



JPB Board of Directors
Meeting of July 7, 2022

Correspondence as of June 17, 2022

Subject

- 1 Neighborhood Cleanup Invite
- 2 Community Event Partnership Request
- 3 Hillsdale Station Consumer Report File #844574
- 4 Weekend Trains Consumer Report File #844554

From: [Barbara Tassa](#)
To: [Matt.Haney@sfgov.org](#); [Waltonstaff \(BOS\)](#); [Paine, Carli](#); [Carla.Short@sfdpw.org](#); [Thornley, Andy](#); [Christopher.McDaniels@sfdpw.org](#); [thor.Kaslofsky@sfgov.org](#); [LaShon.A.Walker@fivepoint.com](#); [Cohen, Emily \(HOM\)](#); [Walton, Shamann \[shamann.walton@sfgov.org\]](#); [Jeffrey.Tumlin@sfmta.com](#); [MayorLondonBreed@sfgov.org](#); [sean.elsbernd@sfgov.org](#); [daniel.hedigan@fivepoint.com](#); [Board \(@caltrain.com\)](#); [sam.dodge@sfgov.org](#)
Subject: D10 Neighborhood Cleanup Invite - Candlestick/Gilman Area
Date: Sunday, June 12, 2022 3:48:49 PM
Attachments: [image.png](#)

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Hi folks,

As representatives/agencies/partners with oversight and interest in the SE side of SF, I wanted to invite you all to join one of our regular neighborhood cleanups next Saturday, June 18th. We typically have about 15-30 area residents join and we run them in partnership with [Refuse Refuse](#), TogetherSF and DPW.

Feel free to invite any of your colleagues and friends.

Details below and [signup here](#).

Hope to see you there!

Cheers,
Barb Tassa
D10 Resident

Join the Bayview Beautification Neighborhood Cleanup!

When: Saturday June 18, 10am-12noon

Where: Meet at 730 Jamestown Ave (Jamestown @ Gilroy Stairs)

Why: Meet new neighbors, get outside, and help keep our streets clean!

What to bring: Water, good walking shoes, sunscreen.

We'll provide safety vests, garbage pickers, and garbage bags.

After the cleanup, we'll have coffee & snacks at Gilmay Playground from about 11:30am - 12 noon. Thank you to Firefighters Local 798 and Bayview Hill Neighborhood Association for sponsoring the treats!

Cleanup Path

● Starting Meeting Point

↳ Path 1

↳ Path 2

↳ Path 3

↳ Path 4

● Ending Point



Scan to
sign up!



From: [Julio Jolivette](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Knuckles, Mary](#)
Subject: Community Event Partnership Request
Date: Tuesday, June 14, 2022 4:54:00 PM
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
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[image010.png](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)

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To whom it may concern:

Hello! My name is Julian and I've been trying to reach out to someone to discuss the possibility of partnering with your company for a Breast Cancer Awareness Event, but have been unable to speak with anyone regarding the partnership. To speak a bit about the event, the event will be hosted by the San Mateo Police Department on October 2, 2022.

The event will be centrally located along the El Camino to be highly visible to passerby's. The events' location was also selected in a location near socially economic disadvantaged communities because during the event, free mammograms will be offered to our community members. With that said, there are many in our community in other parts of San Mateo that do not have the ability to obtain a mammogram; therefore I pray for the opportunity to partner with Caltrain to offer free rides (Caltrain/Samtrans) to any San Mateo residents wishing to attend the event to obtain a free mammogram.

If someone could please reach out with an answer to whether this is a possibility or not, that would be great.

Thank you for your time,

Officer J. Jolivette #177

Traffic Officer | Traffic Division

City of San Mateo Police Department

200 Franklin Pkwy, San Mateo, CA 94403

650-522-7738 | jjolivette@cityofsanmateo.org

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From: [Rios, Rona](#)
To: ["kz_computerarts@att.net"](mailto:kz_computerarts@att.net)
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Hillsdale Station Consumer Report File #844574
Date: Wednesday, June 15, 2022 11:03:35 AM
Attachments: [image001.png](#)

Dear Ms. Zalec,

Your correspondence to the Caltrain Board of Directors dated June 4, 2022 was forwarded to me for response. The Board of Directors will receive a copy of this response.

First, thank you for sharing your experience while riding Caltrain in San Mateo. You specifically identified concerns with regards to an access point of entry near Michael's store in San Mateo. We sent your comments to our Real Estate Department who let us know that we had previously reached out to businesses in the area regarding allowing public access points to their locations. Unfortunately, not all of these businesses agreed, felt it was a liability and we do not have purchased rights to mandate this action.

We apologize for the inconvenience you and others are experiencing at this location due to the limited access to Hillsdale retailers.

Please know that we appreciate you taking the time to provide feedback regarding your experience, feedback allows us to continuously evaluate and improve service for our riders. Please feel free to reach out to me or to our Customer Service Department if there is anything else we can assist you with. 1-800-660-4287.

Best Regards,

Rona Rios, Director of Customer Experience
1250 San Carlos Ave, San Carlos, CA. 94070
Office Phone: 650-508-6239

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



I got off at the new Hillsdale Caltrain Station a couple months ago because I wanted to go to the Michaels store located immediately below the platform. When I walked down the pedestrian ramp, I could see the Michaels store a few feet away from me. However, I could not go there directly because the west facing pedestrian gate was locked. The only direction disembarking passengers could walk was EAST where there's nothing but a parking lot and a bunch of unoccupied new office buildings. I had to walk all the way around the block (under the overpass) to get to Michaels. I'm 70 years old and it took me about 10 minutes to get to the store which should have only been a few steps away. What on Earth is Caltrain thinking by locking the west facing gate?! Almost everyone who gets off this train at this station wants to go shopping at the Hillsdale Shopping Center which is on the west side of the tracks. It would have taken me 15 - 20 minutes to get to Macy's the way Caltrain has restricted access to El

Camino Real on the west side. All the retailers are on El Camino.

I certainly hope that the next time I get off at the Hillsdale Caltrain Station, this problem will have been fixed. Please unlock the west facing gate and let passengers get to El Camino Real quickly without having to walk all the way around the block!

KZ

From: [Rios, Rona](#)
To: ["samuelgdaly@gmail.com"](mailto:samuelgdaly@gmail.com)
Cc: [Board \(@caltrain.com\)](#)
Subject: Weekend Trains Consumer Report File #844554
Date: Wednesday, June 15, 2022 11:45:18 AM
Attachments: [image001.png](#)

Dear Mr. Daly,

Your letter to the Board of Directors was forwarded to me for response. They will receive a copy of our correspondence.

First I want to thank you for taking the time to send us your feedback with regards to Caltrain service. Feedback from our customers helps us to improve our services for the entire community. We are grateful for your effort in doing this.

Regarding your comments about the travel time on the weekends between BART and Caltrain; please know that BART has fewer stations and stops between SF and SJ (14 stops between Powell St and Berryessa on BART and 21 stops between SF and SJ on Caltrain). Additionally, BART trains are electric and accelerate and decelerate much faster than Caltrain's diesel trains. This makes BART a faster trip overall. I would like to let you know that in 2024 Caltrain will have new EMU's (Electric Multiple Unit Trains) and we will have improved train performance and overall travel time. I realize you are looking for improvements in service today but this good news is in development.

Also, you expressed concerns over the stopping at every parking lot (stations) – the stopping at every station is an effort to meet equity and connectivity where we emphasize coverage over speed to offer more convenient service to the communities we serve. Also, the electrification construction is still underway which requires operating all trains on only one track for the majority of the distance between SF and SJ on the weekends, this also limits the number of trains we can operate on weekends. This is also the reason why we cannot add express trains to our weekend schedules without replacing existing local trains.

I hope this helps explain the reasons behind the current service we are offering. Again, thank you for your feedback and please feel free to reach out should you have additional questions. You can also contact Customer Service at 1-800-660-4287.

Best Regards,

Rona Rios, Director of Customer Experience
1250 San Carlos Ave, San Carlos, CA. 94070
Office Phone: 650-508-6239

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



Why does it take 1 hour and 9 minutes from SF to San Jose on Bart, but on the weekends 1 hour and 42 minutes on caltrain? About 50% longer.

Does caltrain really need to stop at a parking lot every 2 miles? And when are we going to bring back the weekend express trains? These local trains are painful and prevent me from visiting family in South Bay on weekends and after work.

From: [Sam Daly](#)
To: [Rios, Rona](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Weekend Trains Consumer Report File #844554
Date: Wednesday, June 15, 2022 5:42:48 PM
Attachments: [image001.png](#)

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Hi Rona,

Thanks for following up! I really appreciate it. I am aware of, and excited for, the pending electrification of Caltrain - thanks for your work and efforts to make that happen :)

Any chance you could forward the study that outlines how trains stopping at every stop advances equity (only if it's easily accessible for you to forward)? I am curious to read it as it's different from my instincts.

I was personally curious so I looked at the most recent ridership counts on your website for weekends, which looks to be from 2018, and interestingly looks like ridership is not wildly different for Bullet vs Local trains on the weekends, if anything, maybe a little less on Bullets. <https://www.caltrain.com/about-caltrain/statistics-reports/ridership> With that, I can see why with construction there isn't a major hurry to bring the weekend Bullets back. Makes sense. From [this](#) report, I am curious what % of the ridership is the top 10 stations and how that is different during "rush hour" versus non-rush hour/weekends.

Anyway... you have an interesting job :)

For me, living in San Francisco and riding Caltrain mostly socially (maybe not the average rider?), I tend to visit friends in the East Bay via BART far more often than the South Bay/Peninsula via Caltrain. I was reflecting on why on Caltrain last weekend and realized Caltrain takes roughly 2x the time of driving from SF to Mountain View, and BART is 1.25x the time of driving from SF to Fremont, roughly the same mileage distance and station to station times. BART with ~20 minute frequencies, and Caltrain with ~1 hour frequencies on the weekends/late nights. This of course made me wish the service was faster from SF to anywhere in the South Bay/Peninsula to be more competitive with automobiles during non-commute times. I almost always travel with my bike or connect to Samtrans/VTA, so riding a few extra miles isn't an issue from a major station or more frequent bus service connecting in a major stations like Redwood City or Palo Alto..

Thanks for listening to my perspective :)

Sam

From: [Rios, Rona](#)
To: "Sam Daly"
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: Weekend Trains Consumer Report File #844554
Date: Thursday, June 16, 2022 9:00:08 AM
Attachments: [image001.png](#)

Hi Mr. Daly,

You are very welcome and thanks for your interest in this.

Here's a link to the Board approved announcement: <https://www.caltrain.com/news/caltrain-board-suspends-fare-increases-approves-new-equity-policy>. Within this news you can click on the link to dive deeper into the framework of the equity policy.

Hope you find this helpful.

Best,

Rona Rios, Director of Customer Experience
1250 San Carlos Ave, San Carlos, CA. 94070
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Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)

