



JPB Board of Directors  
Meeting of September 5, 2024

Correspondence as of August 2, 2024

# Subject

1. Reminder - You're Invited to the August 7th 28th Street-Little Portugal BART Station Hybrid Community Meeting
2. Re\_ Unreliable commuting experience

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**From:** VTA BART Phase II <vtabart@vtabsv.com>  
**Sent:** Wednesday, July 31, 2024 7:30 PM  
**To:** Board (@caltrain.com)  
**Subject:** Reminder - You're Invited to the August 7th 28th Street/Little Portugal BART Station Hybrid Community Meeting

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Dear Valued Community Member,

VTA's BART Silicon Valley Phase II Extension Team is refining the above ground station configuration for the 28th Street/Little Portugal BART Station. VTA invites you to join the public meeting in-person or online, learn about these updates, and share your thoughts. Your feedback will help inform the final station area layout. Below is information on the meeting.

**VTA's 28th Street/Little Portugal BART Station Hybrid Community Meeting**

Wednesday, August 7th, 2024

Event Starts at 6:00 PM and Presentation Begins at 6:30 PM

Roosevelt Community Center's Multi-purpose Room

901 E. Santa Clara St.

San Jose, CA 95116

*Light refreshments and activities for children will be provided.*



## 28th Street/Little Portugal BART Station Hybrid Community Meeting



**Wednesday, August 7, 2024**

**Event Starts: 6:00pm**

**Presentation: 6:30pm**

**Roosevelt Community Center | Multi-Purpose Room  
901 E. Santa Clara St., San Jose, CA 95116**

*Light refreshments and activities for children will be provided.*

(If planning to arrive at the event by public transit VTA Routes 22 and 23 are available nearby. If planning to drive, free parking will be available on-site.)

If you are interested in attending in-person or virtually, please fill out the RSVP form below and share your translation needs by August 2, 2024. If you plan to attend virtually, information on how to join the meeting online will be sent to you.

Confirme su asistencia para solicitar necesidades de traducción.

Vui lòng trả lời để yêu cầu dịch thuật

Confirme presença para solicitar necessidades de tradução

RSVP Here: <https://www.eventbrite.com/e/943853028817?aff=oddtcreator>

We look forward to seeing you at the public meeting and hearing your valuable input. If you have any questions or require further information, please don't hesitate to reach out to us.

Thank you for your time, and we appreciate your ongoing commitment to our community.

Best,

VTA's BART Silicon Valley Phase II Extension Project

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## Have a question for us about Phase II?


Visit [www.vta.org/bart](http://www.vta.org/bart) or email us [vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)

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### VTA BART Phase II

[vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)

(408) 321-2345 BART Silicon Valley Hotline

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**From:** [Caltrain BOD Public Support](#)  
**To:** [Noah Solnick; cacsecretary \[@caltrain.com\]](#)  
**Subject:** Re: Unreliable commuting experience  
**Date:** Thursday, July 18, 2024 11:21:23 AM

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Dear Noah Solnick,

Thank you for reaching out to us to share your recent experience on train number 405 on July 10, 2024. We sincerely apologize for the series of issues you encountered during your journey, leading to significant delays and inconvenience. Upon reviewing the incident, we acknowledge that train 405 experienced a delay of 30 minutes due to a Positive Train Control (PTC) failure enroute. Subsequently, the train missed its stop at San Bruno, necessitating a backtrack to drop off passengers, further contributing to delays. At South San Francisco, passengers were directed to unload and reboard onto a local train, adding to the overall disruption. Our records confirm that passengers were accommodated on train 109 to their final destination, arriving 57 minutes behind schedule at San Francisco Station. We understand the frustrations and inconveniences caused by these unforeseen circumstances and the disorganization during the trip. Please rest assured that we take incidents like this seriously. The crew's handling of the situation, including the bypass at San Bruno Station, will be addressed through our disciplinary process to prevent similar occurrences in the future. We apologize for falling short of your expectations and the standards we strive to uphold. Your feedback is invaluable to us as we work towards improving our service reliability and customer experience. Caltrain now provides service alerts for personalized updates via text or email. You can sign up here, <https://www.caltrain.com/news/sign-caltrain-alerts-july-8>

We appreciate your understanding and patience during this challenging journey. Thank you again for bringing this matter to our attention.

Sincerely,

Your Caltrain BOD Public Support Team

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**From:** Noah Solnick <noah.solnick@gmail.com>  
**Sent:** Wednesday, July 10, 2024 9:45 AM  
**To:** Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>; cacsecretary [@caltrain.com] <cacsecretary@caltrain.com>  
**Subject:** Unreliable commuting experience

Some people who received this message don't often get email from noah.solnick@gmail.com.

[Learn why this is important](#)

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Dear Caltrain CAC and BOD,

I am writing to express my displeasure and disappointment with the quality of service I experienced on the morning of July 10, 2024. I was a passenger on train number 405, which was scheduled to depart at 8:30 and arrive in the city at 9AM. The trip was marred by a series of issues that led to my missing multiple work meetings.

At the outset, the 405 train was delayed by 30 minutes. This initial delay was frustrating enough, but the situation worsened when the train subsequently missed its stop at San Bruno. As a result, the train had to double back to drop off passengers, causing further delays. To make matters even more inconvenient, at South San Francisco we were instructed to unload and reboard onto a local train instead of continuing directly to SF.

This series of mishaps resulted in a total delay of one hour, which is wholly unacceptable. As a regular commuter, I rely on Caltrain to provide timely and reliable service, and this experience was far from meeting those expectations. The delays and the disorganization displayed on this trip caused significant inconvenience and disruption to my day, resulting in my being late for work and impacting my responsibilities.

I expect Caltrain to take steps to address these issues and to ensure that such incidents do not recur in the future. I look forward to hearing from you regarding the steps that will be taken to improve the service and to compensate passengers for the inconvenience caused on July 10.

Thank you for your attention to this matter.

Noah Solnick