



JPB Board of Directors
Meeting of November 5, 2026

Correspondence as of October 9, 2026

Subject

1. Fwd: Administrative Review Request Confirmation - Cite #52001938- Lic #92JXU017
2. Bike shooter safety
3. Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158
4. Re: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158 – *Staff response*
5. Better Caltrain Coordination for SAP Center Events
6. Re: Better Caltrain Coordination for SAP Center Events
7. Re: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158 – *Corresponder response*

From: [Judy](#)
To: [Board \(@caltrain.com\)](#)
Subject: Fwd: Administrative Review Request Confirmation - Cite #52001938- Lic #92JXU017
Date: Monday, October 5, 2026 9:27:01 PM

Some people who received this message don't often get email from xujjie92@gmail.com. [Learn why this is important](#)

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

Hello,

I'm following up on the administrative review below, which I submitted on April 2, 2025. The confirmation stated that I should expect a response within 30 days, but approximately 18 months have passed and the citation is still showing as on hold. I have not received a decision.

Could you please help confirm the current status of the review and whether any action is required from me?

Thank you very much for your help.

Best,
Jujie Xu

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

From: **CALTRAIN-Online Appeals** <donotreply@pticket.com>
Date: Wed, Apr 2, 2025 at 17:40
Subject: Administrative Review Request Confirmation - Cite #52001938- Lic #92JXU017
To: <xujjie92@gmail.com>

Parking citation administrative review confirmation.

===== PERSONAL INFORMATION =====

Date/Time : 4/2/2025 5:40:17 PM

Last Name : XU
First Name : JUIE
Home Address : 555 W MIDDLEFIELD RD F308
MOUNTAIN VIEW CA 94043
US
Phone : 646-460-4266 ext:

E-Mail: xujjie92@gmail.com

===== CITATION INFORMATION =====

Citation/Ticket Number: 52001938
License/Vin: 92JXU017 CA
Issue date : 04/02/2025 17:26:00

Permit : 52001938

Reason for contesting:

I was running late for the train. I had my clipper card and I thought it was touched but did not. My clipper card id is 1402613931

If you wish to submit additional evidence to support your claim, please indicate method (U.S. mail or fax). All evidence must be submitted within 3 days of this appeal. For additional evidence to be considered you must submit a copy of the confirmation.

Reference Date: 4/2/2025 5:40:17 PM

Thank you for taking the time to fill out a review form. Your appeal is now under review and the fine is placed on hold until a decision is entered. At this time, you will not be required to pay the fine.

You should expect to receive a response within 30 days from the above date. If you do not receive a response within 30 days from the above date, please call 800-525-8553 to request the status of your appeal. Please have the citation number and reference date (above) available when you call. You may also check the status of your appeal at <https://www.pticket.com/CALTRAIN>.

If you change your address during this time frame, please call us so that we can update your records and send our response to the appropriate address. You will be responsible for additional penalties if the address is not current or correct.

PLEASE NOTE CONTESTING THE CITATION DOES NOT CLEAR YOUR RECORD. YOU ARE RESPONSIBLE FOR FOLLOWING UP ON YOUR APPEAL. To avoid penalties please check the status of your appeal at <https://www.pticket.com/CALTRAIN> or by calling 800-525-8553

For your records, please keep this form attached to the original citation.

From: [Jessica Arteaga](#)
To: [Public Comment](#)
Subject: Bike shooter safety
Date: Tuesday, October 6, 2026 10:25:53 AM

[You don't often get email from jess328ica@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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

Hello,

I commute to work daily by train from Monday through Friday. I am concerned about the safety of passengers disembarking, boarding, or simply walking along the Caltrain platform, as there is no enforcement to walk bicycles or scooters. Riders are frequently speeding through to catch the train, disregarding the safety of others. Caltrain should enforce the “walk your bike/scooter” policy. This is a hazardous situation that should be addressed promptly.

From: [Qihao Ren](#)
To: [Customer Service](#); [Board \(@caltrain.com\)](#)
Subject: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158
Date: Tuesday, October 6, 2026 11:48:34 PM

Some people who received this message don't often get email from qihao.r@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 Board of Directors and Customer Service Team,

I am writing to formally complain about an incident involving a female train conductor on Caltrain #158 on 10/06/2026 around 8:00 PM, traveling from South San Francisco (SSF) to Mountain View (MTV). As a frequent Caltrain rider and monthly pass holder who relies on Caltrain for my daily commute to work, I was deeply disappointed and disturbed by the way I was treated during this journey.

While the conductor was checking passengers' tickets, I needed less than a minute to locate my Clipper card. During this brief delay, the conductor became visibly impatient. When I finally found my card and attempted to tap it on her scanner, she forcefully pulled the card away from my hand. The edge of the card scratched my finger in the process (photo in attachment). She then threw the card back to me in a manner that I found disrespectful and unacceptable.

The situation became even more concerning when I asked for her name so that I could file a formal complaint. Rather than providing her name or addressing my concern professionally, she responded, "Get away, don't harass me."

I understand that train conductors have important responsibilities in checking tickets and keeping services running efficiently. However, these responsibilities do not justify physically pulling an item from a passenger's hand, causing an injury, throwing the passenger's property back at them, or responding to a reasonable request for identification with hostile and dismissive language. I was simply trying to present my Clipper card and comply with the ticket inspection process.

As a paying customer who regularly uses Caltrain, I believe I deserve to be treated with basic courtesy and respect. This experience has left me feeling disrespected and concerned about the standards of customer service and professional conduct expected of Caltrain employees.

I respectfully request that Caltrain:

1. **Investigate this incident** and identify the conductor assigned to train #158 at the time of the incident.
2. **Review any available records or onboard surveillance footage** that may help establish what occurred.
3. **Address the conductor's conduct appropriately** and reinforce expectations for respectful and professional interactions with passengers.
4. **Provide a written response** explaining how this complaint will be handled and what steps will be taken to prevent similar incidents in the future.

I would appreciate confirmation that my complaint has been received and will be reviewed. I am happy to provide additional information, including the date and approximate time of the incident, to assist with the investigation.

I value Caltrain as an important public transportation service and hope that this matter will be taken seriously. My intention is not only to seek accountability for this incident but also to help ensure that all passengers are treated fairly, safely, and respectfully.

Thank you for your time and attention. I look forward to your response.

Sincerely,

Qihao Ren (Clipper card #1218267636)



From: [Caltrain BOD Public Support](#)
To: qihao.r@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158
Date: Wednesday, October 7, 2026 9:01:45 AM

Dear Qihao Ren,

Thank you for contacting Caltrain and providing a detailed account of your experience aboard Train 158 on October 6, 2026. We sincerely apologize for the treatment you described and for the injury to your finger. We understand how upsetting and concerning this interaction must have been.

Please be assured that your complaint, including the attached photograph, has been documented and forwarded to the Rail Operations Management Team. Management will review the incident, identify the conductor assigned to the train, and address your feedback directly with the employee.

Caltrain expects employees to interact with passengers in a respectful and professional manner. We appreciate you taking the time to report this incident and bringing your concerns to our attention.

This email confirms that your complaint has been received and referred to the appropriate team for review.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Tuesday, October 6, 2026 11:14 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158

From: Qihao Ren <qihao.r@gmail.com>
Sent: Tuesday, October 6, 2026 11:14:24 PM (UTC-08:00) Pacific Time (US & Canada)
To: Customer Service <customerservice@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>
Subject: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158

Some people who received this message don't often get email from qihao.r@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 Board of Directors,

I am writing to formally complain about an incident involving a female train conductor on Caltrain #158 on 10/06/2026 around 8:00 PM, traveling from South San Francisco (SSF) to Mountain View (MTV). As a frequent Caltrain rider and monthly pass holder who relies on Caltrain for my daily commute to work, I was deeply disappointed and disturbed by the way I was treated during this journey.

While the conductor was checking passengers' tickets, I needed less than a minute to locate my Clipper card. During this brief delay, the conductor became visibly impatient. When I finally found my card and attempted to tap it on her scanner, she forcefully pulled the card away from my hand. The edge of the card scratched my finger in the process (photo in attachment). She then threw the card back to me in a manner that I found disrespectful and unacceptable.

The situation became even more concerning when I asked for her name so that I could file a formal complaint. Rather than providing her name or addressing my concern professionally, she responded, "Get away, don't harass me."

I understand that train conductors have important responsibilities in checking tickets and keeping services running efficiently. However, these responsibilities do not justify physically pulling an item from a passenger's hand, causing an injury, throwing the passenger's property back at them, or responding to a reasonable request for identification with hostile and dismissive language. I was simply trying to present my Clipper card and comply with the ticket inspection process.

As a paying customer who regularly uses Caltrain, I believe I deserve to be treated with basic courtesy and respect. This experience has left me feeling disrespected and concerned about the standards of customer service and professional conduct expected of Caltrain employees.

I respectfully request that Caltrain:

1. **Investigate this incident** and identify the conductor assigned to train #158 at the time of the incident.
2. **Review any available records or onboard surveillance footage** that may help establish what occurred.
3. **Address the conductor's conduct appropriately** and reinforce expectations for respectful and professional interactions with passengers.
4. **Provide a written response** explaining how this complaint will be handled and what steps will be taken to prevent similar incidents in the future.

I would appreciate confirmation that my complaint has been received and will be reviewed. I am happy to provide additional information, including the date and approximate time of the incident, to assist with the investigation.

I value Caltrain as an important public transportation service and hope that this matter will be taken seriously. My intention is not only to seek accountability for this incident but also to help ensure that all passengers are treated fairly, safely, and respectfully.

Thank you for your time and attention. I look forward to your response.

Sincerely,

Qihao Ren



From: [Nathan Hartman](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Customer Service](#)
Subject: Better Caltrain Coordination for SAP Center Events
Date: Wednesday, October 7, 2026 11:05:46 PM

Some people who received this message don't often get email from hnathan918@gmail.com. [Learn why this is important](#)

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

Hi,

I'm writing to express my frustration with the lack of coordination between Caltrain and SAP Center for major events.

Tonight's SOMBR concert ended at 10:40 PM, leaving hundreds of concertgoers waiting around for the 11:30 PM train. To make matters worse, that train was a local rather than an express, making an already late journey home unnecessarily long.

Could Caltrain and SAP Center please coordinate event schedules to ensure additional or express trains are available after major concerts and sporting events? These are predictable events that bring thousands of people into downtown San Jose, and transit service should reflect that demand.

It seems like an obvious opportunity to encourage public transit use rather than driving, but experiences like this make it unnecessarily inconvenient.

I'd appreciate hearing whether there are any plans to improve coordination between Caltrain and SAP Center.

Thanks,
Nathan

From: [Nathan Hartman](#)
To: [Board \(@caltrain.com\)](#); mayoremail@sanjoseca.gov; district4@sanjoseca.gov
Cc: [Customer Service](#)
Subject: Re: Better Caltrain Coordination for SAP Center Events
Date: Wednesday, October 7, 2026 11:12:30 PM

Some people who received this message don't often get email from hnathan918@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.

Adding Mayor Mahan and Councilmember Cohen to this conversation, as this also concerns coordination between major downtown San Jose events and regional transit.

Could Caltrain, SAP Center, and the City of San Jose work together to provide better-aligned departure times, additional trains, or express service following major events?

Thanks,
Nathan

On Wed, 7 Oct 2026 23:05:36 -0700, Nathan Hartman hnathan918@gmail.com wrote:

Hi,

I'm writing to express my frustration with the lack of coordination between Caltrain and SAP Center for major events.

Tonight's SOMBR concert ended at 10:40 PM, leaving hundreds of concertgoers waiting around for the 11:30 PM train. To make matters worse, that train was a local rather than an express, making an already late journey home unnecessarily long.

Could Caltrain and SAP Center please coordinate event schedules to ensure additional or express trains are available after major concerts and sporting events? These are predictable events that bring thousands of people into downtown San Jose, and transit service should reflect that demand.

It seems like an obvious opportunity to encourage public transit use rather than driving, but experiences like this make it unnecessarily inconvenient.

I'd appreciate hearing whether there are any plans to improve coordination between Caltrain and SAP Center.

Thanks,

Nathan

From: [Qihao Ren](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158
Date: Thursday, October 8, 2026 11:25:43 AM

Some people who received this message don't often get email from qihao.r@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 BOD Public Support Team,

Thank you for your prompt response and for taking this matter seriously!

I appreciate you documenting the incident and forwarding the report and photograph to the Rail Operations Management Team. My main goal in bringing this to your attention is to ensure that Caltrain remains a safe, respectful environment for all passengers and that conductor conduct aligns with your customer service standards.

Should Management or the Operations Team require any additional details or context during their review, please feel free to reach out to me.

Thank you again for your time and assistance in addressing this issue!

Sincerely,
Qihao

On Wed, Oct 7, 2026 at 9:01 AM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Qihao Ren,

Thank you for contacting Caltrain and providing a detailed account of your experience aboard Train 158 on October 6, 2026. We sincerely apologize for the treatment you described and for the injury to your finger. We understand how upsetting and concerning this interaction must have been.

Please be assured that your complaint, including the attached photograph, has been documented and forwarded to the Rail Operations Management Team. Management will review the incident, identify the conductor assigned to the train, and address your feedback directly with the employee.

Caltrain expects employees to interact with passengers in a respectful and professional manner. We appreciate you taking the time to report this incident and bringing your concerns to our attention.

This email confirms that your complaint has been received and referred to the appropriate

team for review.

Sincerely,

Your Caltrain BOD Public Support Team

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

Sent: Tuesday, October 6, 2026 11:14 PM

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

Subject: FW: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158

From: Qihao Ren <qihao.r@gmail.com>

Sent: Tuesday, October 6, 2026 11:14:24 PM (UTC-08:00) Pacific Time (US & Canada)

To: Customer Service <customerservice@caltrain.com>; Board (@[caltrain.com](mailto:board@caltrain.com)) <board@caltrain.com>

Subject: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158

Some people who received this message don't often get email from qihao.r@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 Board of Directors,

I am writing to formally complain about an incident involving a female train conductor on Caltrain #158 on 10/06/2026 around 8:00 PM, traveling from South San Francisco (SSF) to Mountain View (MTV). As a frequent Caltrain rider and monthly pass holder who relies on Caltrain for my daily commute to work, I was deeply disappointed and disturbed by the way I was treated during this journey.

While the conductor was checking passengers' tickets, I needed less than a minute to locate my Clipper card. During this brief delay, the conductor became visibly impatient. When I finally found my card and attempted to tap it on her scanner, she forcefully pulled the card away from my hand. The edge of the card scratched my finger in the process (photo in attachment). She then threw the card back to me in a manner that I found disrespectful and unacceptable.

The situation became even more concerning when I asked for her name so that I could file a formal complaint. Rather than providing her name or addressing my concern professionally, she responded, "Get away, don't harass me."

I understand that train conductors have important responsibilities in checking tickets and keeping services running efficiently. However, these responsibilities do not justify physically pulling an item from a passenger's hand, causing an injury, throwing the

passenger's property back at them, or responding to a reasonable request for identification with hostile and dismissive language. I was simply trying to present my Clipper card and comply with the ticket inspection process.

As a paying customer who regularly uses Caltrain, I believe I deserve to be treated with basic courtesy and respect. This experience has left me feeling disrespected and concerned about the standards of customer service and professional conduct expected of Caltrain employees.

I respectfully request that Caltrain:

1. **Investigate this incident** and identify the conductor assigned to train #158 at the time of the incident.
2. **Review any available records or onboard surveillance footage** that may help establish what occurred.
3. **Address the conductor's conduct appropriately** and reinforce expectations for respectful and professional interactions with passengers.
4. **Provide a written response** explaining how this complaint will be handled and what steps will be taken to prevent similar incidents in the future.

I would appreciate confirmation that my complaint has been received and will be reviewed. I am happy to provide additional information, including the date and approximate time of the incident, to assist with the investigation.

I value Caltrain as an important public transportation service and hope that this matter will be taken seriously. My intention is not only to seek accountability for this incident but also to help ensure that all passengers are treated fairly, safely, and respectfully.

Thank you for your time and attention. I look forward to your response.

Sincerely,

Qihao Ren

