



JPB Board of Directors
Meeting of November 3, 2022

Correspondence as of October 28, 2022

Subject

- 1 Menlo Park Station Commute
- 2 Redwood City Station Incident
- 3 Federal Railroad Administration (FRA) Railroad Crossing Elimination (RCE) Support
- 4 Palo Alto Station Delay
- 5 Plans for Use of Twitter

From: [Shawn Michael Gillespie](#)
To: [Board \(@caltrain.com\)](#)
Subject: Frustrated Commuter
Date: Saturday, October 22, 2022 2:05:59 PM

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Dear Board Members,

I hope this message finds you all well

Today was a particularly rough commute on Caltrain. I boarded the 11:58AM train at 4th and King and at 1:35 PM we were stalled at Menlo Park waiting for a northbound train. I ended up biking the last leg from Menlo to Stanford and arrived just a few minutes ago.

I appreciate that electrification improvements are ongoing and service disruptions are to be expected. Having said that, it's hard for me to understand why such delays should be so common and lengthy when a single train is moving in either direction every hour.

Moving forward, I will be calling before making my way to the station to see if delays are excessive.

I believe strongly in public transport, but the way Caltrain has been operating lately is only going to push people to take their own cars. It's not unreasonable to expect that a train schedule should be roughly accurate. I implore you to redouble efforts to mitigate service disruptions as electrification is ongoing.

Thanks,
Shawn

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Shawn Gillespie, PhD
Monje Lab
Stanford School of Medicine

From: [Nicole Loyola](#)
To: [Board \(@caltrain.com\)](#)
Subject: Incident on 10/23/22
Date: Sunday, October 23, 2022 10:05:01 PM

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To the Board of Directors,

I'm writing this email to raise awareness to what could have been a tragic incident aboard one of your trains.

My 11-yr old son who is obsessed with trains, my 3-yr old daughter, and I decided to go on our favorite pre-pandemic pasttime activity which is riding the train. We boarded on Sunday 10/23 from the Redwood City station, catching the 4:56pm train, northbound towards San Bruno. We sat in the seats closest to the doors. As the train approached our station, I told my son to go in front of us as I had my toddler in my arms, along with a stroller and grocery bag. My son hops off the train, and as i descend the steps to the door, the train doors closed. I'm banging on the doors and yelling to stop the train while frantically searching for a way to communicate with the train operator to no avail! Another passenger helps and is unable to locate a way to contact the train operator as well. She calls 911 and I call my son who is distressed as he is all alone on the platform. I get off at the next station where I take calls between my son and the police officer who is desperate to get to him as fast as he could while I'm waiting to catch the next train back to him. Thank goodness the officer found him and was kind enough to offer to take him to me so we can be reunited.

The reason I bring this to your attention is because I felt that between the train stopping, and doors closing, there was very little time to disembark. I'm a mother of 2, healthy and fit but had a hard time making it to the door before it closed. I can imagine that this is a major struggle especially for persons with disabilities. I felt there was little regard to this as I helplessly watched the train I'm still on pull away, watching my terrified son standing on the platform by himself. It was a traumatizing experience that I know could have been prevented. I hope your team will look into this further. It may save a child's life.

Sincerely,
Nicole

Sent from my iPhone



U.S. Department
of Transportation

**Federal Railroad
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

October 25, 2022

Ms. Michelle Bouchard
Acting Executive Director
Peninsula Joint Powers Board (Caltrain)
1250 San Carlos Avenue
P.O. Box 3006
San Carlos, CA 94070

Dear Ms. Bouchard:

Thank you for your letter supporting the application submitted by the City of Palo Alto for funding under the Federal Railroad Administration (FRA) Railroad Crossing Elimination (RCE) Program.

FRA is committed to investing in improvements to America's rail infrastructure that enhance rail safety, improve the health and safety of communities, eliminate highway-rail and pathway-rail grade crossings that are frequently blocked by trains, and reduce the impacts that freight movement and railroad operations may have on underserved communities. The Infrastructure Investment and Jobs Act's (IIJA) RCE Program will help FRA and the U.S. Department of Transportation deliver the world's leading transportation system, serving the American people and economy through the safe, efficient, sustainable, and equitable movement of people and goods. The investments to FRA's discretionary grant programs, like the RCE Program, that are authorized under IIJA provide a historic opportunity to improve not only the safety of communities but also to reconnect communities through transportation. It will take the combined efforts of both the Federal government and communities like the City of Palo Alto, that will make this historic investment a reality.

Please be assured that all properly submitted and eligible applications will receive full and careful consideration. Again, thank you for your letter and your interest in a safe and equitable rail system across the nation.

Sincerely,

A handwritten signature in blue ink, appearing to read "Amit Bose".

Amit Bose
Administrator

From: Charles <charliecchuck@yahoo.com>

Sent: Tuesday, October 25, 2022 4:28 PM

To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: October 25, 2022

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To Whom It May Concern:

I understand delays occur from time to time, but extremely disappointed and disgusted by the unprofessionalism by caltrain today. First the platform (in Palo Alto) was switched from northbound to southbound. Second the train goes by quick and by the time myself and other passengers were able to get to the last car, the staff closed the door on us.

I hope this is a one time occurrence, but this should be noted.

From: [Jim Hartman](#)
To: [Board \(@caltrain.com\)](#)
Subject: plans for use of twitter
Date: Thursday, October 27, 2022 7:05:32 PM

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Dear Caltrain,

Given today's events surrounding acquisition of Twitter by Elon Musk, I wanted to ask about your continued use of this platform. Support of this platform by a public institution would seem to imply support of the new organization, and I wanted to understand what the Caltrain organization's long-term plans are. I've been a daily rider for the last 23 years, and totally support your organization and its mission to support public transportation (especially looking forward to electrification). But I need to register my strong opposition to continued use of the Twitter platform by public institutions such as Caltrain given Musk's lack of respect for reasonable controls on free speech. I hope you can consider changes to your public-facing policies.

Best regards,

Jim Hartman

Jim Hartman bucketbiochemist@yahoo.com

From: [Rios, Rona](#)
To: ["bucketbiochemist@yahoo.com"](mailto:bucketbiochemist@yahoo.com)
Cc: [Board \(@caltrain.com\)](#)
Subject: Plans for use of Twitter
Date: Friday, October 28, 2022 2:33:39 PM
Attachments: [image001.png](#)

Dear Mr. Hartman,

Your correspondence to the Caltrain Board of Directors has been forwarded to me for response.

First, we thank you for reaching out – we are also very excited about electrification! – and we appreciate the time you took to share your concerns about the quality of the online environment we’re all having to navigate. To your point, we regularly review our communication methods and the content moderation policies of the platforms we use, including Twitter, to ensure we are communicating effectively with the communities we serve. Please be assured that we will continue to evaluate which tools are most effective and safe for those following us online.

Again, thank you for providing us feedback and we appreciate your patronage to Caltrain!

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](#)

