



JPB Board of Directors
Meeting of March 7, 2024

Correspondence as of February 23, 2024

<u>Item #</u>	<u>Subject</u>
1	VISION ZERO AND BEYOND_ Some Unconventional Thoughts
2	RE_ Recent trips on Caltrain
3	RE_ Public safety concerns_ San Jose (Blossom)Caltrain parking lot
4	RE_ Frustration and Refund Request Please
5	RE_ Formal complaint - Caltrain service (reply requested)
6	RE_ Caltrain Maintenance and Idling
7	RE_ Inquiry Regarding Permit Requirements for Train Hawking on Caltrain Services
8	Notice of Geotechnical Work at Diridon 3-8 - 3-12
9	Ask VTA: BART Silicon Valley Phase II Extension Project Part 1

From: [Howard](#)
To: [Board \(@caltrain.com\)](#); [cacsecretary \[@caltrain.com\]](#); [Caltrain, Bac \(@caltrain.com\)](#)
Subject: VISION ZERO AND BEYOND: Some Unconventional Thoughts
Date: Sunday, February 18, 2024 9:45:48 PM

VISION ZERO AND BEYOND + Doing More With Less



Hi Everyone, Food for unconventional thought. With budget crisis after crisis, simplicity and design clarity seems a wise approach, merging multiple projects and disciplines---with beauty and efficiency paramount. Post-pandemic, things have changed, requiring more imaginative ways to solve problems. For example, the public realm is one of those universal connectors of everything we do. So, combining art, design, engineering, psychology, technology and multi-disciplines can be cheaper, safer,

simpler---and more beautiful. Not every world-class public realm is the same. Sometimes, urban chaos is exciting. Sometimes, urban clarity is calming. But essentially, streetscape design needs to energize spaces---throughout the day. Whether by pedestrians, traffic or transit (all mobility modes), crowded/ congested streets slow things down. When intersections are painted with artwork, even if all traffic lights/ stop signs are removed, pedestrian/ driver safety improves because the psychology is that people are forced to look into each others' eyes---to see what the other is doing. Our brains automatically say "Slow down! Be extra careful!" Best, Howard Wong, AIA

STREETSBLOG: STUDY: Asphalt Art Decreases Vulnerable Road User Crashes By 50 Percent https://usa.streetsblog.org/2022/04/22/study-asphalt-art-decreases-vulnerable-road-user-crashes-by-50-percent/#new_tab Turns out, paint *can* be protection, at least when it's done right. Installing asphalt art on roads and intersection can cut crashes between motorists and other road users by a staggering 50 percent, a new study finds — and the experts behind it say its time for policymakers to treat this life-saving traffic-safety treatment as more than just a frill. Not only did the projects slash crashes involving vulnerable road users in half, they also lessened injury-causing crashes by an average of 37 percent, and cut *overall* crashes by 17 percent, too. Drivers even yielded to pedestrians in colorful crosswalks 27 percent more often, even though many intersections featured high-visibility paint before.

ARCHITECT: Asphalt Art Initiative expands pedestrian safety program to these 25 North American Cities <https://archinect.com/news/article/150398775/asphalt-art-initiative-expands-pedestrian-safety-program-to-these-25-north-american-cities>



PROJECT FOR PUBLIC SPACES: Hans Monderman:

<https://www.pps.org/article/hans-monderman>

MEDIUM: Less is More: Designing Streets for Safety


<https://medium.com/sutherland-labs/less-is-more-designing-streets-for-safety-18c324b248d4>

YOUTUBE: Shared Spaces - Naked Streets - How it all started.

<https://www.youtube.com/watch?app=desktop&v=jYpUbnjJgM>

CLEAN TECHNICA: Why Doesn't The U.S. Have More Roundabouts?

https://usa.streetsblog.org/2022/09/22/we-couldnt-take-a-roundabout-out-if-we-wanted-to-an-interview-with-jim-brainerd-mayor-of-carmel-ind#new_tab



REUTERS: Bike-friendly Paris votes to triple parking fees for SUVs

<https://www.reuters.com/sustainability/bike-friendly-paris-votes-raising-parking-fees-suvs-2024-02-03/>

ARCHDAILY: How Tactical Urbanism Helped Conquer the Streets of Jersey City

https://www.archdaily.com/995264/how-tactical-urbanism-helped-conquer-the-streets-of-jersey-city?utm_medium=email&utm_source=ArchDaily%20List&kth=3,660,081

DEZEEN: Champs-Élysées avenue in Paris to become "an extraordinary garden"

<https://www.dezeen.com/2021/01/12/champs-elysees-avenue-paris-extraordinary-garden/>

BLOOMBERG: Car-Clogged Paris Avenue Gets a Pedestrian Makeover

<https://www.bloomberg.com/news/features/2023-06-26/avenue-de-la-grande-armee-gets-new-design-to-remove-car-lanes>



BICYCLING: Oslo Just Proved Vision Zero Is Possible

<https://www.bicycling.com/news/a30433288/oslo-vision-zero-goal-2019/>

CBS: Hoboken touts success of Vision Zero safety program; city hasn't had a

traffic fatality in 7 years <https://www.cbsnews.com/newyork/news/hoboken-vision-zero/>

WNYC: A New Jersey city achieved 0 traffic deaths in 4 years with quick, high

impact ideas <https://www.wnyc.org/story/a-new-jersey-city-achieved-0-traffic-deaths-in-4-years-with-quick-high-impact-ideas/>

BLOOMBERG: The New Jersey Mayor With a Plan to End Traffic Death

<https://www.bloomberg.com/news/features/2023-11-20/this-new-jersey-mayor-ended->

[traffic-deaths-with-a-vision-zero-plan](#)

BLOOMBERG: Where “Vision Zero” Is Working

<https://www.bloomberg.com/news/articles/2022-11-25/the-us-cities-where-vision-zero-traffic-safety-fixes-are-working>

STREETSBLOG: Five Things to Learn From NYC’s Decade of Vision Zero

Successes And Shortcomings M<https://usa.streetsblog.org/2024/02/12/five-things-to-learn-from-nycs-decade-of-vision-zero-successes-and-shortcomings>

STANDARD: San Francisco is losing 14,000 street parking spaces. Here’s why

<https://sfstandard.com/2024/01/11/san-francisco-street-parking-crosswalks-california-law/> In 2024, in addition to curbing tires, checking bumpers and [always reading street signs](#), motorists must now avoid parking within 20 feet of the approach of a crosswalk. The change to the Vehicle Code is a result of [Daylighting to Save Lives Bill AB 413](#), which requires cities across the state to “daylight”—clear sight lines between drivers and people crossing the street by removing parking—to reduce the chances of dangerous crashes.



From: [Sarah Nabong](#)
To: sfloughlin@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Recent trips on Caltrain
Date: Monday, February 19, 2024 2:25:23 PM

Dear Steve Loughlin,

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 submitting your comments to Caltrain. We regret to hear of the uncomfortable conditions that you endured. Please note this has been filed as Report #918116. Although you didn't provide us with specifics such as train# and dates, we will provide your feedback to the necessary parties as an FYI. All trains are cleaned/dumped/refilled/refreshed daily before service. When a train comes in for fueling, if there is enough time between runs, the crew will clean/dump/refill/refresh the restrooms again throughout the day/night, at the San Francisco King Station.

Nevertheless, we understand your commute still suffered, and we sincerely apologize for the inconvenience.

Again, we thank you for submitting your feedback.

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: Sfloughlin <sfloughlin@gmail.com>

Sent: Thursday, February 15, 2024 4:24 PM

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

Subject: Recent trips on Caltrain

Your restrooms on your trains are amongst the dirtiest and worst public restrooms I have ever seen. They are not a viable restroom option for riders.

Why don't you have them cleaned, like airlines (after each flight segment), at your north and south end points?

This could provide your riders with an option for “useable” restrooms?

Does the board ever use the train and if so do they ever use the restrooms?

If you did, you know what the problem is.

How about a solution?

Thoughts?

Steve Loughlin

Sent from my iPhone

From: [Sarah Nabong](#)
To: [Melody](#); [Board \(@caltrain.com\)](#)
Cc: [Bernard Fung](#)
Subject: RE: Public safety concerns: San Jose (Blossom)Caltrain parking lot
Date: Wednesday, February 21, 2024 8:30:25 AM

Dear Melody Liu,

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 reaching out to Caltrain with your observations. We provided your feedback to our Transit Police for their attention and the area you mentioned is handled by your local jurisdiction, who should be notified for real-time issues.

Thank you for your concerns and we appreciate your vigilance.

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: Melody <melodytliu8888@yahoo.com>
Sent: Saturday, December 23, 2023 6:56 PM
To: Board (@caltrain.com) <board@caltrain.com>
Cc: Bernard Fung <bernardfung8@gmail.com>
Subject: Public safety concerns: San Jose (Blossom)Caltrain parking lot

Dear Board of director,

The Caltrain Blossom Station parking lot in San Jose (Ford and Monterey) has become a breeding ground for crime.

It's a huge piece of paved road with no speed bumps and in recent days there's multiple incidents of vehicle making donuts and playing loud music in the middle of the night. There's posted signs for "no illegal dumping" and yet no regular enforcement for compliance. There's furniture, tents and homeless encampment generating regular trash. Today I had to call police and fire department as a

homeless person brought accelerant and started an illegal fire right outside my walls where my kids were playing in the backyard. There is no oversight whatsoever.

Please find solution on what Caltrain can do, to ensure this parking lot does not become a major public safety issue.

Sincerely your neighbor,
Melody Liu

Sent from my iPhone

From: [Sarah Nabong](#)
To: [Richelle Pozas ODonnell](#); [Board \(@caltrain.com\)](#)
Subject: RE: Frustration and Refund Request Please
Date: Wednesday, February 21, 2024 7:39:46 AM

Dear Richelle Pozas,

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

As per our phone conversation, please submit your refund form by visiting <https://www.caltrain.com/tvm-refund-form>

Once again, we sincerely apologize for the trouble you experienced February 4th. We understand that proper communication is key in such circumstances, and we do make the effort to keep our riders informed whenever there is an emergency, but preparing proper messaging can admittedly take some time.

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,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Richelle Pozas ODonnell <richellepozasodonnell@gmail.com>

Sent: Monday, February 05, 2024 6:52 PM

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

Subject: Frustration and Refund Request Please

Board of Directors:

I purchased a ticket for a train leaving at 5:34pm on Sunday, 2/4. I waited at the train station in Mountain View for two hours. The sign kept extending the "delay" time. After waiting over two hours, I thought the next train that kept showing delays would arrive. It never showed. I paid for a

\$20 Uber ride to Mountain View train station, my ticket cost \$8.25 to San Francisco King Street Station, and \$20.00 Uber ride home. I am out of pocket \$48.00 for a train that was never cancelled. It was so frustrating for all passengers last night waiting in the rain.

- No cancellation notice displayed on the signs. Just showing delay.
- No customer service phone number for anyone to call outside normal business hours that could provide insight
- No updates or communication from anyone at CalTrain
- No bus alternative to anyone waiting
- Now your website does not work to retain a refund

Please check your customer experience. I recommend making some adjustments based on this experience that so many people experienced. On top of that request for communication changes, can you please fix your website? Please provide my email to your refund center to help expedite the refund. See attached

Thank you

--

Richelle Pozas O'Donnell

From: [Sarah Nabong](#)
To: [Ted Neu; Board \(@caltrain.com\)](#)
Subject: RE: Formal complaint - Caltrain service (reply requested) Thursday,
Date: February 22, 2024 12:36:57 PM

Dear Ted Neu,

Thank you for your patience as I gathered more information regarding your feedback. I received a response from our Rail Operations team, regarding their findings.

The below excerpt is directly from Rail Contractor.

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

Warm regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



Thank you for contacting Caltrain. Our management team interviewed the conductor about the incident that occurred on December 10, 2023, on train 265. The conductor stated that when they arrived at Broadway Station, they were 2.5 minutes ahead of schedule when the assistant conductor motioned to the bicyclist and told the conductor they boarded the wrong car. The conductor walked over and asked the passenger to switch cars and explained that it wasn't a bicycle car.

The conductor told the passenger that the car they were in was not intended for bicycles and that they had to move cars as it's our following our rules posted online.

You can find more information regarding bicycle boarding on, <https://www.caltrain.com/rider-information/bicycles/bikes-train>

We thank you for bringing this to our attention and hope you have a wonderful day.

From: Ted Neu <tedneu1@gmail.com>
Sent: Sunday, December 10, 2023 9:19 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Formal complaint - Caltrain service (reply requested)

On December 10th I was on Caltrain 265 from Broadway to San Francisco. I was running late, but managed to make the train. I had my bike and I boarded the first available car.

The conductor yelled at me to move to the bike car. I politely asked if she would hold the train as I ran to the bike car (two cars up).

She did not respond to my request, but told me to "move!". I again asked if she would hold the train. No response.

Eventually, a fellow passenger volunteered to hold the door as I changed cars. Please note that I had told the conductor that I would change cars at the next opportunity.

As I ran to the next car the conductor yelled "hurry up, hurry up, move it!!!" This was unnecessary and rude.

This is an example of the rudeness that seems to be commonplace amongst your conductors.

1. I request action be taken.
2. I request an apology.
3. I suggest that that you have your conductors receive additional training to learn how to interact with the public.

Edward C. Neu
3 Bayside Village Place
San Francisco, CA 94107

From: [Sarah Nabong](#)
To: [Elaine Wang](#); [Board \(@caltrain.com\)](#); [Public Comment](#)
Subject: RE: Caltrain Maintenance and Idling
Date: Thursday, February 22, 2024 12:43:54 PM

Dear Elaine Wang,

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 contacting Caltrain. We regret to hear about the disturbance that you have been caused due to idling trains. Caltrain has policies and procedures in place regarding the startup, shutdown and idling of locomotives at the San Francisco Station. We provided your feedback to our Maintenance team for their attention to further address. Due to equipment servicing time and Caltrain schedule change to 104 trains some trains run a bit later into the night. Our contractor audits equipment running in SF several days monthly.

In the future, please specify times for future complaints so we can investigate.

Once more, we apologize for the trouble, and we thank you for taking the time to reach out to 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: Elaine Wang <elaine.m.wang@gmail.com>
Sent: Friday, December 15, 2023 10:19 AM
To: Board (@caltrain.com) <board@caltrain.com>; Public Comment <publiccomment@samtrans.com>
Subject: Caltrain Maintenance and Idling

Hello,

I'm writing to inquire about the low frequency idling noises from the Caltrains at 4th and King Station. I was wondering if the idling is necessary for electrification construction work, and if so, if there is a timeline for completion. The low frequency humming is extremely detrimental to sleep quality and is very hard to block out, even with earplugs and white noise machines. Additionally, the trains idle almost all night, sometimes stopping only at 2 am and starting again at 4 am. Any transparency regarding the idling would be greatly appreciated, thank you for help!

Best,
Elaine

From: [Sarah Nabong](#)
To: [Scott Steinhauser](#); [Board \(@caltrain.com\)](#)
Subject: RE: Inquiry Regarding Permit Requirements for Train Hawking on Caltrain Services
Date: Thursday, February 22, 2024 1:21:29 PM

Dear Scott Steinhauser,

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 interest/incentive with Caltrain! Currently, Caltrain does not have a program for "Train Hawking", however, if you're interested in setting up shop at one of our Caltrain Stations, you can reach out to our Real Estate Department for further information.

We do appreciate your feedback!

Warm regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Scott Steinhauser <scottcsteinhauser@gmail.com>
Sent: Saturday, February 03, 2024 9:44 PM
To: [Board \(@caltrain.com\)](#) <board@caltrain.com>
Subject: Inquiry Regarding Permit Requirements for Train Hawking on Caltrain Services

Dear Caltrain Board Members,

I hope this message finds you well. My name is Scott, and I am writing to inquire about the specific regulations and permit requirements for individuals interested in operating as train hawkers on Caltrain services.

As someone keenly interested in providing snack and beverage services to passengers aboard Caltrain, I would like to ensure that all my activities are in strict compliance with your policies and regulations. Could you kindly inform me if a permit is required to engage in such commercial activities on Caltrain? If so, I would greatly appreciate detailed information on the following:

1. The application process for obtaining a permit.
2. Any specific criteria or qualifications that must be met.
3. The associated costs, if any, for acquiring and maintaining such a permit.
4. Any other relevant rules or guidelines that need to be followed.

I am eager to contribute positively to the travel experience of Caltrain passengers while adhering to all necessary regulations. Your guidance in this matter would be immensely valuable.

Thank you for your time and consideration. I look forward to your response and any further steps I may need to take.

Sincerely,
Scott Steinhauser

From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Thursday, February 22, 2024 6:59 PM
To: Board (@caltrain.com)
Subject: Notice of Geotechnical Work at Diridon 3/8 – 3/12



Notice of Geotechnical Work at Diridon 3/8 – 3/12

What

- Contractors will be conducting soil resistivity testing to determine soil electrical resistance values to support the future BSVII Diridon Station grounding design.

Where

- The work will take place in the Diridon Station Parking Lot bounded by W. Santa Clara St, Cahill St, Crandall St, and Montgomery St.



When*

- Work will be conducted as early as Fri Mar 8th – Tue Mar 12th.
- General working hours will be 7:00 AM-5:00 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 conducted with primarily handheld specialty equipment.
- Half-inch holes will be drilled into the pavement to access the soil below. These holes will be backfilled with cold-patch asphalt concrete.
- Four tests will be performed in approximately 10 ft by 80 ft areas in the parking plot.
- Staff will set up cones and direct traffic.
- This work activity does not typically generate dust.

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 or email us vtabart@vtabsv.com



Forward



Share



Share

VTA BART Phase II

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(408) 321-2345 BART Silicon Valley Hotline



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From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Thursday, February 22, 2024 6:59 PM
To: Board (@caltrain.com)
Subject: Ask VTA: BART Silicon Valley Phase II Extension Project Part 1



Ask VTA: BART Silicon Valley Phase II Extension Project Part 1

Are you eager to learn more about VTA's BART Silicon Valley Phase II Extension (BSVII) Project? Join us this Thursday at [Ask VTA](#) and bring your questions directly to Project staff who will present and answer your questions about the project.

Date and Time: Thursday, February 29 from 6 - 7:30 pm PST

RSVP: Please [RSVP](#) to secure your spot for Ask VTA

Ask VTA was developed to provide an opportunity for the public to have a deeper discussion about the projects and programs that VTA delivers for the residents of Santa Clara County. This virtual question-and-answer session between VTA, subject matter experts, and the public, provides a space for conversation about transit, transportation, and VTA programs.



**BART SILICON VALLEY
PHASE II EXTENSION PROJECT**

February 29, 2024

6 – 7:30 p.m.

Online Meeting

Ask VTA: BSVII Part 2 Coming in Spring!

A second BART Phase II Ask VTA session, focused on future stations and construction impacts, will be held later this spring.

VTA’s BSVII 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 or email us vtabart@vtabsv.com



VTA BART Phase II

vtabart@vtabsv.com

(408) 321-2345 BART Silicon Valley Hotline



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