



JPB Board of Directors  
Meeting of August 1, 2024

Correspondence as of July 5, 2024

# Subject

1. Re\_ Pure torture!!
2. Re\_ San Antonio rd Property San Bruno
3. RE\_ San Antonio rd Property San Bruno response
4. Re\_ San Antonio rd Property San Bruno (councilman response)
5. RE\_ San Antonio rd Property San Bruno response 2
6. RE\_ VMS At 22nd Misdirecting Customers This Past Tuesday 13-Febru

**From:** [Martin J Sommer](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Cc:** [Steven Wagman](#); [Dora Seamans](#)  
**Subject:** Re: Pure torture!!  
**Date:** Thursday, July 4, 2024 8:04:12 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 unknown senders.

Resent. Can you please move forward, on the silent system I recommended?

Thank you,  
Martin

On June 2, 2024 1:30:29 AM PDT, Martin J Sommer <martin@sommer.net> wrote:

Dear Caltrain Board,

The beeping every 10 seconds has once again started at the University Ave station. Can you please have it permanently stopped?

Sincerely,  
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](mailto:martin@sommer.net)

[www.linkedin.com/in/martinsommer](http://www.linkedin.com/in/martinsommer)

"Turn technical vision into reality."

--

Martin Sommer

650-346-5307

[martin@sommer.net](mailto:martin@sommer.net)

[www.linkedin.com/in/martinsommer](http://www.linkedin.com/in/martinsommer)

"Turn technical vision into reality."

--

Sent from my Android device with K-9 Mail. Please excuse my brevity.

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**From:** Tim OBrien <tmz6922@yahoo.com>  
**Sent:** Friday, July 5, 2024 12:31 PM  
**To:** Sarah Nabong  
**Cc:** Board (@caltrain.com)  
**Subject:** Re: 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> ]

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

Hello Sarah

Thank you for your response

Illegal dumping continues to be a huge issue on the cal train property on San Antonio Ave . As you can see from the pictures I have attached to this email . This is just a small sample size . There is also homeless people living on this property. Please have your staff clean this property ASAP !!

Thank you for your attention to this matter

I am speaking on behalf of San Bruno residents

Best regards

Tim O'Brien





Sent from my iPhone

> On Mar 14, 2024, at 6:29 PM, Tim OBrien <tmz6922@yahoo.com> wrote:

>

> 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.

>> 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> ]

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

>> 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:** Sarah Nabong  
**Sent:** Friday, July 5, 2024 1:14 PM  
**To:** Tim OBrien  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: San Antonio rd Property San Bruno

Dear Tim O'Brien,

Thank you for bringing this matter to our attention. We regret to hear about the ongoing issue of illegal dumping and the presence of homeless individuals along the Caltrain right of way. I have forwarded your email to our management team to address the situation. Our staff will prioritize cleaning up the property and ensuring that it is maintained in a safe and clean condition as soon as possible. We appreciate your diligence in raising this issue and thank you for advocating on behalf of the San Bruno residents.

Thank you for your understanding and cooperation as we work to resolve this matter promptly.

Sincerely,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

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



---

**From:** Tim OBrien <tmz6922@yahoo.com>  
**Sent:** Thursday, July 04, 2024 9:21 PM  
**To:** Sarah Nabong <nabongs@samtrans.com>  
**Cc:** Board (@caltrain.com) <BoardCaltrain@samtrans.com>  
**Subject:** Re: San Antonio rd Property San Bruno

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Thank you for your attention to this matter

I am speaking on behalf of San Bruno residents

Best regards

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>> Thank you for your understanding and cooperation.

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>> Sarah Nabong, Customer Service Representative 2

>> 1250 San Carlos Ave San Carlos, CA 94070

>> Phone: 800.660.4287

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>> Sent: Saturday, January 20, 2024 11:59 AM

>> To: Board (@caltrain.com) <[boardcaltrain@samtrans.com](mailto:boardcaltrain@samtrans.com)>

>> Subject: San Antonio rd Property San Bruno

>>

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>> Thank you

>> Tim O'Brien

>> Sent from my iPhone

>>

---

**From:** Marty Medina <MMedina@sanbruno.ca.gov>  
**Sent:** Friday, July 5, 2024 1:40 PM  
**To:** Tim OBrien  
**Cc:** Sarah Nabong; Board (@caltrain.com); City Manager  
**Subject:** Re: San Antonio rd Property San Bruno

Some people who received this message don't often get email from mmedina@sanbruno.ca.gov. [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 afternoon Tim,

I am ccing staff so they are aware of the latest events for this problematic area.

Sarah,

How often is the area inspected? Is there a schedule?

Sincerely,

Marty

Marty Medina  
San Bruno Councilman  
District 4  
650-580-3445

Download the San Bruno Responds App to report issues such as illegal dumping, potholes, sidewalk issues, graffiti, tree concerns and more.

<https://www.sanbruno.ca.gov/241/San-Bruno-Responds>

On Jul 5, 2024, at 12:31 PM, Tim OBrien <tmz6922@yahoo.com> wrote:

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>> 1250 San Carlos Ave San Carlos, CA 94070

>> Phone: 800.660.4287

>> Websites: Caltrain | SamTrans | TA

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>> Subject: San Antonio rd Property San Bruno

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>> Tim O'Brien

>> Sent from my iPhone

---

**From:** Sarah Nabong  
**Sent:** Friday, July 5, 2024 1:46 PM  
**To:** Marty Medina; Tim OBrien  
**Cc:** Board (@caltrain.com); City Manager  
**Subject:** RE: San Antonio rd Property San Bruno

Dear Marty Medina,

I was informed that we are aiming to return to this area around the middle of July.

We manage a vast area spanning 50 miles, which keeps our crews occupied, but we are dedicated to ensuring that all areas under our care are well-maintained and safe for everyone. I will check with our Right of Way team regarding how often location is inspected and if there is a schedule in place.

Thank you,  
Sarah Nabong

---

**From:** Marty Medina <MMedina@sanbruno.ca.gov>  
**Sent:** Friday, July 05, 2024 1:40 PM  
**To:** Tim OBrien <tmz6922@yahoo.com>  
**Cc:** Sarah Nabong <nabongs@samtrans.com>; Board (@caltrain.com) <BoardCaltrain@samtrans.com>; City Manager <CityManager@sanbruno.ca.gov>  
**Subject:** Re: San Antonio rd Property San Bruno

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>> Sent: Saturday, January 20, 2024 11:59 AM

>> To: Board (@caltrain.com) <[boardcaltrain@samtrans.com](mailto:boardcaltrain@samtrans.com)>

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bicyclists . I recommend fencing the area off

>> Thank you

>> Tim O'Brien

>> Sent from my iPhone

**From:** [Sarah Nabong](#)  
**To:** [Jeff Carter](#); [John Hogan](#); [Board \(@caltrain.com\)](#); [cacsecretary \[@caltrain.com\]](#); [Michelle Bouchard](#)  
**Cc:** [adrian.brandt@gmail.com](#); [aldeivnian@gmail.com](#)  
**Subject:** RE: VMS At 22nd Misdirecting Customers This Past Tuesday 13-February-2024/Monday 24-June-2024  
**Date:** Wednesday, July 3, 2024 2:52:11 PM  
**Attachments:** [image001.png](#)

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Dear Jeff Carter,

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 your recent feedback regarding the platform closure incident that occurred on June 24, 2024. We have noted the challenges and confusion caused by the closure of the southbound platform and the subsequent boarding of all trains on the northbound platform. We understand that this situation resulted in inconvenience for passengers, and we apologize for any difficulties you experienced. Following your report and our investigation, we identified that at 15:45, an incorrect sign was reported at 22<sup>nd</sup> Street, and the VMS signs appeared to be stuck. The single tracking signs were removed from the Central Control Facility office at 15:17. Our communications team promptly addressed the issue by physically rooting the VMS the following day.

We value your feedback as it helps us to improve our services and prevent similar incidents in the future. Your observations are essential for us to enhance our operations and ensure a smoother experience for all passengers.

We appreciate your understanding and cooperation.

Regards,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

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



---

**From:** Jeff Carter <jcartrain@aol.com>

**Sent:** Monday, June 24, 2024 8:37 PM

**To:** John Hogan <HoganJ@caltrain.com>; Board (@caltrain.com) <BoardCaltrain@samtrans.com>; cacsecretary [@caltrain.com] <cacsecretary@caltrain.com>; Michelle Bouchard <BouchardM@caltrain.com>

**Cc:** adrian.brandt@gmail.com; aldeivnian@gmail.com; JCARTRAIN@aol.com

**Subject:** Re: VMS At 22nd Misdirecting Customers This Past Tuesday 13-February-2024/Monday 24-June-2024

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

Good Evening John,

It happened again at 22nd. The VMS said southbound platform closed, all trains will board on the northbound platform at approx 16:10 today, 24 June 2024. People were confused, waiting on both platforms and on the 22nd bridge for #410. This must happen often based on customers reactions and their chatter. I have seen it a few more times myself. Train 410 arrived on time and they waited for everyone to board. This is not good PR for Caltrain. TASI and whoever needs to be reprimanded.

Regards,

Jeff Carter

(925) 207-3408

In a message dated 2/15/2024 1:28:07 PM Pacific Standard Time, [HoganJ@caltrain.com](mailto:HoganJ@caltrain.com) writes:

Jeff,

I have forwarded this information to our contractor TASI. We have recently added 4 clerks position so this type of confusion don't happen anymore. We are digging into this incident and dealing with the employees responsible to make sure it doesn't happen again.

Apologies,

John

John Hogan

Chief Operating Officer

Caltrain

617-756-0329

---

**From:** Jeff Carter <[jcartrain@aol.com](mailto:jcartrain@aol.com)>

**Sent:** Thursday, February 15, 2024 12:49:11 PM

**To:** Board ([@caltrain.com](mailto:@caltrain.com)) <[board@caltrain.com](mailto:board@caltrain.com)>; cacsecretary [[@caltrain.com](mailto:@caltrain.com)] <[cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com)>; Michelle Bouchard <[bouchardm@samtrans.com](mailto:bouchardm@samtrans.com)>; John Hogan <[hoganj@caltrain.com](mailto:hoganj@caltrain.com)>

**Cc:** [adrian.brandt@gmail.com](mailto:adrian.brandt@gmail.com) <[adrian.brandt@gmail.com](mailto:adrian.brandt@gmail.com)>; [aldeivnian@gmail.com](mailto:aldeivnian@gmail.com) <[aldeivnian@gmail.com](mailto:aldeivnian@gmail.com)>; [jcartrain@aol.com](mailto:jcartrain@aol.com) <[jcartrain@aol.com](mailto:jcartrain@aol.com)>

**Subject:** VMS At 22nd Misdirecting Customers This Past Tuesday 13-February-2024

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

Good Afternoon Caltrain/JPB Board, CAC, and Staff,

On Tuesday, 13-February-2024, I went to catch my normal train #410, which departs at 16:15

from 22nd. The VMS sign said: "Platform closed. All trains will board on the Northbound platform." So, all customers were waiting on the NB platform. However, when the train was approaching (in tunnel #1) passengers could see that #410 was on the southbound track, so we all sprinted up the stairs and over to the SB platform, there were about 25 of us, I had my bike in hand... The crew waited for all of us, including slow poke me. When on the train, I noticed that I had lost my rain pants. I could see that they were on the stairs, however, the conductor was not able to let me off to retrieve them. So, I decided to double back from the next stop which was San Bruno. I took #409 back, arriving at 22<sup>nd</sup> @16:52 and there were a lot of confused customers waiting on the NB platform. The next SB train at 22nd was #412 @ 17:15. The VMS sign was still directing customers to the northbound platform, many were quite confused, waiting on the 22nd bridge, and at the top of stairs on both sides. I called the Caltrain customer service number and was told they have an email indicating that the southbound platform was closed and there were no updates. I noted that #710 bullet did operate on the SB track. After talking with a couple customers, they told me that they were waiting on the opposite (NB) platform as directed by the (VMS) sign. However, #126 @16:42, was approaching on the normal SB track. So, when they sprinted over to the other side, the train/crew did not wait and closed the doors in their faces. I don't know how many boarded or were left behind by #126? So, when # 412 approached some customers were waiting on the NB stairs and 22nd bridge, we all signaled for them to come to the normal SB platform, and it looked like everyone was able to board.

This is not the way to get people committed to using Caltrain.

Not sure how long this problem went on, but staff needs to investigate this.

Regards,

Jeff Carter.