

**Bicycle and Active
Transportation Advisory
Committee**

**Correspondence
as of**

March 8, 2021

From: [Bartholomew, Tasha](#)
To: [Bartholomew, Tasha](#)
Subject: NEWS: Caltrain-Supported Affordable Housing Projects Receive Grants
Date: Friday, February 18, 2022 11:40:38 AM
Attachments: [image001.png](#)



February 18, 2022

Media Contact: Tasha Bartholomew, 650.339.5257

Caltrain-Supported Affordable Housing Projects Receive Grants

Five affordable housing projects that Caltrain partnered with have been awarded funding by the California Strategic Growth Council in the sixth round of its [Affordable Housing and Sustainable Communities Program](#) (AHSC). This program allows affordable housing developers to partner with transit agencies in order to seek funds for projects that reduce greenhouse gas (GHG) emissions and provide benefits to disadvantaged communities.

The five qualified projects are Sunnydale HOPE SF Block 3A in San Francisco, Middlefield Junction in Redwood City, 965 Weeks in East Palo Alto and both Dupont Apartments and Tamien Station in San Jose, which will deliver 671 housing units. The projects received over \$108 million in funds this round, approximately \$27 million of which will support Caltrain's existing procurement of 37 new electric train cars that will be put into passenger service following the completion of electrification. With the success of these grant applications, Caltrain has provided a substantial portion of the \$39 million in local matching funds needed for the EMU procurement, providing additional financial flexibility to continue investing in other urgent system priorities.

"This grant will address two major problems that confront the Bay Area; making housing more affordable and offering residents better transit options," said Caltrain Board Chair Steve Heminger. "Caltrain was proud to partner with these projects, and we look forward to their residents riding on our electrified service."

The AHSC program was designed to encourage collaboration between affordable housing developers and transit agencies. Investing in affordable housing in walkable, bikeable neighborhoods paired with transit has the potential to jointly address our region's housing, equity and climate goals.

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About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides commuter rail service from San Francisco to San Jose, with commute service to Gilroy. Caltrain enjoyed five years of consecutive monthly ridership increases, surpassing more than 65,000 average weekday riders. While the Joint Powers Board assumed operating responsibilities for the service in 1992, the railroad celebrated 150 years of continuous passenger service in 2014. Planning for the next 150 years of Peninsula rail service, Caltrain is on pace to electrify the corridor, reduce diesel emissions by 97 percent by 2040 and add more service to more stations.

Follow Caltrain on [Facebook](#) and [Twitter](#).

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

From: [Bartholomew, Tasha](#)
To: [Bartholomew, Tasha](#)
Subject: NEWS: Caltrain Recognizes African American History Month
Date: Friday, February 4, 2022 4:06:51 PM
Attachments: [image001.png](#)



February 4, 2022

Media Contact: Tasha Bartholomew, 650.339.5257

Caltrain Recognizes African American History Month

The Caltrain Board of Directors passed a resolution honoring National African American History Month at its February meeting.

"We recognize the long history of inequity and racism in transit that has excluded, targeted or oppressed people due to their color and race, and that is not what we, as a board, stand for," said Caltrain Board Chair Steve Heminger. "My colleagues and I believe in diversity, equity and inclusion for all people, and we are proud to support February as African American History Month."

Caltrain serves a diverse population that continues to experience bias, discrimination, and unequal outcomes or treatment in numerous sectors. Caltrain believes every person has the freedom to feel valued and respected, and condemns racism in rhetoric or action.

Since the inception of Caltrain in the early 1990s, the rail agency has been a long-time supporter and sponsor of the annual MLK Jr. Celebration Train, which pays tribute to the 54-mile 1965 Selma to Montgomery March and delivers celebrants to the traditional march in San Francisco that marks the holiday.

A 2020 survey showed that African Americans make up 8% of Caltrain's ridership, and of those surveyed, 52% of African American riders take Caltrain four or more days/week.

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From: [Low, Lori](#)
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: FW: Caltrain Customer Service Recording Form: 820370
Date: Tuesday, January 25, 2022 2:13:06 PM
Attachments: [image001.png](#)
[image001.png](#)

From: David Boyce <boycedaveboyce@gmail.com>
Sent: Friday, January 21, 2022 11:20 AM
To: Nabong, Sarah <nabongs@samtrans.com>
Subject: Re: Caltrain Customer Service Recording Form: 820370

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

Thanks for your attention to my complaint and for this email. I was on the edge of thinking that the conductor was right in saying that my complaint would fall on deaf ears.

By the way, as someone who wrote for a living before I retired, I was disappointed to see my carefully paragraphed feedback to Caltrain mashed into one unreadable mess after I submitted it.

Paragraphs are important to understanding.

Dave Boyce

On Fri, Jan 21, 2022, 10:58 Nabong, Sarah <nabongs@samtrans.com> wrote:

Dear David Boyce,

Thank you for contacting Caltrain, though we regret it was due to issues you have had on our service.

Management has spoken with the conductor and addressed him with your comments. Although we cannot discuss personnel matters as they are dealt with confidentially, please know we take all complaints seriously. We do not condone any behavior such as you described from our employees. Regardless of the situation our crew members should always maintain a professional demeanor when interacting with our patrons.

Once more, we truly apologize for the negative impression this situation left with you.

Kind regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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

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From: [David Boyce](#)
To: [Caltrain, Bac \(@caltrain.com\)](#)
Subject: One man's experience with the taking his bike on the train
Date: Tuesday, January 11, 2022 5:31:11 PM

You don't often get email from boycedaveboyce@gmail.com. [Learn why this is important](#)

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To the Bicycle Advisory Committee:

I am a cyclist and an infrequent Caltrain passenger. On Monday, Jan. 10, I took my bike on board for a round trip between Menlo Park and Lawrence Expressway stop. It wouldn't fit to call it a station; it's a bare platform with a few benches. No shelters other than the expressway above.

On my return trip, the 113 train stopped at Lawrence. When it came to a stop, I was standing with my bike at the middle of the train. It was not at all obvious where the train would stop, or I would have placed myself at the that terminal point. As I was walking rapidly toward the bike car, I heard the automated voice announcing that the doors were "about to close."

I'm 72 and can no longer run safely, but I picked up my pace and yelled for the conductor, who had stepped out to let off a cyclist and gotten back on and was out of sight. He apparently heard me and responded by telling me that I should have been standing closer to the bike car.

So it's my fault if I miss the train when I'm standing right there and have to wait an hour for the next train? Is that any way to run a railroad ... a railroad we voted to throw a tax-revenue lifeline some years back?

Why is the platform lacking signs regarding bike loading?!? How is that not a convenience that is readily solved at minimal expense?

The conductor and I had an exchange later and when I noted the point about taxpayer support, he shot back that everyone on the train also pays taxes. So having the trains run on time — the 113 was running about a minute late — is the highest priority? Whose priority is that and why? And where have we heard about such a priority before?

I'd be surprised if the trains in Italy run on time. Mussolini — if he actually made that promise — would have been positively un-Italian. Here's what is true about Italian trains and their conductors, and Alitalia pilots and crews, for that matter, in my experience. They make the trip enjoyable. Now how about that!

The Lawrence platform is visited just once an hour on weekday mornings. If a conductor needed a reason to take a look at the platform as the train pulls in, that

once-an-hour stop a good one. I was standing there with my white beard and my bright neon yellow cycling jacket and a bike with bright orange rims. Had he even looked at the platform upon arriving?

When I informed the conductor that I planned to write to management, he told me to go ahead, and that "it won't go anywhere." Where did that come from? So giving customers slight regard is endemic to the Caltrain conductor community? It's business as usual? Maybe so. We used to be able to buy tickets on the train, from the conductor. That was probably a meaningful part of their job, but not anymore.

Doubtless there are malcontents that sour a conductor on the riding public, but figuring out how to properly deal with those few malcontents apart from the well-meaning general public, and being courteous to a fault with that general public, is part of the long history of being a conductor on a train, IS IT NOT???

A dissatisfied customer!

Dave Boyce
Menlo Park