



JPB Board of Directors
Meeting of April 4, 2024

Correspondence as of April 3, 2024

<u>#</u>	<u>Subject</u>
1	RE_ Complain worst service
2	Support SB 1031 and studies for consolidation!
3	FW Join Caltrain for our Electric Train Tour May 11!

From: [Sarah Nabong](#)
To: [JOSE RODOLFO GUTIERREZ MEDEL](#); [Board \(@caltrain.com\)](#); [PRA](#)
Subject: RE: Complain worst service
Date: Tuesday, April 2, 2024 3:25:55 PM
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.

I understand your frustration and apologize for the inconvenience you experienced at our San Francisco 4th and King Station. We strive to maintain punctuality and provide excellent service to our customers, and it's disappointing to hear that this was not your experience. We kindly ask that passengers arrive at the station at least 5 to 10 minutes before the train's departure time to avoid situations like this.

We apologize for your inconvenience and hope your future travels with Caltrain are uneventful.

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

Sent: Friday, March 22, 2024 5:33 PM

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

Subject: Complain worst service

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

I'm so angry, today I come 1 min before 5:27pm in the station 4 and king, and the doors was close since 5:25pm and the personal didn't open the door. It's really with your puntuality. Really I'm am so angry with the personal and the service for the train. I will report to San Mateo transportation. Really worst service.

I see that Caltrain didn't do anything.

Enviado desde mi iPhone

El mar. 21, 2024, a la(s) 8:07 a.m., JOSE RODOLFO GUTIERREZ MEDEL
<PUPILOLECTER@hotmail.com> escribió:

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>

<Video.mov>

From: [Bobby Youstra](#)
To: [Public Comment](#)
Subject: Support SB 1031 and studies for consolidation!
Date: Monday, April 1, 2024 6:38:13 PM

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

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Hello,

As a frequent Caltrain rider, I would like to urge the Caltrain Board to support SB 1031 as proposed by state senators Wiener and Wahab. This bill is both critical in ensuring that transit organizations in the Bay Area continue to get funding to keep current service levels, preventing the transit death spiral we've heard so much about. In addition, this bill is very forward-looking when it comes to management and possible consolidation. It would help to create a unified fare structure, which would decrease barriers and make it easier to ride public transit in the Bay Area, and study transit agency consolidation.

I would also like to stress that the potential for consolidation must not be dismissed: I've seen a lot of discourse saying that it's not in Caltrain's interest to merge with other rail agencies in the Bay Area like BART. I strongly disagree with those claims. Let me break down the claims I've heard against consolidation:

It's not in Caltrain's interest to merge with BART:

Not only is it in Caltrain's interest to merge with an agency like BART because it's a public agency and the majority of the public supports of consolidation ([see this 2020 poll conducted by the MTC](#)), consolidation would improve service in tangible ways other than just through transit utilization. Each agency within the Bay Area has its own strengths and weaknesses, and consolidation of these agencies would allow us to see improvements within both agencies. For example, Caltrain has a pretty good record when it comes to day-to-day operations, and BART's recent capital projects (excluding BART capital projects not managed by BART, e.g. BART SV by VTA) have been managed very well, with [BART's fleet of the future project coming in millions of dollars under budget](#).

Empowering the MTC will mean local service will see cuts:

At the end of the day, the job of a public transportation agency is ultimately to increase the public benefit of the system through increasing mobility for the general population. The MTC is not an agency full of people with ill intent: they want to create an efficient public transit network serving everyone in the Bay Area just as much as any of the local agencies do. From time to time depending on economic conditions, cuts will have to be made to local service, especially if a bill like SB 1031 dies and there's no regional measure for public transit in the Bay Area. Taking a more regional approach to these tough decisions means that when we need to make such a decision, we can make it so that it impacts the least amount of transit riders and decreases utilization the least amount.

Consolidation will weaken local control:

When I and many other riders ride Caltrain, Caltrain is usually not the only form of public transportation we ride. Whether that's transferring to a BART train bound for the East Bay and Downtown SF at Millbrae, a Muni Metro train bound for Chinatown or Ocean Beach at 4th and King, or transferring to a VTA bus or train at Diridon, some of the most frequent transfers and trips taken are across agencies, county lines, and even the bay itself. Transportation is inherently a

regional problem: why else is Caltrain a joint powers board between San Francisco, Santa Clara, and San Mateo? Why does the BART district consist of Alameda, San Francisco, and Contra Costa counties? Looking at our transportation system solely from the lens of local control is deeply flawed and leads to lots of inefficiencies within our system (e.g. 20+ types of agencies paying for 20 different bureaucracies), leading to us paying more for worse transit.

In summary, all this is to say that I strongly urge the Caltrain board to both support SB 1031 and to at least study the idea of consolidation as proposed in that bill.

Thank you.
Bobby Youstra

Caltrain Electric Train Tour

You're Invited to Tour Our New Electric Trains on May 11th in San Carlos!



*Experience
the Future of
Caltrain*

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Caltrain's new, modern electric trains are making their way to San Francisco! Explore the spacious interiors, learn about the [exciting new features](#), and get a glimpse of the future of Caltrain.

In addition to touring the new electric trains, there will be food trucks, games & activity booths, and additional community resources to visit. We look forward to sharing the new electric trains with you.

For more information check out caltrain.com/tour.


May 2024


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Sign up today, this event will sell out!

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