



JPB Board of Directors
Meeting of October 5, 2023

Correspondence as of September 22, 2023

<u>#</u>	<u>Subject</u>
1	Staff uniforms
2	RE_ Not enough bike space
3	RE_ Celebrating Electrification - Caltrain Logo Gear
4	You're Invited _ Downtown Morgan Hill Breakfast and Walking Tour
5	RE_ Change of Train schedules South County
6	RE_ Please Continue Train 412 Service to Gilroy
7	RE_ resuming weekend bullet service

From: [Becki Perkins](#)
To: [Public Comment](#)
Subject: Staff uniforms
Date: Friday, September 15, 2023 6:13:37 PM

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

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

Hi there,

I just want to tell you how much I love the new Caltrain staffs hats and red vests on the conductors. They are great, I believe they lend more authority to their position, I really rely on them so much to help me feel safe and that they will ensure that the passengers are in a safe environment.

Thank you
Becki Perkins

From: [Sarah Nabong](#)
To: [Davis Perez](#); [Board \(@caltrain.com\)](#)
Subject: RE: Not enough bike space
Date: Monday, September 18, 2023 10:44:59 AM
Attachments: [image001.png](#)

Dear Davis Perez,

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.

Thank you for contacting Caltrain, though we regret it was due to issues with our service. We are in receipt of your correspondence, please note this has been filed as Report #900914.

In order to aid us in our investigation, would you mind giving us a little more detail? If possible would you be able to provide the station at which you boarded, occurrence time, direction traveling, and train number?

We know it is extra hassle on top of everything else you have had to deal with, but providing us with such information will help the process immensely.

We sincerely apologize for the trouble.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



From: Davis Perez <davisdp97@gmail.com>

Sent: Thursday, September 14, 2023 8:41 AM

To: Board (@caltrain.com) <board@caltrain.com>

Subject: Not enough bike space

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

Hello,

Caltrain continues to be an unreliable way to get to work, despite charging full price for monthly tickets. On this mornings train, cyclists were turned away, and I watched the conductor crush two people and their bikes in the doors for almost a minute. This is dangerous to people and their property, who are all paying customers for this service.

Davis

From: [Sarah Nabong](#)
To: [Gregory Meagher](#); [Board \(@caltrain.com\)](#)
Subject: RE: Celebrating Electrification - Caltrain Logo Gear
Date: Monday, September 18, 2023 1:27:26 PM
Attachments: [image001.png](#)

Dear Greg Meagher,

Thank you for contacting Caltrain. We agree, it's time Caltrain open its own online store. A copy of this correspondence will also be sent to our Board of Directors.

The good news is, we are planning to launch an only store to sell Caltrain merchandise, but no ETA yet. We still have some backend development work to do before we are ready to launch. Stay tuned!

Kind regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



From: Gregory Meagher <g.meagher@me.com>
Sent: Monday, July 24, 2023 3:25 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Celebrating Electrification - Caltrain Logo Gear

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

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Dear Caltrain Directors,

I hope this message finds you well.

Speaking about the launch of electric train service with a conductor recently, it occurred to me that it might be fun to have some Caltrain-branded gear to celebrate the new service. I would love to have a few baseball caps, t-shirts, and perhaps a keychain or two with the railroad's logo. If there's sufficient interest, gear that includes station names would be great.

As you may know, the Metropolitan Transit Authority in New York offers a line of branded merchandise and other items for sale online. For examples, see:

<https://new.mta.info/doing-business-with-us/procurement/memorabilia-sales>

<https://www.nytransitmuseumstore.com/>

It would be great if Caltrain could do something similar on a much more modest scale--perhaps just a few items available for a limited time only.

What do you think?

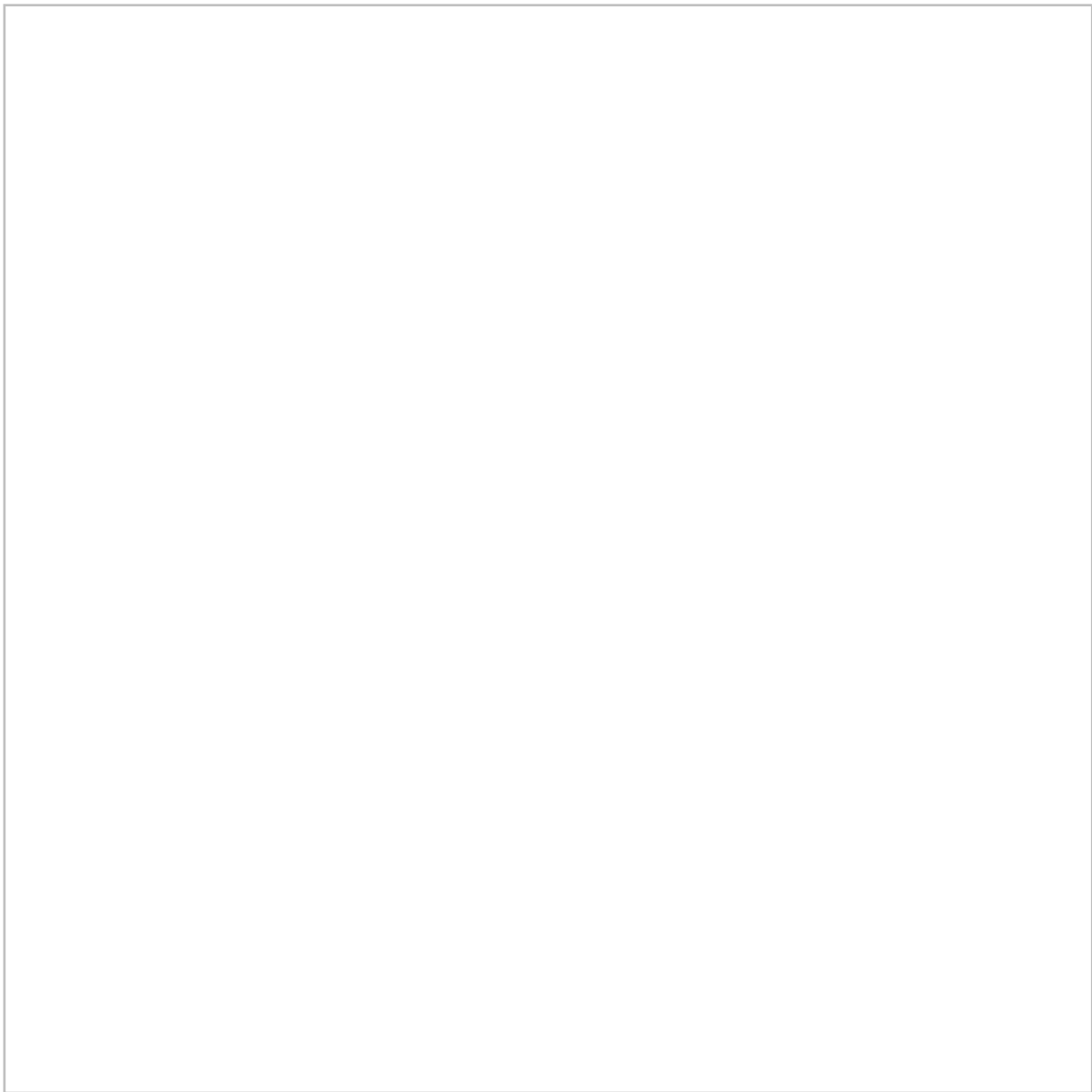
Best Wishes,

Greg Meagher
Palo Alto

From: [City of Morgan Hill](#)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: You're Invited | Downtown Morgan Hill Breakfast and Walking Tour
Date: Tuesday, September 19, 2023 10:30:29 AM

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Downtown Morgan Hill Breakfast and Walking Tours



The City of Morgan Hill invites our partners at the City of Gilroy, Caltrain and VTA to a light breakfast and walking tour of Downtown Morgan Hill following the joint press conference celebrating Caltrain's fourth train service in South Santa Clara County.

Monday, September 25 | 8 a.m.
MOHI Farm, 90 E 3rd St Unit #50 in Morgan Hill

Join us in celebrating the beautiful progress of Downtown Morgan Hill with local South County leaders and City personnel.

Walking tours (8 a.m. and 8:30 a.m.) will be available during breakfast for those interested.
Please remember to wear comfortable shoes.

We kindly ask that you RSVP by Friday, September 22.
For additional information, please contact Edith Ramirez at
edith.ramirez@morganhill.ca.gov.

RSVP - Breakfast at MOHI Farm in Downtown Morgan Hill

LOCATION

MOHI Farm, 90 E 3rd St Unit #50

DATE AND TIME

09/25/23 8:00am - 09/25/23 9:00am US/Pacific

Please RSVP below if you can attend a light breakfast at MOHI Farm

I'll Be There!

Maybe

I Can't Make It

City of Morgan Hill | 17575 Peak Avenue, Morgan Hill, CA 95037

[Unsubscribe board@caltrain.com](mailto:unsubscribe_board@caltrain.com)

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From: [Sarah Nabong](#)
To: [Ryan Martin](#); [Board \(@caltrain.com\)](#)
Subject: RE: Change of Train schedules South County
Date: Thursday, September 21, 2023 11:46:29 AM

Dear Ryan Martin,

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

The timetable schedule is reviewed and updated semi-annually. During that time, we review ridership data from all stations and adjust train schedules accordingly. While Caltrain owns the segment of track between San Francisco and Tamien stations, Union Pacific Railroad owns the track from Tamien to Gilroy stations. Therefore, Caltrain must receive approval from Union Pacific to run the limited service to and from Gilroy (currently three round trips per day, which will be increased to four round trips with this new schedule). For this schedule change, Union Pacific requested that we move our last train earlier in the evening. In response to this request, we considered the recent survey conducted of South County residents that had over 1500 responses and indicated the strongest preference is for trains to arrive in Gilroy between 5pm and 5:30pm. Trains arriving in Gilroy after 7pm received the lowest ratings in this survey. Train 412 also has the lowest ridership among the three existing southbound trains to Gilroy. This led us to extend trains 308 and 410 to Gilroy and cut train 412 back to San Jose Diridon. Train 310 will now be the latest train to Gilroy, arriving 6:40pm, which was approved by Union Pacific.

Caltrain will continue to monitor ridership patterns on this line very closely and make adjustments when required and allowed by Union Pacific Railroad, in accordance with our trackage rights agreement.

We appreciate the feedback and hope to provide increased service in the near future.

Kind regards,

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Phone: 650.508.7925
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)

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

From: Ryan Martin <ryan.martin1990@outlook.com>
Sent: Wednesday, September 13, 2023 6:43 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Change of Train schedules South County

[You don't often get email from ryan.martin1990@outlook.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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

To whom it may concern,

This is new regards to eliminating the later train to Gilroy 412. Many of us that take this train are deeply disappointed. We were all excited to hear that Caltrain was adding a 4th train from and to Gilroy, but we didn't

know you were taking the 412 away. They 4 trains that are going to Gilroy doesn't make sense to us. Why would you have 2 trains leave 15 minutes apart? And the following 2 trains 15 minutes apart? I understand that there are logistical that we may not understand, but you are hurting many of us taking the 412. All of us are going to have to drive to work now. Please reconsider this new schedule and keep the 412 train heading to Gilroy

Ryan Martin

From: [Sarah Nabong](#)
To: [Jim Stromberg](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Please Continue Train 412 Service to Gilroy
Date: Thursday, September 21, 2023 11:51:27 AM
Attachments: [image001.png](#)

Dear Jim Stromberg,

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

The timetable schedule is reviewed and updated semi-annually. During that time, we review ridership data from all stations and adjust train schedules accordingly. While Caltrain owns the segment of track between San Francisco and Tamien stations, Union Pacific Railroad owns the track from Tamien to Gilroy stations. Therefore, Caltrain must receive approval from Union Pacific to run the limited service to and from Gilroy (currently three round trips per day, which will be increased to four round trips with this new schedule). For this schedule change, Union Pacific requested that we move our last train earlier in the evening. In response to this request, we considered the recent survey conducted of South County residents that had over 1500 responses and indicated the strongest preference is for trains to arrive in Gilroy between 5pm and 5:30pm. Trains arriving in Gilroy after 7pm received the lowest ratings in this survey. Train 412 also has the lowest ridership among the three existing southbound trains to Gilroy. This led us to extend trains 308 and 410 to Gilroy and cut train 412 back to San Jose Diridon. Train 310 will now be the latest train to Gilroy, arriving 6:40pm, which was approved by Union Pacific.

Caltrain will continue to monitor ridership patterns on this line very closely and make adjustments when required and allowed by Union Pacific Railroad, in accordance with our trackage rights agreement.

We appreciate the feedback and hope to provide increased service in the near future.

Kind regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



From: Jim Stromberg <sirstromy@yahoo.com>

Sent: Monday, September 11, 2023 4:30 PM

To: Board (@caltrain.com) <board@caltrain.com>

Subject: Please Continue Train 412 Service to Gilroy

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

Please keep train 412 service down to Gilroy. The late commuters rely on this train service to Gilroy with some of us hoping the 4th round trip train to occur later than the 412. Limiting this train to the San Jose station will impact these commuters which might result in a decreased usage rather than an increase. The benefit of the 410 continuing to Gilroy is not apparent as the 410 and 310 appear to be 15 minutes apart.

Thank you for your understanding.

[Sent from Yahoo Mail for iPhone](#)

From: [Sarah Nabong](#)
To: [Evan Crowe](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: resuming weekend bullet service
Date: Thursday, September 21, 2023 1:00:08 PM
Attachments: [image001.png](#)
[image002.png](#)

Dear Evan Crowe,

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

I appreciate your patience as I gathered additional information regarding your feedback. In 2019, Caltrain operated trains every 90 minutes on weekends. During the pandemic, we increased weekend service to every 60 minutes in order to provide more travel opportunities for essential workers and have maintained these service improvements during the recovery phase in order to promote leisure travel. Unfortunately, with ongoing construction requiring single-tracking windows on the weekends, we are currently unable to run any additional trains at this time. However, we are currently developing our electrification service plan that will go into effect in September of 2024, which will include adjustments to weekend service. Preliminary analysis shows that travel time from San Jose to San Francisco on a local train using the new Electric Multiple Units (EMUs), which have faster acceleration and deceleration rates, should drop to 77 minutes on the weekends from over 100 minutes in today's schedule. This will provide a faster travel time for all customers no matter what station they are using. More details on the new weekend service plan will be shared later this year after the analysis is complete.

Once more we appreciate your feedback and hope to provide increased service in the near future.

Kind regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



From: Evan Crowe <evancrowe@ymail.com>

Sent: Sunday, July 23, 2023 4:54 PM

To: Board (@caltrain.com) <board@caltrain.com>

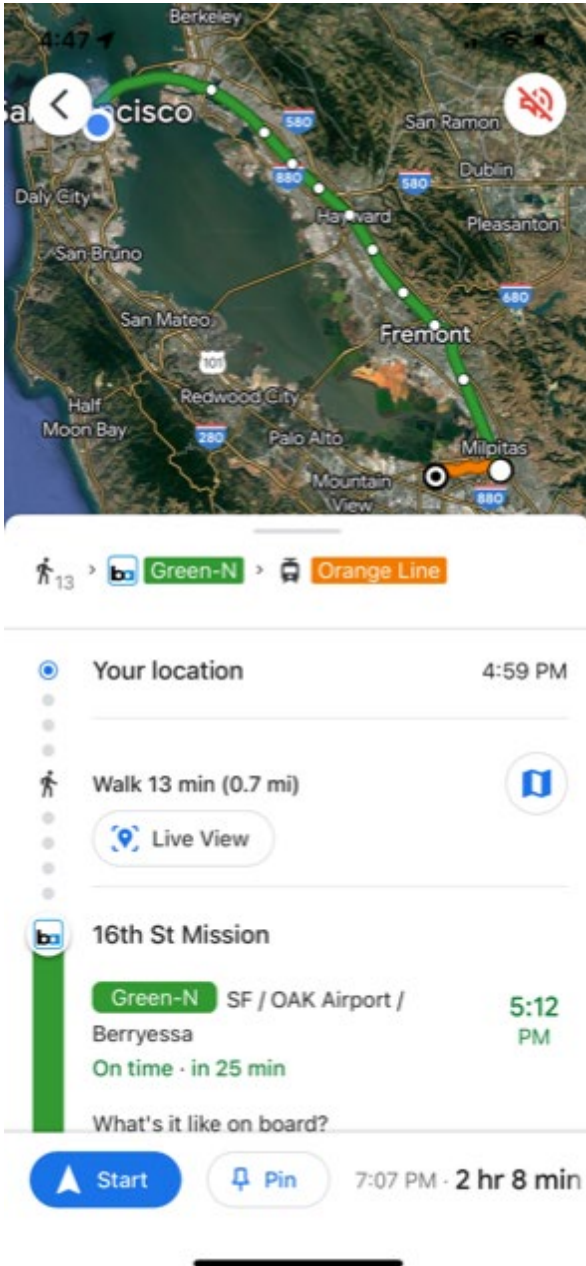
Subject: Re: resuming weekend bullet service

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

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

Dear Board of Directors,

I wanted to add to this message that a side effect and another problem of not providing express train service on the weekends: it is actually faster to take bart when traveling to levis stadium or san jose from SF even though it involves crossing the bay and traveling down the east bay! Caltrain is not even a recommended option on google maps since it would be so slow, and the fastest transit option is over twice as slow as driving. This does not seem like an adequate level of service!



On Jul 13, 2023, at 10:47 AM, Evan Crowe <evancrowe@gmail.com> wrote:

Caltrain Board of Directors,

I am writing to urge you to consider adding bullet service on the weekends. Local trains are not practical for any trips more than a few stops, and on the weekend is when I am likely to want to go visit another town farther away. Being a "regional" rail service, it is important that Caltrain is practical for trips across the entire region. However, I can not justify sitting on the train for 100 minutes to travel from SF to SJ when I could drive in half the time. If train service was faster I would take the train every time. Being a daily commuter taking the bullet, I am further frustrated by taking a local train a long distance when I know that it is possible for the trip to be much faster.

I understand when there is a giants game the ridership is good, which may lead you to believe that you do not need to make any changes. However it seems like many day trip customers are being excluded who would ride instead of drive if the train trip was even a bit closer to the driving time, especially those visiting the city. I also understand that with the electrification work it may be hard to do this immediately. I am simply urging the board to keep this as a priority to improve weekend service when possible. My understanding is when this was implemented in the past, it was a success <https://abc7news.com/archive/8131024/>
Evan