



JPB Board of Directors
Meeting of September 5, 2024

Correspondence as of September 4, 2024

Subject

1. Notice of arbitration invocation under State of California laws with the American Arbitration Association and possible invocation of Federal Railroad Safety Act in the US District Court- San Francisco
2. Re: Safety complain-willful negligent – *Staff Response*
3. Re: San Antonio rd Property San Bruno
4. New replacement Caltrain outdoor displays are not best practice
5. BART-Caltrain Connection: Another Way? -- What will you say?
6. Your so out of touch
7. Proposal for Designating a 'Quiet Car' on Caltrain Services
8. Bayshore elevators not working
9. Bullet Service On Weekends
10. How To Save More Time.
11. Tonight BART-Caltrain Connection Another Way
12. RE_ San Antonio rd Property San Bruno - *Staff Response*
13. Re_ Proposal for Designating a 'Quiet Car' on Caltrain Services - *Staff Response*
14. Re_ Your so out of touch - *Staff Response*
15. Re_ Trouble at the Whipple Crossing - *Staff Response*
16. RE_ Trouble at the Whipple Crossing – *Corresponder's Reply to Staff*

From: Ameer Alghusain <ameer.alghusain@gmail.com>

Sent: Tuesday, August 27, 2024 5:32 PM

To: Manager6@adr.org <Manager6@adr.org>; Pine, Dave [dpine@smcgov.org] <dpine@smcgov.org>; Corzo, Noelia [ncorzo@smcgov.org] <ncorzo@smcgov.org>; SMC_SupMueller@smcgov.org <SMC_SupMueller@smcgov.org>; cacsecretary [@caltrain.com] <cacsecretary@caltrain.com>; Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Cc: Andrew Liles <aliles@jdavisonlaw.com>; Harrison, James [JHarrison@olsonremcho.com] <JHarrison@olsonremcho.com>; Myles-Primakoff, Anna [amyles-primakoff@olsonremcho.com] <amyles-primakoff@olsonremcho.com>; Tom Willis <TWillis@olsonremcho.com>

Subject: Notice of arbitration invocation under State of California laws with the American Arbitration Association and possible invocation of Federal Railroad Safety Act in the US District Court- San Francisco

[Some people who received this message don't often get email from ameer.alghusain@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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To Transit America Services, Inc(TASI). A subsidiary of Herzog Inc.

To San Mateo County Transit District.

To The Peninsula Corridor Joint Powers Board, which owns and operates Caltrain.

Please take this firm legal notice as invocation of the arbitration action with the American Arbitration Association, San Francisco Office, in regard to second violation of signed settlements agreements with TASI and Caltrain. When I emailed TASI and Caltrain attorneys (just the attorneys) about safety concerns and potential misuse of tax payers \$\$, as these acts are protected activities and must have remained confidential, not to neglectfully to be forwarded to an adversary parties who are now facing severe federal lawsuits in US District Court for fraud and violation of Federal Railroad Safety Act (FRSA)^[1]49 U.S.C. §20109. As whistleblower, my information should have been kept confidential by attorneys and executives of TASI and Caltrain.

I am including San Mateo County Transit District as all my prior efforts to resolve issues and warn Caltrain about serious safety concerns were ignored, and is being ignored.

It was surprising how Caltrain cuts the ribbons last two weeks, while injuries and safety incidents have been occurring at CEMOF but you chose to not disclose to the public.

The workers and community and I are tired of Michelle Bouchard and her team of Christopher Harvey and Henry Flores, they have been misusing our tax \$\$ for years and wasted billions of state and federal funding, look at Joe Navvaro case, who is a criminal and we warned the agency years ago about him. Joe was on trial few months ago for misuse of tax \$\$ but Michelle and Henry and Harvey have more damage done, you will find out later as they were one group for every thing and I stand behind my statements.

It is upsetting and concerning we see Caltrain cutting the ribbons operating the new EMU trains with no regard to the safety of the system, in an electrified rail if not designed and built properly, safety will deteriorate over time, I am certain you will kill people and Caltrain will hide these safety incidents from the public and the authorities.

We voted on measure RR to provide dedicated tax funding for Caltrain, we and people can take it back, we want the current executive administration of Caltrain to resign immediately, and find competent leadership that cares for our taxes and build us a safe rail line. We don't want to see Caltrain fancy extravagant political celebrations at the expense of our misused tax dollars and our American lives. The Caltrain line should have been completed 5 years ago, and I assure you it need an additional 5 years to fix the incomplete work, a fraudulent work that Caltrain knowingly and negligently approved to be safe.

Caltrain procurement management grants contracts under the table for their favorite suppliers, they avoid the cash threshold that requires second signature and requires public bid, surprisingly those who dine and wine and play golf with suppliers are the same managers who grant these contracts to their favorite people, that's a fact I am certain of, now you need to investigate and review every bid related to the Caltrain contracts.

Please follow the proper legal procedures and respond accordingly,

Ameer Alghusain
Mobile (310) 926-9090

Sent from my iPhone

From: [Caltrain BOD Public Support](#)
To: [Wayne Phan](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Safety complain-willful negligent
Date: Friday, August 30, 2024 3:32:09 PM

Dear Wayne Phan,

Thank you for your feedback regarding the high platform train. We understand your concerns about safety, especially for cyclists and e-bike users. We want to assure you that gallery cars (from San Francisco to San Jose Diridon) will be phased out with the introduction of the EMUS in September. This transition aims to enhance safety and improve the overall riding experience for all passengers. Your safety is our priority, and we appreciate your vigilance in bringing these issues to our attention. If you have any further concerns, please feel free to reach out.

Kind regards,

Your Caltrain BOD Public Support Team

From: Wayne Phan <waynephan00@gmail.com>
Sent: Saturday, August 17, 2024 12:40 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: Fwd: Safety complain-willful negligent

You don't often get email from waynephan00@gmail.com. [Learn why this is important](#)

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----- Forwarded message -----

From: **Wayne Phan** <waynephan00@gmail.com>
Date: Sat, Aug 17, 2024, 12:37 PM
Subject: Safety complain-willful negligent
To: <board@caltrain.com>

I would like to file a safety complaint regarding the high platform on Caltrain. The high platform poses a significant safety hazard, especially for individuals with bikes, e-bikes, or luggage. I have witnessed several instances where people nearly tripped and fell while attempting to lift their bikes on and off the train.

I have raised this issue with Caltrain multiple times, but have not received a response. If someone were to be injured due to this safety hazard, it could result in a lawsuit, as I have already alerted Caltrain to the danger. According to safety regulations, this could be considered willful negligence, leading to serious penalties, including criminal charges.

I urge the board to take immediate action to remove all high platforms. The lower

platforms are much safer, as they allow for easier bike access.

Thank you for your attention to this critical safety issue.

From: Tim OBrien <tmz6922@yahoo.com>
Sent: Saturday, August 31, 2024 6:39 AM
To: Sarah Nabong
Cc: Board (@caltrain.com); Marty Medina
Subject: Re: San Antonio rd Property San Bruno

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

Hello Sarah

Hope you are well

We have not seen any improvement regarding the cleanliness of Caltrain property on San Antonio rd from San Felipe Ave to Santa Helena . You said had that our crew will be out there to clean the area in mid July . Obviously it does not look like your crew made it out there . I continue to see couches ,5 gallon buckets of hazardous material,new and old homeless encampments, etc. What needs to be done to get your crew to get out and clean your over neglected area . Something needs to be done immediately. It is a dump site where people freely dump stuff .You are enabling people to dump illegally. It is Caltrains responsibility to maintain this area . There are many homes across from your area . Residents are very concerned about this area . Please put a plan together and get this area cleaned up ASAP!!!

Thank you

Best Regards

Tim O'Brien

Sent from my iPhone

> On Jul 5, 2024, at 12:30 PM, Tim OBrien <tmz6922@yahoo.com> wrote:

>

> 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



>
> <image1.jpeg>
>
> 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: [Dennis T Cheung](#)
To: [Board \(@caltrain.com\)](#)
Subject: New replacement Caltrain outdoor displays are not best practice
Date: Sunday, September 1, 2024 2:51:06 PM
Attachments: [image.png](#)
[image.png](#)
[image.png](#)
[image.png](#)

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

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Hello,

I am a regular Caltrain customer. I noticed that Caltrain has started installing new digital outdoor status displays. I would like to ask Caltrain to stop this terrible investment.

Here is a photo I took of a new display:



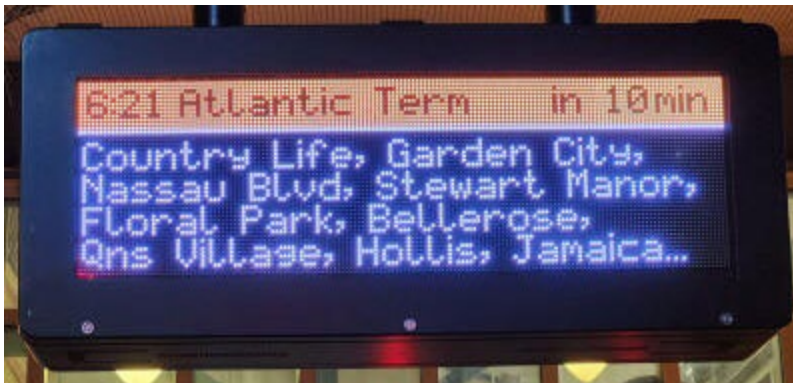
The information density is nearly the same as the previous ones.

The information density is nearly the same as the previous ones: just two lines.

In contrast, here is a set of photos of displays that the Long Island Rail Road (LIRR) uses:

<http://www.trainsarefun.com/lirr/Train%20Board%20Signs/train%20board%20signs.htm>

Examples:



Look at how much more information can be displayed.

It's maddening that the current new Caltrain displays hide the train status when showing messages like the current date and time. Message like "San Mateo Northbound Elevator is Out of Service" (which feels like it has been the case the entire year) shouldn't hide the status.

If Caltrain is going to invest in new displays, please see what other transit agencies around the world, or even in New York are using, for ideas on how to provide your customers with more information.

Thank you.
Dennis Cheung

From: LoopWorks <rob-milpitasprt.com@shared1.ccsend.com>
Sent: Sunday, September 1, 2024 3:43 PM
To: Board (@caltrain.com)
Subject: BART-Caltrain Connection: Another Way? -- What will you say?

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LoopWorks

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BART-Caltrain Connection: Another Way? - Sept. 4

Caltrain Board of Directors,

Will you have your say in this public conversation about connecting the BART Berryessa Station with the Caltrain Diridon Station? **If you plan to attend, please [RSVP here](#) so we can guarantee you a seat.**

Ever onward, VTA moves forward with a \$12B mega-project that will do nothing to address our congestion and Climate problems until 2037 or later - if we can pay for it! Already, some **public voices are questioning** the venture.



A renewed public conversation about how to connect the BART Berryessa station with the Diridon Caltrain station is needed. [LoopWorks](#), leader of the Milpitas [podcar project](#), invites you to a public discussion using an [open fishbowl conversation format](#) (shown below).

We expect attendees and online viewers will quickly grasp current transit challenges, and start community-level thinking about next steps. **If you plan to attend, please let us know so we can guarantee you a seat.**

Join the conversation ***BART-Caltrain Connection: Another Way?***

Wednesday, Sept. 4, 6:30 pm – 8:00 pm (online and in person)

Milpitas Library Auditorium at 160 N Main Street.

Moderator: Belinda Quesada, KCXU (92.7 FM) Radio Host

Due to the tight schedule, we plan to start promptly at 6:30 pm.

Visit our [BART-Caltrain Connection webpage](#) for details, agenda, list of invitees, and streaming link.

Because the Library Auditorium is limited to 120 people, please [RSVP here](#) if you plan to attend in person.



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From: [Shannon Kane](#)
To: [Board \(@caltrain.com\)](#)
Subject: Your so out of touch
Date: Sunday, September 1, 2024 5:09:46 PM

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

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Hello,

I heard the automatic female announcer rules , what was really surprising , the and I'm quoting

" To make the ride more enjoyable for everybody there is no OPEN alcohol containers allowed after 9 pm over 15 times by the time we arrive to Sunnyvale starting at Dioiedon San Jose station.

Your not concern with people face timing with out ear pod on, dominating the whole car.

Playing music in speakers cell phone

Bags on seats

Two years ago , I was repeatedly on 10 pm train and the female announcer said every night you could not be bear footed and need to have shoes on ?

Who's in charge , is it a free for all ?

Do you know what standard are ?

Owning a car would be so easy ,

Ask about my other emails to call train ?

Take the train and see for yourself ?

Be a responsible player

Don't be a Bart !

Do t be impressed with your new trains , do some work on behalf of the masses !!!

All the best,
Shannon k.

From: [Helene Grossman](#)
To: [Board \(@caltrain.com\)](#)
Subject: Proposal for Designating a "Quiet Car" on Caltrain Services
Date: Sunday, September 1, 2024 11:13:14 PM

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

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Dear Caltrain Board of Directors,

I am writing to share a suggestion that I believe would significantly enhance the commuting experience for many Caltrain passengers.

As a potential rider, I find myself consistently hesitant to ride Caltrain for my commute. The primary deterrent for me, and I suspect for many others, is the disturbance caused by listening to other passengers' cell phone conversations during what could otherwise be a peaceful commute.

However, this doesn't need to be a deterrent, as it has an easy solution -- I propose that Caltrain designate one car on each train as a "No Cell Phone Use" car. This car would provide a sanctuary for passengers who prefer a quiet environment where they can read, work, or simply enjoy the ride without the intrusion of loud phone conversations.

Moreover, this would not inconvenience anyone -- passengers who wish to engage in phone conversations can simply choose any other of the cars.

This concept has been successfully implemented by other commuter train services across the country, and I believe it could be equally successful for Caltrain. The provision of a quiet car would be a valuable resource for many passengers who, like me, appreciate and require a tranquil space to commence or conclude their working day.

Thank you very much for considering this suggestion, and I look forward to your response! (With this change, I would no longer hesitate to ride Caltrain for my daily commute!)

Best regards,

Helene Grossman

From: [Sana A](#)
To: [Diana Riedel](#); [Board \(@caltrain.com\)](#); [Tina Dubost](#)
Subject: Bayshore elevators not working
Date: Tuesday, September 3, 2024 9:49:00 AM

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Hi,

I'd like to flag that the Bayshore elevator is not working (on both sides), and hasn't for the past 2 weeks.

It would be wonderful if these elevators were functional and cleaned up in time for the new electric trains. As someone who takes Caltrain multiple times a week, I notice that they are in pretty bad condition, and replacing the glass as well as basic cleaning would make a world of a difference.

Thanks,
Sana

On Mon, Feb 5, 2024 at 4:31 PM Diana Riedel <riedeld@samtrans.com> wrote:

Sana Ahmed,

We received your comments about the elevator at the Bayshore station. We sincerely apologize for the elevator being out of service and any inconvenience this has caused to you.

We have been updated that the elevator repair will take place mid-February.

In the next few months, we plan to launch an automated system that will capture the elevator outages in real-time, 24/7. This requires some technical changes, training, and new software, which is almost in place.

Kind regards,

Diana Riedel

San Mateo County Transit District

Accessibility Specialist

[1250 San Carlos Avenue](#)

[San Carlos, CA 94070-1306](#)

Phone: 650-508-6241

Fax: 650-508-7945

riedeld@samtrans.com

-----Original Message-----

From: Marcos Monjaraz <mmonjaraz1@gmail.com>
Sent: Saturday, August 31, 2024 10:55 AM
To: Public Comment <publiccomment@caltrain.com>
Subject: Bullet Service On Weekends

[You don't often get email from mmonjaraz1@gmail.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 Board,

Are there talks about providing bullet service on the weekends?

As a trial, having 1 north and south service in the mornings and 1 in the evenings would be a good start to measure the "success" of the route.

I believe weekend travelers would be more inclined to ride the train vs drive if this service was made available.

As an example, I live in San Jose and have family that lives in San Francisco. I do not enjoy driving there but the 2hr train ride is not appealing either. That's a ~4hr round trip.

Thank you,

Marcos Monjaraz

From: [Public Comment](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: How To Save More Time.
Date: Wednesday, September 4, 2024 7:32:06 AM

From: James Ganner <jamesbganner@outlook.com>
Sent: Tuesday, September 3, 2024 4:09 PM
To: Public Comment <publiccomment@caltrain.com>
Subject: How To Save More Time.

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

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

Dear Board Members,

Investing \$2.44 billion in the CalMod project to save time on trips between San Francisco and San Jose is a significant achievement. As we approach the start of the electric train schedule on the 21st, I would like to propose a couple of ideas to further enhance our efficiency.

One effective method to save time is to begin opening the steps on the doors before the train comes to a complete stop. Initiating this process at around 5 mph will allow the doors to open more quickly once the train stops, potentially saving up to 3 minutes per trip.

Additionally, synchronizing the closing of the doors with the retraction of the steps can further expedite the boarding and alighting process. These adjustments could significantly reduce both door opening and closing times.

Given the substantial investment and the seven years dedicated to this generational project, it is crucial to maximize our time-saving measures.

Thank you for considering these suggestions.

Best regards,
James Ganner.

Loana Lumina-Hsu

From: LoopWorks <rob-milpitasprt.com@shared1.ccsend.com>
Sent: Wednesday, September 4, 2024 8:41 AM
To: Board (@caltrain.com)
Subject: Tonight! * * * BART-Caltrain Connection: Another Way? * * *

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LoopWorks

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BART-Caltrain Connection: Another Way? - Sept. 4

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From: Sarah Nabong
Sent: Wednesday, September 4, 2024 10:40 AM
To: Tim OBrien
Cc: Board (@caltrain.com); Marty Medina
Subject: RE: San Antonio rd Property San Bruno

Dear Tim O'Brien,

Thank you for reaching out and sharing your concerns about the cleanliness of the Caltrain property on San Antonio Rd. I sincerely apologize for the ongoing issues and understand the frustration this situation has caused for you and the residents. I have escalated your concerns to our maintenance team. We appreciate your patience and commitment to the community.

Best regards,
Sarah Nabong

From: Tim OBrien <tmz6922@yahoo.com>
Sent: Saturday, August 31, 2024 6:39 AM
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; Marty Medina <mmedina@sanbruno.ca.gov>
Subject: Re: San Antonio rd Property San Bruno

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Hello Sarah

Hope you are well

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Thank you

Best Regards

Tim O'Brien
Sent from my iPhone

> On Jul 5, 2024, at 12:30 PM, Tim OBrien <tmz6922@yahoo.com> wrote:

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> 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 !!

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> Thank you for your attention to this matter

> I am speaking on behalf of San Bruno residents

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> Best regards

> Tim O'Brien



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> Sent from my iPhone
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>> Hello Sarah
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>> 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.
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>> Best regards ,
>> Tim OBrien
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>> Sent from my iPhone
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>>>> 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: [Caltrain BOD Public Support](#)
To: helenegrossman@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Proposal for Designating a "Quiet Car" on Caltrain Services
Date: Wednesday, September 4, 2024 11:49:07 AM

Dear Helene Grossman,

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 reaching out and sharing your suggestion for a "No Cell Phone Use" car on Caltrain. We appreciate your insights and understand the desire for a quieter commuting environment. While we recognize the potential benefits of such a car, I want to inform you that, at this time, Caltrain does not have the resources to dedicate one car per train as a quiet car. However, your feedback is invaluable, and we will certainly keep it in mind as we explore ways to enhance the commuting experience for all passengers. Thank you once again for your thoughtful suggestion.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

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

From: Helene Grossman <helenegrossman@gmail.com>
Sent: Sunday, September 1, 2024 11:12:55 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Proposal for Designating a 'Quiet Car' on Caltrain Services

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

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Dear Caltrain Board of Directors,

I am writing to share a suggestion that I believe would significantly enhance the commuting experience for many Caltrain passengers.

As a potential rider, I find myself consistently hesitant to ride Caltrain for my commute. The primary deterrent for me, and I suspect for many others, is the disturbance caused by listening to other passengers' cell phone conversations during what could otherwise be a peaceful commute.

However, this doesn't need to be a deterrent, as it has an easy solution -- I propose that Caltrain designate one car on each train as a "No Cell Phone Use" car. This car would provide a sanctuary for passengers who prefer a quiet environment where they can read, work, or simply enjoy the ride without the intrusion of loud phone conversations.

Moreover, this would not inconvenience anyone -- passengers who wish to engage in phone

conversations can simply choose any other of the cars.

This concept has been successfully implemented by other commuter train services across the country, and I believe it could be equally successful for Caltrain. The provision of a quiet car would be a valuable resource for many passengers who, like me, appreciate and require a tranquil space to commence or conclude their working day.

Thank you very much for considering this suggestion, and I look forward to your response!
(With this change, I would no longer hesitate to ride Caltrain for my daily commute!)

Best regards,

Helene Grossman

From: [Caltrain BOD Public Support](#)
To: manadoghonolulu@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Your so out of touch
Date: Wednesday, September 4, 2024 12:38:03 PM

Dear Shannon Kane,

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 sharing your feedback regarding your recent experiences on Caltrain. I apologize for the disturbances you've encountered, and I appreciate your concerns about the enforcement of our policies. We strive to create a comfortable environment for all passengers, and your insights are vital for us to improve. While we have guidelines in place regarding behavior on the train, I understand that enforcement can sometimes be inconsistent. In the future, please provide us with the train number when you encounter these issues, as this will help us investigate further and address the specific situation more effectively. I will pass your feedback to our operations team to ensure that our standards are upheld.

Thank you for your patience, and we hope to enhance your future rides.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

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

From: Shannon Kane <manadoghonolulu@gmail.com>
Sent: Sunday, September 1, 2024 5:09:28 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Your so out of touch

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Hello,

I heard the automatic female announcer rules , what was really surprising , the and I'm quoting
" To make the ride more enjoyable for everybody there is no OPEN alcohol containers allowed after 9 pm over 15 times by the time we arrive to Sunnyvale starting at Dioiedon San Jose station.

Your not concern with people face timing with out ear pod on, dominating the whole car.

Playing music in speakers cell phone

Bags on seats

Two years ago , I was repeatedly on 10 pm train and the female announcer said every night you could not be bear footed and need to have shoes on ?

Who's in charge , is it a free for all ?

Do you know what standard are ?

Owning a car would be so easy ,

Ask about my other emails to call train ?

Take the train and see for yourself ?

Be a responsible player

Don't be a Bart !

Do t be impressed with your new trains , do some work on behalf of the masses !!!

All the best,
Shannon k.

From: [Caltrain BOD Public Support](#)
To: [Hugh Loveless](#)
Cc: csturken@redwoodcity.org; aaguirre@redwoodcity.org; dhoward@redwoodcity.org; [Board \(@caltrain.com\)](#)
Subject: Re: Trouble at the Whipple Crossing
Date: Wednesday, September 4, 2024 1:15:43 PM
Attachments: [image001.png](#)

Dear Hugh Loveless,

Thank you for your email regarding the crossing gate on Whipple St. in Redwood City. We appreciate your feedback and understand the impact this has on traffic in the neighborhood. The new Caltrain design must account for all trains proceeding north into Redwood City. Due to the heavy vehicle congestion at Whipple Avenue, it is essential that the highway grade crossing has sufficient warning time to ensure that no vehicles are stopped on the crossing. You are correct that this was not the case before. Previously, Caltrain used a predictor-based system, but with the electrification of the signal system, that design is no longer in use. We appreciate your understanding as we work to maintain safety while minimizing traffic disruptions.

Thank you for bringing this to our attention.

Best regards,
Sarah Nabong

Your Caltrain BOD Public Support Team

From: Hugh Loveless <hughl@brprinters.com>
Sent: Monday, August 12, 2024 11:26 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@Caltrain.com>
Cc: csturken@redwoodcity.org <csturken@redwoodcity.org>; aaguirre@redwoodcity.org <aaguirre@redwoodcity.org>; dhoward@redwoodcity.org <dhoward@redwoodcity.org>
Subject: Trouble at the Whipple Crossing

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

I hope you are aware that the crossing gate on Whipple St. in Redwood City goes down for northbound trains that are stopping at the Redwood City train station. They then go up when the train has stopped at the station and again down when the train proceeds.

I don't believe that this has always been the case but for those of us who use that street to cross the tracks it is wreaking havoc with traffic in the neighborhood.

If this could be corrected would be greatly appreciated by those in the N Redwood City area.

Sincerely,

Hugh Loveless



Hugh Loveless

Senior Sales Executive

M: 408.482.8338

E: hughl@brprinters.com

W: www.brprinters.com

From: [Hugh Loveless](#)
To: [Caltrain BOD Public Support](#)
Cc: [csturken@redwoodcity.org](#); [aaguirre@redwoodcity.org](#); [dhoward@redwoodcity.org](#); [Board \(@caltrain.com\)](#); [Gee, Jeff \[jgee@redwoodcity.org\]](#)
Subject: RE: Trouble at the Whipple Crossing
Date: Wednesday, September 4, 2024 1:35:00 PM
Attachments: [image001.png](#)

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Hi Sarah,

Thank you for your response.

I am having a hard time following your logic.

When the North bound train approaches the Redwood City the gate on Whipple drops. When the train stops the gate at Whipple goes up. When the train proceeds it drops again.

This seems like a programming issue not a safety issue!

This issue is creating havoc in our North Redwood City community.

I wish to elevate this problem . I will pass my concerns on to Jeff Gee who is the Redwood City appointed representative.

Thank you,

Hugh Loveless
41 Jeter Street Redwood City

From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Wednesday, September 4, 2024 1:16 PM
To: Hugh Loveless <hughl@brprinters.com>
Cc: [csturken@redwoodcity.org](#); [aaguirre@redwoodcity.org](#); [dhoward@redwoodcity.org](#); Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Trouble at the Whipple Crossing

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Best regards,
Sarah Nabong

Your Caltrain BOD Public Support Team

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Sent: Monday, August 12, 2024 11:26 AM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@Caltrain.com>

Cc: csturken@redwoodcity.org <csturken@redwoodcity.org>; aaguirre@redwoodcity.org <aaguirre@redwoodcity.org>; dhoward@redwoodcity.org <dhoward@redwoodcity.org>

Subject: Trouble at the Whipple Crossing

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Sincerely,

Hugh Loveless



Hugh Loveless

Senior Sales Executive

M: 408.482.8338

E: hughl@brprinters.com

W: www.brprinters.com

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