



JPB Board of Directors
Meeting of November 5, 2026

Correspondence as of October 16, 2026

Subject

1. Re: Better Caltrain Coordination for SAP Center Events – *Staff response*
2. Re: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158 – *Staff response*
3. Safety and drug activity at the Redwood City and San Bruno Caltrain stations
4. JPB correspondence
5. Re: Quiet Car Pilot: Please Commit to a Timeline
6. Report an employee on Caltrain
7. Consistently early departures
8. Express train stops
9. Broken link in Caltrain page goes to malware-like page
10. 22nd Street Station ADA Improvements
11. RE: Thank you for stepping into saving women"s lives: a free safety companion for Caltrain riders – *Staff response*
12. Employee possibly stole AirPods
13. RE: Broken link in Caltrain page goes to malware-like page – *Staff response*
14. Re: Safety and drug activity at the Redwood City and San Bruno Caltrain stations – *Staff response*
15. Re: Consistently early departures – *Staff response*
16. Re: 22nd Street Station ADA Improvements – *Staff response*



17. Re: Bike shooter safety – *Staff response*
18. Re: Express train stops – *Staff response*
19. Re: Administrative Review Request Confirmation - Cite #52001938- Lic #92JXU017 – *Staff response*
20. Complaint: Conductor Conduct and Denied Boarding, San Francisco Station, October 14, 2026

From: [Caltrain BOD Public Support](#)
To: hnathan918@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Better Caltrain Coordination for SAP Center Events
Date: Thursday, October 8, 2026 2:07:05 PM

Dear Nathan Hartman,

Thank you for sharing your concerns regarding Caltrain service following major events at SAP Center.

Your suggestions regarding better-aligned departure times, additional trains, express service, and increased coordination among Caltrain, SAP Center, and the City of San Jose have been documented and provided to our Operations team for further review.

We appreciate you taking the time to share your experience and recommendations. Feedback like yours helps us better understand how event schedules and service planning affect our customers.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, October 7, 2026 11:12 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Better Caltrain Coordination for SAP Center Events

From: Nathan Hartman <hnathan918@gmail.com>
Sent: Wednesday, October 7, 2026 11:12:21 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>; mayoremail@sanjoseca.gov <mayoremail@sanjoseca.gov>; district4@sanjoseca.gov <district4@sanjoseca.gov>
Cc: Customer Service <customerservice@caltrain.com>
Subject: Re: Better Caltrain Coordination for SAP Center Events

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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: [Caltrain BOD Public Support](#)
To: [Qihao Ren](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158
Date: Thursday, October 8, 2026 2:15:32 PM

Dear Qihao Ren,

We appreciate your willingness to provide additional information.

Should the Rail Operations Management Team need any further details during its review, a representative will reach out to you directly.

Thank you again for helping us support a safe and respectful environment for all Caltrain passengers.

Sincerely,

Your Caltrain BOD Public Support Team

From: Qihao Ren <qihao.r@gmail.com>
Sent: Thursday, October 8, 2026 11:25 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Formal Complaint Regarding Unprofessional and Aggressive Conduct by Train Conductor on Caltrain #158

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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) <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

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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: Orlando Nell <onpilot@icloud.com>
Sent: Thursday, October 8, 2026 9:59 PM
To: Board (@caltrain.com)
Cc: Orlando Nell
Subject: Safety and drug activity at the Redwood City and San Bruno Caltrain stations

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Dear Members of the Board:

I am a regular Caltrain rider writing about conditions at two of your stations, Redwood City, which I have used since about 2024, and San Bruno, which I use often on trips to the San Francisco airport area. I am asking for your attention because I believe both stations are getting worse, and I would like to see that addressed before someone is seriously hurt.

At Redwood City, I regularly saw people using fentanyl and other drugs in 2025. By around August 2025 that had been dealt with and the station improved a great deal. In recent months the number of homeless people there has been climbing again. It is still not as bad as it was a couple of years ago, but it is a lot of people, and the evenings are the worst. I can regularly smell marijuana smoke on the platform and in Arguello Plaza, and I have watched people smoking there, including today. Smoking cannabis in a public place is prohibited under California Health and Safety Code section 11362.3. Last night, people I did not know were standing around the bike lockers when I went to retrieve my bike. At about 10 pm tonight, two men who appeared heavily impaired got off the train I was on and then boarded the SamTrans 278 bus with me, getting off near Cañada College. A few months ago I also found a very young man on the platform nodding off. When I asked if he was okay, he told me voices had said he could use drugs there. I called the police to check on him, and it took a long time for anyone to arrive.

At San Bruno, I have repeatedly found young people who appeared to be teenagers or young adults nodding off in the elevator. I have seen needles and other drug paraphernalia there at times. A couple of months ago, I called law enforcement about a young man in the elevator who was nodding off almost completely. Another man got into the elevator with him, and the two left together talking about where they could sleep. I believe the second man went into the first man's pocket, though I could not be certain. Either way, someone that impaired is in real danger of being taken advantage of, and elevators are the accessible route that many riders depend on. There was also a homeless man who used to sleep in the shelter on the southbound platform at San Bruno almost every time I passed through. I do not think he is still there, but it troubled me, and I saw many young men in similar condition.

I respectfully ask the Board, working with the San Mateo County Sheriff's Office Transit Police Bureau, to increase visible patrols at both stations during the evening hours, to inspect and clean the elevators and check for needles on a regular schedule, to confirm that lighting and cameras at both stations are working, and to keep up outreach that connects people with shelter, treatment, and crisis services. I would also like to know whether anything can be done to shorten response times when a rider reports someone who appears to be in medical or mental health distress.

I would appreciate a written reply letting me know what steps are planned. Thank you for your time and for your work to keep Caltrain safe for everyone who rides it.

Sincerely,

Orlando Nell
10 Martin Ln
Woodside CA 94062-3666

Thank You
Orlando Nell

From: [aleta dupree](#)
To: [Public Comment](#)
Subject: JPB correspondence
Date: Saturday, October 10, 2026 7:35:00 AM

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Greetings District Secretary, please forward this message to the full Joint Powers Board and enter into the appropriate public record.

Good morning Board Chair Rico Medina and Members.

Aleta Dupree for the record, she, her, with Team Folds.

I proffer to you my comments pertaining to the work and mission of the Peninsula Corridor Joint Powers Board, doing business as Caltrain.

I share with you mostly on matters pertaining to electricity, both in stationary and mobile forms. I submit to you that I do not have any professional expertise in electrically related subjects. I share with you from experiences, mostly from my years of living in an all electric home, and sometimes of using various kinds of small electric vehicles.

I take great interest in the ongoing work of the Battery Electric Multiple Unit system proposed for operations on the segment of line between San Jose-Diridon and Gilroy. I submit to you that I have never traveled in this particular section of our corridor. Perhaps someday I will. Gilroy is known for its garlic industry, and I once smelled the garlic as I was traveling through the town on what was then known as a Megabus. I do have a friend who lives in Morgan Hill, I will have to ask them if they use our service in their course of their day.

It is true that battery powered trains are a very new technology. Yet then again, there were some attempts at operating these systems as long as a hundred years ago. And there are some battery powered train systems that are operating successfully to this day in other countries. I feel the multiple unit system is a reasonable and safe method for delivering battery powered propulsion. I don't see us as trying to reinvent the wheel here. Yet this is pretty new here in the United States. And we at Caltrain are not alone in this work. The Northern Illinois Transit Authority (NITA), through its subsidiary Metra is engaged in this work as well, and on a larger scale. NITA, established in 2025 by Illinois state statutes, is the successor to the Regional Transportation Authority, which was formed in 1974. I consider BART, which operates a diesel electric multiple unit system (eBART), seems a likely candidate for electrification as well, I would hope. It is absolutely essential to remember that BART is a major transportation system in our region, complementary to Caltrain. Yet also BART holds to this most revered and treasured of ideals, that I meditate on and practice often, that BART is The Peoples System.

I share on matters of stationary energy storage systems as well. I feel such systems can perform valuable functions of both peak shaving and peak hour energy supply. The nature of electricity usage on transportation systems, both in volumetric and demand terms is highly subject to fluctuation. You see, volumetric use is much like when one turns on a faucet and fills a vessel of some kind, such as a bucket or a sink. And demand represents the speed that the water comes from the faucet, and therefore affecting the time it takes to fill that vessel. And in commercial and industrial applications, it is common to apply billing to both of those measures. I have operated on a demand billing system in my home for about a year. Such was a learning experience for me, in over time understanding more deeply how I use electricity in my home. In some months I came out ahead, cost wise, compared to standard volumetric billing, and other times I was behind.

I feel batteries are the best way to store electrical energy. There have been various pilots with flywheel energy storage systems but as far as I know, few if any of them were sustainable over time. And in order for batteries to

perform short and long term storage functions (minutes vs hours) such arrays of batteries need to be very large. This is because of what is called “c rate”. You see, if you have a 100 kilowatt hour battery and you charge or discharge at the demand rate of 100 kilowatts, that would result in a “c rate” of 1. Yet when one gets into higher “c rates” such can cause complications such as excess heating. I did see a video of the driving of an electric vehicle, Kyle Conner at the wheel, on the Autobahn in Germany with peak speeds up to 204 miles per hour. (Out of Spec Reviews, Driving a Lucid Air Sapphire for the first time over 200 mph on the Autobahn, 10 September, 2025, on YouTube). There was plenty of running commentary on battery performance, as indicated by the dashboard displays and the feel of performance. I found this video interesting and enjoyable, and enlightening as well. (Full Disclosure, I am a free subscriber to several channels produced by Out of Spec).

And we are fortunate to be able to receive credit for energy returned to the grid. And such credits can be reinvested in sustaining the important services that Caltrain offers to the Public. I appreciate the deep work that our District Staff, with the support of you as a Board have done in order to have a sustainable program of energy management. I do not know of any other large scale transportation systems that use 100 percent renewable energy across the board.

I do feel that hours long energy storage can help us to achieve more favorable pricing, especially in reducing energy usage during the peak afternoon hours. And for a number of years in my home I subscribed to time of use pricing, and I greatly reduced my energy usage during summer peak hours. The plan I was on at the time only had the peak and off peak pricing during July and August. The rest of the year I was on a single rate 24/7, which was a few cents per kilowatt hour less than standard. At one point I saved about \$400 per year over the standard pricing program.

I consider that BART purchases electricity directly in their own name. Perhaps there are other transportation systems that do so as well. I would like to see us here at Caltrain be able to do the same, though I think such would require approval through the State legislative process. And certainly other systems can learn from us here at Caltrain about how to source and manage 100 percent renewable energy. And because of overproduction and curtailment of renewable energy during the day across the grid, such could present opportunities for us to procure and store inexpensive renewable energy for use during the peak hours of the day.

I admit that I did not use Caltrain very often, because I am usually in the East Bay. I do reflect on my recent visit to the SamTrans General Meeting of 7 October, 2026. After that Meeting I did use Caltrain to return to San Francisco, on my way back to the East Bay. And there were many people on the train and I used a sideways facing seat. And Clipper worked for me as would be expected. It is my hope that the revenue measure will pass, even though I am not able to vote for that because I do not live in the appropriate area of jurisdiction. I want Caltrain to be there for me when I return to our beloved Bay Area. There is much work to be done as we move toward the end of the calendar year. I look forward to your next General Meeting and using the system once again.

Thank you.

From: [Helene Grossman](#)
To: [Caltrain BOD Public Support](#); [Board \(@caltrain.com\)](#)
Subject: Re: Quiet Car Pilot: Please Commit to a Timeline
Date: Saturday, October 10, 2026 5:31:29 PM

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Dear Caltrain BOD and Public Support Team,

I'm following up on my message from 2 weeks ago - could you advise on the status of the Quiet Car pilot? Is there a launch date scheduled? Could we please commit to a launch date?

It's been 14 months since the decision to do a pilot, and it is well past the late summer timeline last communicated.

This would be such an amazing gift to Caltrain riders, but only if it actually launches :)

Thank you!

Sincerely,
Helene Grossman

On Sat, Sep 26, 2026 at 2:07 PM Helene Grossman <helenegrossman@gmail.com> wrote:
Dear Caltrain BOD and Public Support Team,

I'm following up on the Quiet Car pilot. In June, you shared that the plan was anticipated to launch later in the summer. Now that fall has arrived, could you please provide a confirmed launch date?

It has been over a year since the decision to move forward with the pilot. If a launch date is still unavailable, could you explain what remains unresolved and when the public can expect a firm date?

Thank you,
Helene

On Wed, Jun 17, 2026 at 11:43 AM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Helene Grossman,

Thank you for taking the time to share your thoughtful feedback regarding the Quiet Car pilot. We appreciate your recognition of the work that has gone into developing the pilot program.

We are pleased to share that the Quiet Car pilot plan is currently in final executive review and is anticipated for implementation later this summer. While we do not yet have a specific launch date to announce, progress continues to be made toward

implementation.

Thank you for your patience and for advocating for improvements that enhance the rider experience.

Sincerely,

Your Caltrain BOD Public Support Team

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

Sent: Tuesday, June 16, 2026 4:29 PM

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

Subject: FW: Quiet Car Pilot: Please Commit to a Timeline

From: Helene Grossman <helenegrossman@gmail.com>

Sent: Tuesday, June 16, 2026 11:29:17 PM (UTC+00:00) Monrovia, Reykjavik

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

Subject: Quiet Car Pilot: Please Commit to a Timeline

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Dear Caltrain Board Members,

Thank you for your service and for all the work you do to support Caltrain riders. I know there are many competing priorities, and I appreciate the time and care that goes into improving the system.

I am writing to respectfully ask for a clear timeline for Caltrain's Quiet Car pilot.

It has been nearly a year since Caltrain decided to move forward with a Quiet Car pilot, and riders still do not appear to have a public implementation timeline. In February, Caltrain presented a thoughtful and practical Quiet Car plan. It looked excellent -- simple, low-cost, and responsive to a real rider need.

I am grateful that Caltrain took the idea seriously and developed a plan. I am just pleading now for the next step: please give riders a timeline, and please get the pilot launched.

For some commuters, this would make an enormous difference. I have largely been avoiding Caltrain for my commute because I value having a quiet space to work or read, and I find it very difficult to sit near loud phone calls or conference calls. Today, I am taking Caltrain again, and I have already had to move twice because of loud calls.

A Quiet Car would create space for everyone. Riders who need to take calls would still

have most of the train available to them. Riders who need quiet would finally have a place to go. Caltrain should serve all of its riders, including those who need a quieter environment to travel comfortably.

This seems like such a low-cost, high-impact improvement. It does not require new trains or major infrastructure. It mainly requires signage and communication.

Please let riders know what progress has been made since the February presentation, what remains unresolved, and when the pilot can begin. Without a timeline, there is no accountability -- and after nearly a year, it is hard to understand why riders still do not even have a date to count on.

Please, for the sake of your ridership, commit to a public launch timeline for the Quiet Car pilot.

Thank you again for your service and for considering this request.

Sincerely,
Helene Grossman

From: [Nikkisha Thomas](#)
To: [Board \(@caltrain.com\)](#)
Subject: Report an employee on Caltrain
Date: Saturday, October 10, 2026 6:08:53 PM

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Good evening I would like to report a employee that walks the Caltrain that check tickets. How do I properly report a employee that works for Caltrain?

What I am reporting I had caught the couch right from San Jose diridon station at 526 the train number was 643 going towards San Francisco my daughter has had an upset stomach. She threw up and had diarrhea all over the train on herself. I told the conductor or the employee that walks the train who checks the tickets that she made a mess and I apologize. He told me that the bathroom was to the front. But I stated that she wasn't able to move because she was too embarrassed and stuff like that and will get more mess on the train cuz we were more like in the middle of the train. He wants to find napkins he gave his napkins. Which was appreciated. He went to the other side of the train to find more napkins and spray. Once he came back he made a comment to say I am not a janitor I need to clean up the mess. But I told him that my daughter needs medical attention and that Palo Alto was our stop. We had just left California avenue when he came back from the other side. I called 911 a few times but the dispatcher told me to wait till I got to the train station I'm seeking medical attention from my daughter he wants me to stop he even told me that I didn't have to clean it up after the fact that I tried to clean some of it up and he'll wait for me to clean it up to get off the train. I asked him three times what was his name because I felt violated as a mother who had a sick child who is in medical attention for right now. Who will be having to take an ambulance to Stanford emergency room. He didn't want to give me his name is a guy custom man out and I got off because my daughter was standing outside the train while he wasn't even holding the door as he said he would so I can clean up the boo boo. I'm really frustrated that he keeps saying that he try to help me but trying to hold me up with my daughter is in a need of a medical attention to clean up feces is absurd. The description of this man he is Hispanic and he ride that train and refused to give me his name

From: [Joshua Arens](#)
To: [Board \(@caltrain.com\)](#)
Subject: Consistently early departures
Date: Sunday, October 11, 2026 2:27:44 PM

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Train 622 (Southbound) on Sun 10/11/26 departed 2 minutes early from Cal Ave (where I boarded), San Antonio, Mountain View, and Sunnyvale Stations (where I departed). At Cal Ave, there were people visibly buying tickets on the platform as it closed doors 2 minutes early (1:47pm).

From: [Michael Von Gunten](#)
To: [Board \(@caltrain.com\)](#)
Subject: Express train stops
Date: Tuesday, October 13, 2026 8:19:28 AM

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Dear Caltrain Board or Directors,

I'm writing to ask whether Caltrain would consider adding a California Avenue stop to one or more of its Limited or Express trains during weekday commuting hours.

I regularly use California Avenue station to commute to work, and the current schedule creates a significant gap in convenient options. For example, the weekday schedule shows northbound California Avenue arrivals at 8:22 a.m. and 8:52 a.m., but the Express train between those services bypass the station entirely. This leaves commuters who rely on California Avenue with fewer practical options during the morning rush, and I know that several other caltrain users have this same complaint. Everyone who works at stanford research park that relies on the caltrain gets off at this stop.

As a result, I often have to choose between arriving late to work or arriving approximately 30 minutes early. Neither is ideal, and it makes commuting by public transit much less practical than it could be.

Would Caltrain consider adding a California Avenue stop to the Express train during the morning commute? A single additional stop at a strategically chosen time could make a substantial difference for commuters who rely on this station, and wouldn't add much to the total time, but would substantially benefit a lot of people.

I appreciate the work Caltrain does to provide public transportation throughout the Peninsula, and I hope this is something the team could consider in future schedule planning.

Thank you for your time and consideration.

- Michael Von Gunten, PhD
Stanford School of Medicine

From: [Email Contact](#)
To: [Customer Service](#)
Cc: [Houghton, Joy](#); [Caltrain Construction](#); [Board \(@caltrain.com\)](#); [Public Comment](#)
Subject: Broken link in Caltrain page goes to malware-like page
Date: Tuesday, October 13, 2026 8:30:23 AM

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The URL to the "Transit Center Page" in the RESOURCES section of <https://www.caltrain.com/projects/castro-street-grade-separation-project> redirects to a random website each time you click on it.
This feels like malware, please fix.

Adding the people who are include in the contact info section of this page as CC for transparency, along with the people mentioned in the <https://www.caltrain.com/about-caltrain/contact-us> page.

Thanks!

From: [Dani Brown](#)
To: [Board \(@caltrain.com\)](#)
Subject: 22nd Street Station ADA Improvements
Date: Tuesday, October 13, 2026 8:55:23 AM
Attachments: [image.png](#)

Some people who received this message don't often get email from dani.brown@construction.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.

Good Morning,

I hope this message finds you well. I work with Dodge Construction Network, a firm that researches publicly funded construction projects for industry professionals. I'm reaching out to request additional information regarding the **22nd Street Station ADA Improvements** construction project. Specifically, I'm seeking the following:

- **Design Team**
 - Names and office locations of the supporting engineers (structural, mechanical, electrical)
- **Core Project Details**
 - Number of buildings
 - Number of stories (above and below grade)
 - Type of structural framing
 - Total square footage
- **Timeline & Cost**
 - Estimated release date for bid to contractors
 - Estimated construction cost
 - Anticipated construction start date
 - Anticipated construction completion date
 - Project Delivery System (Design-Build or Design-Bid-Build):

If you could share any available documentation or direct me to the appropriate contact for this information, I would greatly appreciate it.

Thank you for your time and assistance.

Thank you for your attention and for helping us improve the quality of our work!

Best Regards,

DANI BROWN
National Planning Public Researcher

P 844-326-3826, ext. 7324



202600415357

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From: [Vivian Chan](#)
To: ira@legali.ai
Cc: [Jerry Guaracino](#); [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: Thank you for stepping into saving women's lives: a free safety companion for Caltrain riders
Date: Tuesday, October 13, 2026 3:09:21 PM
Attachments: [image002.png](#)

Hello Ira,

Thank you for reaching out and for sharing more about Lea and the work behind it. My name is Vivian Chan, and I work with the Safety team here at Caltrain. We would be happy to connect further to learn more about your platform and discuss how it may support our riders.

Are you available for a 20~minute call sometime in the next couple of weeks with our Chief of Safety? Please feel free to share a few times that work for you, and I'll do my best to accommodate Jerry's schedule.

Thank you again for contacting us, and we look forward to learning more.

Vivian Chan, Executive Assistant

Engineering, Capital, Modernization and Safety
166 N. Rollins Road, Millbrae, CA 94030
Office: 650.508.6242 Cell: 650.732.9592

Website: [Caltrain](#) |



From: Irawati Puteri <ira@legali.ai>
Sent: Tuesday, October 6, 2026 2:03 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Thank you for stepping into saving women's lives: a free safety companion for Caltrain riders

Some people who received this message don't often get email from ira@legali.ai. [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,

I'm Ira, founder and CEO of Legali AI and a Stanford Law School '24 alum. I'd love to explore a partnership that gives every Caltrain rider a private safety companion, for free.

At Stanford I spent more than 300 hours on pro bono work and graduated with the Highest Pro Bono Distinction. I also worked on revamping Indonesia's abortion laws, and I've been advocating for survivors of abuse and harassment for more than 8 years. Lea is what that work turned into.

Lea is a trauma-informed safety companion for people facing harassment and abuse. Someone who was harassed on a train, or who is dealing with an abusive partner, can open Lea any time, in 15 languages, make sense of what happened, and keep a dated record in a PIN-locked vault only they can open. Quick Exit and Disguise Mode keep it private if someone is looking over their shoulder.

Think of it as an emergency pole riders can carry. Blue light poles help women feel safer and make someone think twice before hurting them, but they're fixed to one platform. Lea goes with every rider, on the train, at the station, on the walk home, or hours later when something already happened, and upgrading to it doesn't take any new hardware.

The idea: free access to Lea for Caltrain riders, promoted on trains and at stations as a private, non-police option for riders who aren't ready to report yet.

Where we are: more than 1,450 people use Lea, 25+ institutions are rolling it out, and we're part of StartX and Berkeley SkyDeck.

Would the board, or the right staff member, be open to a 20-minute call in the next couple of weeks? I'd love to show you a live demo.

App Store: <https://apps.apple.com/us/app/lea-by-legali-ai/id6759547127>

Google Play: https://play.google.com/store/apps/details?id=com.legali.legali_lea

Warmly,

Ira Puteri

Founder and CEO, Legali AI

ira@legali.ai | lea.legali.ai

From: [Cameron Goldfinger](#)
To: [Board \(@caltrain.com\)](#)
Subject: Employee possibly stole AirPods
Date: Tuesday, October 13, 2026 10:18:57 PM

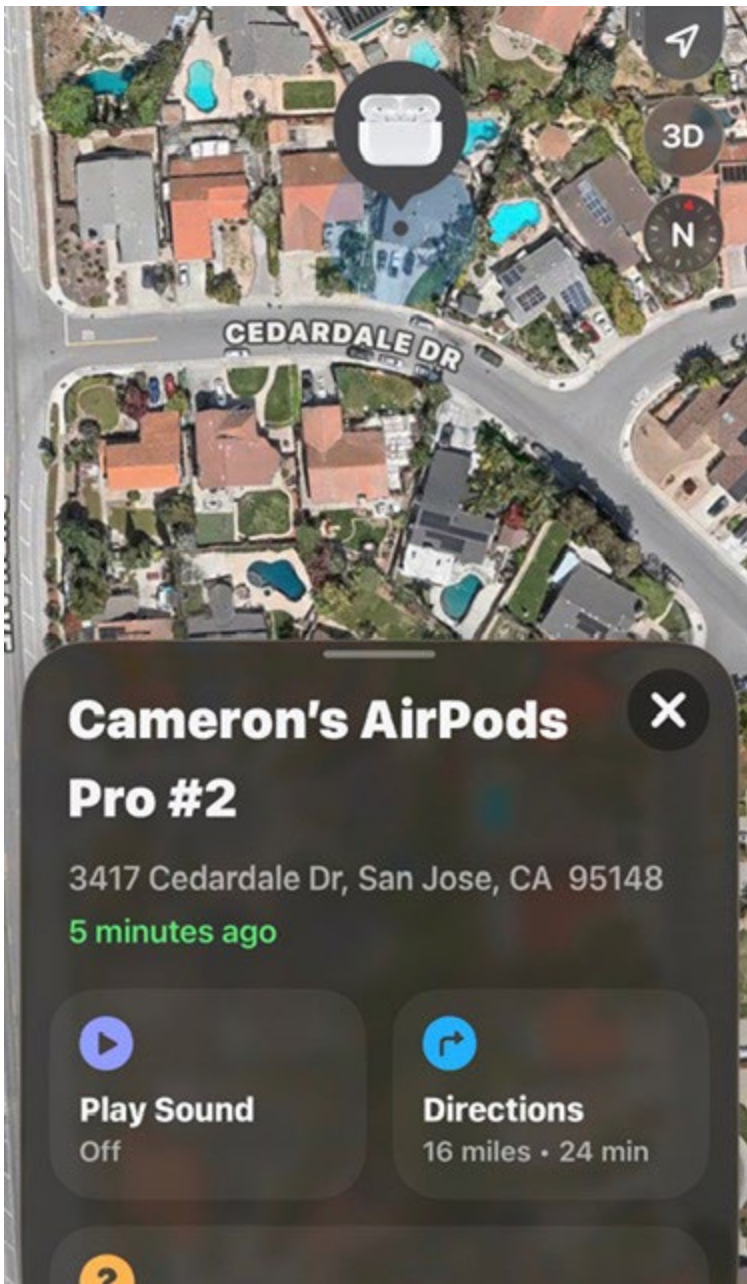
[Some people who received this message don't often get email from cam0393@yahoo.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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Hi,

I submitted a lost and found of my AirPods. I submitted 7174 ticket and attached a photo that showed my AirPods were at the Lenzen Caltrain location. I then tried calling multiple times. The final time they told me that the ticket was closed because they didn't see it. I just checked and my AirPods have moved locations to a house after being at your maintenance location for over a week. Can anything be done?

This is the address I am now seeing after being seeing at your facility...



Sent from my iPhone

From: [Sarah Nabong](#)
To: [Email Contact](#)
Cc: [Board \(@caltrain.com\)](#); [Public Comment](#)
Subject: RE: Broken link in Caltrain page goes to malware-like page
Date: Wednesday, October 14, 2026 9:36:41 AM
Attachments: [image001.png](#)

Thank you for bringing this to our attention. The "Transit Center Page" link in the Resources section of the Castro Street Grade Separation Project page has been removed.

We appreciate you flagging the unexpected redirects and helping us keep our website resources reliable.

Kind regards,

Sarah Nabong, Customer Service Representative 2

San Mateo County Transit District

166 N. Rollins Road, Millbrae, CA 94030

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



From: Email Contact <email@sfbapt.com>
Sent: Tuesday, October 13, 2026 8:30 AM
To: Customer Service <customerservice@caltrain.com>
Cc: Houghton, Joy <joy.houghton@mountainview.gov>; Caltrain Construction <construction@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>; Public Comment <publiccomment@caltrain.com>
Subject: Broken link in Caltrain page goes to malware-like page

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The URL to the "Transit Center Page" in the RESOURCES section of <https://www.caltrain.com/projects/castro-street-grade-separation-project> redirects to a random website each time you click on it.
This feels like malware, please fix.

Adding the people who are include in the contact info section of this page as CC for transparency, along with the people mentioned in the <https://www.caltrain.com/about-caltrain/contact-us> page.

Thanks!

From: [Caltrain BOD Public Support](#)
To: onpilot@icloud.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Safety and drug activity at the Redwood City and San Bruno Caltrain stations
Date: Wednesday, October 14, 2026 9:46:03 AM

Dear Orlando Nell,

Thank you for sharing your concerns about conditions at the Redwood City and San Bruno stations. We understand how the activity you described can affect your sense of safety, particularly during evening hours, and your concern for people who may be experiencing medical or mental health distress.

Your feedback and requests regarding patrols, elevator cleaning, lighting, cameras, outreach, and response times will be forwarded to our Transit Police and appropriate station operations teams for review. We have also noted your request for a written response regarding planned steps.

We appreciate you taking the time to document your observations and bring these concerns to our attention.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Thursday, October 8, 2026 9:59 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Safety and drug activity at the Redwood City and San Bruno Caltrain stations

From: Orlando Nell <onpilot@icloud.com>
Sent: Thursday, October 8, 2026 9:59:28 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com)
Cc: Orlando Nell
Subject: Safety and drug activity at the Redwood City and San Bruno Caltrain stations

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

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

Dear Members of the Board:

I am a regular Caltrain rider writing about conditions at two of your stations, Redwood City, which I have used since about 2024, and San Bruno, which I use often on trips to the San Francisco airport area. I am asking for your attention because I believe both stations are getting worse, and I would like to see that addressed before someone is seriously hurt.

At Redwood City, I regularly saw people using fentanyl and other drugs in 2025. By around August 2025 that had been dealt with and the station improved a great deal. In recent months the number of homeless people there has been climbing again. It is still not as bad as it was a couple of years ago, but it is a lot of people, and the evenings are the worst. I can regularly smell marijuana smoke on the platform and in Arguello Plaza, and I have watched people smoking there, including today. Smoking cannabis in a public place is prohibited under California Health and Safety Code section 11362.3. Last night, people I did not know were standing around the bike lockers when I went to retrieve my bike. At about 10 pm tonight, two men who appeared heavily impaired got off the train I was on and then boarded the SamTrans 278 bus with me, getting off near Cañada College. A few months ago I also found a very young man on the platform nodding off. When I asked if he was okay, he told me voices had said he could use drugs there. I called the police to check on him, and it took a long time for anyone to arrive.

At San Bruno, I have repeatedly found young people who appeared to be teenagers or young adults nodding off in the elevator. I have seen needles and other drug paraphernalia there at times. A couple of months ago, I called law enforcement about a young man in the elevator who was nodding off almost completely. Another man got into the elevator with him, and the two left together talking about where they could sleep. I believe the second man went into the first man's pocket, though I could not be certain. Either way, someone that impaired is in real danger of being taken advantage of, and elevators are the accessible route that many riders depend on. There was also a homeless man who used to sleep in the shelter on the southbound platform at San Bruno almost every time I passed through. I do not think he is still there, but it troubled me, and I saw many young men in similar condition.

I respectfully ask the Board, working with the San Mateo County Sheriff's Office Transit Police Bureau, to increase visible patrols at both stations during the evening hours, to inspect and clean the elevators and check for needles on a regular schedule, to confirm that lighting and cameras at both stations are working, and to keep up outreach that connects people with shelter, treatment, and crisis services. I would also like to know whether anything can be done to shorten response times when a rider reports someone who appears to be in medical or mental health distress.

I would appreciate a written reply letting me know what steps are planned. Thank you for your time and for your work to keep Caltrain safe for everyone who rides it.

Sincerely,

Orlando Nell
10 Martin Ln
Woodside CA 94062-3666

Thank You
Orlando Nell

From: [Caltrain BOD Public Support](#)
To: joshuaarens@icloud.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Consistently early departures
Date: Wednesday, October 14, 2026 10:16:32 AM

Dear Joshua Arens,

Thank you for reporting your experience on southbound Train 622 on October 11, 2026. We understand your concern about the reported early departures from California Avenue, San Antonio, Mountain View, and Sunnyvale, particularly with customers still purchasing tickets at California Avenue when the doors closed.

Your feedback will be forwarded to our Rail Operations team for review. We appreciate you providing the station details and time to help with that review.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Sunday, October 11, 2026 2:27 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Consistently early departures

From: Joshua Arens <joshuaarens@icloud.com>
Sent: Sunday, October 11, 2026 2:27:23 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com)
Subject: Consistently early departures

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Train 622 (Southbound) on Sun 10/11/26 departed 2 minutes early from Cal Ave (where I boarded), San Antonio, Mountain View, and Sunnyvale Stations (where I departed). At Cal Ave, there were people visibly buying tickets on the platform as it closed doors 2 minutes early (1:47pm).

From: [Caltrain BOD Public Support](#)
To: Dani.Brown@construction.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: 22nd Street Station ADA Improvements
Date: Wednesday, October 14, 2026 11:45:43 AM
Attachments: [image.png](#)

Dear Dani Brown,

Thank you for reaching out regarding the 22nd Street Station ADA Improvements project. Please see our Project Manager responses in red below.

Sincerely,
Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Tuesday, October 13, 2026 8:55 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: 22nd Street Station ADA Improvements

From: Dani Brown <Dani.Brown@construction.com>
Sent: Tuesday, October 13, 2026 8:54:59 AM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Subject: 22nd Street Station ADA Improvements

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Good Morning,

I hope this message finds you well. I work with Dodge Construction Network, a firm that researches publicly funded construction projects for industry professionals. I'm reaching out to request additional information regarding the **22nd Street Station ADA Improvements** construction project. Specifically, I'm seeking the following:

- **Design Team**
 - Names and office locations of the supporting engineers (structural, mechanical, electrical) **TYLin, San Jose CA**
- **Core Project Details**
 - Number of buildings **0**

- Number of stories (above and below grade) 0
- Type of structural framing N/A
- Total square footage N/A – existing facility modification
- **Timeline & Cost**
 - Estimated release date for bid to contractors Fall 2027
 - Estimated construction cost \$12M
 - Anticipated construction start date Spring 2028
 - Anticipated construction completion date Fall 2029
 - Project Delivery System (Design-Build or Design-Bid-Build): Design-Bid-Build

If you could share any available documentation or direct me to the appropriate contact for this information, I would greatly appreciate it.

Thank you for your time and assistance.

Thank you for your attention and for helping us improve the quality of our work!

Best Regards,

DANI BROWN

National Planning Public Researcher

P 844-326-3826, ext. 7324



202600415357

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From: [Caltrain BOD Public Support](#)
To: jess328ica@gmail.com
Cc: [Public Comment](#)
Subject: Re: Bike shooter safety
Date: Wednesday, October 14, 2026 12:03:59 PM

Dear Jessica Artega,

Thank you for taking the time to share your concerns about bicycles and scooters on station platforms.

We appreciate your input and your concern for the safety of fellow passengers.

Kind regards,

Your Caltrain BOD Public Support Team

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

From: Jessica Arteaga <jess328ica@gmail.com>
Sent: Tuesday, October 6, 2026 10:26 AM
To: Public Comment <publiccomment@caltrain.com>
Subject: Bike shooter safety

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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: [Caltrain BOD Public Support](#)
To: mikevon@stanford.edu
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Express train stops
Date: Wednesday, October 14, 2026 12:08:22 PM

Dear Michael Von Gunten,

Thank you for recommending additional Limited or Express service at California Avenue during weekday commute hours. We appreciate you explaining how the current schedule affects your commute and how an additional stop could benefit you and other riders.

Thank you for taking the time to share your input.

Kind regards,
Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Tuesday, October 13, 2026 8:19 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Express train stops

From: Michael Von Gunten <mikevon@stanford.edu>
Sent: Tuesday, October 13, 2026 8:19:16 AM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Express train stops

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Dear Caltrain Board or Directors,

I'm writing to ask whether Caltrain would consider adding a California Avenue stop to one or more of its Limited or Express trains during weekday commuting hours.

I regularly use California Avenue station to commute to work, and the current schedule creates a significant gap in convenient options. For example, the weekday schedule shows northbound California Avenue arrivals at 8:22 a.m. and 8:52 a.m., but the Express train between those services bypass the station entirely. This leaves commuters who

rely on California Avenue with fewer practical options during the morning rush, and I know that several other caltrain users have this same complaint. Everyone who works at stanford research park that relies on the caltrain gets off at this stop.

As a result, I often have to choose between arriving late to work or arriving approximately 30 minutes early. Neither is ideal, and it makes commuting by public transit much less practical than it could be.

Would Caltrain consider adding a California Avenue stop to the Express train during the morning commute? A single additional stop at a strategically chosen time could make a substantial difference for commuters who rely on this station, and wouldn't add much to the total time, but would substantially benefit a lot of people.

I appreciate the work Caltrain does to provide public transportation throughout the Peninsula, and I hope this is something the team could consider in future schedule planning.

Thank you for your time and consideration.

- Michael Von Gunten, PhD
Stanford School of Medicine

From: [Caltrain BOD Public Support](#)
To: xujjie92@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Administrative Review Request Confirmation - Cite #52001938- Lic #92JXU017
Date: Wednesday, October 14, 2026 2:49:23 PM

Dear Jujie Xu,

Thank you for your message regarding Citation #52001938. 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: Monday, October 5, 2026 9:27 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Administrative Review Request Confirmation - Cite #52001938- Lic #92JXU017

From: Judy <xujjie92@gmail.com>
Sent: Monday, October 5, 2026 9:26:27 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Fwd: Administrative Review Request Confirmation - Cite #52001938- Lic #92JXU017

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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: <xujujie92@gmail.com>

Parking citation administrative review confirmation.

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

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

Last Name : XU

First Name : JUJIE

Home Address : 555 W MIDDLEFIELD RD F308

MOUNTAIN VIEW CA 94043

US

Phone : 646-460-4266 ext:

E-Mail: xujujie92@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: [Kadir Toksoy](#)
To: [Board \(@caltrain.com\)](#)
Subject: Complaint: Conductor Conduct and Denied Boarding, San Francisco Station, October 14, 2026
Date: Wednesday, October 14, 2026 10:48:10 PM
Attachments: [Cal Train Fare Paid Proof.PNG](#)

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

To Whom It May Concern:

I am filing a complaint about my treatment by two Caltrain conductors at the San Francisco station on October 14, 2026, at about 5:45 PM.

I had paid my fare (attached is the proof to show this is a real person, and a real event) and intended to board Train 424, scheduled to depart at 5:48 PM for San Mateo. I realized I was on the wrong platform, which was for Train 152, so I started walking directly across to the platform for Train 424. I saw no fence or barrier, so I did not realize I wasn't allowed to cross there.

A conductor yelled at me as I did. He is white, about 6'2", over 55, with white facial hair. He yelled at me to leave the area by walking backward. Instead, I walked toward the closer exit on my right, and he became visibly angry. When I went to the door to board Train 424, he refused to let me on. He also came very close to my face, so I asked whether he was going to attack me. He continued to yell at me.

I told him I didn't know the rule and apologized. He remained aggressive and did not explain the rule or give me a way to correct my mistake. He then told a second conductor, working Train 152, not to let me board that train either. That conductor, a Latino man in his late 20s to early 30s, about 5'10" or shorter, also refused to let me board. As a result, I was unable to use either train even though I had a valid fare.

I understand I may have crossed where I shouldn't have, and I apologized for it. But the response was out of proportion. I was shouted at, confronted at close range, and denied service when a calm explanation would have solved it.

I request that Caltrain:

- Review the conduct of both conductors, using Trains 424 and 152 on this date to identify them.
- Preserve and review any platform or onboard camera footage from the time of the incident.
- Confirm whether denying boarding was appropriate given that I had a valid fare.
- Respond in writing with the results of the review.

You can reach me at 619.618.6765 or kadirtoksoy@gmail.com.

Sincerely,

--

.....

Kadir Toksoy,
Mechanical Engineer, MSME
Cell: 619.618.6765

22:35



\$15.25

San Francisco Caltrain Station

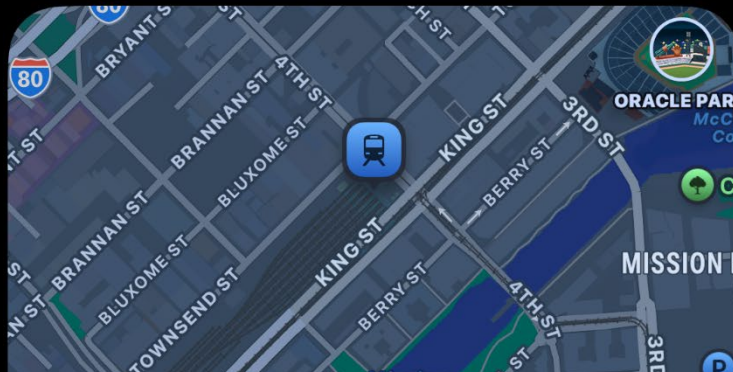
Transit

10/14/26, 17:45

Paid with Clipper card

Cash Value

\$15.25



San Francisco, CA