



JPB Board of Directors  
Meeting of November 7, 2024

Correspondence as of October 11, 2024

# Subject

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6. Re: Train 107 NB is running about 59 minutes late approaching 22nd Street. – *Staff Response*
7. Re: Loud Train 🚂 Horns – Burlingame – *Staff Response*
8. Re: Loud Train 🚂 Horns – Burlingame – *Corresponder's Response & Staff Response*
9. \$2.4 billion electrified Caltrain can't keep to schedule!

**From:** [Constance Quirk](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Cc:** [Public Comment](#)  
**Subject:** Loud Train Horns - Burlingame  
**Date:** Monday, October 7, 2024 7:07:51 AM

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Some people who received this message don't often get email from [constance1046@gmail.com](mailto:constance1046@gmail.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.

Good morning Board of Directors for Caltrain,

I am very happy that we have electric trains. I'm sure it took a lot of planning to get to the point where they are now running up and down the Peninsula. Thank you so much for all of your hard work.

However, the horns on the new trains are so LOUD and frequent. I live about a half a mile from the Burlingame train station; near Rollins Road and the freeway. I have lived here many years and believe me I know we get noise -from the airport, freeway and train. I was aware of this when I bought my house years ago.

But this is quite different. I am not the only one in my neighborhood who noticed this. People have commented quite a few times.

Would you be kind enough to look into this issue and let me know why this is happening? I can't even imagine what it's like for the people who live closer to the track than me.

I would very much like for this to be an agenda item and would like to know when it will appear on your agenda. Thank you so much.

Kind Regards,

Constance Quirk  
605 Lexington Way  
Burlingame CA 94010

650-766-3474  
[constance1046@gmail.com](mailto:constance1046@gmail.com)

**From:** [Anne de la Rosa](#)  
**To:** [Navdeep Dhaliwal](#); [Caltrain Construction](#); [Board \(@caltrain.com\)](#); [Lisa Diaz Nash](#); [Medina, Rico](#)  
[\[medina@sanbruno.ca.gov\]](#)  
**Subject:** Vibration mitigation needed on Southbound Connector to San Mateo Set-Out Track - High Speed train and high density rail corridor housing can be affected  
**Date:** Monday, October 7, 2024 9:23:28 AM

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

Once again, another week goes by without any contact from Caltrain in regards to our vibration issues. Caltrain's lack of response to this issue can have a great impact on continued construction of high density housing near rail corridors if high speed trains are causing vibration issues.

Mitigation is needed to remedy the vibration issues that have been caused by improper soil preparation and construction for the San Mateo Set-out Track. Ever since the southbound mainline has been connected to the San Mateo Set-Out Track there has been a very high level of vibration that shakes our homes whenever a southbound train - at higher speed - goes by the homes at 1017, 1093, 1095 and 1099 S B St in San Mateo. Freight trains with heavy loads don't affect the vibration, so it seems to be an issue of speed rather than load. We have lived here for 40 years and this has never been an issue before.

There is obvious new cracking and settling in our homes since this construction and we worry that there will be long term issues if this vibration isn't mitigated. Our bed shakes when a southbound train goes by and it has adversely affected our sleep and general quality of life and the value of our properties. There are no issues with the northbound trains, so this issue was definitely created by improper preparation of the ground beneath the new track. We have a great deal of photographic and decibel recording evidence of how many times the ground behind our homes was dug up, then dug up again because they had forgotten to insert a pipe at the creek drainage. They moved soil from the old set-out track area to the new area without any soil testing. As far as we know, no soil - or any other environmental testing took place.

Given the impression of complete lack of concern by Caltrain when we brought the vibration issue up to workers, were denied a vibration monitor in our home, and were told that there were no recordings of vibration monitors on the project we worry about future projects going forward. Caltrain has made no effort whatsoever to stay on top of this. We'd hope to see vibration monitors on site, and still nothing!

We are quite concerned about the high speed rail project going ahead and worry that lack of investigation into vibration issues with high speed trains can open the railroad up to huge issues in the future. For the Community and high-speed rail moving forward, Caltrain needs to work on finding solutions for this particular vibration issue. This issue, if unresolved, can be a huge setback to the push to increase housing density along the rail corridor (such as San Mateo Measure T). Rather than hiding this issue under the rug, now is the time for the railroad to learn from mistakes, connect vibrational engineers with those within the community being adversely affected by this problem so that you can learn from this issue and it can be prevented in the future.

Anne de la Rosa  
[agdelarosa27@gmail.com](mailto:agdelarosa27@gmail.com)

1093 S B St, San Mateo, Ca 94401  
650-346-3682

**From:** [Navdeep Dhaliwal](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Cc:** [Casey Fromson](#); [Liliam Perez](#)  
**Subject:** Re: Vibration mitigation needed on Southbound Connector to San Mateo Set-Out Track - High Speed train and high density rail corridor housing can be affected  
**Date:** Monday, October 7, 2024 9:57:23 AM

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Hi Margaret,

Yes- we can work on getting a response out.

Thanks,

**Navi Dhaliwal, MPPA**  
**Acting, Government and Community Affairs Manager**  
1250 San Carlos Ave San Carlos, CA 94070  
Cell Phone: 650.730.6077  
[www.caltrain.com](http://www.caltrain.com)



**SAFETY**  
FIRST AND ALWAYS

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**From:** Board (@caltrain.com) <BoardCaltrain@samtrans.com>  
**Sent:** Monday, October 7, 2024 9:37 AM  
**To:** Casey Fromson <Fromsonc@caltrain.com>; Navdeep Dhaliwal <DhaliwalN@caltrain.com>  
**Subject:** FW: Vibration mitigation needed on Southbound Connector to San Mateo Set-Out Track - High Speed train and high density rail corridor housing can be affected

Good morning Navi.

Hope you had a nice weekend. With Casey out of office, can you draft a response for Director Medina? He requested this last week, but I haven't heard back.

Thanks,

Margaret

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**From:** Anne de la Rosa <agdelarosa27@gmail.com>  
**Sent:** Monday, October 7, 2024 9:23 AM  
**To:** Navdeep Dhaliwal <DhaliwalN@caltrain.com>; Caltrain Construction <construction@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>; Lisa Diaz Nash <ldiaznash@cityofsanmateo.org>; Medina, Rico [rmedina@sanbruno.ca.gov]

<RMedina@sanbruno.ca.gov>

**Subject:** Vibration mitigation needed on Southbound Connector to San Mateo Set-Out Track - High Speed train and high density rail corridor housing can be affected

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huge setback to the push to increase housing density along the rail corridor (such as San Mateo Measure T). Rather than hiding this issue under the rug, now is the time for the railroad to learn from mistakes, connect vibrational engineers with those within the community being adversely affected by this problem so that you can learn from this issue and it can be prevented in the future.

Anne de la Rosa

[agdelarosa27@gmail.com](mailto:agdelarosa27@gmail.com)

1093 S B St, San Mateo, Ca 94401

650-346-3682

**From:** [Munoz, Eva](#)  
**To:** [cynthia guerra](#); [PRA](#); [\\_PW Support Staff](#); [Taylor, Cecilia](#)  
**Subject:** RE: Train tracks  
**Date:** Monday, October 7, 2024 2:13:08 PM  
**Attachments:** [CMP Email Logo 100dpi 05d92d5b-e8e3-498f-93a6-d0da509bd60211111111.png](#)

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Hello Ms. Guerra,

I hope all is well. The section in question is maintained by SamTrans. A maintenance service request for this location was submitted today with the details you provided. Here is the contact page for SamTrans if you wish to follow up. <https://www.samtrans.com/about-samtrans/contact-us>

Thank you,

Eva



**Eva Munoz**  
Administrative Assistant  
City Corporation Yard  
333 Burgess Dr.  
tel 650-330-6783  
[menlopark.gov](http://menlopark.gov)

---

**From:** cynthia guerra <[cc727268@icloud.com](mailto:cc727268@icloud.com)>  
**Sent:** Friday, October 4, 2024 10:11 AM  
**To:** [pra@samtrans.com](mailto:pra@samtrans.com); [\\_PW Support Staff <PWSupportStaff@menlopark.gov>](mailto:_PW_Support_Staff@menlopark.gov);  
[bhenry@menlopark.gov](mailto:bhenry@menlopark.gov); [Taylor, Cecilia <CTTaylor@menlopark.gov>](mailto:Taylor,Cecilia@menlopark.gov)  
**Subject:** Fwd: Train tracks

CAUTION: This email originated from outside of the organization. Unless you recognize the sender's email address and know the content is safe, DO NOT click links, open attachments or reply.

Hello,

I sent the email below to Caltrain with no response. I hear from the community that this area is actually maintained by the city of Menlo Park and Sam trans. I'm not sure of the validity of that information but I am reaching out to anyone that could possibly help with the situation. Thank you for your time and attention to this matter.

>

> Hi,

> I'm a resident of Menlo Park (Belle Haven neighborhood), I'm reaching out to inform you of the significant need for maintenance of the railroad track area on Chilco St, near Facebook, and the Menlo Park fire station 77 (1467 Chilco St., Menlo Park, CA 94025). For months now, neither Caltrain nor the city of Menlo Park have maintained this area. The weeds have grown so much that they are now over 7 feet tall. The homes directly across from the tracks are experiencing numerous issues due to the lack of maintenance. The number of pests have been increasing,



this includes rats and mice, ticks and fleas, stray cats, squirrels, fleas and mosquitos. We also suspect there may be coyotes living in the high-bush that are killing our domestic animals as they have been spotted by several neighbors. I had to witness my cat being killed by two coyotes that came from the tracks. There have also been people doing drugs back there, since it's very easy to hide among the incredibly tall grass/weeds. Moreover, this poses a safety hazard for the residents. The dry grass in our neighborhood is prone to fire, which could result in devastating damage to the nearby homes. This is especially concerning as fireworks are still being set off in our neighborhood far beyond the 4 th of July. Finally, this results in our neighborhood looking extremely unappealing. Please have your crew keep up with maintenance and if you are not the correct department to reach out to please provide me with that information so that I can reach the right people. I have attached photographs for your reference.



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**From:** [Sarah Nabong](#)  
**To:** [amybeltran1@gmail.com](mailto:amybeltran1@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** RE: homeless encampment on Caltrain Property poses Fire hazard  
**Date:** Tuesday, October 8, 2024 8:59:09 AM  
**Attachments:** [140.936915 Homeless encampment on Caltrain Property poses Fire hazard \(1\).pdf](#)  
[image001.png](#)

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Dear Amy Beltran,

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 regarding the situation with the encampment near your property. We understand your concerns about safety and liability.

After review, we can confirm that the driveway adjacent to Beltran Tires does not belong to SamTrans or Caltrain. It appears that the property behind Beltran Tires is the owner of that driveway. Would you happen to know who uses the property between Beltran Tires and the railroad? In the meantime, we have added this site to the Redwood City Sheriff's list for monitoring and potential clearance. Thank you for your understanding, and we hope you resolve this issue.

Best regards,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

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



Name: [redacted]  
Address: [redacted]  
City: [redacted]

[You must show an email from your landlord (if you own, please show a deed) to support your request at [landlord@redwoodcity.org](mailto:landlord@redwoodcity.org)]  
ATTENTION: This email comes from an external source. Do not open attachments or click on links from unknown sources.  
In What City is your property?  
The City of Redwood City, CA 94061  
I have contacted Redwood City Police and the City of Redwood and they both determined that since it is considered private property only you can have the tent removed.  
Link to the property: [redacted]







**From:** [Caltrain BOD Public Support](#)  
**To:** [JWIEGAND@ftc.gov](mailto:JWIEGAND@ftc.gov)  
**Cc:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Re: Train 107 NB is running about 59 minutes late approaching 22nd Street.  
**Date:** Tuesday, October 8, 2024 9:37:10 AM

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Dear John Wiegand,

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 letting us know about the inconsistent messaging from our Caltrain Alerts regarding train 107 NB running 59 minutes late approaching 22nd Street. We understand that this has happened before, and we appreciate you bringing it to our attention. Getting accurate information about your trip is important to us, and we are working hard to make sure that happens.

Unfortunately, our alert notification system was experiencing technical issues at the time, which led to incorrect information being sent out. We are actively working on resolving this issue and hope to have things back to normal soon. In the meantime, we are monitoring all alerts manually and doing our best to mitigate further inconsistencies.

We apologize for any confusion these alerts may have caused you and appreciate your patience and understanding.

Sincerely,

Your Caltrain BOD Public Support Team

---

**From:** Wiegand, John P. <[JWIEGAND@ftc.gov](mailto:JWIEGAND@ftc.gov)>  
**Sent:** Monday, September 30, 2024 11:41 AM  
**To:** Alerts <[alerts@caltrain.com](mailto:alerts@caltrain.com)>  
**Cc:** PRA <[pra@caltrain.com](mailto:pra@caltrain.com)>  
**Subject:** RE: Train 107 NB is running about 59 minutes late approaching 22nd Street.

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I was on this train. We were not 59 minutes late into 22<sup>nd</sup> Street. Instead, we arrived at 22<sup>nd</sup> Street one minute early. I have received other "alerts" in the past week or so that have been completely wrong.

---john

---

**From:** Caltrain <[alerts@caltrain.com](mailto:alerts@caltrain.com)>

**Sent:** Monday, September 30, 2024 7:41 AM

**To:** Wiegand, John P. <[JWIEGAND@ftc.gov](mailto:JWIEGAND@ftc.gov)>

**Subject:** Train 107 NB is running about 59 minutes late approaching 22nd Street.



## Train 107 NB is running about 59 minutes late approaching 22nd Street.

Train 107 NB is estimated to arrive to 22nd Street at 8:39 AM

**Alert Cause**

Other Cause

**Start Date**

09/30/24

7:40 AM

**Alert Effect**

Other Effect

**End Date**

09/30/24

9:38 AM

Caltrain

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**From:** [Caltrain BOD Public Support](#)  
**To:** [constance1046@gmail.com](mailto:constance1046@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](#); [Public Comment](#)  
**Subject:** Re: Loud Train Horns - Burlingame  
**Date:** Tuesday, October 8, 2024 9:49:04 AM

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Dear Constance Quirk,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence. We want to assure you that our EMU horns are meticulously designed to operate within the sound decibel range of 96 dB(A) to 110 dB(A), as specified by the Code of Federal Regulations Title 49, Subtitle B, Chapter I, Part 229 Subpart C, particularly § 229.129 regarding locomotive horns. Each EMU undergoes stringent testing at our final assembly plant in Salt Lake City, UT, to ensure full compliance with these regulations. Sound levels are recorded and documented in the traveler for each vehicle. In addition, our Maintenance of Equipment (MOE) team inspects the train horns daily to confirm they are functioning properly and records the dB levels in accordance with regulations. This is further validated during every 92-day inspection to ensure compliance with the Federal Railroad Administration (FRA) standards. While the new train horns may sound different, we want to clarify that they are not any louder and are positioned lower on the car, rather than on the roof. For safety reasons, the horns are not only essential but also regulated by the FRA to meet specific dB levels. In the future kindly provide us with specific information (date and time) regarding unnecessary horn noise so that we can further investigate.

We appreciate your feedback and are committed to providing a safe and enjoyable experience for all our customers. For more information, you can access the CFR regulation here: <https://www.ecfr.gov/current/title-49/subtitleB/chapter-I/part-229/subpart-C/subject-group-ECFR4aa004644ff4be4/section-229.129>

Regards,

Your Caltrain BOD Public Support Team

---

**From:** Constance Quirk <[constance1046@gmail.com](mailto:constance1046@gmail.com)>  
**Sent:** Monday, October 7, 2024 2:07:26 PM (UTC+00:00) Monrovia, Reykjavik  
**To:** Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>  
**Cc:** Public Comment <[publiccomment@caltrain.com](mailto:publiccomment@caltrain.com)>  
**Subject:** Loud Train Horns - Burlingame

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

Good morning Board of Directors for Caltrain,

I am very happy that we have electric trains. I'm sure it took a lot of planning to get to the point where they are now running up and down the Peninsula. Thank you so much for all of your hard work.

However, the horns on the new trains are so LOUD and frequent. I live about a half a mile from the Burlingame train station; near Rollins Road and the freeway. I have lived here many years and believe me I know we get noise -from the airport, freeway and train. I was aware of this when I bought my house years ago.

But this is quite different. I am not the only one in my neighborhood who noticed this. People have commented quite a few times.

Would you be kind enough to look into this issue and let me know why this is happening? I can't even imagine what it's like for the people who live closer to the track than me.

I would very much like for this to be an agenda item and would like to know when it will appear on your agenda. Thank you so much.

Kind Regards,

Constance Quirk  
605 Lexington Way  
Burlingame CA 94010

650-766-3474  
[constance1046@gmail.com](mailto:constance1046@gmail.com)

**From:** [Caltrain BOD Public Support](#)  
**To:** [Constance Quirk](#)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Loud Train Horns - Burlingame  
**Date:** Tuesday, October 8, 2024 1:17:05 PM

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The Board of Directors meets the first Thursday of the month at 9am in the Edward J. Bacciocco Auditorium located on the second floor at its administrative offices, 1250 San Carlos and via Zoom.

Please visit <https://www.caltrain.com/about-caltrain/board-directors/meetings/board-directors> to acquire additional information.

Your Caltrain BOD Public Support Team

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**From:** Constance Quirk <constance1046@gmail.com>  
**Sent:** Tuesday, October 8, 2024 10:39 AM  
**To:** Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>  
**Subject:** Re: Loud Train Horns - Burlingame

**ATTENTION:** This email came from an external source. Do not open attachments or click on links from external senders.  
Caltrain Board BOD Public Support.

Thank you but in all due respect, I totally % disagree with your explanation. I'm not an engineer but a person who knows what I'm talking about - it's LOUD.

I would like to attend next Board meeting. When is it?

On Tue, Oct 8, 2024 at 9:49 AM Caltrain BOD Public Support <[CaltrainBODPublicSupport@caltrain.com](mailto:CaltrainBODPublicSupport@caltrain.com)> wrote:

Dear Constance Quirk,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence. We want to assure you that our EMU horns are meticulously designed to operate within the sound decibel range of 96 dB(A) to 110 dB(A), as specified by the Code of Federal Regulations Title 49, Subtitle B, Chapter I, Part 229 Subpart C, particularly § 229.129 regarding locomotive horns. Each EMU undergoes stringent testing at our final assembly plant in Salt Lake City, UT, to ensure full compliance with these regulations. Sound levels are recorded and documented in the traveler for each vehicle. In addition, our Maintenance of Equipment (MOE) team inspects the train horns daily to confirm they are functioning properly and records the dB levels in accordance with regulations. This is further validated during every 92-day inspection to ensure compliance with the Federal Railroad Administration (FRA) standards. While the new train horns may

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Regards,

Your Caltrain BOD Public Support Team

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**From:** Constance Quirk <[constance1046@gmail.com](mailto:constance1046@gmail.com)>  
**Sent:** Monday, October 7, 2024 2:07:26 PM (UTC+00:00) Monrovia, Reykjavik  
**To:** Board (@[caltrain.com](mailto:caltrain.com)) <[board@caltrain.com](mailto:board@caltrain.com)>  
**Cc:** Public Comment <[publiccomment@caltrain.com](mailto:publiccomment@caltrain.com)>  
**Subject:** Loud Train Horns - Burlingame

Some people who received this message don't often get email from [constance1046@gmail.com](mailto:constance1046@gmail.com). [Learn why this is important](#)

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Constance Quirk  
[605 Lexington Way](#)  
[Burlingame CA 94010](#)

650-766-3474  
[constance1046@gmail.com](mailto:constance1046@gmail.com)

**From:** [R. Paul Marcelin](mailto:R.Paul.Marcelin)  
**To:** [stephen.council@sfgate.com](mailto:stephen.council@sfgate.com); [ricardo.cano@sfchronicle.com](mailto:ricardo.cano@sfchronicle.com)  
**Cc:** [district6@sanjoseca.gov](mailto:district6@sanjoseca.gov); [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); [mbouchard@caltrain.com](mailto:mbouchard@caltrain.com)  
**Subject:** \$2.4 billion electrified Caltrain can't keep to schedule!  
**Date:** Thursday, October 10, 2024 5:39:10 PM

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

To the SFGate and Ssn Francisco Chronicle news staffs:

Please consider researching and writing a follow-up story on the Caltrain electrification project. From my vantage point as a lifelong transit rider, and someone who regularly uses trains and transit systems all over the world (including the native versions of the new electric trains, in Switzerland), this \$2.4 billion project is a technical success but a failure for transit riders.

A longtime supporter of the executive director, I believe that she achieved something quite remarkable by bringing the construction work and train procurement to completion, but that her agency is failing to respond, and respond quickly, to serious schedule reliability problems, placing the project's value in doubt.

I'd suggest filing public records requests for actual train running times/operational logs since September 21, 2024, when full electrified service debuted, but a simple check of:

<https://old.reddit.com/r/caltrain/>

and a morning's worth of interviews with commuters arriving in San Francisco should also do the trick.

Observations that I jotted down during a trip from Santa Clara to San Francisco this afternoon:

"In the reverse-commute direction there's no improvement in service. Sigh.

"The schedule timings were also overambitious. My train, a local train that makes all stops, was 3 minutes late leaving Santa Clara, the 1st stop after its origin in San José! There's no way that this time can be made up along the way.

"Almost all trains are 5 to 15 minutes late at destination, the effect being more frustrating for express trains.

"An adult in the room should finally have canceled service to the little stations. Trying to serve so many stations, at the expense of running on-time, will discourage people from using the new service. Almost no one is seeing a travel time benefit, since people have to catch earlier trains to get to work on-time."

There is only a short window of time for Caltrain to fix the electrified service schedule. Action must be taken immediately to delete stops that were added to express trips and to replace commute-period local trains with limited-stop trains that skip some stations.

If riders have to leave earlier to be assured of getting work on time, there will be no real travel time benefit and no sustained ridership growth.

Thank you for considering this news tip.

Mr. Paul Marcelin, MBA  
Alameda, California  
[marcelin@alumni.cmu.edu](mailto:marcelin@alumni.cmu.edu)  
(628) 800-2574

cc:

- Chairperson, Peninsula Joint Powers Board, c/o San José City Council District 6
- Executive Director, Caltrain