



JPB Board of Directors
Meeting of January 5, 2023

Correspondence as of December 30, 2022

Subject

- 1 Schedule Change Feedback
- 2 Commuter Feedback
- 3 Conductor Feedback

-----Original Message-----

From: Noele Pennington <pennington.noele@gmail.com>
Sent: Monday, November 28, 2022 7:17 AM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Feedback & Disappointments for the Board

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Caltrain Board,

Once again I am truly disappointed in Caltrain and whoever manages the schedule for riders as well as communicating to them. Why was it decided to change the schedule during the times of many holiday activities for those who are commuting into work everyday? We are your bread and butter yet you choose to screw us over. One train and hour when there have been multiple delays each and every week is not acceptable. Caltrain you really need to do better and think about those monthly riders as well as your conductors that have to deal with all these changes as well. The lack of communication in the current day and age is baffling. Happy holidays from Caltrain...we are going to make your commute longer so you are away from family even more.

Hope all your employees at headquarters appreciated the schedule. Of course, they probably all work remote or drive in since the schedule is so messed up.

Noele Pennington

From: Nabong, Sarah <nabongs@samtrans.com>
Sent: Thursday, December 29, 2022 8:22 AM
To: pennington.noele@gmail.com
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Caltrain Customer Service Recording Form: 869555

Dear Noele Pennington,

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

Thank you for notifying us about our temporary Caltrain schedule. We understand timeliness is essential in public transit, and we do strive to give our customers the best service we can. However, due to other construction projects and incidents that may occur along the corridor, delays may impact travel.

Our staff reviews delay reports for opportunities to improve on a monthly basis.

We apologize for the inconvenience this has caused, and we appreciate your feedback.

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](#)



From: Shawn Michael Gillespie <shawng2@stanford.edu>
Sent: Saturday, October 22, 2022 2:06 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Frustrated Commuter

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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

--

Shawn Gillespie, PhD
Monje Lab
Stanford School of Medicine

From: Nabong, Sarah <nabongs@samtrans.com>
Sent: Thursday, December 29, 2022 8:30 AM
To: Gillespie.Shawn.m@gmail.com
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Caltrain Customer Service Recording Form: 870770

Dear Shawn Gillespie,

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

Thank you for notifying us about our temporary Caltrain schedule. I was informed that the current temporary construction schedule takes the planned single-tracking into account. However, due to other construction projects and incidents that may occur along the corridor, delays may impact travel. On a monthly basis, our staff reviews delay reports for opportunities to improve.

We apologize for the inconvenience this has caused, and we appreciate your feedback.

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](#)



From: aubrey kia <stylistaubreykia@gmail.com>
Sent: Tuesday, December 13, 2022 8:23 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Volatile Conductor, train is consistently late.

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Dear Caltrain Board of Directors,

I am writing in regards to the extremely bad experience I have had this week with your services. Not only has the train been late TWICE this week (your scheuales are unreliable) the conductors you have on board do not make me feel safe.

This morning train 151 north bound was late again. This puts a HUGE dent in my work day. On top of that, upon boarding, a conductor started screaming at riders to show tickets. Not nicely, aggressively. I'm not sure why she was filled with angst but I do not want to start my morning with this woman ringing my ears.

I showed her my ticket of which I purchased on my phone. I had accidentally purchased a southbound ticket even though I was still traveling within the same zones (I ride the train every day to and from work) and she demanded I get off the train.... In fact she held up the train repeating that I must "get off her train."

This is extremely frustrating and unfair. I PAID for a valid ticket, got verbally victimized by the female conductor working this train (picture is attached) and then was forced to get off the train and pay for a car ride to work. I spent 30 dollars on what was supposed to be a punctual \$6.00 ride.

I have been riding Caltrain for years and I do not feel like this worth my money. The conductors are unprofessional, the timing is unreliable, and no one should ever be screaming at your riders. I feel like I should be refunded for the expenses I dealt with because your services are not reliable.

I hope you take into consideration what I have expressed. I highly recommend you do not continue to hire or delegate in person roles to conductors with blatant anger issues. This is not a good look for your services especially going into 2023.

Regards,

Aubrey Kia

From: Nabong, Sarah <nabongs@samtrans.com>
Sent: Friday, December 30, 2022 11:53 AM
To: stylistaubreykia@gmail.com
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Caltrain Customer Service Recording Form: 872586

Dear Aubrey Kia,

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 sincerely apologize for what you described on 12/13 and we understand how this could negatively impact your day. Caltrain is a Proof-of-Payment system in which all passengers are required to be in possession of valid fare prior to boarding. Passengers without valid fare will be cited under our new zero tolerance policy. However, we do expect our crew members to be professional at all times, including during the course of fare enforcement. Know that the conductor was addressed regarding your comments.

As for delays, the current temporary construction schedule takes the planned single-tracking into account. However, due to other construction projects and incidents that may occur along the corridor, delays may impact travel.

Again, we appreciate your feedback and we look forward to providing you with improved customer service on your future commutes.

Kind Regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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

