



JPB Board of Directors
Meeting of January 5, 2023

Correspondence as of December 16, 2022

Subject

- 1 Train Schedule Feedback
- 2 Caltrain Safety Improvement

From: [Nabong, Sarah](#)
To: adaligil.emel@gene.com
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Complaint about trains that comes early and leaves earlier than their usual schedule
Date: Monday, December 12, 2022 10:35:59 AM
Attachments: [image001.png](#)

Dear Emel Adaligil,

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 12/07/22. 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 #174 departed Millbrae Station -2 minutes late. Our crew incurred this time by assisting a PNA passenger with a wheelchair on board the train. 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](#)



Dear caltain people,

I am really sick of that issue, sometimes caltrain arrives its stop 2-3 minutes early and even people make it its exact time, the train closes its doors and never let the people in. But when caltrain is late or due to construction it ha to give the way the other trains, we wait for it for long time. Due to schedule change and construction, there is only one train every hour and personal shoul be more thoughtful. Due to their selfish and careless attitude i am gonna make home 2 h late. It happens very often, and today i am really mad at them because of stealing my time and energy in this cold weather. It happened today at 5.49 pm southbound train from Millbrae station. There were many people at 5.49 pm at at station but it already started leaving which means it closed its doors by 5.47 pm. I hope one day you hired more considered people as personal.

From: [Nabong, Sarah](#)
To: hamstyaug08@yahoo.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: Caltrain Safety Improvement
Date: Monday, December 12, 2022 11:42:27 AM
Attachments: [image001.png](#)

Dear Heather,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence.

We appreciate you taking the time to provide us with your observations. Currently, Caltrain has contracted law enforcement services with the San Mateo County Sheriff's Office. The Transit Police Bureau is responsible for patrolling train stations, bus stops, rights-of-ways, and for proactively riding trains and buses throughout the county. We liaison with local law enforcement agencies in the prevention and investigation of any criminal incidents that occur on our properties, including on our buses. Additional Caltrain safety and security information available at:

<https://www.caltrain.com/rider-information/safety-security>

As referenced within the web page, in an emergency, call the Transit Police dispatcher at 1-877-723-7245.

We appreciate your feedback and value your patronage.

Kind regards,
Sarah Nabong

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



Hi Caltrain,

Are there any projects currently in the process of being implemented to improve the safety of passengers? If not, can we please work to implement one?

Yesterday 11/22/22 a teenage looking person was yelling and verbally harassed and spit at someone trying to get off the Millbrae station stairs. There was no other way to get around that person. It's scary, what if that person was carrying a weapon? Some sort of security machine to detect if someone is bringing a gun or weapon on the train can deter the harassment of passengers. Some people don't retaliate due to the attacker potentially carrying a weapon. Having a train police walk through the trains to monitor bad behavior could be an option.

Thanks,
Heather