



JPB Board of Directors
Meeting of August 4, 2022

Correspondence as of July 22, 2022

Subject

- 1 Mask Mandate Request
- 2 Rider Confusion
- 3 Thank You Letter to Speaker Pelosi
- 4 Website Embedded Messages

From: [Karin Zalec](#)
To: [Board \(@caltrain.com\)](#)
Subject: Please reinstate the mask mandate!
Date: Monday, July 18, 2022 9:18:42 AM

You don't often get email from kz_computerarts@att.net. [Learn why this is important](#)

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Not having a mask mandate on Caltrain right now is insane. COVID cases have never been higher as proved by waste water sampling in Santa Clara, San Mateo and other Bay Area Counties. Hospitalizations are also up. I will not be taking Caltrain until the mask mandate is reinstated. At least half the Caltrain riders are not wearing masks now. VERY dangerous for everyone and especially for seniors like me.

KZ

From: [Betty](#)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Rider Confusion
Date: Thursday, July 21, 2022 12:06:08 PM

You don't often get email from bee_boop_98@yahoo.com. [Learn why this is important](#)

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Hello Board,

Yesterday I took the train for the first time in 2 1/2 years as I have been working from home. I got on the train in San Martin as scheduled in the morning and didn't have any issues.

On my way home I looked at the schedule on my App while waiting at the station. I looked up at the boards and the times were not the same also the trains themselves do not have any numbers visible for riders.

I asked a conductor on the first train that arrived close to my time if the train was going to San Martin he said no it wasn't and then I asked is it the next train and he mumbled something so I assumed the next train was the train I needed to be one. The next train arrived and I jumped on and once on I realized I was on the bullet train, but I knew it would take me to San Jose where I then could wait for the Gilroy train. I waited for a least 1/2 hr. then a conductor got off a train and asked if I needed assistance getting on the train. I told him I was waiting for the Gilroy bound train. He said I was on the wrong track and how I needed to get on the right track. Now I'm standing to the right track and shortly after a train arrived. I asked the conductor if I was on the Gilroy bound he said not it was going to Tamien for the night and that the Gilroy train was probably pulling into Gilroy as we spoke. I had spent an hour just trying to get to San Martin and now I was stuck. I had to call a Lyft and pay \$43.00 to get me back to my car.

The reason for this email is to ask why Caltrain doesn't have all their information with the latest updates? If you want new riders you need to make this process a lot easier with trains having an actual number, boards at the stations and your App have the correct times and train numbers.

Please see my attachment, I went to the Caltrain website (on the left) to pull up information as if I was in Mountain View and heading back to San Martin. Then I went to my phone App (on the right) and did the same route. As you can see the times are not the same and the later times are way off. Also the train numbers are not the same. I'm headed back to the office tomorrow and hope that I will make it back home without having to pay a Lyft another \$43 just to get me back.

Best,
Betty Almeida



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MICHELLE BOUCHARD
ACTING EXECUTIVE DIRECTOR

July 21, 2022

The Honorable Nancy Pelosi
Speaker of the House
United States House of Representatives
1236 Longworth H.O.B.
Washington, DC 20515

*Thank you
so much for your
steadfast support
of our
railroad*

Dear Madam Speaker:

I'm writing to thank you for supporting Caltrain and helping to make our Electrification Project eligible for funding in the FY23 THUD Appropriations Bill through the Federal Transportation Administration's Capital Investment Grants Program. As you know, this project will transform our corridor, replacing 75 percent of our diesel fleet with electric trains, and with the opportunity to receive funding from the CIG program, we are one step closer to beginning revenue service on time in 2024.

Your dynamic efforts to improve rail service, safety, and environmental sustainability over the years have been extremely impactful on our state's transit landscape and we thank you for being a champion for rail in the Bay Area. Working with your staff has also been so helpful and we are deeply grateful to Robert and the team for their efforts.

Your continued support is critical to Caltrain's ability to reduce vehicle miles traveled and greenhouse gas emissions through the Electrification Project and to achieve our goals in a number of other areas. We are extremely grateful for your help and look forward to staying in touch as the project continues to move forward.

Sincerely,

Michelle Bouchard
Acting Executive Director

cc: Peninsula Corridor Joint Powers Board of Directors

From: [Dan Hart](#)
To: [Board \(@caltrain.com\)](#)
Subject: Offensive Religious Messaging embedded in your websites
Date: Wednesday, July 13, 2022 3:06:31 PM

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

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To Whom it May Concern:

Why is there Christian religious messaging on the Caltrain web site????

Are you aware this is here? It is a bit hidden, but if you view the source for any web page on the Caltrain site, you can clearly see:

```
<link rel="canonical" href="https://www.caltrain.com/about-caltrain/contact-us" />  
<meta name="generator" content="God, the Father Almighty, Creator of heaven and earth and of all things, visible and invisible" />
```

This seems incredibly inappropriate, and makes me feel unwelcome. Why is it there? Is Caltrain a religious organization?

If possible, I would very much like to see this offensive message removed.

Best regards,
Dan Hart

From: [Fromson, Casey](#)
To: [dhart@purestorage.com](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Offensive Religious Messaging embedded in your websites
Date: Friday, July 22, 2022 10:00:37 AM
Attachments: [image001.png](#)

Hi Dan,

Thank you for alerting us to an issue with a message in some of the Caltrain website's source code. We have removed the language from all our websites and talked to our website developer about the issue.

Regards,

Casey

Casey Fromson, Chief Communications Officer
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Cell Phone: 650.288.7625
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)

