



JPB Board of Directors
Meeting of October 3, 2024

Correspondence as of September 13, 2024

Subject

1. BART-Caltrain Connection: Another Way? -- the video!
2. Re: San Mateo Set-out Track/parking track vibration issues – *Corresponder's Response to Staff*
3. Re_ Proposal for Designating a 'Quiet Car' on Caltrain Services - *Staff Response*
4. Re: Safety complain-willful negligent – *Corresponder's Response to Staff*
5. Re: Caltrain Univ Ave PA System – *Staff Response*
6. The impacts of and alternatives to freeway widening - join SSMC Sept 16
7. Re_ New replacement Caltrain outdoor displays are not best practice

From: LoopWorks <rob-milpitasprt.com@shared1.ccsend.com>
Sent: Saturday, September 7, 2024 2:24 PM
To: Board (@caltrain.com)
Subject: BART-Caltrain Connection: Another Way? -- the video!

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BART-Caltrain Connection: Another Way?

Caltrain Board of Directors,

The 9/4/2024 public conversation started with [7 agreements](#). After 90 minutes of discussion, 2 more agreements were reached: 1) investing \$6M in pre-development work on the [Milpitas podcar project](#) (final design, engineering, and permitting) has a high ROI (return on investment), and 2) the BART underground extension has such a low ROI that the effort should be abandoned, and the funds made available for better transit solutions. [Click here for @MilpitasPRT YouTube channel and a recording of the event.](#)

If your organization would like a presentation on the potential of PRT to reduce CO₂ emissions, deliver great transit service, and improve financial performance, contact us at Info@MilpitasPRT.com.



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

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<https://MilpitasPRT.com>
Info@MilpitasPRT.com
 408-262-8975

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To receive marketing for free tools

From: [Anne de la Rosa](#)
To: [Liliam Perez](#); [Board \(@caltrain.com\)](#)
Cc: [Angela Myrechuck](#)
Subject: Re: San Mateo Set-out Track/parking track vibration issues
Date: Saturday, September 7, 2024 6:36:21 PM

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Very distressed about continuing vibration of house when southbound trains go by....and extra upset today when there was construction work on a Saturday all day directly behind our house that we were not notified of at all of time. . After having so many neighborhood meetings with Caltrain over this project we feel as if Caltrain has really dropped the ball in so many things they had promised Hayward Park residents. Rarely meeting work hours and noise levels that were initially agreed on. I had planned a baby shower for today and had to move it to someone else's house because the noise from cutting cinderblocks made it so we couldn't hear talking in our backyard. I planned it for this day as no weekend work had been scheduled. So distressing for me.

On Tue, Sep 3, 2024 at 11:35 AM Liliam Perez <PerezL@caltrain.com> wrote:

Hi Anne,

Thank you for reaching out to us. I forwarded your message to the technical team, and they are reviewing some of your question, specifically about the vibration when the southbound train goes by. I also wanted to let you know that the large vibratory compactor previously used for building the trackwork is no longer needed. For the remainder of the project, we will be using a smaller vibratory compactor, which should help reduce the vibration impact in your house and in the area.

I'll make sure to reach out to you once I have more updates.

Best,

Liliam Perez Avila, Government & Community Affairs Specialist
[1250 San Carlos Ave San Carlos, CA 94070](#)
Cell Phone: 650-399-5981
Email: PerezL@caltrain.com
Website: [Caltrain](#)



SAFETY
FIRST AND ALWAYS

From: Anne de la Rosa <agdelarosa27@gmail.com>
Sent: Tuesday, September 3, 2024 11:24 AM
To: Liliam Perez <PerezL@caltrain.com>
Subject: Re: San Mateo Set-out Track/parking track vibration issues

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Still haven't heard back. We are worried about large house vibration when southbound trains go by. Anne de la Rosa

On Fri, Aug 30, 2024 at 1:28 PM Anne de la Rosa <agdelarosa27@gmail.com> wrote:

Haven't heard back from you. We are worried about new vibration when southern train goes by. Fixed in the works??!!

On Tue, Aug 27, 2024 at 12:05 PM Liliam Perez <PerezL@caltrain.com> wrote:

Hi Anna,

Thank you for taking the time to talk over the phone with me today and write down all your concerns. I'll bring your concerns to the team, and I'll probably get back to you by the end of this week.

Best,

Liliam Perez Avila, Government & Community Affairs Specialist

[1250 San Carlos Ave San Carlos, CA 94070](https://www.caltrain.com)

Cell Phone: 650-399-5981

Email: PerezL@caltrain.com

Website: [Caltrain](https://www.caltrain.com)



SAFETY
FIRST AND ALWAYS

From: Anne de la Rosa <agdelarosa27@gmail.com>

Sent: Tuesday, August 27, 2024 11:42 AM

To: Caltrain Construction <construction@caltrain.com>; Liliam Perez <perezl@caltrain.com>

Subject: San Mateo Set-out Track/parking track vibration issues

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Since this past weekend's construction on the San Mateo Parking track we have noticed a large increase in the vibration of our house - loud creaking of walls - everytime a southbound train goes by. We feel that the earlier pile driving, general construction and vibratory roller compactor and ballast tamping have already changed the movement of

the ground beneath our home, but this weekend there was a very noticeable difference. There is also a loud "clacking" whenever the train goes over the new track switch location. We are worried about train derailment behind our home. Also, if the construction has caused settling to the ground beneath our home that is less than 100ft from the new track, we worry about the PGE pipeline that is even closer than that to the construction.

What can you do to eliminate and improve these issues?

It was our understanding that the project would require vibration monitoring as well as noise mitigation during night activities. It was stated that the field team will utilize acoustical noise barrier blankets and will position lights away from residential and business areas. None of those things have been done. I have recorded vibration and decibel readings in recent days and many of the readings are well above limits set out by the NTSB. Our neighborhood objected to this project being constructed in this area for so many reasons, mainly damage to homes and health - noise, vibration and quality of life disruption, all of which have come to pass.

We appreciate that all the personnel we have communicated with have been friendly and professional and the rail and construction crews are incredibly hardworking individuals.

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Anne de la Rosa
[1093 S B St, San Mateo, CA 94401](mailto:agdelarosa27@gmail.com)
agdelarosa27@gmail.com
650-346-3682

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From: [Caltrain BOD Public Support](#)
To: [Helene Grossman](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Proposal for Designating a "Quiet Car" on Caltrain Services
Date: Monday, September 9, 2024 2:49:53 PM

Thank you for your follow-up! While it may seem straightforward to put up signs, dedicating one car as a quiet car involves additional considerations, such as ensuring compliance with our policies and managing passenger behavior. Currently, it's already challenging to keep priority seats available for elderly passengers and those with disabilities and passengers without bikes frequently insist on sitting in the bike cars despite our requests that those seats be available for passengers with bikes. We value your suggestions and will continue to explore ways to enhance the passenger experience while balancing the needs of all riders.

Sincerely,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

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

Your Caltrain BOD Public Support Team

From: Helene Grossman <helenegrossman@gmail.com>
Sent: Wednesday, September 4, 2024 7:37 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <Board@caltrain.com>
Subject: Re: Proposal for Designating a 'Quiet Car' on Caltrain Services

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Dear Ms. Nabong,

Thanks for your quick response! I'm wondering: what are the resources required to dedicate one car per train as a quiet car? Wouldn't this just be putting up some signs?

Kind regards,
Helene Grossman

On Wed, Sep 4, 2024 at 11:49 AM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

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](mailto:Board@caltrain.com)) <Board@caltrain.com>
Subject: Proposal for Designating a 'Quiet Car' on Caltrain Services

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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: [Wayne Phan](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Safety complain-willful negligent
Date: Tuesday, September 10, 2024 6:47:57 PM

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If you really do care about people safety then why don't you phase out the old train with the high platform first instead of the old train with the lower platform? Isn't there a phase out planning committee that should be looking into this? I keep on seeing the stupid old train with the old train with high platform being used all the times??? It's time to put actions behind your words!!

On Fri, Aug 30, 2024, 3:32 PM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

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

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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: [Board \(@samtrans.com\)](mailto:Board@samtrans.com)
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: FW: Caltrain Univ Ave PA System
Date: Wednesday, September 11, 2024 1:31:46 PM

From: SamTrans BOD Public Support <SamTransBODPublicSupport@samtrans.com>
Sent: Wednesday, September 11, 2024 1:31 PM
To: Board (@samtrans.com) <board@samtrans.com>
Cc: Board (@samtrans.com) <Board@samtrans.com>
Subject: Re: Caltrain Univ Ave PA System

To Martin Sommer,

Thank you for contacting SamTrans and Caltrain. We are sorry to see, though, that it was due to issues you have been with the PA system at the Palo Alto Caltrain Station. Know that your concerns were forwarded to the proper parties for review and remediation. A copy of this correspondence will also be forwarded to our Board of Directors.

However, please note that Caltrain has not been idle in addressing previously raised issues. Staff have made multiple adjustments to the Palo Alto Station's PA audio since 08/13/2024 to address volume concerns. To address this most recent matter, Caltrain staff again inspected the Palo Alto Station's PA audio volume and found it still set to the same specification of previous adjustments at 64dB. This is actually lower than JPB specifications for PA volume at other stations and was adopted in order to accommodate these concerns. Nevertheless, Caltrain staff lowered PA volume further, to 58dB, which is close to ambient noise levels at the station at 54dB.

Regarding the frequency of announcements at the Palo Alto Station, Caltrain staff confirmed all scheduled PA announcements are set to begin at 4:30 AM at the start of revenue service. They also checked the frequency of announcements at night and found the PA to be working as intended, playing its automated message only if a train is arriving at the station. Under the current Caltrain schedule, the latest northbound train is set to arrive at the Palo Alto Station at 11:46 PM and the latest southbound train is set to arrive at 1:04 AM.

Thank you again for taking the time to reach out to us with your feedback. We apologize for the trouble, and we assure you that it remains our goal to provide you and the rest of our community with a high-quality transit system, regardless of whether we are acting as your transportation or as your neighbor.

Your SamTrans BOD Public Support Team

From: Board (@samtrans.com) <board@samtrans.com>
Sent: Thursday, September 5, 2024 4:34 AM
To: SamTrans BOD Public Support <SamTransBODPublicSupport@samtrans.com>
Subject: FW: Caltrain Univ Ave PA System

From: Martin J Sommer <martin@sommer.net>
Sent: Thursday, September 5, 2024 11:34:31 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>; Board (@samtrans.com) <board@samtrans.com>
Subject: Re: Caltrain Univ Ave PA System

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It is 4:30am, our windows are closed, and this PA system is waking up our whole house.
This is not right!!!

Please shut it down!!!

Martin

On 9/4/24 7:18 PM, Martin J Sommer wrote:

Dear Caltrain and SamTrains Boards,

I am having an issue with the volume of the Caltrain Univ Ave PA System, that is not being addressed via Caltrain Customer Service. I have written to Sarah Nabong multiple times, but nothing is being done.

The issue is two-fold: 1) the volume of the station PA system is so loud, that it is heard through our soundproof glass, a block away, and 2) the continuous automated messages (every minute or so), are going on into the night, past 2 - 3am. We are not able to sleep, with this continual interruption.

Can you please have the PA system volume turned down, to only be hear in it's immediate vicinity?

Thank you,
Martin

--
Martin Sommer
650-346-5307
martin@sommer.net
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"Turn technical vision into reality."

--
Martin Sommer
650-346-5307
martin@sommer.net
www.linkedin.com/in/martinsommer

"Turn technical vision into reality."

From: Mollie Carter <mollie@sustainablesanmateo.org>
Sent: Wednesday, September 11, 2024 3:25 PM
To: Board (@caltrain.com)
Subject: The impacts of and alternatives to freeway widening - join SSMC Sept 16

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Hi Caltrain Board Members,

[Sustainable San Mateo County](#) and Acterra are hosting a webinar next Monday night, Sept 16th at 6pm on a very important topic—the impacts of proposed freeway widening projects and sustainable, equitable alternatives.

Our speakers will share data on why freeway widening is ineffective in reducing traffic congestion and how it can increase greenhouse gas emissions, worsen public health in equity-priority communities and threaten the success of public transit and active transportation projects. We'll then have a discussion and Q&A about sustainable alternatives and how we can come together to solve the transportation needs of our communities.

Speakers will include:

- James Coleman, Mayor of South San Francisco
- Julio Garcia, Executive Director of Rise South City
- Mike Swire, Chair C/CAG Bicycle & Pedestrian Advisory Committee and San Mateo County Transportation Authority Citizen Advisory Committee

[Register Here](#)

We hope to see you there!

Warm regards,
Mollie & the SSMC Team

**BEYOND FREEWAY EXPANSION:
EXPLORING SUSTAINABLE ALTERNATIVES**

SEPT 16 | 6 - 7:15 PM | ON ZOOM



Promotion Partner



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Mollie Carter (she/her)
Communications and Outreach Lead, SSMC
M: 415-871-5514 | sustainablesanmateo.org |



Set up a time to speak with me [here](#)

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From: [Caltrain BOD Public Support](#)
To: dtc@labdish.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: New replacement Caltrain outdoor displays are not best practice
Date: Thursday, September 12, 2024 2:47:30 PM
Attachments: [image.png](#)
[image.png](#)
[image.png](#)
[image.png](#)

Dear Dennis Cheung,

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 taking the time to share your thoughts on the new digital outdoor status displays.

We value your feedback as a regular Caltrain customer. We want to assure you that the replacement signs were carefully selected as part of an obsolescence replacement strategy. Our goal was to leverage form, fit, and function to the greatest extent possible while considering multiple factors. These include compatibility with existing system interfaces, the size and weight of the signs to align with our current mounting infrastructure, and compliance with ADA requirements. Additionally, we aimed to mitigate any potential interference with the vehicle envelope and to avoid incurring higher design and installation costs that could arise from modifications related to the new overhead catenary system.

We appreciate your suggestions regarding enhancing the information density of the displays and will certainly take them into consideration as we continue to improve our services. Your input is invaluable as we strive to provide the best experience for our riders. Thank you again for your feedback.

Best regards,

Your Caltrain BOD Public Support Team

From: Dennis T Cheung <dtc@labdish.com>
Sent: Sunday, September 1, 2024 2:50:15 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Subject: New replacement Caltrain outdoor displays are not best practice

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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.

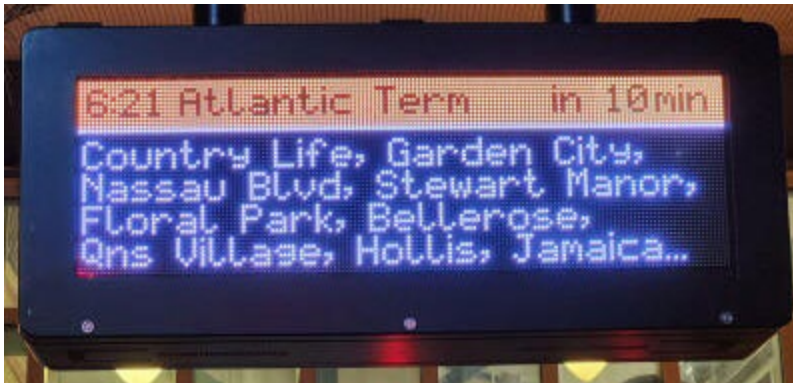
The information density is nearly the same as the previous ones: just two lines.

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