



JPB Board of Directors
Meeting of January 4, 2024

Correspondence as of December 22, 2023

1. Caltrain Models
2. MTC Agenda 9a – Regional Transportation Measure
3. Re: Formal Complaint Regarding Conductor Behavior on Train
4. Request for Tie Exchange

From: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
To: Nicole Steward-Crooks
Subject: FW: Caltrain Models
Date: Tuesday, December 19, 2023 12:23:41 PM
Attachments: [IMG_5230.jpg](#)

Hi Nicole.
Please log into IS.
Thanks,
Margaret

From: Hjcrockets <hjcrockets@gmail.com>
Sent: Tuesday, December 19, 2023 9:42 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Caltrain Models

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

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Hi, I've been a fan of Caltrain for some years now and recently came upon a picture of what look to be Ho Scale Models. These don't seem to be on the market unlike the older Athearn ones. Is there any way to get these or is it just for employees?
Thanks, Harrison





From: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
To: [Dora Seamans](#); [Margaret Tseng](#)
Subject: FW: MTC Agenda 9a- Regional Transportation Measure- RE: Consolidation of BART and Caltrain
Date: Wednesday, December 20, 2023 9:53:42 AM
Attachments: [image001.png](#)
[MTC 9a Caltrain Consolidation Letter - 12-18-23.pdf](#)

This email was sent to Board@caltrain.

From: Sean Charpentier (C/CAG) <scharpentier@smcgov.org>
Sent: Monday, December 18, 2023 4:01 PM
To: April Chan <chana@samtrans.com>; Michelle Bouchard <bouchardm@caltrain.com>
Cc: Board (@samtrans.com) <board@samtrans.com>; Casey Fromson <Fromsonc@samtrans.com>; Jessica Epstein <EpsteinJ@samtrans.com>; Kim Springer <kspringer@smcgov.org>; Board (@caltrain.com) <board@caltrain.com>; Sam Sargent <SargentS@caltrain.com>; Devon Ryan <RyanD@caltrain.com>; Matt Robinson <Matt@SYASLpartners.com>
Subject: re: MTC Agenda 9a- Regional Transportation Measure- RE: Consolidation of BART and Caltrain

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

Michelle and April:

I have attached a letter from the C/CAG Board of Directors to the MTC expressing concerns about the discussion regarding consolidating BART and Caltrain.

Please forward to your Board members.

(Michelle- Thank you for the presentation to the C/CAG Board of Directors last week.)

Let me know if you have any questions.

Have a great Holiday Season!

Sean Charpentier

Executive Director

C/CAG - City/County Association of Governments of San Mateo County

555 County Center, 5th Floor

Redwood City, California 94063

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scharpentier@smcgov.org

C/CAG logo





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December 18, 2023

Andrew Fremier, Executive Director
Metropolitan Transportation Commission
Bay Area Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105-2066

RE: 12/20/23 Agenda Item 9a: Regional Transportation Measure-Caltrain Consolidation

Dear Mr. Fremier:

On behalf of the City/County Association of Governments of San Mateo County, I write to express C/CAG's strong desire to be a partner in the development and passage of a multimodal regional measure that would bring much needed funding to San Mateo County and the regional transportation system.

However, the C/CAG Board has concerns about recent discussions related to the consolidation of Caltrain and BART. Our priority should be securing regional alignment on a ballot measure that supports and enhances transit, invests in safer streets and climate resiliency, and improves travel times and commutes. Discussions about a potential structural consolidation of BART and Caltrain distract us from securing regional alignment on the ballot measure.

Transit is a critical element of our County and Regional multimodal transportation system. We recognize and support Caltrain's efforts on regional coordination and integration to improve the rider experience, including enhancing service frequency, schedule coordination, fare integration, seamless payment options, connections where BART and Caltrain converge, and consistent signage.

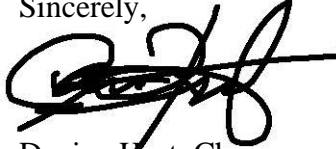
Recently, Caltrain completed a lengthy governance review process and negotiated a solution among its three contributing counties. Caltrain and its member agencies are in the early stages of implementing that governance agreement. Having put the governance issue in its rearview, Caltrain has been intently focused on completing fully electrified, zero emission service between San Francisco and San Jose by Fall 2024, as well as a fare integration study jointly undertaken by BART and Caltrain. The latter effort, in fact, largely stems from MTC's Blue Ribbon Transit Recovery Task Force.

Additionally, the state of California will soon undertake an effort through CalSTA's Transit Recovery Task Force to explore the current metrics and formulas for funding transit, evaluate

how transit agencies operate in California, determine what data and information would better help State and local agencies make funding decisions, discuss strategies for increasing ridership, and look at situations where consolidation makes sense.

Now is not the time for controversial distractions that might jeopardize our common goal of securing much-needed regional funding. Again, C/CAG looks forward to our work together. Thank you for your consideration and please contact Sean Charpentier, C/CAG Executive Director at scharpentier@smcgov.org if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Davina Hurt', written over a horizontal line.

Davina Hurt, Chair
City/County Association of Governments of San Mateo County

cc:

Caltrain Joint Powers Board and Michelle Bouchard, Executive Director, Caltrain
SamTrans Board and April Chan, General Manager & CEO, SamTrans
Rosanne Foust, SAMCEDA
Senator Josh Becker
Senator Scott Wiener
Assemblymember Phil Ting
Assemblymember Diane Papan
Assemblymember Marc Berman

From: [Sarah Nabong](#)
To: zhumi.dai@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Formal Complaint Regarding Conductor Behavior on Train 113 – 12/05/2023
Date: Wednesday, December 20, 2023 3:21:02 PM
Attachments: [image001.png](#)

Dear Zhuhai Dai,

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

We sincerely apologize for what you described on December 5th and we understand how this could negatively impact your day. Caltrain is a Proof-of-Payment system in which all passengers are required to be in possession of valid fare prior to boarding. Passengers without valid fare will be cited under our new zero tolerance policy. You can find our Fare Evasion Policy at <https://www.caltrain.com/fares/fare-evasion-policy>

However, we do expect our crew members to be professional at all times, including during the course of fare enforcement. Know that the conductor was addressed regarding your comments. Again, we appreciate your feedback and we look forward to providing you with improved customer service on your future commutes.

Kind Regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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

3logos_eSig3



From: Zhumi Daireaux <zhumi.dai@gmail.com>

Sent: Tuesday, December 5, 2023 10:47 AM

To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: Formal Complaint Regarding Conductor Behavior on Train 113 – 12/05/2023

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Dear Caltrain Customer Service,

I hope this message finds you well. I am writing to express my deep dissatisfaction with the conduct of the train conductor on Caltrain 113, which I boarded on Tuesday, 12/05/2023.

As a dedicated Caltrain Go Pass holder who commutes frequently, I have consistently adhered to the protocol of tagging on before boarding the train. On the morning of 12/05/2023, I arrived at the Sunnyvale station at 10:07am, one minute before the scheduled departure. Unfortunately, due to a crowd blocking my way, I was unable to tag on before boarding the train. Given that Sunnyvale and my destination, Palo Alto, fall within the same fare zone, I intended to tag on at the subsequent station, Mountain View, as I have seen some conductors instruct people to do so in similar situations.

To my dismay, the conductor on Train 113 responded in an extremely rude manner when I attempted to tag on at Mountain View. Not only was I ejected from the train, but I was also denied re-entry, leading to an unnecessary inconvenience and a 50-minute wait at the Mountain View station. Consequently, I missed a crucial work appointment, causing both professional and personal disruptions.

I wish to highlight that I have consistently adhered to the tagging-on procedure whenever I board Caltrain, and this incident stands out as an anomaly in my commuting experience. I believe that such conduct is not representative of the high standards of service that Caltrain is known for. I request a thorough investigation into this matter and appropriate action to ensure that passengers are treated respectfully and in accordance with Caltrain policies.

I trust that you will address this issue promptly, and I appreciate your attention to resolving this matter.

Sincerely,

Zhuhai Dai

Caltrain Go Pass Holder

From: [Michel Velders](#)
To: [PRA](#)
Subject: Subject: Request for Tie Exchange
Date: Friday, December 22, 2023 1:48:32 AM

[Sommige personen die dit bericht ontvangen, ontvangen vaak geen e-mail van m.velders@telfort.nl. Informatie over waarom dit belangrijk is op <https://aka.ms/LearnAboutSenderIdentification>]

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Dear Sir/Madam,

My name is Michel Velders, and I work as a train driver at the Dutch Railways. As part of our uniform, we wear a tie, and it has become a tradition for me to collect ties from railway companies around the world.

During my vacations, I always take the opportunity to expand my collection by exchanging ties with colleagues from foreign railway companies. It's a fun way to strengthen the bonds between railway professionals and celebrate the diversity of our industry.

I would greatly appreciate it if your railway company could contribute to my collection by donating a tie from your company. It would be an honor for me to add a tangible symbol of your organization to my collection.

If you agree to my request, I am willing to cover the shipping costs and undertake any administrative steps necessary to facilitate this exchange.

I am looking forward to your response and would appreciate more information on how to facilitate this process. Thank you in advance for your kind consideration.

Best regards,

Michel Velders,
Veenderij 49,
2632AT, Nootdorp,
The Netherlands.