

JPB CAC

CORRESPONDENCE  
AS OF

August 20, 2024

**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

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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

**From:** [Zhenya Mirkin](#)  
**To:** [cacsecretary \[@caltrain.com\]](mailto:cacsecretary [@caltrain.com])  
**Subject:** How to reduce congestion on local freeways  
**Date:** Wednesday, August 14, 2024 1:18:44 PM

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Dear Sir or Madam,

I am a 25-year resident of the Bay Area. I lived in San Jose, Cupertino, San Francisco, and Palo Alto and am very familiar with local traffic patterns.

I want to share thoughts on how to reduce traffic congestion and nudge commuters towards using Caltrain more. I recently came back from a trip to Moscow, Russia and learned of a key move that helped that gigantic city cut traffic dramatically: when people park their cars at outer parking lots and switch to downtown-bound trains, their parking fee counts towards the train ticket. Contrast that with Bay Area residents having to first pay for the parking lot and then for the train. I have used Caltrain from many South Bay stations in the past (Capitol , Diridon, Lawrence, Castro, University Ave) and have always thought it was atrocious that I had to pay for both parking and the train ride even though it was essentially the same transit link and both should have been covered by a single fee.

I hope this small suggestion can make a huge dent in reducing our rush hour traffic.

Regards,  
Zhenya