



JPB Board of Directors
Meeting of January 4, 2024

Correspondence as of January 3, 2024

- | # | Subject |
|----|--|
| 1. | Delays at Tamien Station |
| 2. | Please Don't Run More Trains for the Sake of Running More Trains |
| 3. | Bike Rider in Need of Guidance |

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

Good morning, hope you are having a nice day!

My husband has started taking caltrain since Tuesday of this week from Tamien station. He was supposed to take 6:35 train. It got canceled. Wednesday was fine. Today the train was 15 minutes late. That is 2/3 times that Caltrain has disappointed us.

I want to express how this sort of unreliable service is impacting his work. 15 minute delay could mean that he will miss his bus from the station and it all adds up. The whole point of taking train is to avoid traffic. Somehow, the unreliability of the train is making his commute 3x longer.

Bear in mind, we have to leave pretty early from our home to make it to the train on time and then wait in the cold just to be delayed.

It's just frustrating. It is a not a good way to start the day as everything after it has a snowball effect of getting delayed and just leaves bad taste. I hope you guys are aware and working to make this is a more reliable source of transportation. We want to continue to support caltrain, but please work on making the early morning trains not be late. For how high the tickets are priced (compared to other train systems in the country) the expectation of quality of service is not met by a very LOOOONG shot.

Thank You,
Madhurima, concerned caltrain user

Sent from my iPhone

Nicole Steward-Crooks

From: Sarah Nabong
Sent: Wednesday, January 3, 2024 3:04 PM
To: Christopher Keane; SMC_SupMueller@smcgov.org; Board (@caltrain.com)
Cc: assemblymember.papan@assembly.ca.gov
Subject: RE: Please don't run more trains for the sake of running more trains.

Dear Christopher Keane,

Thank you for reaching out and sharing your feedback. A copy of this correspondence will also be sent to our Board of Directors.

I was informed that under the current proposed electrified service plan, we would operate the same number of daily trains (104) that we do currently. As we implement the electrified service plan, we will closely monitor ridership and our financial situation to determine any increases to the number of trains running per day.

Even with the same number of daily trains, electrified service will bring several benefits due to the increased efficiency of the new trains.

- Faster service with more stops, offering service every 15 minutes at more stations during commute hours
- Express service from San Jose to San Francisco in under an hour
- Local service from San Jose to San Francisco in 75 minutes which is 25 minutes faster than today
- All electric service between San Francisco and San Jose

More information on the reasoning behind the increased service to certain stations can be found in the presentation that went to the Caltrain Board on October 5, 2023. You can find that presentation here: <https://www.caltrain.com/media/31750/download>. Caltrain provides ridership updates on a monthly basis in the Executive Director's report published as part of the Board materials. Additionally, we will be working over the next few months on ways to improve how this information can be made more easily accessible on our website.

Once again, thank you for your feedback. We are committed to working with the community to ensure that Caltrain remains a valuable and considerate service for all.

Kind regards,

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: Christopher Keane <christopher_keane@hotmail.com>
Sent: Wednesday, October 18, 2023 4:30 PM
To: SMC_SupMueller@smcgov.org; Board (@caltrain.com) <board@caltrain.com>
Cc: assemblymember.papan@assembly.ca.gov
Subject: Please don't run more trains for the sake of running more trains.

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

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Supervisor Mueller/Caltrain Board -

Thank you for your service on the Caltrain Board

Having read the 10/6/23 Caltrain article in the SMDJ, I became concerned that Caltrain was running more trains under electrification for the sake of running more trains. The article cited RWC as station where more trains were needed during commute hours. As a family taking Caltrain (RWC) at all commute hours, this was a surprise read for us. There are simply no full trains (we haven't seen at train at capacity in at least three years.)

Yes, a big investment was made in electrification but there are externalities associated with more trains; mainly traffic back ups and noise pollution (not to mention any variable cost). Sure this doesn't mean a lot to those who live away from the tracks but many do live close to the tracks and this will have real impact.

The citizen request here is that Caltrain run an electrification schedule commensurate with actual demand. Additionally, Caltrain should post ridership statistics supporting its electrification schedule conclusions as part of the public discussion of this matter.

Thank you for your consideration.

Nicole Steward-Crooks

From: Sarah Nabong
Sent: Wednesday, January 3, 2024 3:44 PM
To: Elise Stassart; Board (@caltrain.com)
Subject: RE: bike rider in need of guidance

Dear Elise Stassart,

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

We strive to assist our patrons to the best of our ability but as you noted, our Conductors may not assist passengers with loading their bikes. Riders who board with a bicycle or scooter, must be able to load and unload their equipment without assistance. I was notified by our Rail Operation Management team that the use of personal ramps or other loading devices is prohibited.

Caltrain values our riders who use bicycles and supports bikes as an excellent station access solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders.

We thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

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: Elise Stassart <elise.stassart@gmail.com>
Sent: Tuesday, October 31, 2023 6:40 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: bike rider in need of guidance

You don't often get email from elise.stassart@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 name is Elise Stassart. I recently returned to working on-site. Because I believe in public transportation, I try to use it whenever possible. I bike to the nearest Caltrain station and then take Caltrain to my job.

I am a senior and use an eBike. eBikes are rather heavy. I understand train personnel can't assist passengers with their bikes and that is an excellent rule. I understand you wouldn't want an employee to be injured nor do you want any liability if a bike is damaged. However, lifting a bike that weighs almost 100 lbs is quite a feat for a 5 ft tall 65 year old. I can manage, but I do need a little help.

I note that trains in Europe are installing bike ramps on their bike cars for riders like me. With the proliferation of eBikes, the aging population, etc. it just makes sense to install ramps instead of requiring people to lift a heavy bike up and over five or six steps.

I am a mechanical engineer, so I look at this as a problem, but possibly with a solution. If I design and fabricate a lightweight collapsible bike ramp (something I can pack in my bike bag) that I can lay over the steps and bring up my bike, would that be allowed? The issue would be this would require additional time for me to put down the ramp, load the bike, and then remove the ramp and put it back in my bike bag. This is probably the same amount of time it would take for someone to help me lift and carry my bike over the steps.

Of course, other bikers may also want to use my ramp once it is in place - would that be OK?

I only would need the ramp going up the steps, as gravity gives me an assist getting off the train.

I don't want to take the time and expense to fabricate a portable bike ramp if it is not allowed or would create a nuisance.

I would like to continue taking Caltrain. I appreciate your guidance and attention to this issue. If you are amenable to my suggestion, I hope it would be OK to measure the step height on the trains and tread width as that would be helpful in my design.

Best regards,

Elise Stassart
408-655-4710