



JPB Board of Directors
Meeting of May 2, 2024

Correspondence as of April 26, 2024

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7	Notice of Early Construction Beginning Late April 2024

Margaret Tseng

From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Thursday, April 25, 2024 10:00 AM
To: Board (@caltrain.com)
Subject: Continuing the Discussion on BART Silicon Valley Phase II Extension Project

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BART SILICON VALLEY PHASE II EXTENSION PROJECT



Continuing the Discussion on BART Silicon Valley Phase II Extension Project

In February, staff provided VTA's BART Silicon Valley Phase II Project overview. Now, staff will share more information on the four stations - what's included at each station, how the designs change over time on a mega-capital project, and how the project is coordinating with nearby development.

Ask VTA: BART Silicon Valley Phase II

Monday, April 29, 2024

6:00 - 7:30 p.m.

[RSVP on Eventbrite](#)

Members of the project team will be on hand to provide answers to your questions on this mega-



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MICHELLE BOUCHARD
EXECUTIVE DIRECTOR

April 22, 2024

Carmel Stanovcak
718 E. 16th Avenue
San Mateo, CA 94402

Customer Service Recording Form: 922675

Dear Carmel Stanovcak,

Thank you for reaching out to Caltrain. While we do try to avoid major special events while scheduling constructions work, unfortunately we were unable to work around Giants Fan Fest.

To finish critical Electrification testing in time to begin passenger service in fall 2024, Caltrain has been adjusting its rail service on multiple weekends since last year with partial service shutdowns and bus bridges. We have worked on communicating these service disruptions by updating our website a few weeks ahead of a service change, posting on our social media platforms, installing signs at impacted stations, and updating our schedules on 3rd party applications such as Google and Apple Maps. We also encouraged our riders to avoid Caltrain and seek alternative transportation if they were planning to travel during these weekends.

Please visit our website for the latest information on any service disruptions or changes at www.caltrain.com/status and/or www.caltrain.com/alerts.

We sincerely apologize for the inconvenience, and we hope to see you again riding our new electrified trains to the Giants games at Oracle Park.

Warm regards,

Sarah Nabong
Customer Service Representative 2

capital project!

VTA's BSVII Project Background

VTA's BART Silicon Valley Phase II Extension (Phase II Project) is a six-mile, four-station extension of BART from Berryessa / North San José Station (opened 2020) through downtown San José to the City of Santa Clara. The Phase II Project is planned to include an approx. five-mile subway, three stations with underground platforms (28th Street/ Little Portugal, Downtown San José, and Diridon), one ground-level station (Santa Clara), a train maintenance and storage facility, and additional facilities.

Have a question for us about Phase II?

Visit www.vta.org/bart or email us vtabart@vtabsv.com



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VTA BART Phase II

vtabart@vtabsv.com

(408) 321-2345 BART Silicon Valley Hotline



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From: [Dave K](#)
To: [Public Comment](#)
Subject: EMU soft launch
Date: Tuesday, April 23, 2024 8:19:34 PM

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Hello,

When will the EMU be soft launched. Can you provide a date for soft launch?

Thanks,
Dave

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

SAN FRANCISCO CA 940

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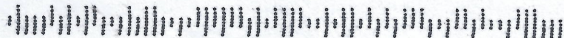


03/21/24 PM12:06 EXEC

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: [Martin J Sommer](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Steven Wagman](#); [Dora Seamans](#)
Subject: Re: Pure torture!!
Date: Sunday, April 21, 2024 7:18:29 PM

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

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Dear Caltrain Board,

The perpetual beeping continues to reappear. How can we get this, permanently stopped?

Martin

On 3/7/24 5:16 AM, Martin J Sommer wrote:

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."

--

Martin Sommer

650-346-5307

martin@sommer.net

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"Turn technical vision into reality."

From: [Sarah Nabong](#)
To: [PRA](#)
Subject: FW: Caltrain Customer Service Recording Form: 927614
Date: Friday, April 26, 2024 10:34:21 AM
Attachments: [image001.png](#)

Apologies I forgot to cc

From: Sarah Nabong
Sent: Friday, April 26, 2024 10:33 AM
To: hermajesty37@icloud.com
Subject: Caltrain Customer Service Recording Form: 927614

Dear Kerstine Golubev,

Thank you for reaching out to us regarding the delay you experienced yesterday, April 25. We understand that delays can be frustrating and inconvenient, and we sincerely apologize for any inconvenience caused.

To better assist us in investigating the situation, could you please provide us with the following information:

- The location at which you boarded
- The occurrence time of the delay
- The train#

We appreciate your cooperation in providing the necessary details to assist us in resolving this matter.

Thank you for bringing this to our attention, and we apologize for any inconvenience caused by the delay.

Best regards,

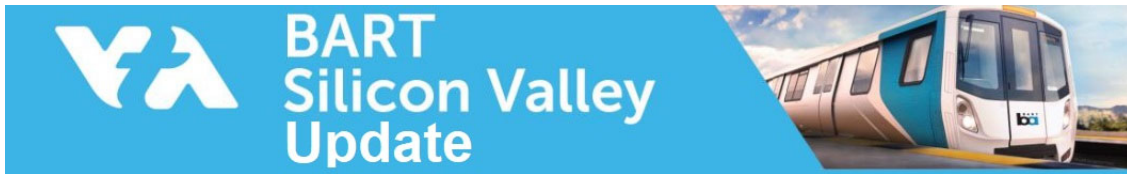
Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Phone: 800.660.4287
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Friday, April 26, 2024 12:05 PM
To: Board (@caltrain.com)
Subject: Notice of Early Construction Beginning Late April 2024

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Notice of Early Construction Beginning Late April 2024

What

- VTA's BART Silicon Valley Phase II (BSVII) project will begin preparing the West Portal site at the future Newhall Yard & Maintenance Facility for Early Construction activities.
- Starting as early as the week of April 22, construction associated with site preparation including site grading, fencing and screening upgrades, and installation of construction equipment and trailers will commence.

Where

- On VTA's property; the future Newhall Yard & Maintenance Facility.



When*

- Early Construction work hours are Monday to Friday from 6 AM to 6 PM, with Saturday hours as-needed.

*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

- Fencing and screening around entire VTA property.
- Construction trucks/vehicles will enter at Newhall St or Brokaw Rd.
- BSVII project construction workers to be onsite starting April 22, 2024.
- There may be vibrations and noise disturbances associated with the site grading.

Why

- 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



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