JPB Board of Directors
Meeting of November 5, 2026

Correspondence as of November 4, 2026

#	Subject
1.	BSVII Project: Santa Clara Street Bridge Investigation Notice
2.	Caltrain eNews - October 2026
3.	Compliments -- San Francisco CalTrain Station Agent.
4.	REQUEST FOR CAPITAL GRANT COMPLIANCE AUDIT — Caltrain Project 100782 (Battery-Electric Multiple Unit Pilot Project) Fiscal and Schedule Material Variances
5.	California Public Records Act Request – Project 100782 (BEMU) Test Failures and Vendor Transition
6.	Caltrain eNews - October 2026
7.	Service Complaint: Premature Departure - Train 412 at Palo Alto Station
8.	Re: Service Complaint: Premature Departure - Train 412 at Palo Alto Station – *Staff response*
9.	Re: Service Complaint: Premature Departure - Train 412 at Palo Alto Station
10.	Re: California Public Records Act Request – Project 100782 (BEMU) Test Failures and Vendor Transition – *Staff response*
11.	Re: Compliments -- San Francisco CalTrain Station Agent. – *Staff response*
12.	PTicket concern
13.	FORMAL COMPLAINT: Re JANITOR on November 2,2026, 11pm

From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Thursday, October 29, 2026 4:00 PM
To: Board (@caltrain.com)
Subject: BSVII Project: Santa Clara Street Bridge Investigation Notice

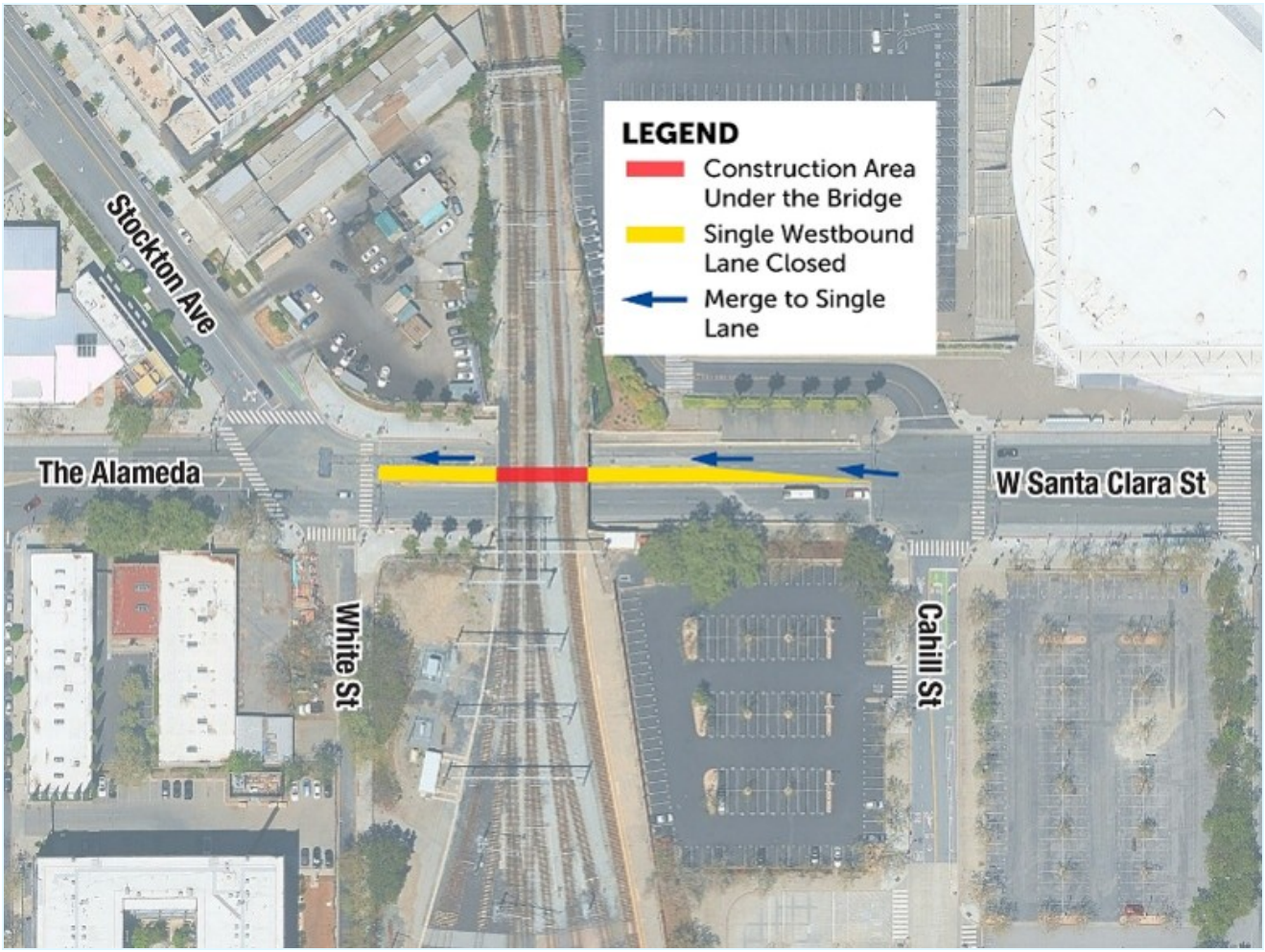
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Santa Clara Street Bridge Investigation

W. Santa Clara St. between Stockton Ave./White St. and Cahill St.

Work expected as early as Wednesday, November 11th through Wednesday, November 18th on weekdays



Construction Activities

- A bridge investigation will be conducted, requiring closure of the left westbound lane underneath the Santa Clara Street bridge, where a single hole will be drilled to locate pile.
- Engineers will document, measure and visually inspect the bridge's foundation.
- Once complete, the hole will be backfilled and pavement will be fully restored.

What to Expect

- Some noise may be experienced adjacent to the work area from excavation activities.
- A single westbound lane closure on W. Santa Clara Street during work activity. Trucks and equipment will only be in this lane.

Sign up for construction updates at www.vtabart.org

Project Information

VTA's BART Silicon Valley Phase II Extension (Phase II Project) is a six-mile, four-station extension of BART from Berryessa / North San José Station (opened 2020) through downtown San José to the City of Santa Clara. The Phase II Project is planned to include an approximately five-mile subway, three stations with underground platforms (28th Street/Little Portugal, Downtown San José, and Diridon), one ground-level station (Santa Clara), a train maintenance and storage facility, and additional facilities.

Roadway Safety Tips

- Maintain a safe following distance.
- Plan ahead for your trip.
- Slow down and follow posted speed limits.
- Be aware of your surroundings.
- Pay attention to safety signs.

Have a question for us about Phase II?

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

BART SILICON VALLEY
PHASE II EXTENSION PROJECT

vtabart@vtabsv.com
(408) 321-2345 BART Silicon Valley Hotline

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

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From: Caltrain eNews <communications@samtrans.com>
Sent: Friday, October 30, 2026 3:06 PM
To: Board (@caltrain.com)
Subject: Caltrain eNews - October 2026

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• October 2026 | View online •

Officially Outstanding

In this issue, we are celebrating a national Outstanding Public Transportation System Award, sky-high customer satisfaction ratings, the new Caltrain Code of Conduct and a key capital project completed ahead of schedule.





Caltrain wins nation's top transit award

This month, Caltrain accepted the America Public Transportation Association 2026 Outstanding Public Transportation System award, the highest honor a North American transit system can receive.

Learn More about the Outstanding Public Transportation System Award

Record highs in latest customer survey

Caltrain's 2026 Customer Satisfaction Survey has delivered more record-high reviews, with 92% of riders saying they're satisfied with the system.



Learn More about the Customer Satisfaction Survey



Caltrain adopts Code of Conduct

Caltrain joined its fellow Bay Area transit agencies in adopting a Code of Conduct, laying out proper behavior at stations and on board.

Learn More about the Code of Conduct

San Francisquito Creek capital project finishes ahead of schedule

Caltrain completed the stabilization of San Francisquito Creek ahead of schedule, protecting the creek from potential storm impacts from El Niño.



Learn More about San Francisquito Creek



Warriors start their season as Valkyries close out the Finals at Chase Center

With the Valkyries in the Finals and the Warriors kicking their season off, there's no better time to leave traffic behind and take Caltrain to Chase Center.

Learn More about Caltrain's Warriors and Valkyries Service

Celebrating Clean Air Day with Westlight Energy and San Jose Clean Energy

Caltrain and its energy providers Westlight Energy and San Jose Clean Energy celebrated Clean Air Day with dollar youth fares onboard and dollar youth tickets to San Jose's Tech Interactive.



Learn More about Clean Air Day



Celebrate Transit with sweaters, swag and much more

The Caltrain Store is the place to get the hottest Caltrain merchandise, letting everyone know you're the coolest person on your train.

Learn More about the Caltrain Store



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UPCOMING EVENTS

- **Nov. 5** - Caltrain Board Meeting - **Millbrae Station**
- **Nov. 8** - 49ers vs. Raiders - **Mountain View Station**
- **Nov. 28** - Stanford vs. SMU - **Palo Alto Station**



Join our team!

- Manager, Positive Train Control
- Project Manager II
- Senior Rail Safety Officer

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Editor: Dan Lieberman

LiebermanD@Samtrans.com

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Our mailing address is:
166 North Rollins Road, Millbrae, CA 94030

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From:	Thomas Spitters
To:	Board (@caltrain.com)
Cc:	Tom (Thomas) Spitters
Subject:	Compliments -- San Francisco CalTrain Station Agent.
Date:	Sunday, November 1, 2026 10:42:25 AM
Attachments:	Document.Jorge.Caceres.CalTRain.11.2026.pdf

Some people who received this message don't often get email from tspitters@yahoo.com. Learn why this is important

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Dear CalTrain Board Members :

Given a course of events, I have been present to and formally met George / Jorge Caceres, the San Francisco, CA, station agent for CalTrain. He recovered an item of personal importance last week that had lots of value personally, again, but that others might just consider to be "junk." Mr. Caceres, in his retrieval and safeguarding of my sling bag is to be greatly commended : I do not have a long experience of losing goods and property outright, at least not routinely, but there have been important times when I have let my guard down and left things behind. Mr. Caceres is understanding of this sort of thing as are his associates at the San Francisco CalTrain.

This brief note is to express sincere gratitude for your having recovered my item and with personnel that deserve high compliments and the highest commendations. I have modulated my response to the recovery of the bag in a note attached here as addressed to Mr. Caceres. In all events, he deserves great compliments and is to be greatly commended for his retrieval of the item and overall responsible and judicious handling of the situation. As is usual, there are other details, factors and some people by the way believe it's the sunlight in California that causes these sorts of things. If you need a statement as to my recalling of the events around the loss, please tell me. All the best to you, everyone.

Sincerely yours,

Thomas H. Spitters, C.P.A.

THIS CONFIDENTIAL MESSAGE WAS SENT BY THOMAS H. SPITTERS USING YAHOO! AND IS INTENDED FOR THE RECIPIENT(S) ONLY. IF YOU HAVE RECEIVED THIS MESSAGE IN ERROR, DELETE ALL COPIES AND NOTIFY YOUR SYSTEM ADMINISTRATOR.

Mr. Jorge Caceres
Station Agent
San Francisco CalTrain Station
700 Fourth Street
San Francisco, CA 94107

November 1, 2026

Dear Mr. Caeres :

In your long experience, you might have met any number of people like me who are just grateful to be around and who matter enough sometimes when needs be. I am deeply thankful for the work of you and your CalTrain associates in recovering my satchel last week late in the week after I had evidently left my item on a Southbound CalTrain, train number 128, I believe, that departed Millbrae Station at 12 : 16 P.M. on Wednesday, October 28. The articles in the satchel are valuable, really, to no one other than myself, and I had some trouble with it recently, handling the thing and so forth and remembering to take it with me on errands and the like. I do not know the mindset of "being in the clouds" or similar states very well, and forgetting in the way I did was a rarity and caused considerable concern.

The train company apparently has a system for properly recovering items left behind or that are lost by travelers. Your personal participation in this and the work of your colleagues on the phone has been reassuring and you need to know I have lost things before on the train that were not returned. A number of months ago, however, I left my phone behind in a similar situation and with the help of rail personnel, again, was able to recover the phone through your office in San Francisco. This shows the system has progressed to a state in which the security and keepsafing of personal goods and property are assured if left behind. I will not depend upon this completely, and will do my best to keep track of things on the CalTrain in the future.

The work you have done inspires confidence and good faith in what the train company is about and the overall sense of responsibility, and the reliability of you and your associates. In your offices, I am sincerely gratified to have met you, and know you are to be commended for your high quality service level, advocacy for the passenger, and exactitude and completeness with which you carry out your professional activities within the rail system. All the best, and please keep my details for future reference.

Sincerely yours,

Thomas Heaton Spitters

/s/Thomas H. Spitters, C.P.A.

88 S. 3rd St., No. 130, San Jose, CA 95113

From:	Roland Lebrun
To:	secretary@calsta.ca.gov
Cc:	Board (@caltrain.com); MTC Commission; cacsecretary [@caltrain.com]; christina@tamcmonterey.org
Subject:	REQUEST FOR CAPITAL GRANT COMPLIANCE AUDIT — Caltrain Project 100782 (Battery-Electric Multiple Unit Pilot Project) Fiscal and Schedule Material Variances
Date:	Monday, November 2, 2026 12:20:54 AM

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VIA ELECTRONIC MAIL (secretary@calsta.ca.gov)

November 2, 2026

The Honorable Toks Omishakin
Secretary, California State Transportation Agency (CalSTA)
400 Capitol Mall, Suite 1300
Sacramento, CA 95814

RE: REQUEST FOR CAPITAL GRANT COMPLIANCE AUDIT — Caltrain Project 100782 (Battery-Electric Multiple Unit Pilot Project) Fiscal and Schedule Material Variances

Dear Secretary Omishakin,

I am writing to formally request that the California State Transportation Agency (CalSTA) immediately initiate a comprehensive capital grant compliance and risk-mitigation audit of the Peninsula Corridor Joint Powers Board's (Caltrain) Battery-Electric Multiple Unit (BEMU) Pilot Project (Project No. 100782).

As the primary oversight body responsible for administering the Transit and Intercity Rail Capital Program (TIRCP) and related state zero-emission transit grants, CalSTA has a fiduciary obligation to ensure that public funds are allocated to stable, scalable, and safety-certified propulsion platforms. Recent disclosures within Caltrain's official November 5, 2026, Board of Directors Supplemental Reading File (https://www.caltrain.com/media/38041/download) reveal critical engineering failures, major schedule slippages, and severe contingency depletion that threaten the viability of this state-funded demonstration project.

Specifically, the September 2026 BEMU Project Update exposes the following material variances:

1. **Catastrophic Engineering and Testing Failure:** In late August 2026, preliminary battery thermal runaway propagation testing completely failed under factory settings. This engineering collapse forced Caltrain to abruptly terminate its relationship with the baseline battery manufacturer and attempt to integrate an unproven, secondary battery supplier mid-stream.

2. **Severe Schedule Slippage:** Due to the battery testing failure and the mandatory structural redesign of the battery carbody, the project has incurred a cascading **eight-**

month delay. Baseline milestones have collapsed, pushing the targeted vehicle delivery and FRA "Conditional Acceptance" out to **June 2029**.

3. **Contingency Depletion and Project Instability:** To absorb early vehicle design modifications, the project's remaining contingency fund has been drawn down to a razor-thin **$3.65 million**. This leaves virtually zero fiscal cushion to absorb the upcoming, unquantified costs of the ongoing structural carbody redesign or the delayed battery-related Final Design Review (FDR), now pushed out to August 2027.
4. **Fictionalized Progress via Review Bifurcation:** To mask these setbacks, Caltrain has fractured its Final Design Review process—advancing non-battery elements while leaving core high-voltage battery architecture entirely unapproved. Concurrently, the agency is preparing to execute a work directive to design permanent 480V AC slow-charging yard infrastructure at CEMOF for a vehicle platform that is currently not certified to operate.

Alternative, structurally superior engineering frameworks submitted via public correspondence—such as pivoting to a 49 CFR Part 229 compliant Stadler Battery-Electric Locomotive (BEL) paired with a 20MWh wayside Battery Energy Storage System (BESS) at Tamien—safeguard public safety and maximize state grant utility by enabling a 130-mile zero-emission regional extension down to Salinas.

Taxpayers cannot afford to fund a stranded, unstable asset. I respectfully request that CalSTA freeze further allocations to the CEMOF fixed charging infrastructure work directive and execute a formal audit into Caltrain's grant compliance, vehicle safety configurations, and structural project delays.

Thank you for your prompt attention, leadership, and commitment to fiscal accountability in California transit.

Sincerely,

Roland Lebrun
OurHSRSouthBay

From:	Roland Lebrun
To:	PRA
Cc:	Board (@caltrain.com); christina@tamcmonterey.org
Subject:	California Public Records Act Request – Project 100782 (BEMU) Test Failures and Vendor Transition
Date:	Monday, November 2, 2026 1:29:57 AM

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VIA ELECTRONIC MAIL (pra@caltrain.com)

November 2, 2026

Peninsula Corridor Joint Powers Board
Attn: Public Records Officer / Legal Counsel
1250 San Carlos Avenue
San Carlos, CA 94070

RE: California Public Records Act Request – Project 100782 (BEMU) Test Failures and Vendor Transition

Dear Public Records Officer,

Pursuant to the California Public Records Act (California Government Code § 7920.000 et seq.), I hereby request the inspection and copies of all identifiable public records maintained by or in the possession of the Peninsula Corridor Joint Powers Board (Caltrain/JPB) relating to the Battery-Electric Multiple Unit (BEMU) project.

Specifically, this request seeks the following records produced, sent, or received between **June 1, 2026, and October 31, 2026**:

1. **Battery Test Reports:** All engineering logs, failure analyses, safety briefings, and formal reports regarding the "preliminary propagation testing of the batteries" conducted in August 2026, including all records documenting why the testing was "unsuccessful" as referenced in the September 2026 BEMU Project Update.
2. **Vendor Correspondence:** All correspondence, emails, meeting minutes, and text messages between JPB staff (including but not limited to Sherry Bullock, Greg Cameron (LTK), Lisa Cobb (LTK) and Michelle Bouchard), Stadler US Inc., and the original baseline battery manufacturer regarding the battery propagation test failures and the decision to switch battery suppliers.
3. **Change Order Valuations:** All draft contract modifications, independent cost estimates, and staff-level risk evaluations concerning the structural redesign of the battery carbody, the division of the Final Design Review (FDR) into two parts, and the projected exhaustion of the remaining $3.65 million project contingency fund.

If any portion of the requested records is deemed exempt from disclosure under California

law, please specify the exact statutory exemption being invoked and provide the remaining non-exempt portions of the records. As provided in Government Code § 7922.535, I look forward to your notification within 10 days as to whether this request seeks disclosable public records.

Thank you for your assistance.

Sincerely,

Roland Lebrun

From: Caltrain eNews <communications@samtrans.com>
Sent: Monday, November 2, 2026 8:02 AM
To: Board (@caltrain.com)
Subject: Caltrain eNews - October 2026

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With the Valkyries in the Finals and the Warriors kicking their season off, there's no better time to leave traffic behind and take Caltrain to Chase Center.

Learn More about Caltrain's Warriors and Valkyries Service

Celebrating Clean Air Day with Westlight Energy and San Jose Clean Energy

Caltrain and its energy providers Westlight Energy and San Jose Clean Energy celebrated Clean Air Day with dollar youth fares onboard and dollar youth tickets to San Jose's Tech Interactive.



Learn More about Clean Air Day



Celebrate Transit with sweaters, swag and much more

The Caltrain Store is the place to get the hottest Caltrain merchandise, letting everyone know you're the coolest person on your train.

Learn More about the Caltrain Store



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UPCOMING EVENTS

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- **Nov. 8** - 49ers vs. Raiders - **Mountain View Station**
- **Nov. 28** - Stanford vs. SMU - **Palo Alto Station**



Join our team!

- Manager, Positive Train Control
- Project Manager II
- Senior Rail Safety Officer

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Editor: Dan Lieberman

LiebermanD@Samtrans.com

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166 North Rollins Road, Millbrae, CA 94030

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From: Mia Hermine
To: Board (@caltrain.com)
Subject: Service Complaint: Premature Departure - Train 412 at Palo Alto Station
Date: Monday, November 2, 2026 9:34:38 AM

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

To: Caltrain Customer Service & Peninsula Corridor Joint Powers Board
Subject: Service Complaint: Premature Departure - Train 412 at Palo Alto Station

Dear Caltrain Customer Service and Operations,

I am writing to file a formal complaint regarding an early departure on Monday, November 2, 2026.

Incident Details:
- Train Number: Southbound 412
- Station: Palo Alto Station
- Scheduled Departure: 9:29 AM
- Actual Door Close / Roll Time: 9:28 AM

I arrived on the platform at 9:28 AM, ahead of the posted 9:29 AM schedule. However, Train 412 had already closed its doors and was pulling out of the station more than 30 seconds before the published departure time, leaving passengers stranded on the platform despite arriving before the timetable departure.

Early departures are extremely frustrating give that passengers depend on the posted schedule to get to work on time. Please cross-reference this incident with the Positive Train Control (PTC) logs and door telemetry for Train 412 at Palo Alto Station, and address this premature departure with the operating crew.

Sincerely,
Mia Hermine

From: Caltrain BOD Public Support
To: miahermine@gmail.com
Cc: Board (@caltrain.com)
Subject: Re: Service Complaint: Premature Departure - Train 412 at Palo Alto Station
Date: Monday, November 2, 2026 12:18:53 PM

Dear Mia Hermine,

Thank you for contacting Caltrain and bringing this matter to our attention.

We sincerely apologize for the frustration and inconvenience you experienced when Train 412 departed Palo Alto Station earlier than scheduled on November 2, 2026. We understand how important it is for passengers to rely on our published schedules, particularly when commuting to work or other time-sensitive commitments.

Your feedback, including the train number, station, and departure details, has been documented and will be forwarded to our Rail Operations team for review.

We appreciate you taking the time to share your experience and apologize again for the inconvenience.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Monday, November 2, 2026 9:34 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Service Complaint: Premature Departure - Train 412 at Palo Alto Station

---

From: Mia Hermine <miahermine@gmail.com>
Sent: Monday, November 2, 2026 9:34:19 AM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Service Complaint: Premature Departure - Train 412 at Palo Alto Station

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From: Mia Hermine
To: Caltrain BOD Public Support
Cc: Board (@caltrain.com)
Subject: Re: Service Complaint: Premature Departure - Train 412 at Palo Alto Station
Date: Monday, November 2, 2026 12:30:46 PM

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Hi support team,

Thank you for the follow-up and for documenting this.

Best

Mia

On Mon, Nov 2, 2026, 12:18 PM Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

> Dear Mia Hermine,
>
> Thank you for contacting Caltrain and bringing this matter to our attention.
>
> We sincerely apologize for the frustration and inconvenience you experienced when Train 412 departed Palo Alto Station earlier than scheduled on November 2, 2026. We understand how important it is for passengers to rely on our published schedules, particularly when commuting to work or other time-sensitive commitments.
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>
> Sincerely,
>
> Your Caltrain BOD Public Support Team
>
> ---
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> **Sent:** Monday, November 2, 2026 9:34 AM
> **To:** Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

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Sincerely,
Mia Hermine

From: PRA
To: Roland Lebrun; PRA
Cc: Board (@caltrain.com); christina@tamcmonterey.org
Subject: Re: California Public Records Act Request – Project 100782 (BEMU) Test Failures and Vendor Transition
Date: Monday, November 2, 2026 2:16:08 PM

Hello Roland Lebrun,

Thank you for contacting the Peninsula Corridor Joint Powers Board, which owns and operates Caltrain. Your public records request was received and entered into the Caltrain NextRequest Public Records Portal system. Your request is assigned number 26-220. https://caltrain.nextrequest.com/requests/26-220

You may create a free account in NextRequest to view your request as well as check for updates, receive and send communication, and access disclosed records (if any). The agency encourages the use of NextRequest to stay up-to-date on your request as communications through the portal are automatically sent to the responsible assigned staff.

Thank you.

From: Roland Lebrun <ccss@msn.com>
Sent: Monday, November 2, 2026 1:29 AM
To: PRA <pra@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; christina@tamcmonterey.org <christina@tamcmonterey.org>
Subject: California Public Records Act Request – Project 100782 (BEMU) Test Failures and Vendor Transition

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VIA ELECTRONIC MAIL (pra@caltrain.com)

November 2, 2026

Peninsula Corridor Joint Powers Board
Attn: Public Records Officer / Legal Counsel
1250 San Carlos Avenue
San Carlos, CA 94070

RE: California Public Records Act Request – Project 100782 (BEMU) Test Failures and Vendor Transition

Dear Public Records Officer,

Pursuant to the California Public Records Act (California Government Code § 7920.000 et seq.), I hereby request the inspection and copies of all identifiable public records maintained by or in the possession of the Peninsula Corridor Joint Powers Board (Caltrain/JPB) relating to the Battery-Electric Multiple Unit (BEMU) project.

Specifically, this request seeks the following records produced, sent, or received between **June 1, 2026, and October 31, 2026**:

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Thank you for your assistance.

Sincerely,

Roland Lebrun

From: Caltrain BOD Public Support
To: tspitters@yahoo.com
Cc: Board (@caltrain.com)
Subject: Re: Compliments -- San Francisco CalTrain Station Agent.
Date: Tuesday, November 3, 2026 9:14:30 AM

Dear Thomas Spitters,

Thank you for taking the time to share your thoughtful and kind words regarding your experience with Mr. Caceres at our San Francisco Station.

We are delighted to hear that your sling bag was safely recovered, especially knowing its personal significance. It is always wonderful to hear when our employees make a positive difference in someone's day.

We truly appreciate you recognizing Mr. Caceres for his professionalism, care, and assistance. Your kind words will be shared with the appropriate department to ensure he receives the recognition he deserves.

We also received your follow-up correspondence regarding the misspelling of Mr. Caceres' name and appreciate you taking the time to bring the correction to our attention. We will ensure your recognition is shared with the correct spelling.

Thank you again for sharing your experience and for riding Caltrain. We wish you all the best!

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Sunday, November 1, 2026 10:42 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Compliments -- San Francisco CalTrain Station Agent.

From: Thomas Spitters <tspitters@yahoo.com>
Sent: Sunday, November 1, 2026 10:39:59 AM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Cc: Tom (Thomas) Spitters <tspitters@yahoo.com>
Subject: Compliments -- San Francisco CalTrain Station Agent.

Some people who received this message don't often get email from tspitters@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 CalTrain Board Members :

Given a course of events, I have been present to and formally met George / Jorge Caceres, the San Francisco, CA, station agent for CalTrain. He recovered an item of personal importance last week that had lots of value personally, again, but that others might just consider to be "junk." Mr. Caceres, in his retrieval and safeguarding of my sling bag is to be greatly commended : I do not have a long experience of losing goods and property outright, at least not routinely, but there have been important times when I have let my guard down and left things behind. Mr. Caceres is understanding of this sort of thing as are his associates at the San Francisco CalTrain.

This brief note is to express sincere gratitude for your having recovered my item and with personnel that deserve high compliments and the highest commendations. I have modulated my response to the recovery of the bag in a note attached here as addressed to Mr. Caceres. In all events, he deserves great compliments and is to be greatly commended for his retrieval of the item and overall responsible and judicious handling of the situation. As is usual, there are other details, factors and some people by the way believe it's the sunlight in California that causes these sorts of things. If you need a statement as to my recalling of the events around the loss, please tell me. All the best to you, everyone.

Sincerely yours,

Thomas H. Spitters, C.P.A.

THIS CONFIDENTIAL MESSAGE WAS SENT BY THOMAS H. SPITTERS USING YAHOO! AND IS INTENDED FOR THE RECIPIENT(S) ONLY. IF YOU HAVE RECEIVED THIS MESSAGE IN ERROR, DELETE ALL COPIES AND NOTIFY YOUR SYSTEM ADMINISTRATOR.

From: Rajesh Krishnan
To: Board (@caltrain.com)
Subject: PTicket concern
Date: Wednesday, November 4, 2026 8:41:17 AM

Some people who received this message don't often get email from rfkrishnan@protonmail.ch. 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 Margaret, Greg, Steve, Shamann, Rico, Davids, Jeff, Pat,

PTicket should close out violations, rather than let them linger in "Hold" Status for more than a year.

Look up mine 51000466 on pticket.com/caltrain.

It was an error, but it's been on Hold, theoretically reversible, for more than a year.

1. You're likely getting fake information about their performance;
2. It's just injust to avoid adjudication and conclusion.

Maybe find a new vendor with better performance next cycle?

.rajesh

From: Lumi
To: Customer Service; Board (@caltrain.com)
Subject: FORMAL COMPLAINT: Re JANITOR on November 2,2026, 11pm
Date: Wednesday, November 4, 2026 1:51:22 PM

Some people who received this message don't often get email from enlightenment23456@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.

To Whom It May Concern:

I am writing to file a formal complaint regarding the unacceptable, intimidating, and potentially racially discriminatory conduct of a nighttime janitorial employee at San Jose Diridon Station on Monday, November 2, 2026, at approximately 11:00 p.m.

What should have been an ordinary wait for my scheduled Amtrak Thruway bus to Santa Barbara that was scheduled to leave at 11:35 pm, turned into an extremely unpleasant and demeaning experience.

1. Disrespectful and demeaning treatment

While I was seated in the station waiting area with my luggage, the male janitorial employee approached to mop the floor beneath my seat. Rather than politely asking me to move, he spoke to me in an unnecessarily hostile and disrespectful manner.

He then asked whether I was homeless, pointing toward another individual lying on a nearby bench. I told him I was waiting for the bus, and clearly I had luggage. This was completely inappropriate and insulting.

I informed him that I did not appreciate the way he was speaking to me and that his behavior was disrespectful. I am an older Black woman and a paying, frequent passenger. I usually enjoy my experience with Amtrak and have encountered many great employees. I expect to be treated with basic courtesy and dignity, regardless of my age, race, or circumstances.

What made the interaction even more troubling was that I subsequently observed this same employee speaking very pleasantly and courteously to a young Asian woman. I also witnessed him speaking disrespectfully to a Black male passenger who was lying down on another bench.

I cannot speak to his intentions, but the contrast in his treatment of passengers raised serious concerns about racial bias and discriminatory behavior.

2. Aggressive conduct and obstruction of restroom access

The situation escalated later that evening.

Passengers were informed that our bus was approximately 45 minutes late. Rather than departing at 11:35 p.m., it was now expected closer to 12:15 a.m.

I had never been inside Diridon Station at that late hour and reasonably assumed that passengers waiting for a delayed bus were expected to remain inside until boarding.

****There was no clear announcement or final notification advising passengers that the station was closing and that we needed to move outside.*

The same janitorial employee then abruptly announced, in a hostile tone, “Get out, we’re closing.”

I immediately began gathering my belongings. Before leaving, I wanted to use the restroom one last time, as I routinely do before boarding long-distance transportation.

The employee physically positioned himself to prevent me from entering the restroom. When I explained that I needed to use it, he moved close to my face and began yelling at me.

His behavior was intimidating, aggressive, and entirely disproportionate to the situation.

A female janitorial employee who was present intervened and spoke to him in Spanish, telling him to let me use the restroom (“el baño”). Only then was the situation de-escalated.

It is particularly disturbing that another employee had to intervene to remind him that a passenger should be permitted to use the restroom without being subjected to intimidation or humiliation.

3. Management and accountability

I recognize that stations have operating hours and that janitorial staff have responsibilities. However, those responsibilities do not give employees license to verbally abuse, intimidate, or physically obstruct passengers. I also did not visibly see any security guards and this too is alarming.

If the station was closing, management should have had a clear procedure for notifying passengers, particularly those whose transportation had been delayed. Passengers should not be left to discover the closing through an aggressive confrontation with a janitorial employee.

I am equally concerned about the apparent lack of customer-service training, professionalism, and appropriate standards of conduct demonstrated by this employee.

I am requesting the following:

1. A formal investigation into the conduct of the male janitorial employee on November 2, 2026, between approximately 11:00 p.m. and midnight.
2. Identification of the employee and the janitorial contractor responsible for nighttime station operations.
3. Review and preservation of any available station security-camera footage documenting these interactions, particularly the restroom entrance. In addition, the janitor takes his breaks in the entrance of the women’s restroom. Every female has to walk past him to enter. This is alarming to have any male hanging out at the entrance of the women’s restroom.
4. An investigation into the apparent differential treatment of Black passengers and other passengers.
5. An explanation of the station’s closing procedures and why delayed passengers were not

clearly notified that they needed to leave the building.
6. A written response outlining the findings of the investigation and what corrective action will be taken to prevent similar incidents.

I want to emphasize that this is not a complaint about an employee simply asking a passenger to move so that he could clean. It is a complaint about the manner in which he treated me, his demeaning comments, his aggressive and intimidating behavior, and his attempt to prevent me from accessing a public restroom.

No passenger should be made to feel degraded, threatened, or unwelcome in a public transportation facility. And no Black woman should have to tolerate being treated as though she is less deserving of dignity and respect.

I expect this complaint to be taken seriously, investigated thoroughly, and addressed with appropriate accountability.

Please acknowledge receipt of this complaint and advise me of the process and timeline for your investigation.

Sincerely,

Amtrak Customer

(I am choosing to withhold my name for security purposes.)

Cc: Yuri Voronin, Esq.