



JPB Board of Directors
Meeting of December 1, 2022

Correspondence as of November 18, 2022

Subject

- 1 Hayward Park Station Incident
- 2 Delays and Station Signage

From: [Nabong, Sarah](#)
To: jennyorquiza@yahoo.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Caltrain Customer Service Recording Form: 864914
Date: Tuesday, November 15, 2022 10:59:03 AM
Attachments: [image001.png](#)

Dear Dr. Jenny Orquiza,

Your email to the Board was forwarded to me for response and they will receive a copy of this email.

Thank you for taking the time to reach out to Caltrain and we apologize for what you described on 10/20/22. We forwarded your report to the appropriate administration for further handling. We understand timeliness is essential in public transit, and we do strive to give our customers the best service we can.

After an investigation, our records show that train 104 departed Hayward Park Station on time. We normally suggest riders arrive at least 10 minutes prior to their train's arrival, but we understand this is not always a realistic expectation. We know our riders have different commuting needs, and that there are instances when they can only get to the station on the slimmest of timing margins.

Nevertheless, we understand your commute still suffered, and we sincerely apologize for the inconvenience.

Kind regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



not a good day!

I arrived in hayward 6:09am ...i was still buying the ticket and the train left right away at 6:11am....schedule states that it will go 6:15 ...i have schedule this trip for me to be able to reach the church...mass at 7pm in sunnydale...but unfortunately train left 6:11am in hayward.... you guys supposed to follow the time you stated on your website...this is so sad that i wasnt able to come to church .

From: [Nabong, Sarah](#)
To: charliecchuck@yahoo.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Caltrain Customer Service Recording Form: 865616 RE: October 25, 2022
Date: Thursday, November 17, 2022 2:59:09 PM
Attachments: [image001.png](#)

Dear Charles Chuck,

Your email to the Caltrain Board was forwarded to me for response and they will receive a copy of this email.

I apologize for the unfortunate issue you described on 10/25. Regarding delays and station signage, planned changes allow us time to notify passengers, however, when changes are made out in the field it is difficult to prepare information in a timely manner. Your feedback has been provided to our Operations team for their attention to further address this in the future.

I am sincerely sorry for this lack of notification which caused you and others to miss the train and we hope that your future travels are uneventful.

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 understand delays occur from time to time, but extremely disappointed and disgusted by the unprofessionalism by caltrain today. First the platform 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.