you please help locate my citation using my identifying information and let me know:

>

> 1. The citation number;

> 2. The current status/result of my administrative review;

> 3. Whether there is any outstanding balance, late penalty, or collection activity; and

> 4. How I can update my mailing address and email for this citation.

>

> My details are:

>

> Name:

> Email used for the appeal:

> Citation date: August 6, 2025

> Agency: Caltrain

> Citation type: Fare evasion

>

> I can provide my former California address or other identifying information if needed to locate the record.

>

> Thank you,

>

From:
Sent: Wednesday, September 9, 2026 11:40 AM
To: Board (@caltrain.com)
Subject: Re: Automatic reply: Help locating Caltrain citation and appeal status

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

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

Thank you for acknowledging my email. This concerns an individual customer-service matter, and I did not understand that copying the Board could result in online publication. Could you please route it to Customer Service and, to the extent permitted, omit my correspondence from the online reading file? If publication is necessary, please redact my name, email address, and other identifying information, including in quoted messages and attachments. Please confirm whether this can be accommodated.

On Wed, 9 Sep 2026 18:27:43 +0000, "Board (@caltrain.com)"

<board@caltrain.com> wrote:

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

>

> For your reference: all correspondence is reviewed and typically

> referred to Customer Service Team Experience for a response before

> being sent to the Board of Directors and all public correspondence

> received is routinely posted online weekly under each Board meeting

> Documents tab: [Board of Directors |

> Caltrain](<https://gcc02.safelinks.protection.outlook.com/?url=https%3A>

> %2F%2Fwww.caltrain.com%2Fabout-caltrain%2Fboard-directors%2Fmeetings%2

> Fboard-directors&data=05%7C02%7Cboard%40caltrain.com%7C84b568885121451

> 13c2808df0ea1baf8%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C6392457

> 59949344908%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIIYiOilwLj

> AuMDAwMCIsIIAiOiJXaW4zMilslkFOljoitWTFpbCIsIldUljoyfQ%3D%3D%7C0%7C%7C%7

> C&sdata=bszr899kUOX%2B1fsqRmE759uWZUGdqDdeiOQtaHJxro0%3D&reserved=0)

>

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

>

> For your reference:

>

> Caltrain Customer Service: 1-800-660-4287

>

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

>

> Office Address: 1250 San Carlos Avenue, San Carlos, CA 94070

>

> Office Phone: 650-508-6200

From: [Caltrain BOD Public Support](#)
To:
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Help locating Caltrain citation and appeal status
Date: Monday, September 14, 2026 11:09:32 AM

Dear ,

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

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

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, September 9, 2026 11:27 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Help locating Caltrain citation and appeal status

From:
Sent: Wednesday, September 9, 2026 11:27:34 AM (UTC-08:00) Pacific Time (US & Canada)
To: Customer Service
Cc: Board (@caltrain.com)
Subject: Re: Help locating Caltrain citation and appeal status

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

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On Sat, 22 Aug 2026 20:17:44 +0000,

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> 1. The citation number;

> 2. The current status/result of my administrative review;

> 3. Whether there is any outstanding balance, late penalty, or collection activity; and

> 4. How I can update my mailing address and email for this citation.

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> My details are:

>

> Name:

> Email used for the appeal:

> Citation date: August 6, 2025

> Agency: Caltrain

> Citation type: Fare evasion

>

> I can provide my former California address or other identifying information if needed to locate the record.

>

> Thank you,

>

From: [Public Comment](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: CITY OF MILLBRAE Code Enforcement -- Graffiti on Fence at Millbrae Station
Date: Monday, September 14, 2026 12:15:26 PM
Attachments: [Outlook-atf1atpc](#)

From: LaMonte Mack <LMack@ci.millbrae.ca.us>
Sent: Friday, September 11, 2026 5:43 PM
To: Public Comment <publiccomment@caltrain.com>; customerservice@caltrain.com
Cc: LaMonte Mack <LMack@ci.millbrae.ca.us>
Subject: CITY OF MILLBRAE Code Enforcement -- Graffiti on Fence at Millbrae Station

You don't often get email from lmack@ci.millbrae.ca.us. [Learn why this is important](#)

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

This is to request the removal of large-scale **graffiti** on the fence facing the tracks at the Millbrae Station.



Lamonte Mack

Code Enforcement Officer

Community Development Department

City of Millbrae

621 Magnolia Ave. | Millbrae CA 94030

Tel. (650) 259-2440 | LMack@ci.millbrae.ca.us

From: [Brent Tietjen](#)
To: ana_belo@yahoo.com
Cc: [Board \(@caltrain.com\)](#); [Customer Service](#); [Jason Dayvault](#)
Subject: RE: Ticket questions for a nonprofit
Date: Monday, September 14, 2026 1:30:24 PM

Hi Ana,

Thank you for reaching out and sharing information about this important event. We appreciate your focus on encouraging public transportation to the event. Unfortunately, given Caltrain's current fiscal situation, we are unable to offer complimentary train rides at this time.

We hope the inaugural event is a success.

Thanks,

Brent Tietjen, External Affairs Manager

tietjenb@caltrain.com

166 N. Rollins Road, Millbrae, CA 94030



SAFETY
FIRST AND ALWAYS

From: Ana Belo <ana_belo@yahoo.com>
Sent: Wednesday, September 2, 2026 6:57 PM
To: Board (@caltrain.com) <board@caltrain.com>; Customer Service <customerservice@caltrain.com>
Subject: Ticket questions for a nonprofit

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

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

Hello Caltrain Team -

I was not sure which was the best email to reach out to. My name is Ana Belo and I am the administrative coordinator at Next Play Bay Area. We are working with the ALIVE team for this inaugural event. ALIVE was created to honor Wendy Tam (2000-2025) and help raise awareness for Mucinous Ovarian Cancer (MOC) – the rare disease that took her life – through a powerful day focused on fitness, wellness, community, and connection. This event will bring together the Bay Area wellness community, local organizations, and community leaders for a day that celebrates how Wendy lived.

ALIVE will be held at Washington Park in Burlingame on Saturday, September 19th. Burlingame train station is right across the street from the park and we would like to be able to encourage participants to use public transit as parking can be difficult to find around the area.

With that being said, would Caltrain be able to offer free train rides for the day if participants can show their event ticket?

Please let us know if this can be a possibility as we want to make sure that we can draw as much attention to the event and make getting there as convenient as possible.

Thank you so much for your time in advance and look forward in hearing from you.

Ana Belo

From: [Ana Belo](#)
To: [Brent Tietjen](#)
Cc: [Board \(@caltrain.com\)](#); [Customer Service](#); [Jason Dayvault](#)
Subject: Re: Ticket questions for a nonprofit
Date: Monday, September 14, 2026 2:48:26 PM

Some people who received this message don't often get email from ana_belo@yahoo.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 so much for getting back to me. We are still encouraging folks to use Caltrain since it is just right across the street from the event and will save time from looking for parking!

Ana
Sent from my iPhone

On Sep 14, 2026, at 1:30 PM, Brent Tietjen <TietjenB@caltrain.com> wrote:

Hi Ana,

Thank you for reaching out and sharing information about this important event. We appreciate your focus on encouraging public transportation to the event. Unfortunately, given Caltrain's current fiscal situation, we are unable to offer complimentary train rides at this time.

We hope the inaugural event is a success.

Thanks,

Brent Tietjen, External Affairs Manager

tietjenb@caltrain.com

166 N. Rollins Road, Millbrae, CA 94030

<image001.jpg>

From: Ana Belo <ana_belo@yahoo.com>
Sent: Wednesday, September 2, 2026 6:57 PM
To: Board (@caltrain.com) <board@caltrain.com>; Customer Service <customerservice@caltrain.com>
Subject: Ticket questions for a nonprofit

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

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With that being said, would Caltrain be able to offer free train rides for the day if participants can show their event ticket?

Please let us know if this can be a possibility as we want to make sure that we can draw as much attention to the event and make getting there as convenient as possible.

Thank you so much for your time in advance and look forward in hearing from you.

Ana Belo

From: [Jessica Stephens](#)
To: [Title VI](#)
Cc: [Board \(@caltrain.com\)](#); [Public Comment](#)
Subject: Urgent: Formal Misconduct & Discrimination Complaint Against Staff – Train 165 (September 14, 2026)
Date: Monday, September 14, 2026 10:43:39 PM

Some people who received this message don't often get email from jl63@hawaii.edu. [Learn why this is important](#)

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

To the Caltrain Office of Civil Rights and Caltrain Board,

I am writing to file an urgent, formal complaint regarding an incident of targeted profiling, socioeconomic discrimination, and severe staff misconduct that occurred earlier today, September 14, 2026, on Northbound Local Train 165 traveling toward San Francisco.

My boyfriend, Gavin Rumble, and I boarded Train 165 at San Jose Diridon Station. Because our phones had died, we were unable to tag on before boarding. As the train approached Redwood City Station, a ticket checker approached us. We immediately explained that our phones were dead and demonstrated that we had the active funds to pay our fares. We offered to step onto the Redwood City platform, tag on at the Clipper reader, and immediately re-board. The staff member aggressively refused, stated there were "no excuses," and forced us off the train at Redwood City.

In a blatant display of unequal enforcement and bias, the exact same staff member immediately turned to another passenger who had also failed to tag their card. Instead of penalizing them, the staff member proactively provided that passenger with an excuse, suggesting that they "must have tagged on and off accidentally." The staff member then permitted that passenger to step off the train, tag their card at the Redwood City platform, and safely get back on the train to continue their journey.

Gavin and I are daily Caltrain riders currently experiencing homelessness. We pay a significant amount of money to use this service regularly and consistently ensure our fares are paid. Unfortunately, we have faced a continuous pattern of poor treatment and humiliation from multiple workers over the past year who apparently find offense in our housing status or take issue with our ability to pay despite our daily struggles. Today, we were visibly singled out, publicly humiliated, and denied transit service based entirely on this employee's discriminatory assumptions regarding our socioeconomic status.

This targeted harassment, pattern of profiling, and arbitrary enforcement violates Caltrain's federal Title VI civil rights obligations and commitment to fair, accessible public transit.

Incident Summary:

- * Date & Time: September 14, 2026 (Train 165 Northbound run)
- * Train / Route: Train 165 (Local)
- * Location: Boarded at San Jose Diridon; unlawfully forced off at Redwood City Station
- * Staff Member Description: Hispanic/Mexican male, early 30s, between 5'11" and 6'2", medium/not slender build, with a mustache, brown eyes, and brown hair.

Because this occurred today on an active transit run, I request that Caltrain management immediately pull and review the onboard security camera footage for Train 165 to verify this interaction and the ticket checker's disparate treatment of passengers. Please initiate a formal investigation into this employee's conduct and provide a written response detailing the corrective and disciplinary actions taken.

Sincerely,
Jessica Stephens
916-467-5186

From: [Caltrain BOD Public Support](#)
To: c171017howie@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Follow-Up on Pending Fare Evasion Appeal – Citation #54000300
Date: Wednesday, September 16, 2026 9:57:00 AM

Dear Howie Zeng,

Thank you for your message regarding Citation #**54000300**. This citation has been dismissed in the interest of justice.

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

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Tuesday, September 8, 2026 10:43 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Follow-Up on Pending Fare Evasion Appeal – Citation #54000300

From: Howie Zeng <c171017howie@gmail.com>
Sent: Tuesday, September 8, 2026 10:42:38 PM (UTC-08:00) Pacific Time (US & Canada)
To: Customer Service <customerservice@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Follow-Up on Pending Fare Evasion Appeal – Citation #54000300

Some people who received this message don't often get email from c171017howie@gmail.com. [Learn why this is important](#)

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

Dear Caltrain Customer Service,

I am writing to follow up regarding Fare Evasion Citation #**54000300**, issued on **October 2, 2025**.

I timely submitted an appeal/administrative review after receiving the citation. However, as of today, the citation has remained in “**Hold**” status for approximately eleven months, and I have not received a final decision on my appeal.

The citation arose when I was a student at De Anza College. I had been issued a student

Clipper card through the college and believed that the student transit benefit covered my Caltrain trip. I attempted to tap the card before riding, but it did not work. I explained these circumstances in my original appeal.

I am **not submitting a new appeal through this email**. I am writing to request clarification regarding the status of the administrative review that I already submitted.

Could you please confirm:

1. Whether a decision on my appeal has already been issued or mailed;
2. If no decision has been issued, whether the appeal is still actively pending;
3. Whether the citation will remain on hold with **no late fees, penalties, or collection action** while the appeal is pending; and
4. When I should expect a final determination.

The online citation portal currently continues to show the citation as **“Hold”** with an amount of \$75. I have attached a screenshot of the current status for reference.

Thank you for your assistance. I would appreciate written confirmation of the current status of the citation and appeal.

Best regards,
Hewei Zeng
Citation #54000300

From: [Caltrain BOD Public Support](#)
To: weigert.roan@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Recurring Wi-Fi Failure on Electric Fleet - Train 313, Aug 17 - Third Report, No Response
Date: Wednesday, September 16, 2026 10:04:44 AM

Dear Roan Weigert,

Thank you for contacting the Caltrain Board of Directors and for taking the time to share your concerns regarding onboard Wi-Fi service.

We acknowledge receipt of your correspondence and the concerns you raised regarding your experience on Train 313, as well as your previous reports. Your comments have been noted and were shared with the appropriate parties for awareness and review.

Regarding your question about response times, our standard response timeframe for website submissions is 7–10 business days.

Additionally, our records show the following related contacts:

- Customer Service Recording Form: 1018344 – voicemail left on 8/3
- Customer Service Recording Form: 1018867 – call placed on 8/3

Thank you again for bringing this matter to our attention. We appreciate your engagement and will ensure your comments are directed to the appropriate staff for follow-up.

Best,

Your Caltrain BOD Public Support Team

From: Roan Weigert <weigert.roan@gmail.com>
Sent: Monday, August 17, 2026 10:18:14 AM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Recurring Wi-Fi Failure on Electric Fleet - Train 313, Aug 17 - Third Report, No Response

Algumas pessoas que receberam esta mensagem não costumam receber emails de weigert.roan@gmail.com. [Saiba por que isso é importante](#)

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

Dear Members of the Board of Directors,

I am writing to place on the public record a recurring service failure on Caltrain's

electrified fleet: the onboard Wi-Fi is repeatedly non-functional.

Most recent incident: Train 313, southbound from San Francisco to San Jose, departing 9:55 AM on Sunday, August 17, 2026. The Wi-Fi was completely inoperable for the duration of my trip. I had an important business meeting scheduled during this ride that I was unable to conduct as a result.

This is not an isolated event. I have now reported this same problem three times:

1. Two prior reports submitted via the feedback form on caltrain.com. Neither received a response.
2. Onboard, the train crew told me Wi-Fi issues are not aware and offered no path to resolution.

Caltrain publicly advertises free onboard Wi-Fi as a core amenity of the electrified service, on caltrain.com/wi-fi, in the electric train FAQ, and in the agency's own service announcements. Riders like me plan work travel around that published commitment. When the amenity fails repeatedly, and when both the online feedback channel and onboard staff decline responsibility, the advertised service is effectively fictional.

I respectfully request the following:

1. A written staff response addressing the measured Wi-Fi uptime on the electric fleet, and on Train 313's trainset specifically.
2. An explanation of why my two prior website reports received no reply, and what the standard response time commitment is.
3. Clarification of which department owns onboard Wi-Fi reliability, so crews stop redirecting riders to nowhere.
4. A remediation plan and timeline.

I understand this correspondence becomes part of the Board's public reading file, and I welcome that. I am also prepared to raise this during public comment at the next Board meeting if a substantive response is not received.

Thank you for your attention.

Sincerely,
Roan Weigert



Roan Weigert

628-246-6400

From: [Jason Dayvault](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: Caltrain COMP-0000016240
Date: Wednesday, September 16, 2026 10:09:08 AM
Attachments: [image001.png](#)

Re: "Request to remove graffiti at Millbrae Station" – Customer Service responded to the customer via their request from Contact Us page on the Caltrain website.

From: Sarah Nabong
Sent: Monday, September 14, 2026 10:02 AM
To: 'lmack@ci.millbrae.ca.us' <lmack@ci.millbrae.ca.us>
Subject: Caltrain COMP-0000016240

Dear Lamonte Mack,

Thank you for bringing the large-scale graffiti along the fence facing the tracks at Millbrae Station to our attention.

We understand your concerns regarding its appearance and the negative impact it may have on the surrounding community. Your report has been forwarded to the appropriate team for inspection and removal.

We appreciate the City of Millbrae's partnership in helping maintain a clean and welcoming environment around the station.

Sincerely,

Sarah Nabong, Customer Service Representative 2

San Mateo County Transit District

166 N. Rollins Road, Millbrae, CA 94030

Phone: 650-580-7925 | Cell: 650-399-5670

Websites: [SamTrans](#) | [Caltrain](#) | [SMCTA](#)



From: [Caltrain BOD Public Support](#)
To: candrewdorsey@yahoo.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Safety and Sanitation Crisis at San Francisco Caltrain Station Restrooms
Date: Wednesday, September 16, 2026 10:21:23 AM

Dear Andrew Dorsey,

Please accept our sincere apologies for the delay in responding to your concerns.

Thank you for taking the time to describe the conditions you have encountered in the public restrooms at the San Francisco 4th & King Caltrain Station. We understand how troubling it is to encounter suspected drug activity, prolonged stall occupancy, inadequate sanitation, and a lack of visible security presence at a facility you rely on daily.

Passengers should feel safe and have access to clean, usable facilities. Your concerns and recommendations regarding dedicated security, access controls, and enhanced sanitation have been shared with the appropriate teams for review.

We appreciate your patience and your continued ridership.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <Board@Caltrain.com>
Sent: Wednesday, August 19, 2026 3:31 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Safety and Sanitation Crisis at San Francisco Caltrain Station Restrooms

From: Andrew Dorsey <candrewdorsey@yahoo.com>
Sent: Wednesday, August 19, 2026 3:30:46 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <Board@Caltrain.com>
Cc: senator.becker@senate.ca.gov <senator.becker@senate.ca.gov>;
assemblymember.papan@assembly.ca.gov <assemblymember.papan@assembly.ca.gov>
Subject: Safety and Sanitation Crisis at San Francisco Caltrain Station Restrooms

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

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

Dear Members of the Peninsula Corridor Joint Powers Board,

Please find the attached formal letter regarding my concerns about the safety and sanitation of the restrooms at the San Francisco 4th & King Caltrain Station.

As a daily commuter from Redwood City, I am appalled by the current state of these facilities. They have become unsafe, unsanitary, and a haven for illicit activities, which is completely inexcusable. Immediate action is required to address this public safety crisis and restore basic security for paying passengers.

I have copied Senator Becker and Assemblymember Papan on this correspondence, as this is a matter of public concern for their constituents.

I expect a prompt response outlining the steps the Board will take to resolve this situation.

Thank you,
Andrew