



JPB Board of Directors
Meeting of January 4, 2024

Correspondence as of December 29, 2023

1. 35 Minutes Late is Unacceptable
2. Dog Carrier Policy

From: [Sarah Nabong](#)
To: [Matthew Pastore](#); [Board \(@caltrain.com\)](#)
Subject: RE: 35 minutes late is unacceptable
Date: Wednesday, December 27, 2023 9:54:02 AM
Attachments: [image001.png](#)

Dear Matthew Pastore,

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 were forwarded to the proper parties for their attention. A copy of this correspondence will also be sent to our Board of Directors. Caltrain has 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. The earliest we can make significant change to our service is 2025. Once fully electrified, the service will be significantly improved, so, change is coming.

Once more, we sincerely apologize for the delay, your candid feedback is very much appreciated.

Best 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: Matthew Pastore <mppastore@outlook.com>

Sent: Thursday, December 21, 2023 11:34 PM

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

Subject: 35 minutes late is unacceptable

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35 minute delay is unacceptable. You give the most bullshit excuse at such a late hour.

I pay Caltrains to be transported on time and they have failed to do such

Matthew Pastore

From: [Sarah Nabong](#)
To: [Helen Woodward](#); [Board \(@caltrain.com\)](#)
Subject: RE: Dog carrier policy
Date: Thursday, December 28, 2023 10:04:17 AM
Attachments: [image001.png](#)

Dear Helen Woodward,

Thank you for taking the time to email to the Board of Directors to discuss your experience on Caltrain. They will receive a copy of our correspondence.

Please note this has been filed as Report #902512, and the Caltrain comments mentioned was forwarded to the proper parties for their attention. We apologize for the inconvenience with our pet policy and will take your feedback into consideration.

Kind regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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

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From: Helen Woodward <helenx.woodward@gmail.com>

Sent: Saturday, September 30, 2023 8:53 AM

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

Subject: Dog carrier policy

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Dear Caltrain/ To whom it may concern

I am writing to express my confusion about your policies regarding dogs on trains. As someone who works in aviation, I can find no clear explanation for why dogs in carriers are not allowed on your trains.

In my industry, we have similar rules and regulations, but it makes perfect sense to allow small dogs in carriers to travel on trains.

I have been seeking out more environmentally friendly options for my commuting needs, and I chose your business because it is convenient and sensible.

However, I find it unacceptable that you make it difficult for people who have dogs to use your service.

While I appreciate that you provide space for bikes on your trains, the fact that you do not allow dogs in carriers is a policy that needs to be reconsidered.

I urge you to consider changing this policy and allowing passengers to bring their dogs in carriers on board your trains.

Thank you for your attention to this matter.

Helen

(San Mateo customer)