



JPB Board of Directors
Meeting of August 3, 2023

Correspondence as of July 7, 2023

<u>#</u>	<u>Subject</u>
1	Passenger complaint

From: [Sarah Nabong](#)
To: jayteahill@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Passenger Harrassment
Date: Wednesday, July 5, 2023 8:32:48 AM
Attachments: [image001.png](#)

Dear JT Hill,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence.

We sincerely apologize for what you described on June 27th and we understand how this could negatively impact your day. Caltrain is a Proof-of-Payment system in which all passengers are required to be in possession of valid fare prior to boarding. Passengers without valid fare will be cited under our new zero tolerance policy. You can find our Fare Evasion Policy at <https://www.caltrain.com/fares/fare-evasion-policy>

However, we do expect our crew members to be professional at all times, including during the course of fare enforcement. Know that the conductor was addressed regarding your comments. Again, we appreciate your feedback and we look forward to providing your girlfriend with improved customer service on her future commutes.

Kind Regards,

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Phone: 650.508.7925
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



I'm so furious with Caltrain.

My girlfriend took what I believe was the 313 last night and was harassed by one of your conductors. She got on at Palo Alto and was attempting to go to the northern end of the line in SF. When she arrived at Palo Alto, the train was at the station so she hustled to board with the intention to purchase a ticket via the app as she had seen me do on the handful of times she had previously rode Caltrain with me (this was her first time solo, although it should be easy enough that that doesn't matter). Unfortunately, your app wasn't working. She kept getting an error message saying there was an unknown error and instructing her to reinstall the app. She reinstalled the app repeatedly, but it still wasn't working.

woman conductor with a long ponytail,....The conductor told my girlfriend she could either receive a citation or get off and get a ticket at the next stop. My girlfriend gets off at the next stop and tags her clipper card and gets back on the same train. A few minutes later, the conductor comes back

around to check tickets. The conductor goes up to my girlfriend and rudely asks my girlfriend what's she doing on the train. My girlfriend explains she did what the conductor said and got a ticket/tagged in at the previous station and offers the clipper card to the conductor to check. The conductor refused to check the card and said she was going to issue my girlfriend a citation and then kicked my girlfriend off at the next station,...