



JPB Board of Directors
Meeting of April 4, 2024

Correspondence as of March 15, 2024

<u>Item #</u>	<u>Subject</u>
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2	Re_Did my letter get included in the board correspondence packages
3	Pure Torture
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6	Re_10 minutes delayed express train unnecessarily holds up a local train on schedule
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17	Re_Bayshore Signage
18	Re_San Antonio rd Property San Bruno

From: [Sarah Nabong](#)
To: [Vincent Huang](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: 2/1 Board Meeting Public Comment - Electrification services
Date: Wednesday, March 6, 2024 2:43:14 PM
Attachments: [image001.png](#)

Dear Vincent Huang,

Your follow up email was received. A copy of this correspondence will also be sent to our Board of Directors.

Thank you for reaching out to Caltrain and for your feedback.

I was informed that a market analysis approach was used to develop the service plan, through a ridership analysis that considered current and pre-COVID ridership patterns, a land use analysis that looked at population and jobs near stations as well as growth, an equity analysis to improve connections to low income and/or minority communities, and transit connections.

Based on the market analysis to attract riders and increase ridership, several stations demonstrated the strongest need for additional service frequency in Santa Clara County and part of San Mateo County during the peak periods: South San Francisco, San Mateo, Hillsdale, Menlo Park, Sunnyvale, Lawrence, and Santa Clara.

At this time, we do not plan on adjusting our service plan until its implementation in September 2024. However, we will keep your suggestions in mind for future service changes. We are continuously gathering feedback from our riders and external stakeholders, and we will continue to do so when the new service is implemented. Staff will continue to monitor service as well for any potential schedule improvements.

Once more, we appreciate your comments.

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: Vincent Huang <vincenthuang279@gmail.com>

Sent: Tuesday, February 20, 2024 6:03 PM

To: Sarah Nabong <nabongs@samtrans.com>

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

Subject: Re: 2/1 Board Meeting Public Comment - Electrification services

You don't often get email from vincenthuang279@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.

Follow up email to:

Thank you for your response.

As mentioned in my previous email, only the most passionate would leave a public comment. Results would drastically differ if a stratified sampling survey were conducted - for example,

surveyors asking riders on the spot across every station with different commutes, commute times, home city, and wealth. This would lead to a broader coverage of responses rather than from people initially interested in the project.

Secondly, I did not mean to imply that San Mateo, South SF, (and Sunnyvale) are insignificant stops. There is a reason why the Baby Bullet service exists - to serve the (eight) stops with the highest ridership. In 2019, the Baby Bullet had around the same ridership as the Local services, despite stopping at only 1/3rd of the stops. Additionally, the vast majority of riders take Caltrain either in the Traditional Peak or Reverse Peak times, which is also when the Baby Bullet operates.

That brings me back to my original point: how current Baby Bullet riders are not getting an upgrade that the new electrified system can undoubtedly give. Having the Express A running at the current Baby Bullet stops can likely shave around ten minutes, coming to a new travel time between SF-SJ in just 50 minutes. The proposed Express B can stay as is and serve its 16 stops, which include all the top 10 ridership stations.

If the new Express A runs with Baby Bullet stops and travel time is significantly reduced, I believe Caltrain's ridership as a whole will increase. Since a car cannot travel faster than the train, more car owners may be inclined to make the switch. (The current proposed Express A will take about the same time as driving). The new electrified trains may bring in new riders anyway. However, even more new riders will appear if Caltrain showcases and advertises the unimaginable service that will cut out a reasonable amount of time compared to driving.

Caltrain ridership is 35% compared to pre-pandemic (Pg. 13 -January 2024 Report). Every other form of public transportation has higher numbers. MUNI and all the public bus networks have recovered to 70%-90% of pre-pandemic levels. This is because riders would rather take the bus than drive, walk, bike, etc. Why is Caltrain recovering much worse? More consumers have switched to automobiles. How do we get riders to commute on Caltrain again and bring new riders? Make Caltrain seem like a better option. If Express A only stops at 8 stops, car owners may see that taking the train is actually faster and more efficient than driving; thus, they may convert to riding Caltrain.

Regarding the railfanning comment I made previously, I believe the new electrified train sets will be the second fastest in the country, and indeed the fastest on the West Coast. Many people railfan at San Mateo Station because it is not "out of nowhere," and the B7 and L3 reach top speeds there. Seeing 110mph in a relatively populated city will be game-changing. As you mentioned, implementing the service will face challenges like the two-track system. To solve this, during Traditional Peak and Reverse Peak hours, there should be 2 local (all stops), 1 Express B (16 stops), and 1 Express A (8 stops) per hour. Currently, B7, L4, L3, and L1 all fit in one hour. I am very confident the Caltrain team can utilize sections with four tracks, and fit 4 trains per hour, just like how it is running now.

To sum up, Express A stopping at 8 stops will improve service significantly for current Baby Bullet riders, bring in new riders, especially car owners, and increase ridership. This will be done without disturbing the Express B and local services.

Please let me know what you think! The Express A changes can be implemented in the next timetable if it's too late for Fall 2024. I will be happy to expand on my thoughts!

Sincerely,

Vincent Huang

On Mon, Feb 12, 2024 at 10:50 PM Vincent Huang <vincenthuang279@gmail.com> wrote:

Thank you for your response.

As mentioned in my previous email, only the most passionate would leave a public comment. Results would drastically differ if a stratified sampling survey were conducted - for example, surveyors asking riders on the spot across every station with different commutes, commute times, home city, and wealth. This would lead to a broader coverage of

responses rather than from people initially interested in the project. Secondly, I did not mean to imply that San Mateo, South SF, (and Sunnyvale) are insignificant stops. There is a reason why the Baby Bullet service exists - to serve the (eight) stops with the highest ridership. In 2019, the Baby Bullet had around the same ridership as the Local services, despite stopping at only 1/3rd of the stops. Additionally, the vast majority of riders take Caltrain either in the Traditional Peak or Reverse Peak times, which is also when the Baby Bullet operates.

That brings me back to my original point: how current Baby Bullet riders are not getting an upgrade that the new electrified system can undoubtedly give. Having the Express A running at the current Baby Bullet stops can likely shave around ten minutes, coming to a new travel time between SF-SJ in just 50 minutes. The proposed Express B can stay as is and serve its 16 stops, which include all the top 10 ridership stations.

If the new Express A runs with Baby Bullet stops and travel time is significantly reduced, I believe Caltrain's ridership as a whole will increase. Since a car cannot travel faster than the train, more car owners may be inclined to make the switch. (The current proposed Express A will take about the same time as driving). The new electrified trains may bring in new riders anyway. However, even more new riders will appear if Caltrain showcases and advertises the unimaginable service that will cut out a reasonable amount of time compared to driving.

Caltrain ridership is 35% compared to pre-pandemic (Pg. 13 -January 2024 Report). Every other form of public transportation has higher numbers. MUNI and all the public bus networks have recovered to 70%-90% of pre-pandemic levels. This is because riders would rather take the bus than drive, walk, bike, etc. Why is Caltrain recovering much worse? More consumers have switched to automobiles. How do we get riders to commute on Caltrain again and bring new riders? Make Caltrain seem like a better option. If Express A only stops at 8 stops, car owners may see that taking the train is actually faster and more efficient than driving; thus, they may convert to riding Caltrain.

Regarding the railfanning comment I made previously, I believe the new electrified train sets will be the second fastest in the country, and indeed the fastest on the West Coast. Many people railfan at San Mateo Station because it is not "out of nowhere," and the B7 and L3 reach top speeds there. Seeing 110mph in a relatively populated city will be game-changing.

As you mentioned, implementing the service will face challenges like the two-track system. To solve this, during Traditional Peak and Reverse Peak hours, there should be 2 local (all stops), 1 Express B (16 stops), and 1 Express A (8 stops) per hour. Currently, B7, L4, L3, and L1 all fit in one hour. I am very confident the Caltrain team can utilize sections with four tracks, and fit 4 trains per hour, just like how it is running now.

To sum up, Express A stopping at 8 stops will improve service significantly for current Baby Bullet riders, bring in new riders, especially car owners, and increase ridership. This will be done without disturbing the Express B and local services.

Please let me know what you think! The Express A changes can be implemented in the next timetable if it's too late for Fall 2024. I will be happy to expand on my thoughts!

Sincerely,
Vincent Huang

From: [Adrian Brandt](#)
To: [Board \(@caltrain.com\)](#)
Subject: Re: Did my letter get included in the board correspondence packages?
Date: Thursday, March 7, 2024 10:28:57 AM

You don't often get email from adrian.brandt@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.

My original letter was attached to my prior email.

As you can see, it was sent to you & clearly addressed to the board.

On Thu, Mar 7, 2024 at 10:10 Board ([@caltrain.com](#)) <BoardCaltrain@samtrans.com> wrote:

Hello Adrian – I am sorry about that. Can you send it to us again? I was informed last week there wasn't any Board correspondence to post so am concerned. It may be that your comment was referred to customer experience but do not know at this time. I've copied staff herein to research/look for something from you.

Again very sorry,

From: Adrian Brandt <adrian.brandt@gmail.com>
Sent: Thursday, March 7, 2024 10:03 AM
To: Board ([@caltrain.com](#)) <Board@caltrain.com>
Subject: Did my letter get included in the board correspondence packages?

You don't often get email from adrian.brandt@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.

Hi

I'm not seeing my letter of February 29th (attached below) in the board correspondence PDFs posted to the "Documents" tab for today's board meeting.

It's not in the "As of March 6" PDF package:

<https://www.caltrain.com/media/33009/download>

... and the package before that is "As of Feb 23rd" — which is too early.

I'm concerned my and other letters are missing and won't be seen by everyone it was meant

to reach.

Can you please check. Maybe I'm overlooking something?

Thanks!

-Adrian

----- Forwarded message -----

From: **Adrian Brandt** <adrian.brandt@gmail.com>

Date: Thu, Feb 29, 2024 at 16:06

Subject: Caltrain suffers another avoidable vehicle intrusion crash, this time fiery

To:

Honorable Caltrain Boardmembers & Staff:

Caltrain was forced to hit a vehicle on the tracks at San Bruno's Scott Street crossing last night. The driver wisely evacuated before impact, but the crash resulted in a spectacular fire.

Caltrain has long been suffering an average of 6 or so "vehicle intrusions" every month. This is where confused drivers mistakenly turn their vehicle off of paved grade crossings and onto the tracks (almost exclusively after dark), whereupon they often get stuck. Trains are usually stopped in time, but sometimes they aren't ... resulting in collisions, and sometimes even fiery ones.

Either way, systemwide delays are always the result.

Thankfully, Caltrain has yet to suffer a derailment from hitting such vehicles ... but it has happened elsewhere such as the derailment Metrolink suffered in 2005 in which 11 were killed after hitting an SUV on the tracks in Glendale.

After noticing that these incidents almost exclusively occur when it's dark out, I have for well over a year now repeatedly suggested to Caltrain how these incidents could be greatly reduced or eliminated by simply installing bright overhead lighting to make it obvious to drivers that the tracks are not just a dark street ... or by installing a second set of crossing gates that normally stay down across the tracks and only rise when the existing gates go down for approaching trains.

How long until our luck runs out and something even more serious happens here?

As prevention is the only way to avoid systemwide delays (as well as dangerous & costly crashes) resulting from these inadvertent nighttime intrusions, I urge immediate renewed and/or increased efforts focused on **preventative** — not reactionary — measures.

Best regards,

Adrian Brandt

<https://www.kron4.com/news/bay-area/caltrain-strikes-unoccupied-vehicle-on-tracks-in-san-bruno/>





From: [Martin J Sommer](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Steven Wagman](#)
Subject: Pure torture!!
Date: Thursday, March 7, 2024 5:17:06 AM

You don't often get email from martin@sommer.net. [Learn why this is important](#)

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

Dear Caltrain Board,

These Clipper card reader stations beeping at University Ave station every 10seconds, 20 hours per day, is pure torture!! There was an effort last fall to turn down the volume, but now it has been raised again!! Please make it stop!!

In addition, I proposed using standard silent Beacon technology, but nothing has come of it.

<https://assistivetechologyblog.com/2016/10/beacon-technology-for-visually-impaired-how-does-it-work.html>

<https://developer.apple.com/ibeacon/>

<https://research.envisionus.com/Projects/Indoor-Wayfinding-for-the-Blind-and-Visually-Impai>

<https://www.railjournal.com/innovations-showcase/south-western-railway-trials-app-to-support-partially-sighted-passengers/>

Where is your sense of social responsibility???

Martin

--
Martin Sommer
650-346-5307
martin@sommer.net
www.linkedin.com/in/martinsommer

"Turn technical vision into reality."

From: Adina Levin <adina.levin@friendsofcaltrain.com>
Sent: Tuesday, March 12, 2024 8:36 AM
To: Virginia
Cc: Ken Joye; Board (@caltrain.com)
Subject: Re: Real Time Information request

Follow Up Flag: Follow up
Flag Status: Flagged

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

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

Yes, you are asking about real time information for the availability of trains that can be boarded without stairs. But there are no such trains yet, and the electric trains this fall also require stairs.

Caltrain staff can help with any further information.
- Adina

On Mon, Mar 11, 2024 at 5:06 PM Virginia <boatwaikv@gmail.com> wrote:

>
> I know the current policies. As far as I know this request for access to real time info would not require changing ANY policies.
>
> This request for real time information would require resources to implement though. So maybe that means no implementation.
>
> Mainly it is a request for commuters to be able to access, REAL TIME, the location and (real time) route for the EXISTING zero entry trains — now.
> Real time information now. Not later (after electrification, after new rail cars are purchased).
>
> Thanks for sending it on. i appreciate that effort. And I am a big fan of rail.
>
>
>
> Sent from my iPhone
>
>> On Mar 11, 2024, at 9:25 AM, Adina Levin <adina.levin@friendsofcaltrain.com> wrote:
>>
>> Hello, Virginia,
>>
>> I am forwarding your email directly to Caltrain, the rail agency.
>>
>> Friends of Caltrain is a nonprofit organization focusing on
>> education and advocacy in support of Caltrain and Bay Area Transit -
>> we do not represent the agency.

>>
>> To your question, Caltrain still requires steps to board all trains,
>> and this will continue when electric service starts in the fall.
>> Caltrain does not yet have "level boarding" trains that allow you to
>> roll a bicycle, luggage or a wheelchair.
>>
>> Caltrain will be starting a study this year to plan for level
>> boarding in the future, however this will be a multi-year process to implement.
>>
>> Here are Caltrain's accessibility instructions for people with
>> mobility needs. Caltrain has lifts to help people board, but these
>> lifts do not serve people with luggage or bikes.
>> <https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.w.caltrain.com%2Friders-information%2Faccessibility&data=05%7C02%7Cboard%40caltrain.com%7Cb627fc2e241e41e1613c08dc42aa264b%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638458545803048163%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCi6Mn0%3D%7C0%7C%7C&sdata=FYBlJqMCxKjYDL5G8F03KZechMLzQ9iXluZaE2F8cl%3D&reserved=0>
>>
>> Thanks, glad you're enjoying riding the trains, with electric
>> service soon to come in the fall.
>> - Adina
>> Adina Levin
>> Friends of Caltrain
>> <https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.caltrain.com%2F&data=05%7C02%7Cboard%40caltrain.com%7Cb627fc2e241e41e1613c08dc42aa264b%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638458545803056902%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCi6Mn0%3D%7C0%7C%7C&sdata=IN8ghTxTCeniqKV2V0wc9ugm7lmtx46VkmS55viMpnE%3D&reserved=0>
>> 650-646-4344
>>
>>
>>
>>> On Wed, Mar 6, 2024 at 7:20 PM Virginia <boatwaikv@gmail.com> wrote:
>>>
>>> I am a retired elder interested in extending my rail transit opportunities for as many of my personal commute scenarios as possible during these years of system electrification conversion.
>>>
>>> As a commuter I want this ---
>>>
>>> I'd like to just know, in real time, when the zero entry trains are running and where I might have the opportunity to board them.
>>>
>>> Since my shoulder surgery, I have a little more trouble lifting and hauling my bike on board.
>>>
>>> I'd gladly skip and wait a train, if I knew I could have the luxury of walking my bike on board vs lifting the additional weight onto my shoulder while also climbing entry stairs.
>>>

>>> To that end I send this suggestion hoping it will be transmitted to someone with the skills & authority for implementation — should the potential prove worthy of the resources required.

>>>

>>> When in use for commuters, on your EXISTING zero entry trains, would it be possible to :

>>>

>>> - specially designate all of them in a class of their own (w a “Z”?)

>>> - then add to each “Z” train on-board communications equipment (transponder/ receiver ?)

>>>

>>> - link the location and route (to SCADA?) &

>>>

>>> - allow your staff and the public access to real time “Z” locations and destinations .

>>>

>>> It doesn’t matter to me if a “Z” train is suddenly re-deployed. No one is expecting a lockdown on what train gets used & where. Continue to deploy trains as you wish.

>>>

>>> Just simply let me have the option to access status of “Z” trains to learn if a “Z” train (that fits my commute) might be coming my way in the next few arrivals.

>>>

>>> Access to this information would be a GREAT enhancement to my rail commute and allow me to use Cal Train more comfortably.

>>>

>>> Separately,

>>>

>>> A BIG thank you for the wonderful service over these last 4 decades. I was sad to see the protection and shelter of stations (with bathrooms and drinking fountains) close down, but I was also delighted as more bike friendly accommodations were implemented.

>>>

>>> The bottom line is, I prefer the train over ALL other ground transportation options!!! Precisely because of the many ways I benefit from your on-board staff.

>>>

>>> The conductors are amazing. I feel safe. I see watchful, respectful, well-regulated responses to unfortunate situations.

>>>

>>> Over and over I have seen a majority of lesser conflicts gracefully resolved by single conductors. And when situations started to escalate, I have seen over and over, the miracle of positive outcomes when two conductors back each other up in a timely manner. This gives me confidence to suggest the train as a viable commute to other elders.

>>>

>>> Additionally, I like the cleanliness of the cars and their careful maintenance.

>>>

>>> It is such a relief to commute in a clean and well maintained environment where a standard of decorum and respect is both expected and gracefully enforced. Thank you for the staff!

>>>

>>> That is what you folks have that no other public ground transit agency has. That is why I prefer Cal Train over bus, over taxi, over BART.

>>>

>>>

>>> Sent from my iPhone

From: [Sarah Nabong](#)
To: [JOSE RODOLFO GUTIERREZ MEDEL](#)
Cc: [Board \(@caltrain.com\)](#); [PRA](#)
Subject: RE: Complain
Date: Wednesday, March 13, 2024 3:44:02 PM
Attachments: [image001.png](#)

Dear Rodolfo Medel,

I want to extend my sincerest apologies for the inconveniences you have faced due to the delays on our Caltrain service. I understand how frustrating it can be to experience delays, especially when they impact your daily schedule and work commitments. Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

We take customer feedback seriously at Caltrain, and I assure you that your concerns have been brought to the attention of the relevant departments for immediate review and action. It is our goal to provide reliable and efficient transportation, and we acknowledge that we have fallen short of your expectations.

To better investigate the delays you have experienced, could you please provide us with specific details such as the location at which you board, occurrence date, time, and train number of the incidents? This information will be invaluable in helping us identify the causes of the delays and take appropriate measures to prevent similar occurrences in the future.

Thank you for bringing these issues to our attention, and I sincerely apologize for the frustration and inconvenience you have endured. We value your patronage and hope to regain your trust in our service.

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: JOSE RODOLFO GUTIERREZ MEDEL <pupilolecter@hotmail.com>

Sent: Tuesday, March 12, 2024 9:00 PM

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

Subject: Complain

Algunos contactos que recibieron este mensaje no suelen recibir correos electrónicos de pupilolecter@hotmail.com.
[Por qué esto es importante](#)

From: JOSE RODOLFO GUTIERREZ MEDEL <pupilolecter@hotmail.com>
Sent: Tuesday, March 12, 2024 9:01 PM
To: Board (@caltrain.com); PRA
Subject: Complain

Follow Up Flag: Follow up
Flag Status: Flagged

Algunos contactos que recibieron este mensaje no suelen recibir correos electrónicos de pupilolecter@hotmail.com. [Por qué esto es importante](#)

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

I hereby want to express my dissatisfaction with all the delays that Caltrain trains have. At least 2 times a week the train is delayed, causing us to not arrive at our destination on time and therefore we do not arrive on time to our work, but nevertheless the ticket collectors (ticket) charge you for access to the train even though the train has more 30 minutes late and even though it's super full and a lot of people have to stand. I would like you to take responsibility for the damage you are causing and at least not charge if you do not offer a quality service. Truly, service is evil. I think I will go to the city of San Mateo to report all these incidents and I will also have to go report this on television. I'm very upset.

Rodolfo Medel

From: Sarah Nabong
To: Samiran Basak; Board (@caltrain.com)
Subject: RE: 10 minutes delayed express train unnecessarily holds up a local train on schedule
Date: Thursday, March 14, 2024 8:50:07 AM

Dear Samiran Basak,

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

We sincerely apologize for the inconvenience caused by the situation with the train delays you experienced. The decision to hold up the local train for the bullet train to pass is made to prevent further delays and disruptions in the train schedule. If the local train were to follow the bullet train, it could potentially cause delays for the bullet train as well.

We understand your frustration, and please know that we have a designed schedule that we strive to adhere to. However, we encounter various challenges such as speed restrictions, mechanical failures, and increased passenger numbers with limited equipment, all of which can impact our operations.

Please be assured that we are actively working on plans to expand our fleet to improve service reliability and capacity in the future. Your feedback is valuable to us, and we are continuously looking for ways to enhance the overall customer experience.

Once again, we apologize for the inconvenience you faced during your journey, and we appreciate your understanding and patience as we work towards improving our services. If you have any further concerns or feedback, please do not hesitate to reach out to us.

Thank you for choosing Caltrain, and we look forward to serving you better in the future.

Sincerely,

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: Samiran Basak <basaksam@yahoo.com>
Sent: Tuesday, February 20, 2024 2:29 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: 10 minutes delayed express train unnecessarily holds up a local train on schedule

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

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

Dear board, I think you should consider questioning this policy of holding up a local train that's running on time just to pass an express train that's already already very late by 10 minutes.

I'm talking of the 817 local versus 832 express train (times are from Hillsdale point of view) the local train had

advanced as far as Lawrence on time and it had to be stopped for 15 minutes to let the express train - which is already Very late - pass.

That's very unfair. I could have reached San Jose in the schedule time but now I'm leaving Lawrence at 9:21 after the express passed.

Terrible practice that leads to both trains being very delayed. The only benefit could be that the express ex San Jose can be on time - if at all there are expresses - they don't seem to be more than just a few something which could have benefited customers coming across 3-4 zones very much.

From: [Sarah Nabong](#)
To: dwklein49@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: Worker sleeping on the job
Date: Thursday, March 14, 2024 8:56:42 AM
Attachments: [image001.png](#)

Dear David Klein,

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 regarding the incident you reported. We take such matters seriously and have conducted an investigation into the situation you described.

After looking into the issue, we have taken appropriate action based on our findings. We appreciate you bringing this to our attention, as we are committed to maintaining the highest standards of accountability and transparency in our operations.

If you have any further concerns or feedback in the future, please do not hesitate to contact us.

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: David Klein <dwklein49@gmail.com>
Sent: Monday, March 4, 2024 4:12 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Worker sleeping on the job

You don't often get email from dwklein49@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.

Hi,

Wondering if this is how tax payer money is spent.

This truck has been parked on White Oak Way in San Carlos, between El Camino and Laurel, for the last three hours. The man inside is sleeping and the truck is running. License plate and truck number attached.

From: [Sarah Nabong](#)
To: mindyak@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: Thank you from a passenger on board the train that collided with the car
Date: Thursday, March 14, 2024 9:02:52 AM
Attachments: [image001.png](#)

Dear Mindy K.,

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 us following the unfortunate incident involving the 515 train that collided with a car in San Bruno on February 28th. We are relieved to hear that you are safe and appreciate your kind words acknowledging the efforts of our train crew and the fire department in handling the situation with care and professionalism.

The safety and well-being of our passengers are our top priorities, and we are grateful for your recognition of the calm and organized response shown by our team during the evacuation process. We truly value your feedback and are glad to hear that you felt well-supported during this challenging situation. Their dedication to passenger safety and professionalism is commendable, and we will ensure that they receive the necessary support during this time.

If you have any further questions or concerns, please do not hesitate to reach out to us.

Thank you for your understanding and support.

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: Mindy K <mindyak@gmail.com>
Sent: Thursday, February 29, 2024 12:07 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Thank you from a passenger on board the train that collided with the car

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Hello,

I was on the 515 train that collided with a car last night (2/28) in San Bruno. I just want to thank the train crew and the fire department for handling the situation calmly and evacuating us in a very organized and caring way. I hope the conductors are OK.

Thanks again,

Mindy K

From: [Sarah Nabong](#)
To: ryanglobus@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Caltrain Board: Please Fix Platform Screens at Diridon ASAP
Date: Thursday, March 14, 2024 9:23:17 AM
Attachments: [image001.png](#)

Dear Ryan Globus,

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 bringing to our attention the issues with the screens at Diridon Station. We understand the importance of having accurate and functioning information displays to ensure a smooth travel experience for all passengers.

I want to inform you that we are actively working on a project to address the screen problems at Diridon Station. The project is currently in the preparatory phase, awaiting the necessary equipment, procurement of hardware, installation arrangements, and software testing.

We acknowledge the inconvenience caused by the broken screens and the confusion it has led to for passengers, especially with the upcoming electrification. Rest assured that we are prioritizing this project to ensure that new riders and existing passengers have a positive experience and do not miss their trains.

We appreciate your patience and understanding as we work to resolve this issue. If you have any further questions or concerns, please feel free to reach out to us.

Thank you for your feedback and for being a valued rider at Diridon Station.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Ryan Globus <ryanglobus@gmail.com>

Sent: Wednesday, March 6, 2024 12:06 PM

To: Public Comment <publiccomment@caltrain.com>

Subject: Caltrain Board: Please Fix Platform Screens at Diridon ASAP

RECALCULATED
You don't often get email from ryanglobus@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.

To the Caltrain Board of Directors,

The vast majority of the screens at Diridon which indicate which train leaves which platform are broken. This is unacceptable for a station with ~10 platforms. Please fix them as soon as possible, as this causes major confusion.

There are currently two working screens: one by platform 5 and one by the bus terminal. If you enter Diridon from the light rail side, there is absolutely zero indication of where to go.

I take the train 3-4 times per week, and I see confused riders nearly every time, especially when there is also a Capitol Corridor train leaving around the same time. I wouldn't be surprised if people frequently miss the train. I live near Diridon and have taken Caltrain for 14 years, and even I get confused sometimes.

Furthermore, the bus-side screen is sometimes broken. I recently went to Diridon to take the 311 train, and it was not listed on the screen, which was stressful as the train was about to leave. I eventually realized the information was alternating on the bottom chyron along with "bayshore elevator broken" and "bikes board first." (pictures attached). But because the chyron moves so slowly, it took a long time to appear, and I almost missed my train.

It will be especially important to fix the screens before electrification, to ensure new riders have a positive experience and don't miss their trains.

Thanks,
Ryan Globus
San Jose Resident

Where is Caltrain 311 (leaving at 5:21pm)?

From: [Sarah Nabong](#)
To: [Ryan Globus](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Caltrain Board: Please Fix Platform Screens at Diridon ASAP
Date: Thursday, March 14, 2024 9:38:01 AM
Attachments: [image001.png](#)

Hello Ryan,

Thank you so much for sharing your feedback and valuable suggestions regarding the ongoing Caltrain platform assignment issue. We truly appreciate your thoughtful input and proactive approach to finding solutions.

Your ideas for implementing short-term fixes such as A-frame signs directing passengers to the digital platform assignment display and temporary informational signs are fantastic and could greatly improve the passenger experience during this challenging time.

We are actively looking into implementing some of these suggestions to help alleviate the confusion and inconvenience caused by the platform assignment changes. Your engagement and feedback are immensely valuable to us as we work towards providing a better service for all our passengers.

Once again, thank you for taking the time to share your insights with us. Your contribution is highly appreciated, and we are committed to addressing the issue promptly and effectively.

Warm regards,
Sarah Nabong

From: Ryan Globus <ryanglobus@gmail.com>
Sent: Thursday, March 14, 2024 9:33 AM
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Caltrain Board: Please Fix Platform Screens at Diridon ASAP

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Hi Sarah,

Thanks so much for your detailed response. I'm glad to see there is a project in the works to fix the issue.

Given that this has been an issue for months and will continue for weeks/months, could Caltrain have a short-term fix? A couple ideas:

- * Some A-Frame signs that say "Caltrain Track Assignments on Screen by Platform 1" with an arrow pointing towards the working digital sign.
- * Temporary sign that says something like "Caltrain usually leaves from platforms 3-6; Capitol Corridor 1-3; etc"

Thanks again,
Ryan Globus

On Thu, Mar 14, 2024 at 9:23 AM Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Ryan Globus,

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 bringing to our attention the issues with the screens at Diridon Station. We understand the importance of having accurate and functioning information displays to ensure a smooth travel experience for all passengers.

I want to inform you that we are actively working on a project to address the screen problems at Diridon Station. The project is currently in the preparatory phase, awaiting the necessary equipment, procurement of hardware, installation arrangements, and software testing.

We acknowledge the inconvenience caused by the broken screens and the confusion it has led to for passengers, especially with the upcoming electrification. Rest assured that we are prioritizing this project to ensure that new riders and existing passengers have a positive experience and do not miss their trains.

We appreciate your patience and understanding as we work to resolve this issue. If you have any further questions or concerns, please feel free to reach out to us.

Thank you for your feedback and for being a valued rider at Diridon Station.

Best regards,

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Phone: 800.660.4287
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



From: Ryan Globus <ryanglobus@gmail.com>
Sent: Wednesday, March 6, 2024 12:06 PM
To: Public Comment <publiccomment@caltrain.com>
Subject: Caltrain Board: Please Fix Platform Screens at Diridon ASAP

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

To the Caltrain Board of Directors,

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There are currently two working screens: one by platform 5 and one by the bus terminal. If you enter Diridon from the light rail side, there is absolutely zero indication of where to go.

I take the train 3-4 times per week, and I see confused riders nearly every time, especially when there is also a Capitol Corridor train leaving around the same time. I wouldn't be surprised if people frequently miss the train. I live near Diridon and have taken Caltrain for 14 years, and even I get confused sometimes.

Furthermore, the bus-side screen is sometimes broken. I recently went to Diridon to take the 311 train, and it was not listed on the screen, which was stressful as the train was about to leave. I eventually realized the information was alternating on the bottom chyron along with "bayshore elevator broken" and "bikes board first." (pictures attached). But because the chyron moves so slowly, it took a long time to appear, and I almost missed my train.

It will be especially important to fix the screens before electrification, to ensure new riders have a positive experience and don't miss their trains.

Thanks,
Ryan Globus
San Jose Resident

Where is Caltrain 311 (leaving at 5:21pm)?

Caltrain

TRACK ASSIGNMENTS

Thursday, February 15, 2024 - 5:16 p.m.

Train	Type	Departs	Track	Destination	Status
124	Local	5:16 p.m.	6	Tamien	8 MIN LATE
410	Limited	5:26 p.m.	6	Gilroy	On Time
413	Limited	5:42 p.m.	4	San Francisco	On Time
310	Limited	5:49 p.m.	6	Gilroy	On Time
129	Local	5:52 p.m.	3	San Francisco	On Time
711	Bullet	5:57 p.m.	5	San Francisco	On Time
126	Local	6:19 p.m.	6	Tamien	On Time
313	Limited	6:21 p.m.	3	San Francisco	On Time
415	Limited	6:42 p.m.	5	San Francisco	On Time
312	Limited	6:50 p.m.	6	Tamien	On Time
131	Local	6:54 p.m.	3	San Francisco	On Time

Service Notification

W bicyclists to board first.

Caltrain

TRACK ASSIGNMENTS

Thursday, February 15, 2024 - 5:16 p.m.

Train	Type	Departs	Track	Destination	Status
124	Local	5:16 p.m.	6	Tamien	10 MIN LATE
410	Limited	5:26 p.m.	6	Gilroy	On Time
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310	Limited	5:49 p.m.	6	Gilroy	On Time
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415	Limited	6:42 p.m.	5	San Francisco	On Time
312	Limited	6:50 p.m.	6	Tamien	On Time
131	Local	6:54 p.m.	3	San Francisco	On Time

Service Notification

Train 311 will Depart off Track 4

From: [Sarah Nabong](#)
To: peterc007@aol.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: Observed some problems with crossing gate in Sunnyvale
Date: Thursday, March 14, 2024 11:06:18 AM
Attachments: [image001.png](#)

Dear Peter Cirigliano,

Your email to the Caltrain Board of Directors has been forwarded to me for response. The issue you reported has been referred to the appropriate parties for inspection and, if necessary, corrective action. Our signal department is responsible for maintaining railroad crossings on the Peninsula, which follows Federal Railroad Administration (FRA) guidelines for rules, instructions, tests, and inspections to ensure the safety and efficiency of the crossings.

I was informed, our contractor conducts regular inspections of highway grade crossings every 30 days, with additional inspections every 90 days and every 360 days. These inspections help ensure that the crossing signals are functioning correctly and that safety measures are in place. It's also mentioned that warning times at the crossings are now based on Caltrain's new 2-speed check design to accommodate the new Electric Multiple Unit (EMU) trains. This adjustment will help improve the coordination between train movements and the lowering and raising of the crossing gates to minimize disruptions to traffic flow.

We are actively monitoring and making adjustments to address issues like the one you reported.

Thank you for sharing your feedback and concerns with Caltrain.

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: peterc007@aol.com <peterc007@aol.com>

Sent: Monday, February 05, 2024 11:48 AM

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

Subject: Observed some problems with crossing gate in Sunnyvale

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Dear Ms. Bouchard (and board members)—

I live very close to the Sunnyvale Caltrain crossing at Mary Ave and I have noticed a problem that I think can be addressed by Caltrain.

I am aware that the railroad cross barriers need to come down when a train crossing the intersection is imminent and the barriers come down when the train gets to within a certain distance. However, I cross that intersection every day and I have become aware of a problem with the gates. When a northbound train pulls into the Sunnyvale station, it appears that the barriers come down at Mary Ave. At this time, the train is stopped for a few minutes and is onboarding and offboarding passengers. During this time, the barrier gate eventually “times out” and raises the gate while the train is stationary. With gate up and while waiting for the lights to cycle allowing Mary Ave northbound and southbound traffic to flow, the train now starts to move in earnest and the gates come down again.

This double movement action causes backups as far as Central Expressway (to the north) and for blocks along Mary Ave (to the south). The problem is compounded if a southbound Caltrain is soon on its way at that time, too. I've seen the gates come down as many as three and four times, with traffic blocked for upwards of 8 to 10 minutes.

It seems that the trigger to lower the gate is set too far back close the Sunnyvale train station and/or the train is pulled up too far up along the tracks while at the Sunnyvale station. In addition to needlessly stopping up traffic on Mary Ave (i.e. 2 cycles of gates/train), this has the unfortunate effect of making many motorists waiting at the crossing impatient and many have “learned” (perhaps erroneously) that they can cross when they see the green light come on at Mary Ave while the light before the gate turns red. This green light at the intersection is to give right-of-way for those cars in the intersection already to move and clear the intersection while the light before the gate prevents further intrusion into the intersection. But, because many motorists are well aware that often the gate will come down twice—with the first lowering being a “false signal”—so they use the opportunity of that intersection clearing green light to traverse the crossing before getting caught with a real train.

So, in addition to being a needless inconvenience and avoidable logjam, this “double-dipping” of the gate can actually provide fertile ground for a serious accident between a car and a train.

Can you look into this and discuss with your track and line engineers to see if some relief can be had?

Regards,

Peter Cirigliano

Sunnyvale, CA

From: [Sarah Nabong](#)
To: [luke](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Caltrain 309 and other express trains
Date: Thursday, March 14, 2024 11:19:12 AM
Attachments: [image001.png](#)

Dear Luke Ashcraft,

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 feedback regarding the bicycle car capacity on our trains, especially during peak commute hours. We understand your frustration at not being able to board your intended train, due to limited space in the low-capacity bicycle cars.

We appreciate your suggestion to include additional bicycle cars or switch to higher capacity bicycle cars with second-level seating to accommodate the high customer volume during peak hours. Your input is valuable to us as we strive to improve our services for all passengers.

We are actively monitoring capacity issues and exploring solutions to address the challenges you have highlighted. Your willingness to help by providing a visual representation of how we can enhance our bicycle car capacity is greatly appreciated.

Thank you for bringing this to our attention, and please be assured that we are working towards resolving this issue to provide a better experience for all passengers who rely on our services.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: luke <glider_luke@hotmail.com>

Sent: Tuesday, January 30, 2024 7:11 PM

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

Subject: Caltrain 309 and other express trains

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Dear Caltrain,

Please include additional bicycle cars or switch to higher capacity bicycle cars (bicycle cars

with second level seating) for the high customer volume express trains during peak commute hours. I was not allowed to board train 309 with two low-capacity bicycle cars at the SSF Caltrain station. There was not enough space. This is terribly frustrating because the bicycle cars on train 127 and other non-express weekday trains are consistently empty. This should be an easy problem to solve and I am happy to draw a free picture that shows how to do it.

Regards,

Luke Ashcraft
668 Carolina St
SF, CA 94107
415-601-2524

From: [Sarah Nabong](#)
To: goarlucy@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: Complaint about employee
Date: Thursday, March 14, 2024 11:38:58 AM
Attachments: [image001.png](#)

Dear Lucy Goar,

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 apologize to hear about the unpleasant experience you had trying to catch the last train in Sunnyvale on January 30, 2024. We understand how frustrating it was to be left stranded outside without a way to get home, especially after having paid for tickets. It appears that based on their investigation, there was a misunderstanding between the crew and the passenger who was trying to board the train. The crew believed that the passenger had already exited the train and did not realize the passenger intended to board with his bicycle. We recommend that passengers arrive at the station a few minutes before the train's departure time to avoid similar misunderstandings in the future.

While it's unfortunate that you and your friend experienced inconvenience that night, we hope that this clarification from Caltrain helps shed some light on what happened. If you have any further concerns or questions, feel free to reach out to me directly for assistance. We wish you smoother and trouble-free travels with Caltrain in the future.

I hope that your future experiences with Caltrain are more positive.

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Lucy Goar <goarlucy@gmail.com>
Sent: Tuesday, January 30, 2024 12:10 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Complaint about employee

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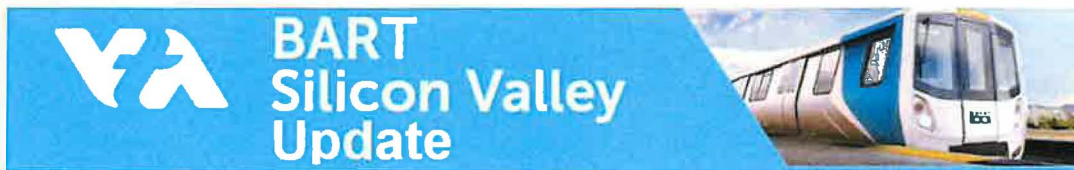
Hello me and my friend where trying to catch the last train in Sunnyvale around 11:30 to san francisco on Jan 30 2024 and the guy working the train told us to come to the train he was at then

shut the doors on us and laughed at us we had paid for tickets also so there was no reason to not let us on and it was the last train so we were stuck out side all night with no way to get home

From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Thursday, March 14, 2024 12:00 PM
To: Board (@caltrain.com)
Subject: Notice of Geotechnical Work at Diridon 3/22– 4/8

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Notice of Geotechnical Work at Diridon 3/22– 4/8

What

- Contractors will be conducting geotechnical explorations around the future Diridon Station.

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 22th – Mon Apr 8th.
- 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 will consist of sonic drilling that employs high-frequency vibrations to penetrate subsurface formations efficiently and precisely, utilizing specialized equipment including a sonic drill head and support rig.
- 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



VTA BART Phase II

vtabart@vtabsv.com

(408) 321-2345 BART Silicon Valley Hotline



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You are receiving this email because you opted in via our website.

Our mailing address is:

Valley Transportation Authority
3331 N First Street
San Jose, CA 95134

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You can [update your preferences](#) or [unsubscribe from this list](#)



From: [Sarah Nabong](#)
To: [Joseph Warren \[I\]](#); [Board \(@caltrain.com\)](#)
Cc: [Rishav Thapa](#); [David Stern](#); [Elijah-Arnold Mendoza](#)
Subject: RE: Caltrain Mechanical Failures, Track & Rail Security Commuter Delays?
Date: Thursday, March 14, 2024 12:58:06 PM
Attachments: [image001.png](#)

Dear Joseph Warren,

Thank you for sharing your experience and concerns regarding the reliability of Caltrain services and its impact on your daily commute as well as the broader community of Caltrain commuters. Your feedback is greatly appreciated, and we understand the importance of reliable public transportation for individuals like yourself who rely on Caltrain for work and education. 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 the inconvenience and challenges you have faced due to unexpected delays, including those caused by engine failures. Please know that delays due to such issues are regrettable. Caltrain remains committed to completing regular maintenance on our existing fleet to ensure the safety and reliability of our services.

It's worth noting that our ongoing electrification efforts will contribute to the improved reliability of our equipment, ultimately enhancing the overall commuter experience for you and others in our community.

We acknowledge the critical role that reliable transportation plays in enabling individuals to secure and maintain their employment, education, and overall well-being. Your feedback will be shared with our team to help us improve our schedule management and service reliability to better meet the needs of our passengers. We value your contribution to our community and are dedicated to ensuring a positive commuting experience for all.

If you have any further concerns or suggestions, please feel free to reach out to me directly. Your input is essential in helping us enhance our services for the benefit of our passengers.

Thank you for your understanding and 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](#)



From: Joseph Warren [I] <josepwarren@tesla.com>

Sent: Wednesday, January 03, 2024 8:28 PM

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

Cc: Rishav Thapa <rthapa@tesla.com>; David Stern <dstern@tesla.com>; Elijah-Arnold Mendoza <emendoza@tesla.com>

Subject: Caltrain Mechanical Failures, Track & Rail Security Commuter Delays?

You don't often get email from josepwarren@tesla.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.

Good evening, Caltrain Board of Directors,

A concern for Caltrain commuter reliability as well as welfare of our community of Caltrain commuters has reached my desk as a collegiate student intern service technician @ Sunnyvale Tesla Motors. I commute using Caltrain as an individual student and employee. The Caltrain 6:10 AM Departing train from San Francisco Caltrain Station has caused me as a new intern employee to be late on 2-3 separate unexpected incidents.

I commute from the San Francisco Caltrain Station to the Palo Alto Caltrain Station or Sunnyvale Caltrain Station Monday - Friday and depend on the public transportation service to secure, maintain, and progress not only as a citizen of San Francisco and community member, but as an individual employee, and student. This email address for concern is not or in no manner or way a reflection or response from my collegiate future @ Rochester Institute of Technology or transfer expectations to Stanford University as a Mechanical Engineering major or company of employment at Tesla. The email address for concern is an individual citizen response to my personal commuter situation that has a negative effect on my reputation, ethics, and work-related character as a new intern employee and student/student intern.

Today, I had a phone conversation with my employer regarding consequences of late arrivals and how these arrivals have an effect on my future as an intern which limit pay increases, job and promotional opportunities, and draw a negative trust line for the use of public service transportation limiting my ability to function as a productive member of society based on my options and opportunities where reputation and trust are required.

I am reaching out to Caltrain now regarding a positive as well as safe transitional response for our Northern California Communities, homeless and low income individuals and single parent families, single individuals, families, and single parent homes with women and children whom commute with Caltrain, pay a considerable fare

fee, and those that suffer a job position loss, job raise, position promotion or intern promotion loss because of commuter reliability during diverse Northern Cal Economic Conditions. As a Northern Cal community, communication and positive logic changes can help promote health and sustainability within our communities starting with sharing an individual voice who has suffered from public service management protocols or plans that do not promote the equality, inclusion or consideration for low-income society.

The loss of a job could have a devastating and long-lasting impact on our hard-working, low-income community, especially single women with children who depend on our public transportation system to maintain a healthy family lifestyle, healthy community and job-related reputation and overall economic advancement. We are an important part and cycle of the community as a whole, without the safe schedule management consideration from Caltrain critical to our basic survival - the poverty line or low-income community fails to maintain the plans set out and outlined within the justices of our constitution.

Please contact the listed email address as soon as your time permits with any form of help or reference letter for my employer as a intern regarding the late trains leaving San Francisco Caltrain Station @ 6:10AM, in addition to the solutions that will help maintain a reliable Caltrain reputation for accurate arrival and departure times. Thank you for all of your time and consideration in advance as I look forward to your contact reference.

Kind regards,
Mr. Joseph Robert Warren
Intern Service Tech
Tesla Inc

From: [Sarah Nabong](#)
To: [kathy noob](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Cal Train Palo Alto
Date: Thursday, March 14, 2024 1:08:57 PM
Attachments: [image001.png](#)

Dear Kathy Noob,

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 bringing your concerns to our attention regarding the conditions at the Palo Alto Caltrain Station. We take issues of cleanliness and safety very seriously and appreciate you taking the time to reach out to us.

We understand the impact that the presence of homeless individuals at the station can have on the safety and comfort of our passengers. We are committed to creating a safe and welcoming environment for all Caltrain riders. In the future you may reach out to our Transit Police directly at 1-877-723-7245 to report occurrences as it's happening.

We are in communication with local law enforcement agencies to explore ways to address the situation effectively and in accordance with the law. We will work closely with our partners to find solutions that ensure the safety and well-being of all individuals using the Caltrain services.

Your feedback is valuable to us, and we thank you for bringing this matter to our attention. Rest assured that we are actively addressing the concerns raised and will strive to improve the conditions at the Palo Alto Caltrain Station.

If you have any further information or details to share, please feel free to reach out to me directly. We are here to ensure that your experience with Caltrain is safe and enjoyable.

Thank you for your understanding and patience as we work to resolve this issue.

Sincerely,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: kathy noob <kathyarknoob2024@yahoo.com>

Sent: Wednesday, January 10, 2024 12:35 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Cal Train Palo Alto

You don't often get email from kathyarknoob2024@yahoo.com. [Learn why this is important](#)

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Greetings,

Hello Board of Cal Train. The Palo Alto Caltrain Station on your platform is very dirty. There is about 3 to 5 homeless sleeping on your platform, they get very agitated and start yelling at people, they throw food around, they are dangerous. Why is this being allowed is there something you guys can do to keep them off your platform? Local PD says they cannot do much without Caltrain doing something about this. Please check on your Palo Alto Caltrain station.

Best Regards,

Kathy Ark

From: [Sarah Nabong](#)
To: ["Elizabeth Dallman"](#)
Cc: [PRA](#)
Subject: RE: Confirmed receipt & Customer Service Recording Form: 914134 created RE: Maintenance request @ San Mateo station
Date: Thursday, March 14, 2024 1:34:06 PM

Dear Elizabeth Dallman,

We hope this message finds you well. We wanted to provide you with an update on the maintenance requests and feedback you shared with us recently.

Regarding the issue with the feedback form on your mobile phone, we are pleased to inform you that Web Services has successfully resolved the problem. He identified that the fields were inadvertently hidden when the phone was in dark mode, and he has since revised the page to ensure that the fields are now visible in both dark and light modes. Thank you for bringing this to our attention, and we appreciate your patience as we addressed this issue.

Additionally, we would like to inform you that the defective power supply in the San Mateo Caltrain station's southbound north end Variable Message Sign (VMS) was replaced on February 26, 2024, due to condensation and water ingress. A follow-up inspection was conducted March 1, 2024, and we are pleased to report that the VMS is now functioning as intended. We appreciate your report and are glad to hear that the issue has been resolved.

Your feedback is invaluable to us, and we thank you for helping us improve our services. If you have any further feedback or concerns, please do not hesitate to contact us.

Thank you for your understanding and continued support.

Best 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:
Sent: Thursday, January 18, 2024 10:27 AM
To: 'Elizabeth Dallman' <ellie.dallman@gmail.com>
Cc: PRA <PRA@samtrans.com>
Subject: Confirmed receipt & Customer Service Recording Form: 914134 created RE: Maintenance request @ San Mateo station

Dear Ms. Dallman,

This email is to confirm receipt. We searched and could not find a prior email from you (sorry if we somehow missed it earlier).
For item number one, we've entered into a new ticket to inform our web team about the issue/request regarding the webform.

For item number two, I've submitted Customer Service Recording Form: 914134 for appropriate staff to follow up on that.

Thank you very much for taking the time to reach out to us.

Best,

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

From: Elizabeth Dallman <ellie.dallman@gmail.com>

Sent: Thursday, January 18, 2024 7:45 AM

To: PRA <pra@caltrain.com>

Subject: Maintenance request @ San Mateo station

[Some people who received this message don't often get email from ellie.dallman@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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Hi there,

The feedback form on your contact us page would not allow me to view all fields while on my mobile phone so I am submitting the below maintenance requests to you in hopes that you can route it to the right people at caltrain.

1) is it possible to have the web staff fix the feedback form to ensure it's possible to submit feedback on a mobile device (or at least list an email option).

2) San Mateo caltrain station train digital board on northern most end of the southbound direction only shows text on the bottom line (does not show text on top line) - I reported this a while back and it was fixed but looks like it is down again as of yesterday and today.

Thanks,
Ellie Dallman

From: [Sarah Nabong](#)
To: [Joseph McLaughlin](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Bayshore Signage
Date: Thursday, March 14, 2024 2:48:37 PM
Attachments: [image001.png](#)

Dear Joseph McLaughlin,

Thank you for bringing this to our attention. 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 apologize for any confusion you experienced at the Bayshore and 22nd St station regarding the direction of travel on the platforms. We understand the importance of clear signage for our transit riders, especially in situations where all trains are arriving on a single platform.

We provided your feedback to our Rail Operations team, and they are working on improving station signage to clearly indicate which platform is designated for Northbound and which is for Southbound trains. Your input is valuable to us as we strive to enhance the overall experience for our passengers.

If you have any further suggestions, please feel free to reach out to me directly. Your input is essential in helping us enhance our services for the benefit of our passengers.

Thank you for your understanding and 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](#)



From: Joseph McLaughlin <jmcl_@hotmail.com>

Sent: Thursday, March 14, 2024 2:01 PM

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

Subject: Bayshore Signage

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

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Dear Board:

At Bayshore and 22nd St station it is confusing to figure out which platform is Northbound and which is Southbound. Big signs might help transit riders, especially when all trains are arriving on one platform only.

Get [Outlook for iOS](#)

From: [Sarah Nabong](#)
To: [Tim OBrien](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: San Antonio rd Property San Bruno
Date: Thursday, March 14, 2024 1:16:38 PM

Dear Tim O'Brien,

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 bringing the issues regarding our right of way property on San Antonio Road to our attention. We understand the importance of maintaining a safe and attractive environment for the community and are committed to addressing these concerns.

We took immediate action to clean up the property, including addressing the overgrown vegetation, dead trees, debris blocking drainage areas, and illegal dumping. In addition, we will investigate the problem with the area flooding and water overflow onto the street to find a lasting solution to prevent future occurrences.

Your recommendation to fence off the area is noted, and we will assess the feasibility of implementing such measures to enhance safety and prevent further issues.

We appreciate your vigilance and concern for the well-being of the community. Please feel free to reach out if you have any additional information or suggestions regarding the property cleanup.

Thank you for your understanding and cooperation.

Warm 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: Tim OBrien <tmz6922@yahoo.com>
Sent: Saturday, January 20, 2024 11:59 AM
To: Board (@caltrain.com) <boardcaltrain@samtrans.com>
Subject: San Antonio rd Property San Bruno

[You don't often get email from tmz6922@yahoo.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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To whom it may concern

Can you please clean up your property on San Antonio Road in San Bruno . There is overgrown vegetation, dead trees , debris blocking drainage areas , illegal dumping, fix the problem with the area flooding ,water overflows into the street. Very dangerous for people driving and bicyclists . I recommend fencing the area off

Thank you
Tim O'Brien
Sent from my iPhone

From: [Tim OBrien](#)
To: [Sarah Nabong](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: San Antonio rd Property San Bruno
Date: Thursday, March 14, 2024 6:29:32 PM

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Hello Sarah

Thank you so much Sarah for your response. Much appreciated. Thank you also for taking action on this property. It is a beautiful area with wonderful looking trees . I and others think it could be better if maintained on a regular basis .

Thank you again . Looking forward to the improvement of this property.

Best regards ,
Tim OBrien

Sent from my iPhone

> On Mar 14, 2024, at 1:16 PM, Sarah Nabong <nabongs@samtrans.com> wrote:

>

> Dear Tim O'Brien,

>

> 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 bringing the issues regarding our right of way property on San Antonio Road to our attention. We understand the importance of maintaining a safe and attractive environment for the community and are committed to addressing these concerns.

>

> We took immediate action to clean up the property, including addressing the overgrown vegetation, dead trees, debris blocking drainage areas, and illegal dumping. In addition, we will investigate the problem with the area flooding and water overflow onto the street to find a lasting solution to prevent future occurrences.

>

> Your recommendation to fence off the area is noted, and we will assess the feasibility of implementing such measures to enhance safety and prevent further issues.

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> We appreciate your vigilance and concern for the well-being of the community. Please feel free to reach out if you have any additional information or suggestions regarding the property cleanup.

>

> Thank you for your understanding and cooperation.

>

> Warm 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: Tim OBrien <tmz6922@yahoo.com>
> Sent: Saturday, January 20, 2024 11:59 AM
> To: Board (@caltrain.com) <boardcaltrain@samtrans.com>
> Subject: San Antonio rd Property San Bruno
>
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> ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.
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> Can you please clean up your property on San Antonio Road in San Bruno . There is overgrown vegetation, dead trees , debris blocking drainage areas , illegal dumping, fix the problem with the area flooding ,water overflows into the street. Very dangerous for people driving and bicyclists . I recommend fencing the area off
>
> Thank you
> Tim O'Brien
> Sent from my iPhone
>