JPB Board of Directors
Meeting of December 3, 2026

Correspondence as of November 6, 2026

#	Subject
1.	Caltrain Incident (11/5)
2.	Re: PTicket concern – *Staff response*

From: Chandler Golan
To: Board (@caltrain.com)
Subject: Caltrain Incident (11/5)
Date: Thursday, November 5, 2026 9:39:55 PM

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Hello,

I was a rider on train 526 headed south from San Francisco on a long commute I make 3x a week. I had to leave the train tonight at Redwood City and spend extra money and a lot of extra time because of the accident at Churchill.

I am joining with others to please ask that CVC §22526(d) be properly enforced with cameras so that this stops happening. It is exhausting and demoralizing to have these kinds of incidents halt service during already extremely long commutes.

Best,
Chandler

From: Caltrain BOD Public Support
To: rfkrishnan@protonmail.ch
Cc: Board (@caltrain.com)
Subject: Re: PTicket concern
Date: Thursday, November 5, 2026 1:22:21 PM

Dear Rajesh Krishnan

Thank you for bringing this matter to our attention.

We have confirmed that citation #51000466 has been found “Not Liable.” We sincerely apologize that the citation remained in a “Hold” status for an extended period and for any confusion or frustration this may have caused.

We understand your concerns regarding the timely processing and closure of citations. Your feedback regarding PTicket's handling of citation statuses and overall performance is appreciated and will be shared with the appropriate department for awareness.

Thank you for your patience and for taking the time to bring this issue to our attention.

Best regards,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <Board@Caltrain.com>
Sent: Wednesday, November 4, 2026 8:41 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: PTicket concern

From: Rajesh Krishnan <rfkrishnan@protonmail.ch>
Sent: Wednesday, November 4, 2026 8:41:08 AM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <Board@Caltrain.com>
Subject: PTicket concern

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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