



JPB Board of Directors  
Meeting of March 7, 2024

Correspondence as of February 16, 2024

<u>Item #</u>	<u>Subject</u>
1	RE: San Jose Signage: Please fix
2	RE: Get new trains
3	RE: Consistency is everything
4	RE: Reinstating Shuttle at Lawrence Station
5	RE_ Train on Wrong Platform
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7	RE_ Great Oaks Camp I am Beautify Tent with Gang Tag
8	RE San Jose Signage: Please fix 2
9	RE_VMS at 22 <sup>nd</sup> Misdirecting Customers This Past Tuesday 13-February 2-24
10	Re: Delays and Lack of Response to customer service requests

**From:** Jan Alexis Salandanan  
**Sent:** Monday, February 12, 2024 4:59 PM  
**To:** Alex Eulenberg  
**Subject:** RE: San Jose Sinage: Please fix

To Alex Eulenberg,

Thank you for contacting Caltrain, though we regret it was due to the prolonged issues with the signage at our San Jose Diridon Station. We sincerely apologize for the trouble--and for the delayed response. Know that your concerns were forwarded to the proper parties for further handling. A copy of this correspondence will be able to be forwarded to our Board of Directors.

Please rest assured that we at Caltrain are well aware of the issues with the San Jose Diridon monitors, and we have every intent to repair the malfunctioning displays. However, we are having difficulty with the process. While Caltrain staff is working diligently to rectify this issue, we unfortunately do not have an estimated time yet on when we will be able to complete these repairs.

Once more, we apologize for the continued inconvenience.

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

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

From: Alex Eulenberg <alex@rent-a-mind.com>  
Sent: Monday, December 04, 2023 5:53 PM  
To: Board (@caltrain.com) <board@caltrain.com>  
Subject: San Jose Sinage: Please fix

Dear Board of Caltrain:

Please help! The signage has been in disrepair for months in SJ Diridon Station. It is hard or impossible to tell which train is leaving from which track.

From a customer point of view, it's bad enough. But also think of the employees. Customers have no one to express their grief to except the conductors and other onsite workers. They are bearing the brunt of it and it is not fair. This is creating a hostile work environment.

Please let me know by next Monday (December 11) what your plans are regarding this matter.

Alex Eulenberg  
Santa Clara County transit rider since 1997

**From:** [Jan Alexis Salandanan](#)  
**To:** [Alex Lee](#)  
**Subject:** RE: Get new trains  
**Date:** Monday, February 12, 2024 6:42:59 PM

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To Alex Lee,

You are most welcome. Thank you for your patience and understanding on the matter. And there is no need to apologize to us. It is our responsibility at Caltrain to ensure we deliver proper transit service to our community; it is only right that community members have a voice—impassioned or otherwise—in our operation.

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)

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**From:** Alex Lee <[alexlee4190@gmail.com](mailto:alexlee4190@gmail.com)>  
**Sent:** Monday, February 12, 2024 6:34 PM

**To:** Jan Alexis Salandanan <[SalandananJ@samtrans.com](mailto:SalandananJ@samtrans.com)>  
**Subject:** Re: Get new trains

Thanks for the response. My email was heated because I was heated in that moment. Apologies for the harsh language. I understand Caltrain is doing the best it can.

Alex Lee

On Mon, Feb 12, 2024 at 6:27 PM Jan Alexis Salandanan <[SalandananJ@samtrans.com](mailto:SalandananJ@samtrans.com)> wrote:

To Alex Lee,

Thank you for contacting Caltrain. We are sorry to hear, however, that it was due to a number of issues—and so soon after you first started riding with us. We sincerely apologize for the poor experience. Know that your concerns over the numerous mechanical issues you encountered were forwarded to the proper parties for review. A copy of this correspondence will also be sent to our Board of Directors.

Please rest assured that we are planning to replace our trains through our Caltrain Modernization Project. Once we finish electrification, we will be able to replace our aging diesel consists with modern electric trains. Caltrain will soon be able to run service with more frequency and reliability. You can read more about what we have planned for the future on our website: <https://www.caltrain.com/projects/electrification>.

Of course, while electrification is set to be completed this year, we at Caltrain recognize we still need to meet the current needs of our riders. To that end, Caltrain does conduct regular maintenance on our existing fleet in our effort to provide our community with safe, reliable

transit service. We realize this was not the impression you were left with when you first started riding with us. Again, we apologize for the trouble, and we assure you we have every intention of improving—and not just once CalMod is completed, but through every step on the way there.

We hope your travels with us since have proven more pleasant, but please do not hesitate to reach out to us again if you have further comments or concerns.

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)

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**From:** Alex Lee <[alexlee4190@gmail.com](mailto:alexlee4190@gmail.com)>

**Sent:** Tuesday, November 07, 2023 10:39 PM

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

**Subject:** Get new trains

I have just started riding Caltrain to and from work in SF, but I've already experienced 2 mechanical failures in the past 3 weeks. Today's mechanical failure on your southbound bullet train was a **critical failure**, locking in all passengers for close to an hour and delaying the rescue train that we took refuge on.

If this is Caltrain, I'm blown away. Get new trains now before your next mechanical failure kills somebody.

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Alex Lee

**From:** [Sarah Nabong](#)  
**To:** [matt.ferald@gmail.com](mailto:matt.ferald@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:**  
**Date:** RE: Consistency is everything Tuesday, February 13, 2024 3:09:06 PM

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Dear Matt Fernald,

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

Thanks for your feedback. We apologize your experience hasn't been ideal. Our infrastructure is aging, in fact, much of it has been extended beyond its normal operating lifespan. Unlike other public transportation operators in the region and throughout the country, Caltrain does not have a dedicated source of funding. Our fare revenue only covers a fraction of the cost of operating and maintaining transit systems. Most operators have permanent sales tax increment or other funding to subsidize their operations and help maintain their system in a state of good repair. Not Caltrain. Caltrain is a joint powers authority that depends on voluntary contributions from member agencies to fund this type of work and these member agencies' first priority is to fully fund the needs of their local systems (SamTrans, Muni and VTA). In a typical year, Caltrain will need to defer maintenance and equipment procurement due to lack of funding. Increased breakdowns and aging equipment is a direct result of this situation. The earliest we can make significant change to our service is 2025.

So, change is coming.

You can learn more about the Caltrain Modernization Program here: <http://www.caltrain.com/projectsplans/CaltrainModernization.html>. Thank you for using Caltrain and we appreciate your patience as the planning process and electrification progresses.

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:** Matt Fernald <[matt.ferald@gmail.com](mailto:matt.ferald@gmail.com)>  
**Sent:** Tuesday, December 5, 2023 4:39 PM  
**To:** Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>  
**Subject:** Consistency is everything

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Hi Caltrain,

I love to ride trains instead of driving. I love not having to drive, not adding to environmental cost, etc. But I'm finding it really hard right now to not dream of having my own car to drive myself to and from work.

Right now, I'm on train 308 Southbound, which is stopped dead on the tracks somewhere near San Antonio.

This morning, train 303 northbound was 10 minutes late, nearly making me miss my connection.

And yesterday morning, train 303 northbound was canceled, absolutely causing me to miss my connection.

I beg you, if you have any funds to spare, spend them on improving service consistency. It's frankly embarrassing that a motorized vehicle on a daily planned route can't be on time and predictable every day.

Thank you for reading,

Matt

**From:** [Sarah Nabong](#)  
**To:** [rthompson@paloaltonetworks.com](mailto:rthompson@paloaltonetworks.com)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** RE: Reinstating Shuttle at Lawrence Station Tuesday, February 13, 2024  
**Date:**  
**Attachments:** 3:16:14 [pm](#)

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Dear Roy Thompson,

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

Thank you for your feedback regarding shuttle services to and from Caltrain stations. Caltrain no longer manages or sponsors any shuttle services. For inquiries regarding Santa Clara County bus or shuttle services, please contact the Santa Clara Valley Transportation Authority (VTA), who manages light rail, bus and shuttle service in Santa Clara County as well connecting service to Caltrain stations.

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:** Roy Thompson <[rthompson@paloaltonetworks.com](mailto:rthompson@paloaltonetworks.com)>

**Sent:** Thursday, December 7, 2023 12:05 PM

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

**Subject:** Reinstating Shuttle at Lawrence Station

Hello,

Hope this email finds you well. As a regular Caltrain rider, I appreciate the convenience it offers for my car-free commute to work. I am particularly excited about the upcoming electrification efforts. I also wanted to express my gratitude for organizing the Electric Caltrain Tour; it was a delightful community event.

Recently, I came across an [archived route](#) online that mentioned a shuttle service from Lawrence Station to the major tech campuses in the area. Given that my company, Palo Alto Networks, has implemented a return-to-work policy three times a week, Lawrence Station has become the most convenient stop for our employees.



Currently, some of our colleagues opt for a longer route, riding to Sunnyvale and then taking the #20, while others rely on rideshare options from Lawrence. **To streamline the commuting process for our employees and make it more efficient and enjoyable, I would like to ask you whether there is a possibility of reintroducing a shuttle or bus route from Lawrence Station.**

Thank you for your consideration.

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**Roy Thompson | Technical Writer**

Palo Alto Networks | [docs.paloaltonetworks.com](https://docs.paloaltonetworks.com)

3000 Tannery Way | Santa Clara, CA 95054

**From:** [Jan Alexis Salandanan](#)  
**To:** [Kathie Wilson](#)  
**Cc:** [Dora Seamans](#); [Margaret Tseng](#); [Nicole Steward-Crooks](#)  
**Subject:** RE: Train on Wrong Platform  
**Date:** Tuesday, February 13, 2024 6:46:04 PM

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To Kathie Wilson,

Thank you for contacting Caltrain, though we are sorry to see it was due to the poor impression you were left with of our service. We apologize for the negative experience and the delayed response. However, please rest assured that your concerns were forwarded to Rail Operations for review and remediation—both from your call to our Customer Service Center and through your email to our Board of Directors. Please note that a copy of this current correspondence will likewise be sent to our Board of Directors.

Rail Operations did investigate what exactly occurred that day at Millbrae. What they found was that Train 229 arrived at Millbrae Station at 11:38 AM on its normal platform, but single-tracking signage was not removed until 3:44 PM. In short, the misinformation that day—and the confusion it caused—was indeed our error.

To help remedy this issue, know that Rail Operations did bring this incident to the attention of the proper parties. We know this does not change what happened, but Caltrain is working to properly address this issue. It is our sincere hope to prevent further such incidents going forward.

Again, for what it is worth, we at Caltrain apologize for the trouble. We regret we were unable to provide an excellent first experience for your visiting friends, but we are resolved to continue striving towards our goal of providing our riders with safe, reliable rail service.

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)

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**From:** Kathie Wilson <[kwilson@klwac.com](mailto:kwilson@klwac.com)>  
**Sent:** Friday, November 03, 2023 12:31 PM  
**To:** Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>  
**Subject:** Train on Wrong Platform

On October 29, 2023, approximately 11AM, we decided to ride Caltrain rather than BART into San Francisco. We had friends visiting from Boston and wanted to show them our transportation alternatives. We had been taking BART and experienced no problems. We arrived at the Millbrae station early and headed to the northbound platform and tagged our Clipper cards. It was then, we noticed that the overhead sign said "Platform Closed". We looked across the way and the overhead sign said "All Trains are on Southbound Tracks" (or something similar). There were 4 of us and 2 international visitors waiting for the northbound train. The southbound train came in and waited a long time before leaving. No announcements were made. Very shortly after the southbound train left, the northbound train came through on the northbound track. All 6 of us ran up the escalator

across and down the escalator in a vain attempt to get to the train. My husband got as far as the doors and hit them, but they did not open and the train pulled away, leaving all 6 of us on the platform.

I called the customer service number and the representative indicated that the trains were running on the southbound tracks. I don't know what happened, but I left my complaint.

Today I spent 15 minutes on the phone requesting that the Caltrain fares be refunded to my Clipper cards. So far, I have heard nothing back from Caltrain about what happened.

I am requesting an explanation as to what happened and why announcements and/or signage did not correctly show us where we should catch the train. It saddens me that BART was more reliable for our guests.

Sincerely,

Kathie Wilson

6 Hill Drive

Petaluma CA 94952

(650) 697-6625

**From:** [Jan Alexis Salandanan](#)  
**To:** [Cheng Ho](#)  
**Subject:** RE: Train skipping station  
**Date:** Wednesday, February 14, 2024 4:28:55 PM

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To Cheng Ho,

Thank you for contacting SamTrans, though we regret it was due to issue your son had with our service. We apologize for the trouble, and we assure you that your report on the matter was forwarded to our Rail Operations team for investigation. A copy of this correspondence will also be sent to our Board of Directors.

Rail Operations takes our responsibility as a public transit service seriously, and an integral facet of that responsibility is ensuring we do not leave behind our riders. To that end, know that Rail Operations conducted a thorough investigation of this incident in order to identify and address whatever problem had led to this pass up. However, upon review, they found Train 130 had indeed serviced Belmont Station and departed as scheduled.

We do not know how it is possible your son had missed this train if he had been at the station, but we understand it still happened. At this point, we can only again apologize for the poor experience. Please rest assured that Caltrain will continue striving towards our goal of providing our community with safe and reliable transit service, and it is our sincere hope your family's future travels with us prove more positive experiences.

Kind regards,

**Alexis Salandanan**

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[www.smctd.com](http://www.smctd.com)

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**From:** Cheng Ho <chenghho@hotmail.com>  
**Sent:** Friday, November 10, 2023 12:02 PM  
**To:** Board (@caltrain.com) <board@caltrain.com>  
**Subject:** Train skipping station

Hi,

My son takes the train to/from school every weekday. We've been pleased to use public transportation, to help reduce traffic congestion.

Last Thursday night, on November 2nd, he was waiting at the Belmont station for train #130 southbound around 7:25 pm. He saw the train approaching and confirmed that the correct train number was shown on the board. However, the train didn't stop. He was left stranded, alone, without a ride home. Given his young age, it would not be safe for him to wait in a dark station for nearly another hour.

I'd like to know what happened, why a train would skip a scheduled stop, when there is a passenger clearly waiting to be picked up. Is this a common occurrence and what can be done to prevent this from happening again?

Thank you,  
Cheng

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**From:** Jan Alexis Salandanan  
**Sent:** Wednesday, February 14, 2024 6:48 PM  
**To:** heallym@gmail.com  
**Subject:** RE: [Great Oaks camp] I am Beautify tent with gang tag

To Mila Heally,

Thank you for contacting Caltrain. We appreciate you taking the time to share your concerns regarding the Blossom Hill Station. Know that your feedback was forwarded to the proper parties for review and remediation. A copy of this correspondence will also be forwarded to our Board of Directors.

We at Caltrain take our responsibility to keep our facilities safe and clean quite seriously. Rest assured, we will continue to diligently monitor and maintain the Blossom Hill Station platform. However, please keep in mind that our jurisdiction in the area is limited to the station platform. For other maintenance concerns at the station, please reach out to the Valley Transportation Authority for further assistance.

Kind regards,

**Alexis Salandanan**

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1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

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**From:** Mila Heally <[heallym@gmail.com](mailto:heallym@gmail.com)>  
**Sent:** Saturday, January 6, 2024 4:03 PM  
**To:** DeborahMiller <[dkalbmiller@gmail.com](mailto:dkalbmiller@gmail.com)>  
**Cc:** Batra, Arjun <[Arjun.Batra@sanjoseca.gov](mailto:Arjun.Batra@sanjoseca.gov)>; Candelas, Domingo <[domingo.candelas@sanjoseca.gov](mailto:domingo.candelas@sanjoseca.gov)>; Carla Davis <[carlaclna278@gmail.com](mailto:carlaclna278@gmail.com)>; Chavez, Cindy [cindy.chavez@bos.sccgov.org] <[Cindy.Chavez@bos.sccgov.org](mailto:Cindy.Chavez@bos.sccgov.org)>; Cohen, David <[david.cohen@sanjoseca.gov](mailto:david.cohen@sanjoseca.gov)>; Davis, Dev [dev.davis@sanjoseca.gov] <[dev.davis@sanjoseca.gov](mailto:dev.davis@sanjoseca.gov)>; Dhanya Rajan <[rajan.dhanya@gmail.com](mailto:rajan.dhanya@gmail.com)>; Doan, Bien <[bien.doan@sanjoseca.gov](mailto:bien.doan@sanjoseca.gov)>; Elvera Faria <[veggirl70@gmail.com](mailto:veggirl70@gmail.com)>; Flores Shelton, Andrea <[Andrea.FloresShelton@sanjoseca.gov](mailto:Andrea.FloresShelton@sanjoseca.gov)>; Foley, Pam <[pam.foley@sanjoseca.gov](mailto:pam.foley@sanjoseca.gov)>; Frimann, Nora <[Nora.Frimann@sanjoseca.gov](mailto:Nora.Frimann@sanjoseca.gov)>; Izzac Khayo <[lzz\\_khayo@yahoo.com](mailto:lzz_khayo@yahoo.com)>; Jimenez, Sergio <[sergio.jimenez@sanjoseca.gov](mailto:sergio.jimenez@sanjoseca.gov)>; John & Jill <[jleipelt@sbcglobal.net](mailto:jleipelt@sbcglobal.net)>; Kamei, Rosemary <[ROSEMARY.KAMEI@sanjoseca.gov](mailto:ROSEMARY.KAMEI@sanjoseca.gov)>; Maguire, Jennifer <[jennifer.maguire@sanjoseca.gov](mailto:jennifer.maguire@sanjoseca.gov)>; Mahan, Matt <[matt.mahan@sanjoseca.gov](mailto:matt.mahan@sanjoseca.gov)>; Mata, Anthony <[anthony.mata@sanjoseca.gov](mailto:anthony.mata@sanjoseca.gov)>; Mayor Matt Mahan <[mayoremail@sanjoseca.gov](mailto:mayoremail@sanjoseca.gov)>; Mila Heally <[mila1.clna@gmail.com](mailto:mila1.clna@gmail.com)>; Ortiz, Peter <[peter.ortiz@sanjoseca.gov](mailto:peter.ortiz@sanjoseca.gov)>; Passons, Omar <[omar.passons@sanjoseca.gov](mailto:omar.passons@sanjoseca.gov)>; Patty Fishburn <[patty262pf@gmail.com](mailto:patty262pf@gmail.com)>; Raul Lopez <[lopezinc\\_2000@yahoo.com](mailto:lopezinc_2000@yahoo.com)>; Rois, Joseph <[joseph.rois@sanjoseca.gov](mailto:joseph.rois@sanjoseca.gov)>; Sandoval, Vanessa <[vanessa.sandoval@sanjoseca.gov](mailto:vanessa.sandoval@sanjoseca.gov)>; [Senator.Cortese@sen.ca.gov](mailto:Senator.Cortese@sen.ca.gov); Torres, Omar <[omar.torres@sanjoseca.gov](mailto:omar.torres@sanjoseca.gov)>; Williams, Olympia <[Olympia.Williams@sanjoseca.gov](mailto:Olympia.Williams@sanjoseca.gov)>; Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>; [customerservive@vta.org](mailto:customerservive@vta.org); darryl ospring <[darryly2k@sbcglobal.net](mailto:darryly2k@sbcglobal.net)>; [jon.cicirelli@sanjoseca.gov](mailto:jon.cicirelli@sanjoseca.gov)  
**Subject:** Re: [Great Oaks camp] I am Beautify tent with gang tag

Hi Jon,

I will submit the 311 report but more gang tag showed up at Caltrain Station at Great Oaks. Again by the tents.

Gail was seen yesterday and I saw her today by the camp.

We appreciate if Beautify can address the issue with vehicles that go into this median between tracks and street.

This is a parking violation and don't forget issues with traffic hazard and pedestrian safety. I saw the story about Vision Zero.

Is possible to paint the curbs red so no one parks but be camp and add bollards so vehicles won't be able to park in this area and along Great Oaks?

Thanks,  
Mila











Sent from Gmail Mobile

On Sun, Dec 3, 2023 at 2:01 PM DeborahMiller <[dkalbmiller@gmail.com](mailto:dkalbmiller@gmail.com)> wrote:

Dear Mayor Matt Mahan and VTA, Caltrain, and City Managers,

There is no evening lighting at the Ford Road Caltrain station directly across from your sanctioned gang encampment and next to the mobile home park in which there was a newsworthy drug/weapons bust.

It is only a matter of time till a person is assaulted, raped, or injured as a result

The City, VTA, and Caltrain have created and are maintaining an unsafe condition of property. Please address this immediately and consider this email legal notice so as to eliminate any notion of plausible deniability on the City's, VTA's, or Caltrains part should, as would not be surprising, there be an incident at this location.

Regards,  
Deborah Miller



Sent from my iPhone

On Nov 30, 2023, at 4:01 PM, Deborah Miller <[dkalbmiller@gmail.com](mailto:dkalbmiller@gmail.com)> wrote:

Dear Jon,

I found your response to Raul as somewhat off-putting, if not rude. Yes, we all know how to report via 311, for all the good it does. Nuts and bolts- District 2 and 10 have had enough of the city's failed homelessness policy, and we will no longer tolerate irresponsible policies that endanger our families and quality of life. You are inviting hardened criminals onto our streets and into our, once safe, neighborhoods, and we will not sit silently by as you do so.

Let's make something very clear. Gang graffiti and signs are used to mark territory, intimidate, threaten and send messages to rival gangs and to the community at large. These same persons have been seen walking around with gang tattoos and carrying machetes, baseball bats, and other weapons. Therefore, by allowing this at a city sanctioned encampment, you are sanctioning gang threats and intimidation on public lands. Even with private property, there are limits to free speech. For, example, the city would not sit silently if a neighbor painted a swastika on their home garage door. So, that is an absurd comment given that the tent is on public lands.

You are creating a public nuisance and unsafe condition of property. Considering that there was a bust consisting of weapons, ammunition, fentanyl, cash, etc. in the mobile home park almost directly across from this sanctioned encampment, it is clear that the City's policies are endangering my neighborhood.

The City needs to clean this up now, or we will be organizing and taking this fight public. I'm finished watching the City destroy my neighborhood, while politicians in an effort to gentrify the downtown, redline the homeless and export the homeless problem, to include criminal gangs, to my neighborhood and District.

Shame on the City of San Jose!

Deborah Miller

On Thu, Nov 30, 2023 at 1:09 PM Mila Heally <[heallym@gmail.com](mailto:heallym@gmail.com)> wrote:

FYI

Ford road across the street from Great Oaks where the tag showed up today.

<https://www.kron4.com/news/bay-area/guns-drugs-cash-seized-in-san-jose-mobile-home-park-bust/amp/>

# Neighbor



Uploaded from a Mobile Device

Sent from Gmail Mobile

On Thu, Nov 30, 2023 at 11:08 AM Mila Heally <[heallym@gmail.com](mailto:heallym@gmail.com)> wrote:  
Hi Jon,

I created a report on 311 for the tent. Now sure how they will handle it since is private property but the anti graffiti team does a very good job.

As you mentioned the tent is private property and they are staying on the managed camp. So my understanding is that they should not be glorifying gang preference as it is in any facility where there is gangs.

There are rules posted on the flyer too. They have been doing a lot of stuff that is not allowed listed on the flyer too.

They need to follow the rules if not escalated actions need to be enforced.

We all use the app and Elvera and I spent some 3-4 weekends recording hot spots with gang tags and reporting. We are tired of their tags and not following the rules.

They keep accumulating stuff more stuff at Great Oaks and Endicott tents. The tents are getting bigger and bigger and they have pallets structures there too. They need to respect the 12 x 12.

I do not think they will leave all the stuff they accumulated to move to a shelter. They are squatters and come with vehicles including moving trucks and unload stuff according to neighbors reports. It is turning into something else.

Thank you,  
Mila

Meanwhile another gang tag showed in Silverleaf across the street and had the four dots and two lines like the tents tags.

People reported to 311.



# Neighbor



Uploaded from a Mobile Device

Sent from Gmail Mobile

On Thu, Nov 30, 2023 at 10:31 AM Cicirelli, Jon <[Jon.Cicirelli@sanjoseca.gov](mailto:Jon.Cicirelli@sanjoseca.gov)> wrote:

Raul,

If it wasn't clear in my previous email, I will reiterate: we will see what we can do to resolve this particular issue.

I know you all know to report any graffiti on 311. Gang graffiti is removed within 24hrs from public property. If you have reported it and it has not been removed timely, then let me know (separately) those locations. It is not as easy for us to remove it from private property, but we do work with the property owner to accomplish that.

To your question about a tent on public property, the TENT (and any other possessions) is private property. I assure you, the courts are clear about this.

Sincerely,

**Jon Cicirelli | Director**  
**Parks, Recreation and Neighborhood Services**  
Office of the Director | 408.793.5553  
200 E. Santa Clara St., T-9, San José, CA 95113  
*Building Community Through Fun*  
[Website](#) | [Twitter](#) | [Facebook](#)

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**From:** Raul Lopez <[lopezinc\\_2000@yahoo.com](mailto:lopezinc_2000@yahoo.com)>

**Sent:** Thursday, November 30, 2023 9:51 AM

**To:** Mila Heally <[heallym@gmail.com](mailto:heallym@gmail.com)>; Frimann, Nora <[Nora.Frimann@sanjoseca.gov](mailto:Nora.Frimann@sanjoseca.gov)>; Maguire, Jennifer <[jennifer.maguire@sanjoseca.gov](mailto:jennifer.maguire@sanjoseca.gov)>; Passons, Omar <[Omar.Passons@sanjoseca.gov](mailto:Omar.Passons@sanjoseca.gov)>; Cicirelli, Jon <[Jon.Cicirelli@sanjoseca.gov](mailto:Jon.Cicirelli@sanjoseca.gov)>

**Cc:** Batra, Arjun <[arjun.batra@sanjoseca.gov](mailto:arjun.batra@sanjoseca.gov)>; Candelas, Domingo <[Domingo.Candelas@sanjoseca.gov](mailto:Domingo.Candelas@sanjoseca.gov)>; Carla Davis <[carlaclna278@gmail.com](mailto:carlaclna278@gmail.com)>; Cohen, David <[David.Cohen@sanjoseca.gov](mailto:David.Cohen@sanjoseca.gov)>; Davis, Dev <[dev.davis@sanjoseca.gov](mailto:dev.davis@sanjoseca.gov)>; DeborahMiller <[dkalbmiller@gmail.com](mailto:dkalbmiller@gmail.com)>; Dhanya Rajan <[rajan.dhanya@gmail.com](mailto:rajan.dhanya@gmail.com)>; Doan, Bien <[Bien.Doan@sanjoseca.gov](mailto:Bien.Doan@sanjoseca.gov)>; Elvera Faria <[veggirl70@gmail.com](mailto:veggirl70@gmail.com)>; Flores Shelton, Andrea <[Andrea.FloresShelton@sanjoseca.gov](mailto:Andrea.FloresShelton@sanjoseca.gov)>; Foley, Pam <[Pam.Foley@sanjoseca.gov](mailto:Pam.Foley@sanjoseca.gov)>; Izzac Khayo <[izz\\_khayo@yahoo.com](mailto:izz_khayo@yahoo.com)>; John & Jill <[jleipelt@sbcglobal.net](mailto:jleipelt@sbcglobal.net)>; Kamei, Rosemary <[Rosemary.Kamei@sanjoseca.gov](mailto:Rosemary.Kamei@sanjoseca.gov)>; Mahan, Matt <[Matt.Mahan@sanjoseca.gov](mailto:Matt.Mahan@sanjoseca.gov)>; Mata, Anthony <[ANTHONY.MATA@sanjoseca.gov](mailto:ANTHONY.MATA@sanjoseca.gov)>; Ortiz, Peter <[Peter.Ortiz@sanjoseca.gov](mailto:Peter.Ortiz@sanjoseca.gov)>; Patty Fishburn <[patty262pf@gmail.com](mailto:patty262pf@gmail.com)>; Rois, Joseph <[joseph.rois@sanjoseca.gov](mailto:joseph.rois@sanjoseca.gov)>; Sandoval, Vanessa <[vanessa.sandoval@sanjoseca.gov](mailto:vanessa.sandoval@sanjoseca.gov)>; Torres, Omar <[Omar.Torres@sanjoseca.gov](mailto:Omar.Torres@sanjoseca.gov)>; Williams, Olympia <[Olympia.Williams@sanjoseca.gov](mailto:Olympia.Williams@sanjoseca.gov)>; [cindy.chavez@bos.sccgov.org](mailto:cindy.chavez@bos.sccgov.org) <[cindy.chavez@bos.sccgov.org](mailto:cindy.chavez@bos.sccgov.org)>; darryl ospring <[darryly2k@sbcglobal.net](mailto:darryly2k@sbcglobal.net)>; [senator.cortese@sen.ca.gov](mailto:senator.cortese@sen.ca.gov) <[senator.cortese@sen.ca.gov](mailto:senator.cortese@sen.ca.gov)>

**Subject:** Re: [Great Oaks camp] Beautify tent with gang tag

How about removing all the gang-related tagging on public property first? This appears to be the majority of instances where this problem is occurring. As for posting gang-related tags on private property, if these encampments are built on public property, they cannot be considered private property. The taxpayers who paid for this property with their hard-earned tax dollars should have a say as to what can and cannot be allowed on it. As a homeowner, I am not allowed to post gang-related signs on my property as they would be considered blight and I would be forced to remove it. The homeless encampments should be held to the same standard given your explanation that they are considered "private property".

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**From:** Jan Alexis Salandanan  
**Sent:** Thursday, February 15, 2024 11:27 AM  
**To:** Alex Eulenberg  
**Subject:** RE: San Jose Signage: Please fix

To Alex Eulenberg,

I wanted to provide you with an update on the in-tunnel digital screen signage matter. After receiving your feedback, we promptly consulted our leaders of the Systems Communications & Maintenance Team for a status update. Unfortunately, the existing equipment proved to be beyond repair due to unavailable parts and technical limitations.

In response to this issue, our team is currently in the process of acquiring new test equipment to address the problem effectively. Once we successfully complete the testing phase to ensure compatibility with our systems and station requirements, we will proceed with procuring the remaining equipment and deploying the new signs.

Additionally, I wanted to address your concerns about signage on the platforms. The platforms are equipped with Visual Message Signs (VMS), which display important information such as train numbers, arrival times, delays, and schedule updates. However, if you have further feedback or suggestions regarding platform signage, please feel free to let us know or utilize our feedback form at

<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.caltrain.com%2Fabout-caltrain%2Fcontact-us&data=05%7C02%7CSeamansD%40samtrans.com%7C3963dded323c4d9fe66608dc2e5c22e0%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638436220460744536%7CUnknown%7CTWFpbGZsb3d8eyJWlloiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=wCxrPS9cDyWZVxQF5%2B3UDYy07uL0qXxMEzlm6qD3q64%3D&reserved=0> at your convenience.

We understand the patience our customers have exhibited regarding the signage situation at Diridon station, and we are committed to resolving it as swiftly as possible. We eagerly anticipate the successful testing of the new equipment and the subsequent installation of improved signage.

Thank you once again for bringing this matter to our attention and for your continued support of Caltrain.

Warm regards,

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

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

From: Alex Eulenberg

Sent: Monday, February 12, 2024 6:34 PM

To: Jan Alexis Salandanan

Subject: Re: San Jose Sinage: Please fix

Alexis, thank you for your confirmation of receipt of my request for improvements. I would still like to know what the plan is for correcting the egregious neglect in signage at the SJ Diridon station.

Please have the Board let me know what I can do to help accelerate not only the repair of the previously working signage underground at the SJ Diridon station, but also the placement of proper signage at the platforms themselves, so riders will know which track their train is departing from. Please let the proper parties know that the confirmation of receipt and acknowledgment of the problem from customer service does not constitute an adequate response. I need to hear from the Board.

Thanks again, Alexis, for handling my request.

Together in the pursuit of transit excellence, Alex

> On Feb 12, 2024, at 4:59 PM, Jan Alexis Salandanan wrote: >

>To Alex Eulenberg,

>

>Thank you for contacting Caltrain, though we regret it was due to the prolonged issues with the signage at our San Jose Diridon Station. We sincerely apologize for the trouble--and for the delayed response. Know that your concerns were forwarded to the proper parties for further handling. A copy of this correspondence will be able to be forwarded to our Board of Directors.

>

>Please rest assured that we at Caltrain are well aware of the issues with the San Jose Diridon monitors, and we have every intent to repair the malfunctioning displays. However, we are having difficulty with the process. While Caltrain staff is working diligently to rectify this issue, we unfortunately do not have an estimated time yet on when we will be able to complete these repairs.

>

>

> Once more, we apologize for the continued inconvenience.

⊗ 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

>

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

> From: Alex Eulenberg  
> Sent: Monday, December 04, 2023 5:53 PM  
> To: Board (@caltrain.com) <board@caltrain.com>  
> Subject: San Jose Sinage: Please fix  
>

Dear Board of Caltrain:

Please help! The signage has been in disrepair for months in SJ Diridon Station. It is hard or impossible to tell which train is leaving from which track.

From a customer point of view, it's bad enough. But also think of the employees. Customers have no one to express their grief to except the conductors and other onsite workers. They are bearing the brunt of it and it is not fair. This is creating a hostile work environment.

Please let me know by next Monday (December 11) what your plans are regarding this matter.

Alex Eulenberg

> Santa Clara County transit rider since 1997

**From:** [John Hogan](#)  
**To:** [Jeff Carter](#); [Board \(@caltrain.com\)](#); [cacsecretary \[@caltrain.com\]](#); [Michelle Bouchard](#)  
**Cc:** [adrian.brandt@gmail.com](#); [aldeivnian@gmail.com](#); [jcartrain@aol.com](#)  
**Subject:** Re: VMS At 22nd Misdirecting Customers This Past Tuesday 13-February-2024  
**Date:** Thursday, February 15, 2024 1:28:07 PM

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Jeff,

I have forwarded this information to our contractor TASI. We have recently added 4 clerks position so this type of confusion don't happen anymore. We are digging into this incident and dealing with the employees responsible to make sure it doesn't happen again.

Apologies,  
John

John Hogan  
Chief Operating Officer  
Caltrain  
617-756-0329

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**From:** Jeff Carter <jcartrain@aol.com>  
**Sent:** Thursday, February 15, 2024 12:49:11 PM  
**To:** Board (@caltrain.com) <board@caltrain.com>; cacsecretary [@caltrain.com] <cacsecretary@caltrain.com>; Michelle Bouchard John Hogan  
**Cc:** adrian.brandt@gmail.com <adrian.brandt@gmail.com>; aldeivnian@gmail.com <aldeivnian@gmail.com>; jcartrain@aol.com <jcartrain@aol.com>  
**Subject:** VMS At 22nd Misdirecting Customers This Past Tuesday 13-February-2024

Good Afternoon Caltrain/JPB Board, CAC, and Staff,

On Tuesday, 13-February-2024, I went to catch my normal train #410, which departs at 16:15 from 22nd. The VMS sign said: "Platform closed. All trains will board on the Northbound platform." So, all customers were waiting on the NB platform. However, when the train was approaching (in tunnel #1) passengers could see that #410 was on the southbound track, so we all sprinted up the stairs and over to the SB platform, there were about 25 of us, I had my bike in hand... The crew waited for all of us, including slow poke me. When on the train, I noticed that I had lost my rain pants. I could see that they were on the stairs, however, the conductor was not able to let me off to retrieve them. So, I decided to double back from the next stop which was San Bruno. I took #409 back, arriving at 22<sup>nd</sup> @16:52 and there were a lot of confused customers waiting on the NB platform. The next SB train at 22nd was #412 @ 17:15. The VMS sign was still directing customers to the northbound platform, many were quite confused, waiting on the 22nd bridge, and at the top of stairs on both sides. I called the Caltrain customer service number and was told they have an email indicating that the southbound platform was closed and there were no updates. I noted that #710 bullet did operate on the SB track. After talking with a couple customers, they told me that they were waiting on the opposite (NB) platform as directed by the (VMS) sign. However, #126 @16:42, was approaching on the normal SB track. So, when they sprinted over to the other side, the train/crew did not wait and closed the doors in their faces. I don't

know how many boarded or were left behind by #126? So, when # 412 approached some customers were waiting on the NB stairs and 22nd bridge, we all signaled for them to come to the normal SB platform, and it looked like everyone was able to board. This is not the way to get people committed to using Caltrain. Not sure how long this problem went on, but staff needs to investigate this.

Regards,  
Jeff Carter.



**From:** [Jan Alexis Salandanan](#)  
**To:** [Benjamin Elkins](#)  
**Subject:** RE: Delays and Lack of response to customer service requests  
**Date:** Thursday, February 15, 2024 7:02:26 PM

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To Benjamin Elkins,

Thank you for contacting Caltrain. We regret, however, that it was due to a number of poor experiences you had with our service. We at Caltrain recognize it is not only important to ensure our equipment remains well-maintained, but also how integral it is as a public transit agency, if issues do arise, to keep communication open with our riders. We apologize your experiences with us do not reflect this, but we assure you that your concerns were forwarded to the proper parties for further handling as part of our improvement process. Additionally, a copy of this correspondence will be provided to our Board of Directors.

Our Rail Operations team did confirm the many issue you encountered were due to mechanical issues, which have since been resolved. However, we at Caltrain understand this does not change the fact these issues did indeed occur—and with such frequency. This is why we have been striving so hard to complete our electrification work for our Caltrain Modernization Project. Once our system is fully electrified, we will be able to replace our aging diesel consists with modern electric trains.

And we are well aware we still need to remain vigilant until this work is done. Caltrain will continue to diligently maintain our fleet and facilities to ensure we can provide our riders with safe and reliable rail service. Additionally, we are always working to improve our recovery plans when, in the worst case scenario, mechanical issues do crop up in spite our efforts.

Caltrain does realize that such incidents along the tracks affect thousands of people, and we always strive to make the best choices possible based on what information and what equipment we have available. We will continue to focus on improving our service recovery plans, and it is our sincere hope we will be able to provide you with a much improved 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)

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**From:** Benjamin Elkins <benjamin.elkins@gmail.com>  
**Sent:** Monday, November 06, 2023 8:22 AM  
**To:** Board (@caltrain.com) <board@caltrain.com>  
**Subject:** Delays and Lack of response to customer service requests

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Dear Caltrain board of directors,

I am writing to express concerns about ongoing cancellations and delays of trains. It seems at least once every week now northbound trains coming out of Gilroy in the morning (303, 405) are being canceled or significantly delayed. In Addition when I enter tickets with your customer service portal I

am not receiving any response from your company. I am concerned by the lack of accountability for preventing these delays and the lack of response to customer service tickets.

Moreover, I object to how you consistently privilege bullet train schedules over other trains when there are delays. Just this morning, you ran the 705 ahead of the already delayed 405 which was accommodating passengers from the cancelled 303. Passengers expecting the 303 were already severely delayed at this point and yet you prioritized the barely delayed bullet. In these scenarios rather than just converting limited into locals and running them way behind, maybe you should convert bullets into limiteds and limiteds into locals. That way the delays are more spread out rather than concentrating the delays into one or two trains.

Please do better and do a better job communicating what is going on both day of and in general. I am strong proponent of public transit but your lack of reliability makes it hard for people to use your service. If you want ridership to increase you need to do better. Otherwise, people who can drive will do so. And those who cannot will be stuck with a service with declining ridership.

Warmly,

Ben