



JPB Board of Directors
Meeting of May 4, 2023

Correspondence as of 04-21-2023

Subject

- 1 RE_ Emailing on problematic Caltrain street street crossing blockage
- 2 RE_ LA Times request on possible Dreamstar passenger rail_
- 3 Need for additional bike capacity

From: [Sarah Nabong](#)
To: jackiesmartzhao@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: Emailing on problematic Caltrain street street crossing blockage
Date: Wednesday, April 19, 2023 11:16:21 AM
Attachments: [image001.png](#)

Dear Jackie Smartzhao,

Your message to the Caltrain Board of Directors was directed to me for response. The Board will receive a copy of this correspondence.

We sincerely apologize for the negative experience that you described 4/11 and we notified the proper parties of your feedback. The crossing arms you mentioned are automated, and they will not rise until the train moves from the circuit on the track. We advise customers never to circumvent safety precautions. Our crew will not allow people to cross the tracks while the gates are lowered; this is a safety issue and against Federal law. If our crew notices people violating this rule, they have the right to refuse boarding.

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—sometimes—they can only get to the station on the slimmest of timing margins. Once more, we do apologize for what may have appeared to be an unsafe incident. However, this is the way the crossing gates are designed. Thank you for reporting your concern.

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](#)



I have something to report. I was going southbound at San Mateo station at 8:12 pm today and then had to cross a street to catch my train. Train arrival triggered the street crossing bar to come down 3 min before train arrival and I could not get to the other side to catch the train. The bar was confusing because the train didn't cross the street that I was crossing until AFTER the stop and after passenger pickup. However, 3 minutes before the scheduled train arrival time, the bar came down preventing me from crossing to get to the train. This is a hazard because I then had to get over the bar and cross. Please call me at (713) 280-8963 to discuss

From: [Graham Rogers](#)
To: [Board \(@caltrain.com\)](#)
Subject: RE: LA Times request on possible Dreamstar passenger rail?
Date: Monday, April 17, 2023 9:17:55 AM

Yes, please send to Dan. He will take it from there.

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Monday, April 17, 2023 9:04 AM
To: Graham Rogers <RogersG@caltrain.com>
Subject: FW: LA Times request on possible Dreamstar passenger rail?

Hi Graham.

Please see below. Received via Board email. Would this be for Dan L since it's from LA Times? Anyone else besides adding to this week's correspondence?

Thanks,

Margaret

From: Toohey, Grace <grace.toohey@latimes.com>
Sent: Monday, April 17, 2023 8:58 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: LA Times request on possible Dreamstar passenger rail?

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

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Hi there,

My name is Grace Toohey and I'm a reporter at the LA Times. I wanted to see if your board had been contacted or was aware about a plan to bring a new night passenger train from SF to LA, which would likely need to use a portion of your railway. A company called Dreamstar is working on the potential plan.

I wanted to see if you all had been involved in talks about such a plan, if Caltrain could accommodate such a service, if it would affect any ongoing Caltrain services and if any contracts have been drawn up? Would be interested to hear if you all would be open to hearing about or working on such a project?

I am working on deadline so I appreciate hearing back as soon as possible.

Thanks,

Grace Toohey

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Grace Toohey

Reporter | Fast Break Desk

Los Angeles Times

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From: [Rick Ballard](#)
To: [Board \(@caltrain.com\)](#)
Subject: Need for additional bike capacity
Date: Thursday, April 20, 2023 9:12:00 AM

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Hello,

The new train cars have reduced capacity for bikes, and I almost got turned away from my train today because of insufficient bike space. This happened last time there was slightly reduced service; when the weather gets nicer, I anticipate this being a problem even with full service.

To reduce climate footprint we need to encourage biking, not discourage it. Caltrain also needs to improve ridership and discouraging bikers will discourage those who need their bikes from riding at all.

As Caltrain needs to plan ahead for car purchase and allotments, I strongly encourage you to increase the percentage of bike cars on your trains.

Thank you,
- Rick Ballard