



JPB Board of Directors  
Meeting of August 3, 2023

Correspondence as of June 23, 2023

<u>#</u>	<u>Subject</u>
1	RE_ Train 504
2	Palo Alto viaduct design
3	Re_ Why does Caltrain have to fund MTV grade separation?
4	Window cleanliness on Caltrain
5	RE_ Twitter is a bad platform for status updates

**From:** [Sarah Nabong](#)  
**To:** [marias5@stanford.edu](mailto:marias5@stanford.edu)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** RE: Train 504  
**Date:** Monday, June 19, 2023 2:56:02 PM  
**Attachments:** [image001.png](#)

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Dear Maria Salatino,

Thank you for reaching out to Caltrain. While we regret it was due to issues you had with our service, we appreciate you taking the time to send us feedback on your experience. Your concerns about the lack of timely notice of single tracking at our Palo Alto station were forwarded to our Rail Operations team for review. A copy of this correspondence will also be sent to our Board of Directors.

Rail Operations investigated what had caused this incident and found that the information for single-tracking was only posted at the station's variable-message signs at 9:58 AM. Single tracking had already begun at that point, having started five minutes earlier at 9:53 AM. The train you and others had been waiting for—Train 504—arrived on-time at 10:00 AM.

As you unfortunately experienced, this left waiting passengers with very little time to adjust to the change and make their way to the correct platform to board. We sincerely apologize for what happened. Rail Operations has already addressed this incident with our contactors, reiterating the importance of timely updates to our riders regarding any such operational change. Rail Operations is also implementing changes to the current procedure to avoid delays in posting information going forward.

Again, we apologize for the trouble. We are doing our best to complete our modernization work as quickly and efficiently as possible. We will continue to monitor this issue, and we do hope your future travels with us prove pleasant and uneventful experiences.

Kind regards,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



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Morning,

I just misses the train 504 to Palo Alto.

It stopped on the Borthbound platform without prior notice. The train also stopped in the middle of the pedestrian cross of the tracks so it was impossible to get the train.

Another person lost the train too because it was not announced the train will run on the

Northbound platform.  
This is really bad.

**From:** [Roland Lebrun](#)  
**To:** [city.council@cityofpaloalto.org](mailto:city.council@cityofpaloalto.org)  
**Cc:** [Board \(@caltrain.com\)](#); [cacsecretary \(@caltrain.com\)](#)  
**Subject:** Palo Alto viaduct design  
**Date:** Wednesday, June 21, 2023 6:14:08 AM  
**Attachments:** [image.png](#)  
[image.png](#)

**ATTENTION:** This email came from an external source. Do not open attachments or click on links from unknown senders.

Dear Palo Alto Rail Committee,

I believe that the primary issue with current viaduct designs in Palo Alto is that (unlike the Diridon viaducts) the consultants did not consider prestressed concrete box girder construction: [https://youtu.be/di-KjrM\\_WEk](https://youtu.be/di-KjrM_WEk)

Advantages:

- Reduced costs (most utility relocations can be avoided by extending the spans between support foundations as required) [https://youtu.be/ohip-tBu\\_TU?t=8](https://youtu.be/ohip-tBu_TU?t=8)
- Reduced construction impacts (viaduct segments are prefabricated offsite): <https://youtu.be/wd1L1sc-kyQ?t=189>
- Single row of columns for a two-track viaduct
- No need for electrified shooflies
- No lane closures on Alma
- Improved aesthetics: the thickness of the bridge deck can be reduced between the support columns:



## WHAT ARE PSC BOX GIRDERS?

Prestressed concrete (PSC) box girders are concrete sections forming a **boxed shape** (rectangular or trapezoidal), which are supported by **prestressed strands**.

These girders are widely used for footbridges, highway bridges, and railway bridges.

They offer significant **reduction in self weight** for longer spans and have **high inherent torsional stiffness**.



Construction of the North-South Commuter Rail  
(Philippines)

PHOTOS:  
NSCR | Department of Transportation – Philippines

I hope you find this information useful.

Sincerely,

Roland Lebrun

CC

Caltrain Board  
Caltrain CAC

**From:** [Sam Daly](#)  
**To:** [Sarah Nabong](#)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Why does Caltrain have to fund MTV grade seperation?  
**Date:** Thursday, June 22, 2023 9:15:00 PM  
**Attachments:** [image001.png](#)

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

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Thank you!

On Thu, Jun 22, 2023 at 1:25 PM Sarah Nabong <[nabongs@samtrans.com](mailto:nabongs@samtrans.com)> wrote:

Dear Sam Daly,

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

Under the current organization, Caltrain does not fund or pay for grade separation projects. The jurisdiction (project sponsor) initiates the grade separation project process including preparing and executing a funding plan for all phases (e.g., planning, design, and construction) of the project. The project sponsor may apply for funding using local, County, statewide, and federal funding opportunities. To learn more about the Mountain View Transit Center Grade Separation and Access Project you can visit the project page [here](#).

Thank you again for your inquiry.

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



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Why does Caltrain have to fund/pay for Mountain View grade separation? That seems like a problem that the City of Mountain View Traffic and Roads should be addressing and paying for.

Their automobile drivers are the ones that will get >95% of the project's benefit not waiting ~2 minutes each time a train comes through. My trains are unaffected today.

The reasons I can see why the City of Mountain View should pay:

1. Caltrain riders will hardly benefit from the grade separation
2. The train was here first and at least what we say is our societal priority, automobiles should have the burden to adapt

I've been dealing with 1.5 hour weekend headways, trips that door-to-door take 3x the time of an automobile, and weekends with no service at all for years. I've basically lost touch with Peninsula friends at this point.

Electric trains, sure, I get it, but surely some of this Mountain View Grade Separation energy and money could've been put into real train service that serves your riders, not using Caltrain energy and money to shave ~2 minutes off the journey's of Mountain View automobile owners.

What am I missing?

**From:** [Sarah Nabong](#)  
**To:** [kymb@mit.edu](mailto:kymb@mit.edu)  
**Cc:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Window cleanliness on Caltrain  
**Date:** Thursday, June 22, 2023 11:36:58 AM  
**Attachments:** [image001.png](#)

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Dear Kye Burchard,

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 contacting Caltrain. Please note this has been filed as Report #887766, and the Caltrain comments mentioned in your feedback was forwarded to proper parties as an FYI. We do try to keep our equipment in a state of good repair, and our maintenance crew have been monitoring for potential mechanical issues on all of our aging equipment. In the future kindly provide us with a train number along with the date and time of occurrence.

Nevertheless, we understand your commute still suffered, and we sincerely apologize for the inconvenience. Your feedback is appreciated.

Kind regards,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



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Hello!

I ride the Caltrain to work often. I've noticed that some of the cars have quite dirty windows (see the attached image). The one I'm currently looking out of almost hurts my eyes to look through, and I can't even read the signs on the stations we pass through. I understand that windows won't always be spotless, but this seems like something a once-a-week or once-a-month cleaning could resolve?

Please let me know if anything can be done about this, and if there are any other ways I can get involved with the Caltrain system! I've recently moved to the area, and I'm excited to be able to ride a train to work instead of driving!



**From:** [Sarah Nabong](#)  
**To:** [Aaron Hurst](#)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** RE: Twitter is a bad platform for status updates  
**Date:** Thursday, June 22, 2023 10:35:17 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Hi Aaron,

Good morning and thank you again for reaching out to Caltrain.

We encourage you to contact our Customer Service Center as another source of information.

Know that we are working on better solutions now, including Swiftly (GPS-based communications). Text and email alerts and better GTFS data for third-party apps.

We are looking forward to improvements!

Kind regards,  
Sarah Nabong

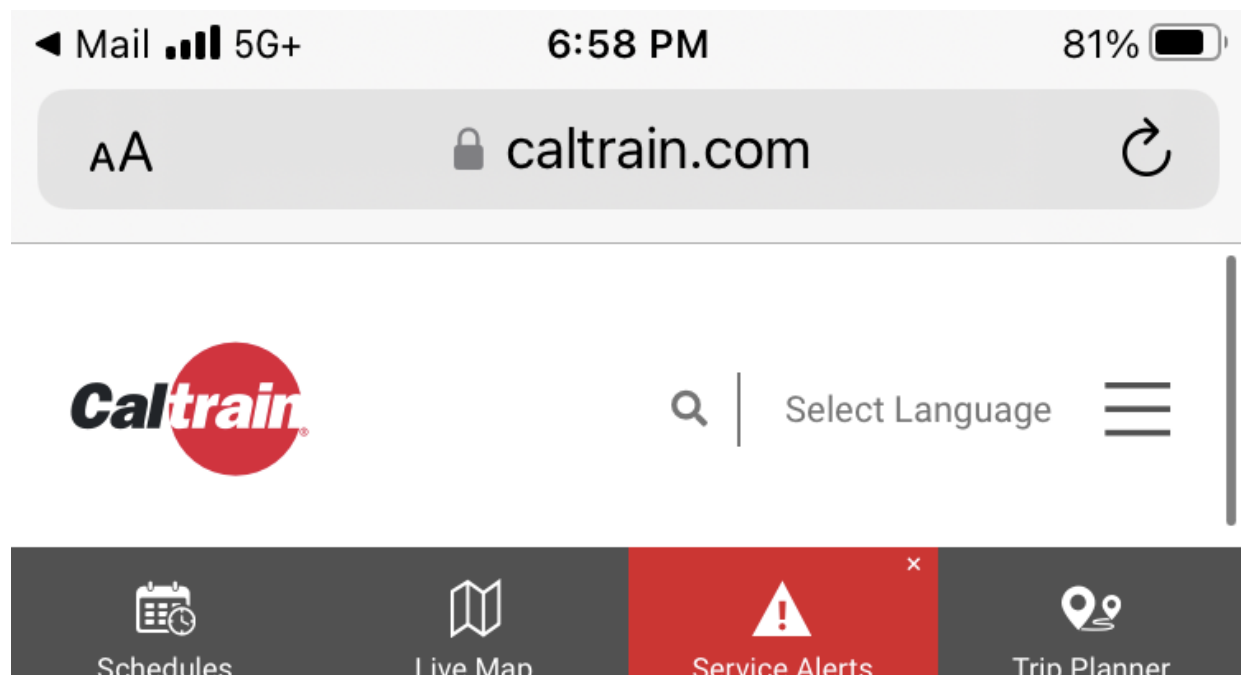
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**From:** Aaron Hurst <aaronpaulhurst@gmail.com>  
**Sent:** Wednesday, June 21, 2023 7:04 PM  
**To:** Sarah Nabong <nabongs@samtrans.com>  
**Cc:** Board (@caltrain.com) <BoardCaltrain@samtrans.com>  
**Subject:** Re: Twitter is a bad platform for status updates

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Hi Sarah,

Here's what I see at your link:



Belmont Elevator is Out of Service.

## Alerts on Twitter

Get Real-time 24/7 delay information on Twitter, [@CaltrainAlerts](#)

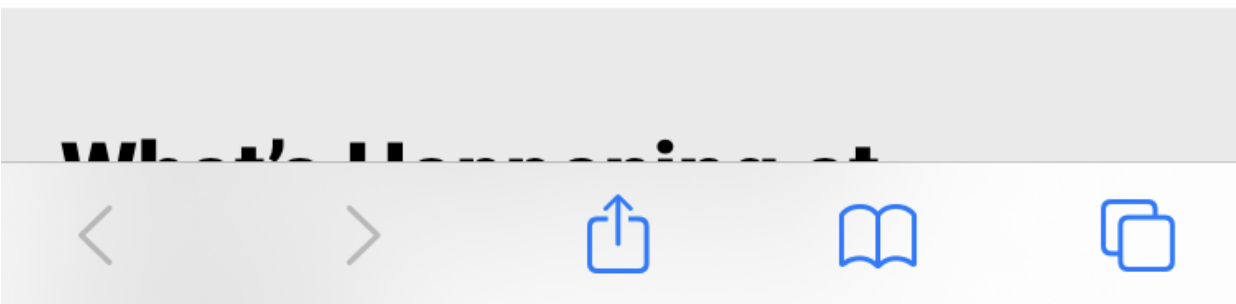


**FARES & DISCOUNTS**



**SHUTTLE**

**ACC**



Ok, great, elevator out of service. But not so useful.

I must go to Twitter to see the below, which is infinitely more useful:

◀ Mail 5G+

6:58 PM

81%

twitter.com



Search Twitter



Log in

Sign up



**Caltrain Alerts** @CaltrainAlerts · 1h



Train 125 NB is running about 12 minutes late approaching Millbrae.



↻ 1



**Caltrain Alerts** @CaltrainAlerts · 1h



As of 4:57, Transit PD reported good to resume trains at maximum speed.



↻ 1

♥ 1



[Show this thread](#)



**Caltrain Alerts** @CaltrainAlerts · 2h



Train 125 NB is running about 10 minutes late approaching Menlo Park.



**Caltrain Alerts** @CaltrainAlerts · 2h



As of 4:33, 124 is being held at Menlo Park



## Show this thread

Am I missing something on the website? (Honest question! Hoping I'm looking at the right place.) I would love to see the detailed information there.

Thanks for the reply!  
—Aaron

On Jun 20, 2023, at 11:11 AM, Sarah Nabong <[nabongs@samtrans.com](mailto:nabongs@samtrans.com)> wrote:

Dear Aaron Hurst,

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

You can find the latest delays online at [https://www.caltrain.com/?active\\_tab=service\\_alerts\\_tab](https://www.caltrain.com/?active_tab=service_alerts_tab) Caltrain Service Alerts.

You may also reach out to our Customer Service Center at 1-800-660-4287. Customer Service Agents are available to assist M-F from 7am to 7pm and weekends from 8am-5pm

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

Regards,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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

<image001.png>

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Dear Caltrain,

I am a daily commuter but am not a Twitter user. Why are your status updates published on Twitter and nowhere else? Why do I need an account on this platform when I do not want one? I would like to have access to status updates on a public site. (There are many free and easy choices without having to spend any money.) Keep Twitter, sure, but shouldn't it be a secondary channel?