



JPB Board of Directors
Meeting of April 4, 2024

Correspondence as of March 22, 2024

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From: [Sarah Nabong](#)
To: [JOSE RODOLFO GUTIERREZ MEDEL](#)
Cc: [Board \(@caltrain.com\)](#); [PRA](#)
Subject: RE: Complain
Date: Thursday, March 21, 2024 10:35:28 AM
Attachments: [image001.png](#)

Dear Rodolfo Medel,

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 reaching out regarding the delay of today's train service. We apologize for any inconvenience this may have caused you.

We understand the frustration that can result from delays in the train schedule and take your concerns seriously. In order for us to further investigate your claims and address the issues appropriately, we kindly ask for specific details regarding today's delay.

Could you please provide us with the following information:

- Location at which you board
- Time of occurrence
- Direction traveling
- Train number

Your input is valuable to us as we strive to improve the punctuality and reliability of our services.

We appreciate your understanding and patience as we work to address this issue. If you have any further information to share or if there's anything else we can assist you with, please do not hesitate to let us know.

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

Sent: Thursday, March 21, 2024 8:08 AM

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

Subject: Re: Complain

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.

The train today is 20 min late. Always the trains are delay. If the train don't come at time please don't ask for the tickets or the pay, you must to be responsible for the delays. We are really angry.

El mar. 19, 2024, a la(s) 8:07 a.m., JOSE RODOLFO GUTIERREZ MEDEL
<PUPILOLECTER@hotmail.com> escribió:

The train today is 30 min late.

Enviado desde mi iPhone

El mar. 12, 2024, a la(s) 9:00 p.m., JOSE RODOLFO GUTIERREZ
MEDEL <PUPILOLECTER@hotmail.com> escribió:

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

<Video.mov>

From: San Joaquin Joint Powers Authority <jackie-acerail.com@shared1.ccsend.com>
Sent: Thursday, March 21, 2024 3:32 PM
To: Board (@caltrain.com)
Subject: SJJPA March 22, 2024 Board Meeting

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San Joaquin Joint Powers Authority

SJJPA Board Meeting

Date: March 22, 2024

Time: 10:00 am – 12:00 pm

Location: Robert J. Cabral Station
949 E. Channel Street
South Hall Meeting Room
Stockton, CA 95202

Please visit www.sjjpa.com to view and download the agenda packet.

See what's happening on our social sites



San Joaquin Joint Powers Authority | 949 E. Channel Street, Stockton, CA 95202
www.sjjpa.com

[Unsubscribe board@caltrain.com](mailto:board@caltrain.com)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by jackie@acerail.com powered by



Ms. Carmel J. Stanovcak
718 E 16th Ave
San Mateo, CA 94402

SAN FRANCISCO CA 940

19 MAR 2024 PM 5 L

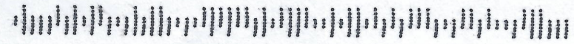


03/21/24 PM12:06 EXEC

Cal Train Board of Directors
1250 San Carlos Ave

San Carlos, Ca
94070-1306

94070-246899



03/21/24 PM12:07 EXEC

March 12, 2024

Dear Sirs:

I am writing this letter to let you know I am upset as I was to find out there was no train service to the Giants Fan Fest that morning when I tagged on at the Hillsdale train station and there was no one there. There was one Cal Train employee putting us signs we were there at 9:30 AM he told us there were free bus service coming at 10:53 AM they would pick us up on the street. When we went to the street there was another employee who told us to cross the street to go Northbound and a free bus would pick us up and take us right to the train station in San Francisco. What a joke that was every bus that came was full one person got off and only one person could get on. We waited for four busses and they had standing room only by that time it was almost 11:30 and we decided to call it quits and return home very disappointed that we did not get the chance to attend Fan Fest which I have not missed since it started I even went in the rain last year. We are asked to use public transportation why Cal Train is not reliable and never will be. It is no wonder Cal Train is loosing money and ridership is down. Yes there are always unforeseen things that can happen in any transportation situation. I know Cal Train is trying to correct the situation with electrification of their trains and I know this process takes time and money in the mean time riders and Giants Fans have to endure the unreliable transportation we do have on the Peninsula because Cal Train does not really care about their commuters or people that just want to get up and down the peninsula to get to their destination on time whenever possible. I know this is going to fall on deaf ears but it gives me satisfaction to write this letter if not to be heard but to know I tried to do something.

Sincerely

Carmel Stanovcak

Carmel Stanovcak
Giants Season ticker holder since 2000

From: Jan Alexis Salandanan
Sent: Wednesday, March 20, 2024 11:03 AM
To: Adrian Brandt
Cc: Board (@caltrain.com)
Subject: RE: Caltrain suffers another avoidable vehicle intrusion crash, this time fiery

To Adrian Brandt,

Thank you for bringing your concerns regarding vehicle incidents on Caltrain tracks to our attention. Please rest assured, we share your commitment to safety and the prevention of such incidents, and your concerns were forwarded to the proper parties for further handling. Additionally, a copy of this correspondence will be forwarded to our Board of Directors.

The incident at San Bruno's Scott Street crossing is a stark reminder of the potential dangers that confused drivers face when navigating grade crossings, especially during nighttime hours. Your proposals for installing bright overhead lighting and implementing a second set of crossing gates are valuable suggestions that we take seriously. The safety of our passengers, employees, and the community is our top priority, and we continuously evaluate ways to improve our infrastructure and operations to prevent future accidents.

Your advocacy for proactive prevention aligns with our goal of creating a safer environment for all who interact with our rail services. We are committed to working collaboratively with stakeholders to address safety concerns and enhance our safety protocols.

Your continued support and engagement are instrumental in ensuring the well-being of our community and preventing potential accidents on the tracks. Thank you again for your dedication to safety and for your valuable input. Together, we can make a difference in preventing future incidents and ensuring the safe operation of the Caltrain system.

Kind regards,

Alexis Salandanan

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

From: Adrian Brandt <adrian.brandt@gmail.com>
Sent: Thursday, February 29, 2024 4:06 PM
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Caltrain suffers another avoidable vehicle intrusion crash, this time fiery

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

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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: Sarah Nabong
Sent: Wednesday, March 20, 2024 9:27 AM
To: Adina Levin; Virginia
Cc: Ken Joye; Board (@caltrain.com)
Subject: RE: Accessibility

Dear Virginia,

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 reaching out regarding your suggestions. Caltrain currently has two types of vehicles in service on our railroad. The newer "Bombardier" cars utilize station bridge plate, that allows those needing assistance to board at the door height via a deployable bridge. These bridge plate's are at select stations along the corridor. Please note that the bridge plate is not designed for boarding bicycles, scooters, or luggage. Caltrain regrets to inform customers that the use of bridge plates/mini-high ramps for bike boarding in the bike cars is not permitted. Conductors are strictly prohibited from lifting or carrying luggage or bikes.

Our current system does not allow for us to notify customers of which type of car is running which routes. There are often last minute changes due to equipment availability and we do not have the resources to ensure that information is provided to customers in a reliable and efficient manner.

With our new electric trains coming into service later this year, all service between San Francisco and San Jose will be provided via these new cars. This will allow customers to utilize the deployable bridge at locations with the mini-ramps available. In addition, Caltrain is installing additional mini-ramps at more stations throughout the service area.

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 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: Adina Levin <adina.levin@friendsofcaltrain.com>
Sent: Monday, March 11, 2024 9:25 AM
To: Virginia <boatwaikv@gmail.com>
Cc: Ken Joye <kmjoye@gmail.com>; Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Accessibility

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

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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.caltrain.com%2Ffrider-information%2Faccessibility&data=05%7C02%7CBoardCaltrain%40samtrans.com%7C450b57f58fec4ce3e45108dc48fa8afc%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638465488111834942%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=qq6u6FnVzaxlqC%2FrI07URZjKI%2FM9M42vc7dXp17lgy%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%2Fgreenaltrain.com%2F&data=05%7C02%7CBoardCaltrain%40samtrans.com%7C450b57f58fec4ce3e45108dc48fa8afc%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638465488111843827%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Lu65xH%2BdwaZV3e1itWllzkcqSZkjHYqf2IkIbEncmTI%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



*Congress of the United States
House of Representatives
Washington, D. C. 20515*

*Anna G. Eshoo
Sixteenth District
California*

March 6, 2024

The Honorable Dev Davis, Chair
Peninsula Corridor Joint Powers Board
1250 San Carlos Avenue
San Carlos, California 94070-1306

Dear Chair Davis,

I'm thrilled to share with you that the House passed, with my enthusiastic affirmative vote, the Consolidated Appropriations Act, 2024 which includes **\$500,000 for the Caltrain Grade Crossing Improvements Project**, and I'm highly confident the bill will pass the Senate and be signed into law by the President by the end of this week.

So many have worked so hard to move this project forward, and I couldn't be happier to secure these funds for our community. My staff will contact you about next steps to ensure you're connected to the federal government office that will disburse the funding to you. In the meantime, should you have any questions, you can contact my Legislative Director, Eric Henshall, in my Washington, D.C. office at (202) 225-8104.

Always my best,

Anna G. Eshoo
Member of Congress

cc: The Honorable Members of the Peninsula Corridor Joint Powers Board
Ms. Michelle Bouchard, Executive Director

From: Elizabeth Dallman <ellie.dallman@gmail.com>
Sent: Monday, March 18, 2024 7:40 AM
To: Sarah Nabong
Cc: PRA
Subject: Re: Confirmed receipt & Customer Service Recording Form: 914134 created RE: Maintenance request @ San Mateo station

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

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Thanks for the detailed follow up! I see the sign is working.

> On Mar 14, 2024, at 1:34 PM, Sarah Nabong <nabongs@samtrans.com> wrote:

>

> 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: Dora Seamans

> 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,
>
> Dora Seamans
> District Secretary
>
> -----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>]
>
> ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.
>
> 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: Amtrak San Joaquins <marketing-acerail.com@shared1.ccsend.com>
Sent: Friday, March 22, 2024 9:01 AM
To: Board (@caltrain.com)
Subject: Envisioning Our Transit-Oriented Future: Del Paso Blvd

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DISCOVER THE EXCITING FUTURE OF DEL PASO BOULEVARD!

You're invited to a monumental event exploring the potential of transit-oriented housing and multi-purpose development along Del Paso Boulevard in Sacramento. Don't miss out on this opportunity to envision the vibrant future of our community! Check out the details below so you know before you go.

**Envisioning Our Transit-Oriented Future: Del Paso Blvd
Wednesday, March 27, 2024**

Whether you're interested in attending Santa Clara University or just want to experience its beautiful architecture with historic charm, you will not be disappointed to visit this campus. Dating back to 1851, this institution holds the title of the oldest active hub of higher learning in the Golden State!

Complimentary refreshments will be provided.

Envisioning Our Transit-Oriented Future: Del Paso Blvd



Join Sacramento Metro Advocates
for Rail and Transit at...



The Rink Studios
1031 Del Paso Blvd
Sacramento, CA



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Don't miss this exciting opportunity to be a part of shaping the future of Del Paso Boulevard!

[CLICK HERE](#) to Reserve your spot today!

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