



JPB Board of Directors
Meeting of November 2, 2023

Correspondence as of October 13, 2023

<u>#</u>	<u>Subject</u>
1	RE_ Mental Health Signage
2	RE_ Comment on the proposed 2024 Caltrain schedule
3	RE_ Caltrain schedule
4	RE_ New Caltrain Service
5	RE_ improved schedules for Electric Caltrain
6	RE_ coordinating schedules
7	RE_ Urging all-day and weekend Caltrain service ASAP
8	RE_ Caltrain electrified schedule
9	Increased Service Proposal
10	RE_ More e-Caltrain
11	Re_ in support of expanded schedules
12	RE_ need more frequent trains, etc.
13	RE_ Strong Desire for Increased Weekend Service Frequency on Caltrain
14	RE_ Caltrain schedule 09.22.2023
15	RE_ Electric train service.

- 16 VTA Reminds Us of the Benefits of Transforming Communities Through Transit
- 17 Complaint
- 18 RE_ Why no advertising_
- 19 RE_ Please provide an alternative to Twitter for alerts
- 20 Notice of Geotechnical Work along N 30th St E St James St 10.16 - 11.09
- 21 Feedback on New Electrified Schedule
- 22 Celebrate Halloween with the Martinez Zombie Brew Crawl
- 23 RE_ Complaint about conductor
- 24 RE Caltrain Passenger Experience Feedback 91423
- 25 Network Management Agenda #4 - Updated Support for Clipper BayPass Pilot Phase 2
- 26 RE_ Schedule for electrified Caltrain
- 27 RE_ Please improve scheduling for electrified Caltrain service
- 28 RE_ new schedule
- 29 RE_ Network Management Agenda #4 - Updated Support for Clipper BayPass Pilot Phase 2

From: [Sarah Nabong](#)
To: [Dawn Yoshinaga](#); [Board \(@caltrain.com\)](#)
Subject: RE: Mental Health Signage
Date: Tuesday, October 10, 2023 10:38:39 AM
Attachments: [image001.png](#)

Dear Dawn Yoshinaga,

Thank you for taking the time to write to Caltrain Board about your concerns regarding crisis signage on the Caltrain right of way. One of the most important things that I have learned in my work here at Caltrain is that suicide prevention is everyone's responsibility. The board will receive a copy of this correspondence.

Please know we are working with the necessary parties to ensure proper signage is posted.

Rest assured that we will continue to work to prevent suicides on the Caltrain right of way. And thank you again for contacting us.

Kind regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Dawn Yoshinaga <dyoshinaga@pausd.org>
Sent: Saturday, October 07, 2023 9:43 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Mental Health Signage

You don't often get email from dyoshinaga@pausd.org. [Learn why this is important](#)

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

Hello, Caltrain Board of Directors,

First I wanted to share my gratitude for how fantastic and convenient your train service is for bay area residents. I live fairly close to the Santa Clara station, work in Palo Alto, and visit family in San Francisco. While I don't take the train regularly, I do enjoy those moments when I can make it happen.

While waiting for the train last weekend, I noticed that the signage around getting crisis support was not yet updated to reflect the 988 Crisis Line. You have such a clear [webpage](#)

on Suicide Prevention, and I was curious as to when the signs might be updated with a easier to process phone number to call, particularly supportive when someone is in immediate crisis. I'm sure that is a large project to tackle and that you may be in process.

I also submitted my question through a feedback form. I just wanted to share this with you and put it on the radar in case it wasn't already. Thank you for reading and have a lovely weekend.

Dawn



Dawn Yoshinaga (she/her)
Director of Mental Health and Wellness
650-833-4208

From: [Sarah Nabong](#)
To: [Prodan Statev](#); [Board \(@caltrain.com\)](#)
Cc: [friends@friendsofcaltrain.com](#)
Subject: RE: Comment on the proposed 2024 Caltrain schedule
Date: Tuesday, October 10, 2023 11:13:56 AM
Attachments: [image001.png](#)

Good afternoon, Prodan. Your message to the Caltrain Board of Directors was referred to me for response. The group will receive a copy of our correspondence.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Prodan Statev <pstatev94@gmail.com>
Sent: Thursday, September 21, 2023 3:26 PM
To: Board (@caltrain.com) <board@caltrain.com>
Cc: friends@friendsofcaltrain.com
Subject: Comment on the proposed 2024 Caltrain schedule

You don't often get email from pstatev94@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.

Hello, my family and I use caltrain daily and depend on it for our work commute and school.

I'd like to see Caltrain expand on the proposed 2024 schedule, providing for frequent all-day and weekend service as soon as feasible, and schedule integration with BART. Also, I'd like to voice my strong support for the plan to unify and merge Caltrain with the rest of the Bay Area's transit agencies into a single agency.

Thank you.

From: [Sarah Nabong](#)
To: [Nina Wouk](#); [Board \(@caltrain.com\)](#)
Subject: RE: Caltrain schedule
Date: Tuesday, October 10, 2023 11:17:54 AM

Dear Nina Wouk,

Your messages to the Board were referred to me for response. They will receive a copy of our correspondence.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Phone: 800.660.4287
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)

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

From: Nina Wouk <nwouk@ix.netcom.com>
Sent: Thursday, September 21, 2023 6:31 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Caltrain schedule

[You don't often get email from nwouk@ix.netcom.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.

Hi, board members

There are a lot of us with no BART access who need comparable Caltrain schedules in order not to be left dependent on cars during evenings, weekends, or when we have a tight schedule (like most people do). Please schedule enough trains often enough not to leave us back in the 20th century.

Thanks

Nina Wouk, Menlo Park resident since 1986

From: [Sarah Nabong](#)
To: [Arthur Keller; Board \(@caltrain.com\)](#)
Cc: friends@friendsofcaltrain.com
Subject: RE: New Caltrain Service
Date: Tuesday, October 10, 2023 11:28:20 AM

Dear Arthur Keller,

Your message to the Board was referred to me for response. They will receive a copy of our correspondence.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Phone: 800.660.4287
Websites: Caltrain | SamTrans | TA

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

From: Arthur Keller <arthur@kellers.org>
Sent: Thursday, September 21, 2023 3:39 PM
To: Board (@caltrain.com) <board@caltrain.com>
Cc: friends@friendsofcaltrain.com
Subject: New Caltrain Service

[You don't often get email from arthur@kellers.org. 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.

I go on Caltrain from Palo Alto to San Francisco. I often take BART at Millbrae to go to the theater in the evening. Having frequent all-day service is important to me since I won't take it if I have to wait long in the evening. Plus, regular weekend service is also important.

Best regards,
Arthur Keller

From: [Sarah Nabong](#)
To: [Brad Bulger](#); [Board \(@caltrain.com\)](#)
Cc: [friends@friendsofcaltrain.com](#)
Subject: RE: improved schedules for Electric Caltrain
Date: Tuesday, October 10, 2023 11:35:59 AM
Attachments: [image001.png](#)

Dear Brad Bulger,

Your message to the Board was referred to me for response. They will receive a copy of our correspondence.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Brad Bulger <brad@bulgermail.com>
Sent: Thursday, September 21, 2023 6:05 PM
To: Board (@caltrain.com) <board@caltrain.com>
Cc: [friends@friendsofcaltrain.com](#)
Subject: improved schedules for Electric Caltrain

You don't often get email from brad@bulgermail.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.

When I first returned to the Bay Area from overseas a few years ago, I knew two things: I couldn't afford to live in San Francisco, and so I had to live near a BART station. BART is no great paradigm of service but it runs often enough, late enough, to be able to get around without a car in its service area.

The potential is there for Caltrain to do the same. It would open up the whole peninsula for people, both northbound to SF and southbound to SJ.

But you need to provide the service first. People who don't ride the train at all are not going to be attracted by halfway measures, some days of the week, some hours of the day. The way to get a broad based, reliable ridership is to be a reliable, frequent, expansive service, 7 days a week.

I understand that you all might be a bit gunshy after the last few years, but I believe that bold, farsighted measures now will prove to be well worth it.

Thank you for your time and attention.

Brad Bulger

San Francisco <=> Mountain View

From: [Sarah Nabong](#)
To: [David Vartanoff](#); [Board \(@caltrain.com\)](#)
Subject: RE: coordinating schedules
Date: Tuesday, October 10, 2023 11:40:37 AM
Attachments: [image001.png](#)

Dear David Vartanoff,

Your message to the Board was referred to me for response. They will receive a copy of our correspondence.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: David Vartanoff <david@vartanoff.com>
Sent: Thursday, September 21, 2023 11:32 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: coordinating schedules

You don't often get email from david@vartanoff.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.

Please make efforts to align your schedules with BART. NB trains should ideally arrive at Millbrae 5, no more than 8 minutes ahead of BART trains departing for the East Bay to make a reliable connection. SBCaltrain should depart 7-9 minutes after BART arrivals. While the latest BART schedule may see changes before Caltrain starts electrified schedules, masking efforts to coordinate transit are absolutely crucial to gaining "mode share.

Thank you for your time and attention

David Vartanoff

Oakland

From: [Sarah Nabong](#)
To: [Lian Chang](#); [Board \(@caltrain.com\)](#)
Subject: RE: Urging all-day and weekend Caltrain service ASAP
Date: Tuesday, October 10, 2023 12:28:40 PM
Attachments: [image001.png](#)

Dear Lian Chang,

Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Lian Chang <lian.c.chang@gmail.com>
Sent: Thursday, September 21, 2023 4:22 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Urging all-day and weekend Caltrain service ASAP

You don't often get email from lian.c.chang@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 Caltrain board,

I am writing to urge you to work toward frequent all-day and weekend service as soon as feasible, as well as schedule integration with BART. I understand that the international "regional rail" best practice of frequent all-day service will help Caltrain recover from Covid.

Many thanks,
Lian Chang
San Francisco

--

Lian Chikako Chang (she/her)

From: [Sarah Nabong](#)
To: [Mark Bauhaus - Voter and Patriot](#); [Board \(@caltrain.com\)](#)
Cc: [friends@friendsofcaltrain.com](#)
Subject: RE: Caltrain electrified schedule
Date: Tuesday, October 10, 2023 12:31:50 PM

Dear Mark Bauhaus,

Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Phone: 800.660.4287
Websites: Caltrain | SamTrans | TA

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

From: Mark Bauhaus - Voter and Patriot <mabpatriot@gmail.com>
Sent: Thursday, September 21, 2023 3:25 PM
To: Board (@caltrain.com) <board@caltrain.com>
Cc: friends@friendsofcaltrain.com
Subject: Caltrain electrified schedule

[You don't often get email from mabpatriot@gmail.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.

Dear Caltrain Board,

I'm totally excited about the shift to Caltrain electrified service! Hurray.

For your new schedule, please aim for world class (learn from the Europeans!) schedules that are frequent during evenings and weekends as well as weekdays. We need predictable frequent service we can count on all the time... in order to ditch cars and rely upon electrified Caltrain. If you cater to weekday-only commuters, your ridership and revenue will never recover adequately.

I also expect reliable fast WiFi on all cars & predictable frequent ability to put my ebike or bicycle on Caltrain when making a trip.

Don't stop halfway... make the schedule frequent and predictable everyday from the get-go!

Thanks,

Mark Bauhaus

Caltrain rider from San Carlos who goes both directions with connections to BART, SamTrans, AC Transit etc

From: [James Ganner](#)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Increased Service Proposal
Date: Tuesday, October 10, 2023 1:41:17 PM

You don't often get email from jamesbganner@outlook.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.

I would like to stay private if this does not go to plan.

However, if these ideas come to life, I would contact this email address again. Anyway, here is my proposal.

If service south of Gilroy was increased, it would be beneficial to commuters going north, and would also be beneficial to commuters working in the south. This can be achieved in the future by, using the tracks CHSR is planned to build to connect to Gilroy, with passing tracks at renovated stations. Ridership can support this if there are enough transit connections to nearby cities that are not directly served by the corridor. Expanding to Salinas, Monterey, Hollister, Santa Cruz could also support service if there is a mainline track connecting these cities, if these connections happen, the smaller cities with lower ridership would benefit from the ridership of busier stations. This could also make trains south of Tamien, and Gilroy electric, using the CHSR electric tracks, and building state of the art, electric tracks for expansions to busier city's bordering the pacific. With all of the older, diesel trains going to another service provider in north America, or a newer service. With all of these benefits, they will quickly replace the payments for such a service, however this would be available only when running even more trains than 4 roundtrip trains, with 2 trains an hour going south and north, this will provide the south bay and the peninsula with benefits.

I do appreciate your time for reading this, and I do hope Caltrain would adopt the exact, or similar ideas, for better transit in the Bay Area, and California.

Cheers, Bay Area Resident.

From: [Sarah Nabong](#)
To: [Frank Lorch](#); [Board \(@caltrain.com\)](#)
Subject: RE: More e-Caltrain
Date: Tuesday, October 10, 2023 1:43:07 PM
Attachments: [image001.png](#)

Dear Frank Lorch,

Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Frank Lorch <franklorch@yahoo.com>
Sent: Tuesday, September 26, 2023 11:53 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: More e-Caltrain

You don't often get email from franklorch@yahoo.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,

I am writing to encourage you to increase the availability of electric trains. Not just the number of trains, but the frequency they run. I would like to see frequent all-day, all-week service. This type of scheduling has become the international "regional rail" best practice standard, and experts say the best practices have helped rail services around the world recover from COVID. Build it and they will come.

Thank you for your time.

Sincerely,

Frank Lorch

San Francisco

acta non verba

From: [Adina Levin](#)
To: [Susanna M](#)
Cc: [Public Comment](#)
Subject: Re: in support of expanded schedules
Date: Tuesday, October 10, 2023 1:31:48 PM

You don't often get email from friends@friendsofcaltrain.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, Susanna,

Thanks for speaking up in support of bringing the Bay Area closer to worldclass transit with Caltrain electrification. Here's an update and one thing that you could help with this week if you have time.

A few updates from the board meeting and behind the scenes conversation:

- * staff is saying they are working on coming forward with a proposal for improved 30 minute weekend service
- * Executive Director Bouchard supports the idea of defining a near-term vision schedule that could be funded over the next several years with local, regional or state sources
- * the Millbrae connection was a robust topic of conversation - the board felt very strongly about working on improving the connection. Bouchard said that she was engaging at the staff level with scheduling, finance, and executive.

Would you have time on Thursday morning between 9 and 10 to speak at the BART board in favor of improving the Millbrae connection? It will take some more work to identify specific improvements to advocate for, but meanwhile it is helpful to let the BART board know that riders see this as an issue.

Please let me know if you think you can make it, and I can get you suggested talking points in addition to your compelling personal story.

Thanks,
- Adina
Adina Levin
Friends of Caltrain
<https://greencaltrain.com>
650-646-4344

On Wed, Oct 4, 2023 at 3:26 PM Susanna M <susannamarshland@gmail.com> wrote:

Hi CalTrain decision-makers,

I am writing as someone who regularly tries to see my family on weekends but is thwarted by the need for more frequent service, particularly on weekends -- trains run too infrequently or not late enough for getting home after dinner.

I also encourage you to work closely with BART to make the Millbrae connections as close as possible.

Thanks for your improvement efforts to date and for doing your best to create world class, frequent, coordinated service for Caltrain and Bay Area transit.

Susanna Marshland, Kensington CA

From: [Sarah Nabong](#)
To: [Sharlene Liu; Board \(@caltrain.com\)](#)
Cc: friends@friendsofcaltrain.com
Subject: RE: need more frequent trains, etc.
Date: Tuesday, October 10, 2023 2:03:36 PM
Attachments: [image001.png](#)

Dear Sharlene Liu,

Thank you for contacting Caltrain, though we regret it was due issues with our service. We sincerely apologize for the trouble. Rest assured, we at Caltrain have not forgotten our responsibility as a public transit agency, and we strive to provide our community with safe and reliable transit service. To that end, know that your comments on your experience were forwarded to the proper parties for review. Additionally, a copy of this correspondence will be sent to our Board of Directors.

Completing our Caltrain Modernization Project will resolve many of the issues you had with our service. Once we are finished, we will be able to run our service more quickly, more safely, and more often. And, of course, it would also mean we would no longer have to balance regular transit service against expansive electrification construction. Regarding our ticket types, you may visit <https://www.caltrain.com/fares/ticket-types> for other payment options.

We appreciate your patience and understanding, as we work to provide you and the rest of our community with a more pleasant travelling experience going forward.

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Sharlene Liu <sharlenclimbsamountain@gmail.com>

Sent: Thursday, September 21, 2023 3:58 PM

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

Cc: friends@friendsofcaltrain.com

Subject: need more frequent trains, etc.

You don't often get email from sharlenclimbsamountain@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 Caltrain,

I try to take Caltrain and did so when I was commuting. However, it is highly inconvenient because there aren't enough trains in an hour. Currently only 2 trains/hour. I would find it convenient if you had one at least every 20 minutes.

I ride my bike and have had trouble finding space on the trains for my bike.

I find the Clipper card system to be confusing and hard to figure out for first time users. I don't want to pay the money to buy a Clipper card; can I just use cash to buy a one-time ticket? I don't ride so often that I would want to invest the money to buy a card that I will have trouble finding in the future. If I do have a clipper card, am I supposed to scan it at the departure station and then again at the arrival station? Best if you just make the fare free; then I won't have anxiety about using the ticketing system, and you might increase ridership.

Transit to Caltrain stations is pretty bad too. If I want to take a bus to the Caltrain station from home and vice versa, I have to add an extra 40 mins to my commute because the bus doesn't come often either.

Sharlene Liu

~~~~~  
*Sharlene Liu | [sharlenclimbsamountain@gmail.com](mailto:sharlenclimbsamountain@gmail.com) | 408-616-9221  
Lead, Bike Sunnyvale | Silicon Valley Bicycle Coalition  
Sunnyvale Bicycle and Pedestrian Advisory Commissioner*



**From:** [Sarah Nabong](#)  
**To:** [Skye Nygaard](#); [Board \(@caltrain.com\)](#)  
**Subject:** RE: Strong Desire for Increased Weekend Service Frequency on Caltrain  
**Date:** Tuesday, October 10, 2023 2:21:08 PM  
**Attachments:** [image001.png](#)

---

Dear Skye Nygaard,

Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

**Sarah Nabong, Customer Service Representative 2**

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



---

**From:** Skye Nygaard <[skyenyaard@gmail.com](mailto:skyenyaard@gmail.com)>  
**Sent:** Thursday, September 21, 2023 3:56 PM  
**To:** Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>  
**Subject:** Strong Desire for Increased Weekend Service Frequency on Caltrain

You don't often get email from [skyenyaard@gmail.com](mailto:skyenyaard@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 Caltrain Board,

I hope this email finds you well. I am writing to express my strong desire for increased train frequency on weekends in order to facilitate a car-free lifestyle and encourage more people to rely on Caltrain as an integral part of their daily lives. I believe that at least 2 trains an hour is required in order for people to rely on this service.

I recently came across the information regarding the upcoming electrified Caltrain service and the proposed schedule changes, which are currently being reviewed. I am thrilled to learn about the welcome improvements that the new service will bring, particularly the faster and more frequent service with electric trains. The prospect of express trains completing the journey between San Francisco and San Jose in under 60 minutes, 10 minutes faster than the current baby bullet, is truly exciting. Additionally, the plan to serve more stations and provide 30-minute service intervals to all stations, demonstrates a commitment to enhanced accessibility and convenience.

I appreciate that the new service plan aims to address the needs of underserved communities and prioritize equity, particularly by considering minority and low-income riders. This approach aligns with Caltrain's "Equity and Connectivity" strategy outlined in the adopted business plan from 2019/2020 and has the potential to serve a more diverse range of riders who were previously underrepresented.

Furthermore, the proposed schedule improvements will facilitate better connections with local transit systems, benefiting not only current Caltrain riders but also individuals who rely on public transportation and do not have access to a car. As someone who falls into this category, I believe that increasing the frequency of weekend service is crucial. Many people, including those with low incomes, students, seniors, and individuals with disabilities, depend on Caltrain for their weekend activities and non-office commutes. With the ongoing shift towards remote work arrangements, the use of transit for entertainment purposes and non-traditional commuting has become even more significant. Therefore, I strongly urge you to consider enhancing weekend service to meet these growing demands.

While I appreciate the challenges posed by budget constraints and ridership recovery, I believe it is essential to adopt a forward-thinking approach. Rather than waiting for trains to fill up before increasing service, I encourage you to embrace the international "regional rail" service model, which emphasizes frequent all-day, all-week service. Such a model has proven successful in regions that have experienced post-Covid ridership recovery, even in areas with a significant increase in remote work. By striving for a world-class schedule goal of all-day frequent service, closely integrated with BART connections, Caltrain can position itself as a reliable and attractive transportation option for the community.

Additionally, I would like to emphasize the importance of weekend service in light of the recent ridership trends. While regional services have witnessed a resurgence in weekend ridership, Caltrain's proposed schedule changes do not mention specific improvements for weekends. As we observe BART's weekend ridership surpassing 60% of pre-pandemic levels, it is evident that weekends present a valuable opportunity for ridership growth. By enhancing weekend service, Caltrain can effectively cater to the needs of the community and cater to various trip purposes. In conclusion, I kindly request that you carefully consider my plea for increased train frequency on weekends as part of the electrified Caltrain service plan. I am confident that by embracing a customer-centric approach and striving for world-class service, Caltrain can position itself as an indispensable mode of transportation for residents

and visitors alike. Thank you for your time and dedication to improving our public transportation system.

I will be watching and listening to the ongoing discussions during the upcoming Caltrain board committee meetings and board meeting.

Sincerely,  
Skye Nygaard

**From:** [Sarah Nabong](#)  
**To:** [giuliano.carlini](#); [Board \(@caltrain.com\)](#)  
**Subject:** RE: Caltrain schedule  
**Date:** Tuesday, October 10, 2023 2:29:21 PM  
**Attachments:** [image001.png](#)

---

Dear Giuliano Carlini,

Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

In 2019, Caltrain operated trains every 90 minutes on weekends. During the pandemic, we increased weekend service to every 60 minutes to provide more travel opportunities for essential workers and have maintained these service improvements during the recovery phase to promote leisure travel. Unfortunately, with ongoing construction for PCEP 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. The timetable schedule is reviewed and updated semi-annually. During that time, we review ridership data from all stations and adjust train schedules accordingly.

More details on the new weekend service plan will be shared later this year after the analysis is complete.

Once more, we appreciate the feedback and hope to provide increased service soon.

Kind regards,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



---

**From:** giuliano carlini <[giuliano@carlini.com](mailto:giuliano@carlini.com)>

**Sent:** Friday, September 22, 2023 1:10 AM

**To:** Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>

**Subject:** Caltrain schedule

You don't often get email from [giuliano@carlini.com](mailto:giuliano@carlini.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 all,

I'm a regular Caltrain rider. Or, I was. Covid and the schedule changes have reduced the frequency of my riding.

I just saw that new electrified Caltrain schedule is being decided on now. And that service levels are **much** lower than was discussed earlier, when the EMU car selection discussions were ongoing.

At that time, the discussion was for 6 trains an hour at near every station. Now the current proposal seems to be at best 4 per hour at 11 stations, and only 2 or 3 trains per hour at the others.

This is simply not acceptable. For folks to rely on Caltrain requires more frequent service. They have to know that if they miss a train, the next will be by in at most 10 minutes, not 30. With an every 10 minute frequency, the average wait will be 5 minutes. With that, folks don't need to plan, they can just come to the station. Folks need this frequency for a transit mode to be the default. They don't need to think, they just go. They know that within a few minutes they'll be on the move.

We have to get folks to change their default from cars to mass transit. Please, make that an easy choice. Change their default. Run trains frequently.

Thanks,

giuliano carlini

--

Drive a bike a bit more often and cars a bit less. You'll be healthier and happier, and so will our world. You can do it!

<https://bikesiliconvalley.org>

<https://www.peopleforbikes.org/news/your-bike-advocacy-playbook>

**From:** [Sarah Nabong](#)  
**To:** [jessehturner@gmail.com](mailto:jessehturner@gmail.com); [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** RE: Electric train service.  
**Date:** Tuesday, October 10, 2023 2:31:06 PM

---

Dear Jesseh Turner,

Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

Sarah Nabong, Customer Service Representative 2  
1250 San Carlos Ave San Carlos, CA 94070  
Phone: 800.660.4287  
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)

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

From: [jessehturner@gmail.com](mailto:jessehturner@gmail.com) <[jessehturner@gmail.com](mailto:jessehturner@gmail.com)>  
Sent: Friday, September 22, 2023 12:20 AM  
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)) <[board@caltrain.com](mailto:board@caltrain.com)>  
Subject: Electric train service.

[You don't often get email from [jessehturner@gmail.com](mailto:jessehturner@gmail.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.

Good day,  
I'm writing in support of increased frequency of service throughout the week and weekend for the new electric trains.

Best, JT



---

**From:** VTA BART Phase II <vtabart@vtabsv.com>  
**Sent:** Tuesday, October 10, 2023 4:00 PM  
**To:** Board (@caltrain.com)  
**Subject:** VTA Reminds Us of the Benefits of Transforming Communities Through Transit

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



## VTA Reminds Us of the Benefits of Transforming Communities Through Transit

This week's blog reminds us that VTA's BART Silicon Valley Phase II Extension (BSVII) Project will provide many different benefits to our community and offers a once-in-a-century opportunity to create equitable, walkable, vibrant, and affordable places to live, work, shop, and play through compact, mixed-use development around transit. With proper planning and City partnership, an estimated 60-million square feet of new development could be constructed along VTA's BSVII Project corridor by 2040. To learn more about how this major infrastructure project will serve Silicon Valley residents and visitors, [check out the latest Transforming Communities Through Transit blog](#).

### Project Background

VTA's BART Silicon Valley Phase II Extension (Phase II Project) is a six-mile, four-station extension of BART from Berryessa / North San José Station (opened 2020) through downtown San José to the City of Santa Clara. The Phase II Project is planned to include an approx. five-mile subway, three stations with underground platforms (28th Street/ Little Portugal, Downtown San José, and Diridon), one ground-level station (Santa Clara), a train maintenance and storage facility, and additional facilities.

---

## Have a question for us about Phase II?

Visit [www.vta.org/bart](http://www.vta.org/bart) or email us [vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)



Forward



Share



Share

## VTA BART Phase II

[vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)

(408) 321-2345 BART Silicon Valley Hotline



Follow



Follow



Website



Email

*Copyright © 2023 Valley Transportation Authority, All rights reserved.*

You requested information about VTA's BART Silicon Valley Extension Phase II.

**Our mailing address is:**

Valley Transportation Authority

3331 N First Street

San Jose, CA 95134

[Add us to your address book](#)

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).



**From:** [Jan Alexis Salandanan](#)  
**To:** [j007bd@yahoo.com](mailto:j007bd@yahoo.com)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Caltrain Comment - 902030  
**Date:** Tuesday, October 10, 2023 6:47:42 PM

---

Good evening.

Thank you for contacting Caltrain. While we regret it was due to issues you had riding with us last month, we appreciate you taking the time to share your thoughts on your experience with us. Know that your feedback was forwarded to the proper parties for review. A copy of this correspondence will also be sent to our Board of Directors.

In regards to what had transpired on your trip with us back on 09/27/2023, Rail Operations explained the issue had stemmed from technical difficulties with the bike car. Due to these difficulties, the conductor had to ask cyclists to instead board using the second bike car. We apologize for the trouble. Safety and reliability are important to us at Caltrain; rest assured, our mechanical team has long since inspected the problem car that day for defects.

Likewise, please rest assured that your concerns with our current bike boarding capabilities will be addressed once Caltrain Modernization is completed and our electric multiple unit (EMU) trains are brought into service. We understand a future solution is not immediately helpful, but CalMod is scheduled to finish this coming year, 2024. You can read more about what we have planned—as well as stay up-to-date with the project—on our website: <https://www.caltrain.com/projects/electrification>.

Again, thank you for sending us your comments and concerns—and, of course, for riding Caltrain. We look forward to providing you with a better transit experience going forward.

Kind regards,

**Alexis Salandanan**

San Mateo County Transit District  
Customer Service Dept.  
1250 San Carlos Avenue  
San Carlos, CA 94070-1306  
1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

**From:** [j007bd@yahoo.com](mailto:j007bd@yahoo.com)  
**To:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Complaint  
**Date:** Wednesday, September 27, 2023 11:45:30 AM

---

You don't often get email from [j007bd@yahoo.com](mailto:j007bd@yahoo.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.

The 705 8.11 a.m. Northbound train, first bike car coach stopped beyond the front end of the Mountain View station

This required zillions of bike riders to board via 2nd passenger coach, with no room to maneuver the bikes thru' passenger seating aisle, the coach connector, the sliding doors, and causing injury doing so

How and why in 21st century do we have such a occurrence?

Also, why not have a ramp so bikes can be loaded up 4 flight of steep stairs easily (ramp is only required for bike coach). Alternatively raise the level of the platforms

We are in a ADA age and the service still works in 19th century

Also, front bike car coach makes a lot of clickety clackety noise, in addition to non stop train horn

South Bay to SFO rider

---

This email transmission contains confidential information which may be legally privileged and constitutes an electronic communication within the meaning of the Electronic Communications Privacy Act, 18 USC 2510, and its disclosure is strictly limited to the recipient intended by the sender of this message. CIRCULATION OF THIS EMAIL TO ANYONE IS STRICTLY PROHIBITED. If you are not the intended recipient please contact the sender by return electronic mail and delete all copies of this communication

-----

**From:** [Sarah Nabong](#)  
**To:** [John Page](#); [Board \(@caltrain.com\)](#)  
**Subject:** RE: Why no advertising?  
**Date:** Wednesday, October 11, 2023 2:39:01 PM  
**Attachments:** [image001.png](#)

---

Dear John Page,

Thank you for contacting Caltrain. A copy of this correspondence will also be sent to our Board of Directors.

Your feedback was provided to our Marketing Department. I was informed that we are revamping our interior ad policy and process for interior ad card sales. We do currently sell ad space in our San Francisco station and exterior train wraps. Current space available on board Caltrain is not that visible for advertisers. However, once we roll out the new EMU's there will be more room for ad space.

Thank you for your interest and support of Caltrain.

Kind regards,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



---

**From:** John Page <[jdpsaratoga@gmail.com](mailto:jdpsaratoga@gmail.com)>

**Sent:** Wednesday, August 23, 2023 3:00 PM

**To:** Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>

**Subject:** Why no advertising?

You don't often get email from [jdpsaratoga@gmail.com](mailto:jdpsaratoga@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.

I have often wondered why there is little advertising on Caltrain. It seems an obvious way to generate some additional income, especially in times where finances are stretched. Here are agencies such as JC Decaux that would do it all for you. I am genuinely interested in your reasons. I for one would support it.

John Page  
Saratoga CA

PS Great work on electrification! Cannot wait!

**From:** [Sarah Nabong](#)  
**To:** [Josh Kennedy](#)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** RE: Please provide an alternative to Twitter for alerts  
**Date:** Wednesday, October 11, 2023 2:54:53 PM  
**Attachments:** [image001.png](#)

---

Dear Josh Kennedy,

Thank you for contacting Caltrain. A copy of this correspondence will also be sent to our Board of Directors.

We are in the middle of implementing new messaging techniques which will be rolled out later this year and will help better our communication.

As we bring on new partners in Fall 2023, here are some new channels we're following for passenger info:

- Text and Email service alerts, configurable to your trains, times and stations.
- Real-time info on Google Maps, including station closures, service info and more.
- Better service info on Caltrain website.
- Improved station info and upgraded signage.
- Committed staff for real-time service info.
- Better real-time data to 511, public API.

We thank you for sharing your experience with us as it allows us to continually evaluate our services.

Kind regards,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



---

**From:** Josh Kennedy <kennedyjosh99@gmail.com>  
**Sent:** Tuesday, August 22, 2023 10:45 AM  
**To:** Board (@caltrain.com) <board@caltrain.com>  
**Subject:** Please provide an alternative to Twitter for alerts

You don't often get email from [kennedyjosh99@gmail.com](mailto:kennedyjosh99@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.

Hello,

I am a daily commuter on Caltrain, and since Elon Musk has made changes to the Twitter/X platform it has made it more difficult to access Caltrain alerts.

If you do not have an X account, you will not be able to see the most recent posts. This means that I cannot find out when my train is late or when a platform is closed because I do not want to make a X account just to view this information.

Caltrain is a public service, and viewing live alerts should not require one to sign up for a private company's service, regardless of cost.

Please make live alerts available somewhere other than Twitter/X.

Thank you,  
Josh Kennedy

---

**From:** VTA <vtabart@vta.org>  
**Sent:** Wednesday, October 11, 2023 3:00 PM  
**To:** Board (@caltrain.com)  
**Subject:** Notice of Geotechnical Work along N 30th St / E St James St 10/16 - 11/9

You don't often get email from vtabart@vta.org. [Learn why this is important](#)

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

[View this email in your browser](#)



## What

- Contractors will be collecting soil samples and installing groundwater monitoring instruments around the future Downtown San José Station.

## Where

- The work will take place along North 30th St. between East St. James St. and 5 Wounds Lane.





## When\*

- Work will be conducted as early as Monday, October 16 – Thursday, November 9
- General working hours will be 8:00AM-4:30 PM.

*\* Please note that timelines for construction activity have some inherent uncertainty and may change depending on field conditions and/or inclement weather.*

## What To Expect

- The work activity will be advanced with a truck-mounted, mud rotary drill rig.
- There will also be periodic, repetitive hammering during soil sampling.
- This work activity does not typically generate dust.
- Partial parking will be impacted by this work.

***\*All work has received necessary approvals and permits. Construction is a dynamic process and information is subject to change without notice.***

## Why

This work is necessary to help prepare for VTA's BART Silicon Valley Phase II Project.

# Have a question for us about Phase II?

Visit [www.vta.org/bart](http://www.vta.org/bart) or email us [vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)



Forward



Share



Share

## VTA BART Phase II

[vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)

(408) 321-2345 BART Silicon Valley Hotline



Follow



Follow



Website



Email

*Copyright © 2023 Valley Transportation Authority, All rights reserved.*

You requested information about VTA's BART Silicon Valley Extension Phase II.

### **Our mailing address is:**

Valley Transportation Authority

3331 N First Street

San Jose, CA 95134

[Add us to your address book](#)

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).



**From:** [Garv Virginkar](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Cc:** [friends@friendsofcaltrain.com](#)  
**Subject:** Feedback on New Electrified Schedule  
**Date:** Wednesday, October 11, 2023 4:16:49 PM

---

You don't often get email from virginkargarv@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,

I've been a regular Caltrain and Bay Area regional transit rider for several years now, and I'm incredibly excited for the new electric service. Congratulations to you all! That being said, I have some concerns over the new proposed schedule, as well as some suggestions that could work within the proposed 100-ish trains per day.

I question the need for limited service given the increased speed of the new local services. Express B in particular shaves off only 8 minutes from the local timetable, and that's for an end to end trip. For most riders north of Sunnyvale or Mountain View, the timetables are basically identical for all practical purposes. What is the need to not serve passengers at the skipped stops and mess up the symmetry of the timetable to basically only benefit riders going between the terminal stations?

For that matter, even Express A has questionable timesavings compared to the local service. Why does an end to end trip difference of 15 minutes necessitate skipping so many potential riders and destroying timetable symmetry? The local run is already faster than every service except the Baby Bullet today, and the improved schedule symmetry and service for local passengers is probably worth more than the marginal timesavings. This is especially considering passengers north of, say, Palo Alto (northbound) would probably see marginal time saved even from Express A.

In the era of remote or hybrid work, running so much extra peak service is an incredibly questionable decision. SF office occupancy is flat at around 40%. Peak service at high ridership stations is already at four trains per hour, but the majority of these trains are still nowhere near capacity. It makes sense to run this many trains today given the huge difference in speeds between limited vs local service, but there seems to be little point in still providing such peak-focused service when the differences between local and express service are so marginal.

Instead, if Caltrain were to pivot to offering service similar to BART's new service plan, with trains every 20 minutes all day, you would better serve off peak riders or local trips between Peninsula downtowns while maintaining schedule symmetry. Density is rapidly increasing near many stations on the Peninsula, particularly Sunnyvale, Mountain View, Hillsdale and Redwood City. Caltrain should pivot to offering trips between different peninsula downtowns instead of focusing so much on commute service to an SF downtown that looks likely to never fully recover.

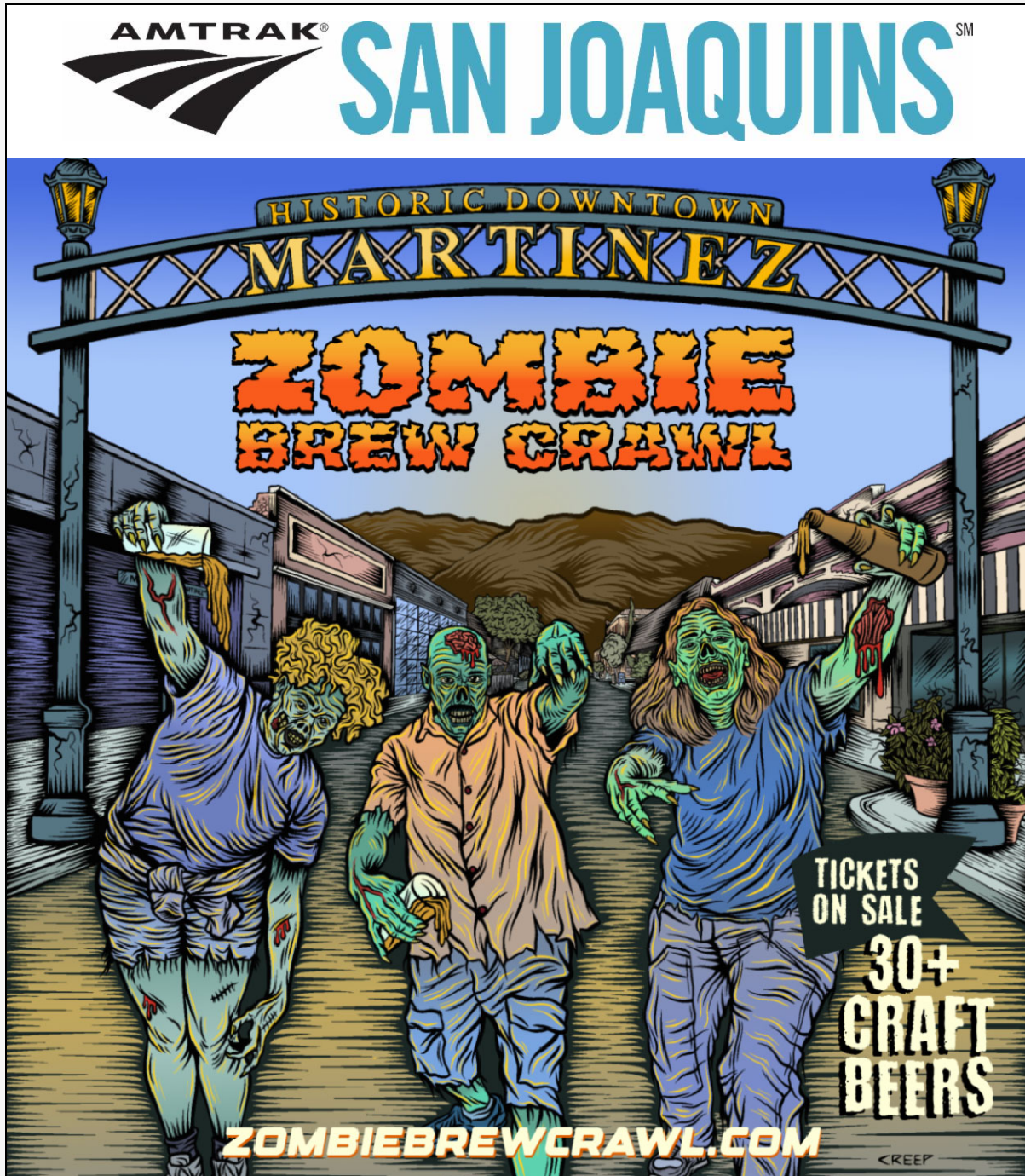
A train every 20 minutes between 6 AM and 12 AM in both directions would still be under 100 trains per day (assuming 2 or 3 TPH before 6 AM). You could improve cost-savings even

further by reducing mid-day weekday service, where I assume ridership is the weakest. This would also leave room for more frequent weekend trains.

Thanks for all you do

**From:** Amtrak San Joaquins <info+sjjpa.com@ccsend.com>  
**Sent:** Wednesday, October 11, 2023 5:09 PM  
**To:** Board (@caltrain.com)  
**Subject:** Celebrate Halloween with the Martinez Zombie Brew Crawl 🧟

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



## Annual Downtown Martinez Zombie Brew Crawl

Join the ranks of the un-dead and take part in this year's Martinez [Zombie Brew Crawl!](#)

This Saturday, October 14th from 1:00-4:00pm, the annual Zombie Brew Crawl is a spooktacular tradition in Downtown Martinez and tons of fun! Local breweries offer a huge variety of craft beers at participating small businesses along the corridor. Prizes will be awarded for best individual and group zombie costumes!

With the Zombie Brew Crawl just a few minutes walk from the Martinez Station, taking the Amtrak San Joaquins is a relaxing and convenient way to get to the festivities. Plus, Amtrak San Joaquins will make sure you have a safe journey home! Whether you're coming from Stockton or the Bay Area, our comfortable trains will take you right there, letting you focus on getting your zombie on.

Get your [tickets](#) and [book your train](#) today!

### ROUTE 3 - OROVILLE BUS STOP RELOCATION

Effective Thursday, October 12, 2023, the Oroville bus stop will be relocating from its current location of [Highway 70 & Grand Ave](#) and the park-n-ride and moving to [2550 Feather River Boulevard](#).

Learn more about this change [here](#).

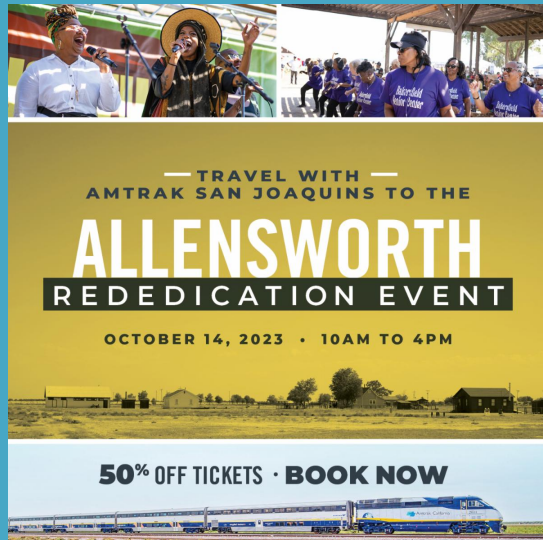


**COMMEMORATING THE FIRST SELF-GOVERNED  
BLACK TOWNSHIP IN CALIFORNIA**

Travel through a powerful moment in history with Amtrak San Joaquins! Start from Southern California, the Bay Area, or the Central Valley—right to the doorstep of this historic landmark and festival.

San Joaquins is providing discounted service to Allensworth so that everyone can experience this important event.

Read [more](#).



— TRAVEL WITH —  
AMTRAK SAN JOAQUINS TO THE  
**ALLENSWORTH**  
REDEDICATION EVENT  
OCTOBER 14, 2023 • 10AM TO 4PM  
**50% OFF TICKETS • BOOK NOW**



FOR ALL OUR PROMOTIONS AND DISCOUNTS, PLEASE VISIT  
[AMTRAKSANJOAQUINS.COM/PROMOTIONS](https://amtraksanjoaquins.com/promotions)

## PROMOTIONS

Traveling alone, or with a group? Amtrak San Joaquins has the right discount for you! For more information visit our [Promotions Page](#).

[BOOK YOUR TRIP](#)

[AMTRAKSANJOAQUINS.COM](https://amtraksanjoaquins.com) | 1-800-USA-RAIL



San Joaquin joint powers authority | 949 E. Channel Street, Stockton, CA 95202

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

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by [info@sjjpa.com](mailto:info@sjjpa.com) powered by





**From:** [Jan Alexis Salandanan](#)  
**To:** [Mark Galeck](#)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** RE: Complaint about conductor  
**Date:** Wednesday, October 11, 2023 6:16:48 PM

---

To Mark Galeck,

Thank you for contacting Caltrain. We regret, however, that it was due to a poor experience you had with one of our conductors, and we sincerely apologize for the poor impression you were left with of our service as a result. Know that we at Caltrain expect our staff to be professional at all times, especially when it comes to enforcing our policies. In that regard, we appreciate you taking the time to share your experience with us; the information you provided us was forwarded to the proper parties for review as part of our improvement process. A copy of this correspondence will also be sent to our Board of Directors.

Rail Operations has since addressed this incident with the conductor. The conductor was provided the correct rule in the situation, specifically that customers can indeed use cell phones onboard with the caveat that conversations are kept minimal and quiet. Additionally, Rail Operations is looking to get Caltrain customer etiquette rules posted on our trains and at our stations to help prevent incidents like this in the future.

Again, we apologize for the trouble you had riding with us, and we thank you for bringing the issue to our attention. Caltrain will continue working to provide our community with a high-quality transit system, and we look forward to providing you with a better travelling experience going forward.

Kind regards,

**Alexis Salandanan**

San Mateo County Transit District  
Customer Service Dept.  
1250 San Carlos Avenue  
San Carlos, CA 94070-1306  
1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

---

**From:** Mark Galeck <markgaleck@gmail.com>  
**Sent:** Monday, September 18, 2023 5:59 PM  
**To:** Board (@caltrain.com) <board@caltrain.com>  
**Subject:** Complaint about conductor

You don't often get email from [markgaleck@gmail.com](mailto:markgaleck@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.

My name is Mark Galeck.

Have a complaint about conductor Michael on train 110 L one on 18th September 2023. I called somebody on speakerphone and he told me that is not allowed on Caltrain. I looked up your rules online and there is no such rule but OK I switch to regular phone and then he came again and said you can't speak on the phone because you speak too loud. He didn't tell me to keep my voice quieter. He just told me you can't talk on the phone. I argued with him politely and finally he admitted that OK I should just keep my voice down. If he just started from that with that from the beginning, that would have been no problem . Instead he said I had an attitude...

During our exchange, he asked what station I was leaving at, and I told him Santa Clara. I became disoriented due to our quarrel, and I took my bags and was going to leave at Lawrence Station, and he knew I wanted to leave at Santa Clara and he stood right there at the door, and he let me leave at the wrong station without saying anything to me. I guess because he was unhappy with me talking on the phone

---

**From:** Jan Alexis Salandanan  
**Sent:** Wednesday, October 11, 2023 6:56 PM  
**To:** Natasha Humphries  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Caltrain Passenger Experience Feedback 9/14/23

To Natasha Humphries,

Thank you for contacting Caltrain, though we regret it was due issues with our service. We sincerely apologize for the poor experience, but know that your comments and concerns were forwarded to the proper parties for further handling. A copy of this correspondence will also be sent to our Board of Directors. Rest assured, we at Caltrain have not forgotten our responsibility as a public transit agency, and maintaining the reliability and timeliness of our service is still a top priority for us.

To that end, completing Caltrain Modernization will help address these issues you have encountered. This is why we have been pushing so hard to complete our capital projects. Once we are finished, we will be able to run more service with greater efficiency. Additionally, upgrading our aging diesel trains to modern electrical ones will help keep travel both smooth and swift. You can read more about the work on our website:  
<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.caltrain.com%2Fprojects%2Felectrification&data=05%7C01%7CBoardCaltrain%40samtrans.com%7C508eab4330cd42dcfb5908dbcac6666f%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638326725702655171%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6I1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=aRPaKD%2BcbSRKjh1XeI6CNg%2BwHPdewt%2Bjyl7u1kdhD%2Fo%3D&reserved=0>.

This push to modernize, though, comes at a cost. As we noted earlier, the age of our system plays a part; while our maintenance teams perform regular maintenance on our fleet, breakdowns—as you experienced—can still occur. But our own efforts to improve our service is also a factor. For example, we often have to operate only on a single track through long stretches of our right-of-way in order to accommodate construction activity and work crews, which can affect the timeliness of some of our trains. Of course, we know supporting multiple capital projects has affected our service, which in turn has affected many of our customers' riding experiences. We do try to minimize the impact these projects have on our service, but we unfortunately cannot eliminate their effect entirely. Again, we sincerely apologize for the trouble.

We at Caltrain are working hard towards completing electrification; we will continue monitoring our service as best we can in the interim. Once again, thank you for sharing your concerns with us and thank you for riding Caltrain. We look forward to providing you and the rest of our riders with a better transit experience as soon as possible.

Kind regards,

Alexis Salandanan  
San Mateo County Transit District  
Customer Service Dept.  
1250 San Carlos Avenue  
San Carlos, CA 94070-1306  
1-800-660-4287

<https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.smctd.com%2F&data=05%7C01%7CBoardCaltrain%40samtrans.com%7C508eab4330cd42dcfb5908dbcac6666f%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0>

%7C638326725702655171%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikk1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=AVdYhf56VBpm2%2Bg%2BgGx5VyDI43cNnuPzntszT9xS3Bc%3D&reserved=0

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

From: Natasha Humphries <natashadumphries@yahoo.com>

Sent: Thursday, September 14, 2023 6:26 PM

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

Subject: Caltrain Passenger Experience Feedback 9/14/23

[You don't often get email from natashadumphries@yahoo.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.

Hello Caltrain Board,

I had the misfortune of riding Southbound Caltrain 412 (limited) from 4th & King to Sunnyvale today. Shortly after leaving San Francisco, passengers were informed that the train in front of ours (312) had broken down. Not only would we be picking up those passengers, but the train would combine services and become a local train making all stops.

With the elimination of the Bullet trains, schedule changes and bus bridges during the electfication project, it has become increasingly difficult for the riding public to rely on Caltrain for Bay Area transportation. These time delays and service degradations have become so commonplace are often met by such cavalier attitudes by Caltrain staff.

I'd like to understand how you are holding your teams accountable. Why are trains noy being properly serviced to avoid breaking down during peak commute hours? What is your plan to win back the trust of the riding public?

I'd like to request a response as this is the second significant travel delay since my last letter to the aboard a few months ago.

Natasha Humphries

**From:** [Adina Levin](#)  
**To:** [MTC-ABAG Info](#); [Public Comment](#); [Public Comment](#); [Baltao, Elaine \[board.secretary@vta.org\]](mailto:Baltao, Elaine [board.secretary@vta.org]); [Board Meeting](#); [myvoice@actransit.org](mailto:myvoice@actransit.org); [MTABoard@sfmta.com](mailto:MTABoard@sfmta.com)  
**Subject:** Network Management Agenda #4 - Updated Support for Clipper BayPass Pilot Phase 2  
**Date:** Thursday, October 12, 2023 1:20:38 PM  
**Attachments:** [Clipper BayPass Pilot Phase 2 Support Sign-on letter.pdf](#)

---

You don't often get email from [adina.levin@friendsofcaltrain.com](mailto:adina.levin@friendsofcaltrain.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.

Honorable members of MTC's Regional Network Management Committee, and Transit Agency Board members, Fare Integration Task Force Members, and MTC Commissioners

Attached please find an updated letter from including additional employer and stakeholder organizations in support of the Clipper Bay Pass Pilot Phase 2.

Thank you for your consideration,

- Adina

Adina Levin

Friends of Caltrain / <https://greencaltrain.com>

Seamless Bay Area / <https://seamlessbayarea.org>

650-646-4344



October 12, 2023

Dear Fare Integration Task Force members, Transit Agency Board Members, and MTC Commissioners,

Thank you very much for advancing the Clipper BayPass all-agency transit pass pilot, expanding from the initial participant base of public higher education and affordable communities to include up to 10 employers and transportation management associations with up to 20,000 participants.

We are very pleased to see the dramatic success of the first phase of the BayPass pilot showing a 35% increase in transit ridership among people whose access was expanded from a single agency to all agencies, improving mobility for people, helping the transit system regrow ridership, and advancing our region's goals on climate, equity and congestion relief.

Our organizations strongly believe that an all-agency institutional pass is one of the fastest and most meaningful options available to the region to regrow transit ridership and expand access to the transit system. While we are glad that this next phase of the pilot is advancing we urge MTC and transit operators to maintain their focus on this effort and to work expediently toward a full scale launch and region-wide formalization of the BayPass program as soon as possible. We understand that this will require formalizing a pricing and revenue distribution structure for the program as well as addressing long term implications for existing institutional pass programs.

We are confident that MTC and operators can come together to creatively overcome these implementation hurdles without further delay or compromise to the overall program. The need to rebuild ridership and strengthen public trust in the region's transit system is an imperative and mutual responsibility that all operators share. Transit is not on a sustainable course and the need for public investment in the system has never been greater- showing that we have the capacity to work together and change is essential.

Thank you for your consideration,

John Ristow  
**San Jose Department of  
Transportation**

Amy Buckmaster  
**Chamber San Mateo County**

Alyssa Sherman  
**Salesforce**

Ian Griffiths  
**Seamless Bay Area**

Amy Thomson  
**TransForm**

Laura Tolkoff  
**SPUR**

Tiffany Rodriguez  
**San Jose State Associated  
Students**

Dave Sorrell  
**Association of Commuter  
Transportation**

Adina Levin  
**Friends of Caltrain**

Ewan Barker Plummer  
**San Francisco Youth  
Commission**

**Sonoma County Climate  
Activist Network**

**Russell Hancock,**  
Joint Venture Silicon Valley

**From:** [Sarah Nabong](#)  
**To:** [Michael Abramson](#); [Board \(@caltrain.com\)](#)  
**Subject:** RE: Schedule for electrified Caltrain  
**Date:** Thursday, October 12, 2023 12:52:14 PM  
**Attachments:** [image001.png](#)

---

Dear Michael Abramson,

Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



---

**From:** Michael Abramson <[abramson53@gmail.com](mailto:abramson53@gmail.com)>  
**Sent:** Friday, September 22, 2023 10:23 AM  
**To:** Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>  
**Subject:** Schedule for electrified Caltrain

You don't often get email from [abramson53@gmail.com](mailto:abramson53@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 members of the Caltrain Board,

I'm disappointed that the new schedule currently considered for electrified Caltrain proposes 15 minute headways only for peak service at major stations, and 30 minute service in the early morning, mid-day and evenings. It is not clear what will be the schedule for weekend service, so I'm afraid that it could be even worse. This is not what I expected from a regional rail that in my opinion should provide frequent all-day, all-week service, serving a wide array of riders and trip purposes. This implies 10 minute intervals between trains throughout a day at all stations, with 15 minute service just barely acceptable. People who are meeting friends for dinner or going to a doctor's appointment will be less willing to take the train if they have to wait 30 minutes or longer for the next train home.



I understand that Caltrain may not have the budget next year to provide this level of frequency, but at least you could create a “world class schedule goal” of all-day, all-week frequent service that could be funded with a regional ballot measure or state sources, or with local sources if ridership and fare revenue improves.

Sincerely,  
Michael Abramson  
Mountain View, CA

**From:** [Sarah Nabong](#)  
**To:** [Elizabeth Conlan](#); [Board \(@caltrain.com\)](#)  
**Cc:** [friends@friendsofcaltrain.com](mailto:friends@friendsofcaltrain.com)  
**Subject:** RE: Please improve scheduling for electrified Caltrain service  
**Date:** Thursday, October 12, 2023 12:57:16 PM  
**Attachments:** [image001.png](#)

---

Dear Elizabeth Conlan,

Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

Thank you for sharing your thoughts and ideas for Caltrain's future electrified service. We appreciate your feedback! We will be considering it along with the other public input Caltrain receives this fall to develop the final electrified service plan for both weekdays and weekends by the end of this year.

Once more, we appreciate your comments.

Regards,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



---

**From:** Elizabeth Conlan <[elizabethconlan@protonmail.com](mailto:elizabethconlan@protonmail.com)>  
**Sent:** Sunday, September 24, 2023 6:18 PM  
**To:** Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>  
**Cc:** [friends@friendsofcaltrain.com](mailto:friends@friendsofcaltrain.com)  
**Subject:** Please improve scheduling for electrified Caltrain service

You don't often get email from [elizabethconlan@protonmail.com](mailto:elizabethconlan@protonmail.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 Caltrain Board:

Thank you for your efforts to upgrade Caltrain and improve the speed and frequency of service. I am an occasional Caltrain rider and the new schedule with improvements to train frequency and trip durations will make traveling by Caltrain more appealing to me. As a San Jose resident, I am particularly excited about faster express trips to San Francisco.

As you continue to finalize the new schedules, I urge you to approve more frequent all-day and weekend service. Because Caltrain should not only serve commuters, I believe that better weekend schedules are critical to attracting more riders. The Bay Area deserves a world class transit system that delivers fast, frequent service for riders like me.

Thank you,  
Elizabeth Conlan

**From:** [Sarah Nabong](#)  
**To:** [Bill Hough](#); [Board \(@caltrain.com\)](#)  
**Subject:** RE: new schedule  
**Date:** Thursday, October 12, 2023 1:51:13 PM  
**Attachments:** [image001.png](#)

---

Dear Bill Hough,

Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

Thank you for your feedback. Caltrain operations, planning and policy staff have regular meetings with their counterparts at VTA. Our goal is to provide simple and reliable transfers between Caltrain and the other transit operators who connect with our line. Caltrain staff will bring your concern regarding Route 40 to VTA operations and planning staff for evaluation.

Sincerely,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



---

**From:** Bill Hough <[psa188@yahoo.com](mailto:psa188@yahoo.com)>  
**Sent:** Wednesday, September 20, 2023 4:47 PM  
**To:** Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>  
**Subject:** new schedule

You don't often get email from [psa188@yahoo.com](mailto:psa188@yahoo.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.

Good morning:

As you introduce new schedules with the electric trains, please work with VTA to improve bus service to stations. In particular, please have them review route 40, which just misses the San Antonio by a few blocks.

Thank you.

Bill Hough  
Los Altos resident

---



Virus-free [www.avg.com](http://www.avg.com)

**From:** [Wally Charles](#)  
**To:** [Adina Levin](#); [Public Comment](#); [Public Comment](#); [Baltao, Elaine \[board.secretary@vta.org\]](#); [Board Meeting](#); [myvoice@actransit.org](#); [MTABoard@sfmta.com](#)  
**Cc:** [Michael Hursh](#); [Denis Mulligan](#); [William Bacon](#)  
**Subject:** RE: Network Management Agenda #4 - Updated Support for Clipper BayPass Pilot Phase 2  
**Date:** Friday, October 13, 2023 2:08:41 PM

You don't often get email from [wcharles@bayareametro.gov](mailto:wcharles@bayareametro.gov). [Learn why this is important](#)

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

Greetings

Updated Comment Letter for the Fare Integration Task Force Meeting, Agenda Item 4b., scheduled for Monday October 23, 2023 12:30 pm, was received and will be attached to the Agenda.

Thank you,

Kindly

Wally (she/her)

510.375.1549

---

**From:** Adina Levin <[adina.levin@friendsofcaltrain.com](mailto:adina.levin@friendsofcaltrain.com)>

**Sent:** Thursday, October 12, 2023 1:19 PM

**To:** MTC-ABAG Info <[info@bayareametro.gov](mailto:info@bayareametro.gov)>; [publiccomment@caltrain.com](mailto:publiccomment@caltrain.com); Public Comment <[PublicComment@samtrans.com](mailto:PublicComment@samtrans.com)>; [Board.Secretary <board.secretary@vta.org>](mailto:board.secretary@vta.org); [Board Meeting <board.meeting@bart.gov>](mailto:board.meeting@bart.gov); [myvoice@actransit.org](mailto:myvoice@actransit.org); [MTABoard@sfmta.com](mailto:MTABoard@sfmta.com)

**Subject:** Network Management Agenda #4 - Updated Support for Clipper BayPass Pilot Phase 2

**\*External Email\***

Honorable members of MTC's Regional Network Management Committee, and Transit Agency Board members, Fare Integration Task Force Members, and MTC Commissioners

Attached please find an updated letter from including additional employer and stakeholder organizations in support of the Clipper Bay Pass Pilot Phase 2.

Thank you for your consideration,

- Adina

Adina Levin

Friends of Caltrain / <https://greencaltrain.com>

Seamless Bay Area / <https://seamlessbayarea.org>

650-646-4344