



JPB Board of Directors
Meeting of March 6, 2025

Correspondence as of February 21, 2025

Subject

1. MCTA -- Make Caltrain Quiet Again
2. Need Response on Feedback form
3. Why is Caltrain not allowing passengers to board?
4. Caltrain Train Horn Noise
5. Re: Suggestion to Correct Chinese Translation on Caltrain Screen
6. Fw: Resident Concern - Fence Maintenance
7. Re: Why don't you put brushes on the trains?
8. Re: Complaint about flooding on the Caltrain Land behind my house
9. Excessive Caltrain Horn Noise
10. Ear-piercing and Nuisance Horns
11. Re: Need Response on Feedback form (*District response*)
12. Re: Complaint about flooding on the Caltrain Land behind my house (*District response*)
13. Re: Need Response on Feedback form (*Customer response*)
14. Caltrain noise
15. Re: Complaint about flooding on the Caltrain Land behind my house (*Customer response*)

From: debra_careermarketingcoach.com
To: [Canepa, David \[dcanepa@smcgov.org\]](mailto:dcanepa@smcgov.org)
Cc: [Matt Fabry](#); [Adam Loraine](#); [Lisa Diaz Nash](#); [Richard Hedges](#); [Rob Newsom](#); dennisbogusz@gmail.com; [Amourence Lee](#); [Jimmy H. Vo](#); [Christina Horrisberger](#); news@smdailyjournal.com; [Martin McTaggart](#); [Alex Khojikian](#); maria.mavridis083; dennisbogusz@gmail.com; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); [Dasha Fedorova](#); [Katherine Sheehan](#)
Subject: MCTA -- Make Caltrain Quiet Again
Date: Friday, February 14, 2025 8:17:45 PM

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

Dear Mr. Canepa,

I was very excited to hear that you have joined the Caltrain Board of Directors, as I followed the news about you being instrumental in reopening the Mills Pool. It is clear from all your efforts in reopening the pool that you care deeply about vulnerable San Mateans' health and wellbeing.

Unfortunately, Caltrain does not care one bit about the extreme horn noise pollution that the new electric trains have been causing since August 2024. This was on clear display at the January 30, 2025, Caltrain meeting at City Hall in which the Caltrain presenters refused to respond to participants' complaints, avoided answering their questions, and gaslight a room full of around 65 people.


I write this email to you after being blasted by hundreds of train horns between 3:00pm and 8:00pm today in in my formerly silent home on S. Delaware St. near Pacific Avenue.

From 2000 to August 2024, I heard NO train horns in my home and was UNAWARE that I lived fairly close to the train tracks or the Hayward Park Station. Since August 2024, when the new electric Caltrains rolled out, I have been bombarded by 700+ horns a day, preventing me from meditating, relaxing, or sleeping, and waking me up until the train stops for a few hours in the night: (['There is no reason for it' | Local News | smdailyjournal.com](#)). I live 1/2 mile from the Hayward Park Station and horns are now being blown directly in front of my building (behind Public Storage at 2222 S. Delaware St.) when they never were before. *I can also hear horns being blown at Hayward Park 1/2 mile away.* I've been told by people living in the San Mateo hills miles away that they can hear the Caltrain horns from that distance.

I'm sure you're aware that many hundreds of complaints have been made to Caltrain and the San Mateo City Council about the train horn noise. Several Council members are themselves suffering from the horn noise. There have been numerous articles in the San Mateo Journal about this ongoing threat to the health, sleep, and wellness of the many thousands of San Mateans whose lives are being poisoned by this noise pollution.

As you are a public servant with a proven track record of making San Mateo a better and healthier place for the disabled and elderly, I implore you to Make Caltrain Quiet again so that San Mateo returns to being the quiet place that it was in July 2024.

This video discusses the critical importance of stopping noise pollution, as it contributes substantially to reduced work productivity, increased health problems and costs, violent crime, and relations between neighbors: [Why Act On Noise? A primer for decision makers and elected officials](#). Just a 1 decibel increase in noise is detrimental to the citizens of San Mateo.

	<h3>Why Act On Noise? A primer for decision makers and elected officials.</h3>
	<p>This video was made for elected officials, zoning boards, regulators, homeowner or property association, anyone managing a community. Whether you are in a to...</p>
	<p>www.youtube.com</p>

Thank you very much,

Debra Rosenfeld, MA, LMFT
Make Caltrain Quiet Again (MCTA)

From: [Abhishek Hotti](#)
To: [Board \(@caltrain.com\)](#)
Subject: Need Response on Feedback form
Date: Friday, February 14, 2025 9:21:05 PM

You don't often get email from abhishek.hotti1225@gmail.com. [Learn why this is important](#)

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I need an update on tracking number ticket # 954322! I submitted the form on Monday, Feb 10! No response yet!

Abhi

From: [Omar Abu-Hajar](#)
To: [Board \(@caltrain.com\)](#)
Subject: Why is Caltrain not allowing passengers to board?
Date: Saturday, February 15, 2025 9:20:43 PM

You don't often get email from omar.hajar@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.

I'm now stuck at 22nd St in San Francisco after a 12 hour work shift with no other way to get home.

I rely on Caltrain to get to work and home everyday of the week.

The train stopped at 22nd Street going South at 9:00 pm on Saturday night 2/25/25, but did not open the doors. There were plenty of empty seats clearly visible on the train.

Please explain why this happened. Also, there is no notifications on the electronic boards or on the website. Really unacceptable!

I expect a response from Caltrain regarding this issue.

Regards,
Omar Abu-Hajar

From: [Maria Mavridis](#)
To: [Canepa, David \[dcanepa@smcgov.org\]](#)
Cc: [nfernandez@cityofsanmateo.org](#); [Lisa Diaz Nash](#); [Adam Loraine](#); [Rob Newsom](#); [dcwirkogodycki@cityofsanmateo.org](#); [Board \(@caltrain.com\)](#); [news@smdailyjournal.com](#); [Martin McTaggart](#); [Alex Khojikian](#); [dashafedorova@hotmail.com](#); [ksheehan@cityofsanmateo.org](#); [Christina Horrisberger](#); [Jimmy H. Vo](#); [Matt Fabry](#); [dennisbogusz@gmail.com](#); [debra@careermarketingcoach.com](#)
Subject: Caltrain Train Horn Noise
Date: Sunday, February 16, 2025 8:38:16 PM

You don't often get email from maria.mavridis083@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.

Dear Mr Canepa,

I'd like to piggy-back onto Debra Rosenfeld's email and also thank you for your role in helping the Mills Pool stay open as it is such an important place for seniors and people with disabilities to receive rehab and warm water aquatherapy. I was also recently injured working as a nurse and because of your community assistance with the pool reopening, I am looking forward to starting my own rehab sessions there.

Today I am reaching out to you in regards to Caltrain, as I heard you have joined as a new Board of Directors member for Caltrain and I am hopeful you can try to help our plight. As a long-time (40 year) resident of the Sunnybrae neighborhood in San Mateo, lately we have been suffering through excessive train horn noise which ramped up since 2020 and then even more so since the train electrification in August 2024. I have lived amongst the "hustle and bustle" of San Francisco for several years in the past, so I am no stranger to noise and it has made me appreciate and return back to the quiet of the suburbs. Sadly, what has been going on 3 blocks from the tracks in San Mateo since August has taken the cake in comparison to all of my previous "noisy city" experiences. Home should be a sanctuary where we all come to after a busy day at work to rest, to heal and to sleep but not for us since August of 2024. Having Caltrain sound the horn 18-20 times on average per EACH passing train from 5:30am to 12:30 midnight subjects me and the residents of our neighborhoods to very fractured sleep. During the day this is effectually, averaging out to $20 \times 4 = 160$ train horns per hour and this has been going on for 7 months (and counting) already. This has made quality of life plummet dramatically and moreso, in my own house, I can no longer even sleep in our top-floor master bedroom since there are surround-windows which do not block the abrasive train horn noise. Since October-we had to move to an inner room of the house next to the attic in an attempt to "buffer" the train horn but even still I get woken up during the night even with earplugs.

There is more to write, but I will end it with the fact that noise ordinances exist for a reason and I imagine they are for establishing an official "quiet time" during hours of the night. Barking dogs or blasting music especially outside of established hours result in fines or warnings from authorities to offenders responsible for said nuisances. The question is why is Caltrain behaving above the law? Train horns are categorized as the highest decibel-generating noise in cities and we are just bombarded with it daily, night and day.

We recently had a meeting at San Mateo City Hall where about 70 San Mateans came to voice their concerns with the way Caltrain has been conducting business. Numbers of us had been writing to Caltrain since August, speaking to the City and having the City communicate our complaints to Caltrain, but it appears that just like in the recent City Hall meeting, resident

complaints fall on deaf ears with Caltrain. We have not ever had a need for repetitive, preemptive horn soundings prior to and after every single train crossing for the 40 years we lived in San Mateo. Hearing the occasional melodic train horn in the distance was actually a pleasant neighborhood sound. But all of a sudden in 2024 we are being cited a "law" justifying this new practice. So why now and why only Caltrain? Union Pacific also uses the same tracks and as it sounds, they do not cause such a racket as Caltrain at each crossing.

A related topic is that the sound engineers who devised the horns for the electric trains have failed immensely--not only are the horns with always-fluctuating decibel levels, the sound is like a metallic fog horn, jolting and not harmonious as the old horns were.

Please help us in any capacity you can so we can continue enjoying our homes, neighborhoods and communities in peace and quiet while of course, utilizing the train horn when there are actual emergency needs to use it. We appreciate your time reading this.

Sincerely,

Maria Mavridis

From: [Caltrain BOD Public Support](#)
To: ziyigao@stanford.edu
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Suggestion to Correct Chinese Translation on Caltrain Screen
Date: Monday, February 17, 2025 12:30:35 PM
Attachments: [Outlook-ui2ugv0e.png](#)

Dear Ziyi Gao,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for reaching out to us and for your thoughtful feedback. We greatly appreciate your kind words about Caltrain's convenience and reliability. It's always wonderful to hear from passengers who rely on our service. We also appreciate your attention to detail regarding the Chinese translation on the "Welcome Boarding" screen. We will work to have it corrected as soon as possible.

Best regards,

Your Caltrain BOD Public Support Team

From: Ziyi Gao <ziyigao@stanford.edu>
Sent: Sunday, January 26, 2025 12:28:11 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@Caltrain.com>
Cc: PRA <pra@caltrain.com>
Subject: Suggestion to Correct Chinese Translation on Caltrain Screen

Some people who received this message don't often get email from ziyigao@stanford.edu. [Learn why this is important](#)

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Dear Caltrain Team,

My name is Ziyi Gao, and I am a student living in the Bay Area. As Caltrain is my primary mode of transportation, I truly appreciate the convenience and reliability it brings to the community.

However, during my recent ride, I noticed an error in the Chinese translation on the colorful screens displaying "Welcome Boarding." The current Chinese translation reads “欢迎乘机”, which is incorrect. As a native Chinese speaker, I can confirm that “欢迎乘机” specifically refers to boarding an airplane in Chinese, not a train. The accurate translation for "Welcome Boarding" in this context should be “欢迎乘车”, which refers to boarding a train.

This translation error feels awkward and could cause significant misunderstanding for

Chinese-speaking passengers. Correcting this to “欢迎乘车” would not only reflect Caltrain’s professionalism but also better serve the diverse population in the Bay Area.

Thank you for considering this suggestion, and I hope this can be addressed promptly. I am more than happy to provide further clarification if needed.

Best regards,
Ziyi Gao

Ziyi Gao (He/Him)

M.S. Student '26

Atmosphere/Energy

Stanford University

Email: ziyigao@stanford.edu

Mobile: +1 650 283 9161 / +86 156 1058 8800

Stanford

School of Engineering &

Doerr School of Sustainability

Civil & Environmental Engineering

From: [Caltrain BOD Public Support](#)
To: [Castro, Karina](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Fw: Resident Concern - Fence Maintenance
Date: Monday, February 17, 2025 12:33:39 PM
Attachments: [image.png](#)
[image.png](#)

Thank you for your update, and I apologize for the delay in following up. We recommend calling the Santa Clara County Assessor's Office for further assistance. Based on the approximate address location, they should be able to help you determine the correct department or provide more specific guidance.

If you need contact information or additional help, feel free to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Castro, Karina <Karina.Castro@sanjoseca.gov>
Sent: Friday, January 31, 2025 9:26 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: Re: Resident Concern - Fence Maintenance

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Good Morning,

I appreciate your response. I reached out to VTA, and they determined that the fence is not on their property. Is there another department you suggest I reach out to?

Best,

Karina Castro

Policy and Legislative Aide

Office of Councilmember Michael Mulcahy

200 E. Santa Clara Street, 18th Floor

San José, CA 95113

Karina.Castro@sanjoseca.gov



From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Tuesday, January 28, 2025 1:37 PM
To: Castro, Karina <Karina.Castro@sanjoseca.gov>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Resident Concern - Fence Maintenece

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

Dear Karina,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for reaching out and sharing the concern from the resident. After reviewing the issue, we checked the location in the field and determined that the fence in question is actually on VTA property. For assistance with this matter, I recommend reaching out to VTA directly, as they manage that property.

Thanks again for your understanding, and I hope this helps resolve the issue.

Best regards,

Your Caltrain BOD Public Support Team

From: Castro, Karina <Karina.Castro@sanjoseca.gov>
Sent: Monday, January 27, 2025 8:52:02 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>; Kevin Yin <yink@samtrans.com>
Subject: Resident Concern - Fence Maintenece

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

Dear Caltrain,

I am Karina Castro from Councilmember Michael Mulcahy's office of District 6, I am reaching out to relay a constituent concern regarding the fence that separates the train station from residential property. The resident asserted that has been falling apart and us giving transients the accessibility to hide behind the fence to use as a urinal or engage in drug activities. The resident lives in Cahill Park, directly across the street from Diridon train station on Laurel Grove Lane, where the fence can be found. Would you be able to provide me with more insight on how I can request for the fence to be fixed?

If there is another entity that I should be reaching out to regarding this issue, would you be able to pass on the contact information? That would be very helpful and I would appreciate it.

Best,

Karina Castro

Policy and Legislative Aide

Office of Councilmember Michael Mulcahy

200 E. Santa Clara Street, 18th Floor

San José, CA 95113

Karina.Castro@sanjoseca.gov



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From: [Caltrain BOD Public Support](#)
To: austinjntaylor@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Why don't you put brushes on the trains?
Date: Monday, February 17, 2025 12:55:17 PM

Dear Austin,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for reaching out and sharing your question with us! We do have a brush machine, and we use it when necessary to help address leaves and debris on the tracks.

Thank you again for taking the time to reach out!

Best regards,

Your Caltrain BOD Public Support Team

From: nuke dukem <austinjntaylor@gmail.com>
Sent: Wednesday, February 12, 2025 10:45:31 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Why don't you put brushes on the trains?

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

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Good morning Caltrain board of directors,
I'm sorry if I emailed the wrong place but I've had a burning question for the last few days. I've recently been thinking about the effect of leaves on rail lines and I'm wondering why you don't put a hand brush near where the sanders are? If you do it right it should take leaves out.

Sorry for bothering you guys,

-Austin

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Monday, February 17, 2025 9:41 PM
To: Sarah Nabong
Cc: Board (@caltrain.com)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi Sarah,

The raining season is here and looks like the work your team has done previously hasn't help alleviate the flooding issue behind my backyard. Please see attached photos that I just took yesterday.

Thanks,
Nicholas







On May 22, 2024, at 3:19 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

Thank you Sarah for your update. Yes, I did meet with your contractor and he did share his plan with me.

Thanks,
Nicholas

On May 23, 2024, at 2:48 AM, Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Nicholas Tan,

I hope this message finds you well. Thank you for bringing your concerns about the ongoing flooding issue behind your property to our attention. We sincerely apologize for the inconvenience and distress this situation has caused you and your family. Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence.

I understand that you met with our contractor and were informed that when the area dries out a little more, sometime around the end of July or beginning of August, we will be back to regrade the ditch-line. I was notified that you exchanged numbers so that we can update you as we get closer to that time.

Please be assured that we take your feedback seriously, and we are committed to resolving this issue promptly.

We appreciate your patience and understanding as we work to address this matter effectively. Thank you for your continued support and cooperation.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

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

<image001.png>

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Saturday, April 27, 2024 6:31 PM

To: Board (@caltrain.com) <board@caltrain.com>

Subject: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

I filed a complaint 2-3 years ago about flooding in the Caltrain Land behind my backyard. You have since done some work to try to better slope the land so that water doesn't accumulate there.

This year during the rain season, water start to accumulate again. The last time there's rain was more than two weeks ago, and there's still a good size pond right behind my house.

This will cause three significant safety risks:

1. Flood in our crawl space. the water in our crawl space is pump towards that area and if thAt area is flooded the my pump will fail to pump the water out, causing flood in my basement (with risk of getting into my living space)
2. Health risk. The standing water there becomes a breeding ground for mosquitoes. This year there's significant increase of mosquitoes around my house, which can be a health risk.
3. Land setting. The soaked and saturated ground becomes soft and the fixture inside my backyard started to sink. The retaining wall is leaning backwards, the outdoor kitchen counter top started to sink and at risk of crumbling.

This issue has been going on for many years and while I saw your effort to try to fix it, it's not fixed and actually got worse.

Can you take action immediately before this becomes a much bigger issue and causing significant damage and health problems toy family?

Thanks,
Nicholas

<image002.jpg>

<image003.jpg>

<image004.jpg>

<image005.jpg>

From: [Elizabeth Hawley](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#); [Norm Utigard](#); [alyse@smdailyjournal.com](#)
Subject: Excessive Caltrain Horn Noise
Date: Tuesday, February 18, 2025 8:33:51 AM

Some people who received this message don't often get email from stormhawley23@hotmail.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 Caltrain BOD,

The Caltrain horn volume must be addressed. According to the US Dept of Transportation Federal Railroad Administration, train horn requirements are as follows: *"Train horns must be sounded in a standardized pattern of 2 long, 1 short, and 1 long blasts. The pattern must be repeated or prolonged until the lead locomotive or lead cab car occupies the grade crossing. The rule does not stipulate the durations of long and short blasts. The maximum volume level for the train horn is 110 decibels, and the minimum sound level is 96 decibels."*

The volume required is less than equivalent to the sound of a lawnmower. However, with the Caltrain horn, bystanders have to cover their ears when the horn blasts which indicates the volume is much too high. There is something inherently wrong if pedestrians cannot walk by a train without dropping everything to cover their ears. The horn is so alarming that I dropped my briefcase and coffee as I was crossing at the Sequoia Station at 7:45 am this morning. (horn noise from the Southbound train)

According to the National Council on Aging, "Exposure to sounds at 120 decibels may cause discomfort, and 140 decibels is considered the threshold of pain."

According to National Institute on Deafness and other Communication disorders, "Long or repeated exposure to sound at or above 85 decibels can cause hearing loss."

If bystanders have to cover their ears, the horn decibel is most certainly over the 110 maximum decibels federal requirement and exposure within the discomfort to pain range which could lead to permanent hearing loss.

Thank you for your attention to this matter. We appreciate having convenient public transportation available to us, but not as the expense of our health.

Elizabeth Hawley
(Frequent Caltrain rider)

From: [Norm Utigard](#)
To: [Caltrain BOD Public Support Board \(@caltrain.com\)](#)
Subject: Ear-piecing and Nuisance Horns
Date: Tuesday, February 18, 2025 10:23:04 AM

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

Dear Caltrain BOD,

I am regular rider of CalTrain and have been a supporter of mass transit. I live in Burlingame approximately 3/4 of a mile parallel of the Broadway station. I ride the train 3 or more days a week round trip from the Burlingame station to Redwood City. My support for Caltrain is waning because of the ridiculous loud horns that are disrupting our community and pausing an unnecessary health concern.

I am writing to you the board to do something about the excessive noise omitted from the train horns. It is not only a quality of life issue but a health issue to those who stand near or on the platforms. The sound is so loud and piercing that it hurts my ears when sounded and forces me to cover my ears. I'm sure it is causing irreversible hearing damage to all of us. It has to be discouraging ridership.

I realize there are old and outdated regulations that Caltrain is adhering, But, the horn volume itself is more of a health concern to all of us each day than the catastrophic damage of a train accident and it MUST be addressed. I have visited major metropolitan areas throughout the country and they do not omit nearly as much noise at the ridiculously high decibel levels or at such long and often durations as Caltrain.

For the past many years, nearly every Caltrain station has been upgraded with enhanced safety features, including the addition of miles of fencing, yet accidents still happen and sadly some unfortunate individuals choose to end their life's tragically near train crossings. Despite the very loud horns, safety upgrades, these issues continue and I don't believe that the high volume of the horns has helped. Rather at the expense of all of us, it is causing irreversible hearing damage and is an outrageous disturbance to our neighborhoods and livelihoods.

I call for CalTrain and its board to be more innovative by addressing the issue and getting regulatory at both the federal and state level changed. Find new innovative solutions to eliminate the horns and isolate to crossings at much lower decibel levels. The horns are the issue and are a gross overkill to the dingy sound at crossings. They shouldn't be heard a 1/2 mile away or cause hearing damage to those in close proximity. The time is now for reform to silence the horns and restore better quality of life for San Francisco, San Mateo and Santa Clara Counties.

Regards,
Norman Utigard
(650) 533-1627

From: [Caltrain BOD Public Support](#)
To: abhishek.hotti1225@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Need Response on Feedback form
Date: Tuesday, February 18, 2025 1:36:08 PM

Dear Abhishek Hotti,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for reaching out and sharing your experience with us. We are truly sorry for the frustration and distress you experienced on train #114 on February 10. We understand how unsettling it must have been to feel rushed and disrespected, especially when you were trying to do the right thing. We have investigated the situation, and we want to assure you that we have addressed the matter with the crew involved. Please know that we truly value your feedback, and we deeply regret that your experience wasn't handled in a way that felt more considerate. We are committed to ensuring that all passengers are treated with respect, and your comments will be shared with our team to help improve our service and communication.

Again, we sincerely apologize for the inconvenience you faced, and we appreciate you bringing this to our attention.

Regards,

Your Caltrain BOD Public Support Team

From: Abhishek Hotti <abhishek.hotti1225@gmail.com>
Sent: Saturday, February 15, 2025 5:20:24 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Need Response on Feedback form

You don't often get email from abhishek.hotti1225@gmail.com. [Learn why this is important](#)

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I need an update on tracking number ticket # 954322! I submitted the form on Monday, Feb 10! No response yet!

Abhi

From: Caltrain BOD Public Support
Sent: Tuesday, February 18, 2025 2:12 PM
To: nicholastjs@gmail.com
Cc: Board (@caltrain.com)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

Dear Nicholas Tan,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for reaching out and for sharing the photos with us. I'm sorry to hear that the flooding issue behind your backyard is still occurring despite the previous work done by our team.

I want to let you know that we've referred this matter to our Right of Way team to investigate and address the issue. They will assess the situation and take any necessary actions to help resolve it.

Thank you again for bringing this to our attention. We'll keep you updated on any progress. If you have any additional questions or concerns, feel free to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, February 18, 2025 5:40:51 AM (UTC+00:00) Monrovia, Reykjavik
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi Sarah,

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Thanks,
Nicholas







On May 22, 2024, at 3:19 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

Thank you Sarah for your update. Yes, I did meet with your contractor and he did share his plan with me.

Thanks,
Nicholas

On May 23, 2024, at 2:48 AM, Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Nicholas Tan,

I hope this message finds you well. Thank you for bringing your concerns about the ongoing flooding issue behind your property to our attention. We sincerely apologize for the inconvenience and distress this situation has caused you and your family. Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence.

I understand that you met with our contractor and were informed that when the area dries out a little more, sometime around the end of July or beginning of August, we will be back to regrade the ditch-line. I was notified that you exchanged numbers so that we can update you as we get closer to that time.

Please be assured that we take your feedback seriously, and we are committed to resolving this issue promptly.

We appreciate your patience and understanding as we work to address this matter effectively. Thank you for your continued support and cooperation.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

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

<image001.png>

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Saturday, April 27, 2024 6:31 PM

To: Board (@caltrain.com) <board@caltrain.com>

Subject: Complaint about flooding on the Caltrain Land behind my house

You don't often get email from nicholastjs@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.

Hi,

I filed a complaint 2-3 years ago about flooding in the Caltrain Land behind my backyard. You have since done some work to try to better slope the land so that water doesn't accumulate there.

This year during the rain season, water start to accumulate again. The last time there's rain was more than two weeks ago, and there's still a good size pond right behind my house.

This will cause three significant safety risks:

1. Flood in our crawl space. the water in our crawl space is pump towards that area and if thAt area is flooded the my pump will fail to pump the water out, causing flood in my basement (with risk of getting into my living space)
2. Health risk. The standing water there becomes a breeding ground for mosquitoes. This year there's significant increase of mosquitoes around my house, which can be a health risk.
3. Land setting. The soaked and saturated ground becomes soft and the fixture inside my backyard started to sink. The retaining wall is leaning backwards, the outdoor kitchen counter top started to sink and at risk of crumbling.

This issue has been going on for many years and while I saw your effort to try to fix it, it's not fixed and actually got worse.

Can you take action immediately before this becomes a much bigger issue and causing significant damage and health problems toy family?

Thanks,
Nicholas

<image002.jpg>

<image003.jpg>

<image004.jpg>

<image005.jpg>

From: [Abhishek Hotti](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Need Response on Feedback form
Date: Tuesday, February 18, 2025 9:53:09 PM

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

What are the train conductors' names?

I need to know who I need to keep an eye out for next time I am riding the Caltrain system. I need to validate that they actually got the message and action was taken against this guy who left me stranded for 30 mins when I was on my way to an important meeting!

If you cannot share the name, point me to the guidelines which state that train conductors names cannot be shared, and proof that some action was taken against this train conductor! I will be escalating this issue to the state senator / congressman / congresswoman if I do not get a response in 4 days!

Abhi

On Tue, Feb 18, 2025 at 1:36 PM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Abhishek Hotti,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for reaching out and sharing your experience with us. We are truly sorry for the frustration and distress you experienced on train #114 on February 10. We understand how unsettling it must have been to feel rushed and disrespected, especially when you were trying to do the right thing. We have investigated the situation, and we want to assure you that we have addressed the matter with the crew involved. Please know that we truly value your feedback, and we deeply regret that your experience wasn't handled in a way that felt more considerate. We are committed to ensuring that all passengers are treated with respect, and your comments will be shared with our team to help improve our service and communication.

Again, we sincerely apologize for the inconvenience you faced, and we appreciate you bringing this to our attention.

Regards,

Your Caltrain BOD Public Support Team

From: Abhishek Hotti <abhishek.hotti1225@gmail.com>

Sent: Saturday, February 15, 2025 5:20:24 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Need Response on Feedback form

You don't often get email from abhishek.hotti1225@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.

I need an update on tracking number ticket # 954322! I submitted the form on Monday, Feb 10! No response yet!

Abhi

From: [Austin Herman](#)
To: [Board \(@caltrain.com\)](#)
Subject: Caltrain noise
Date: Wednesday, February 19, 2025 4:18:04 PM

You don't often get email from auzz28@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.

Hello,

As a life-long peninsula resident, currently residing in Baywood, it came as a shock when the caltrain operators began blowing their horns excessively. I like the sound of a train in my neighborhood and think it's a nice sound in general, but the excessive horn-blowing - especially at night - is very disruptive.

Hoping that as citizens continue to voice their opinions, it can lead to some sort of compromise.

Austin Herman

From: [Nicholas Tan](#)
To: [Caltrain_BOD_Public_Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house
Date: Wednesday, February 19, 2025 8:07:01 PM

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

Hi,

Thank you for getting back to me. Please note that this flooding is causing a huge problem to the pavers in my backyard as I highlighted last year. The soil gets so soft that my backyard is sinking, retaining wall leaning and falling apart, pavers kitchen falling apart, etc. If this is not fixed soon, my backyard will incur huge lose if it gets to a point that I need to rebuild everything, let alone the risk of these items falling onto my kids and causing injury.

That's on top of flooding risk in my crawl space basement and it becoming breeding ground for mosquitoes and other bugs.

Please act quickly before things get a lot worse.

Thanks,
Nicholas







On Feb 18, 2025, at 2:11 PM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for reaching out and for sharing the photos with us. I'm sorry to hear that the flooding issue behind your backyard is still occurring despite the previous work done by our team.

I want to let you know that we've referred this matter to our Right of Way team to investigate and address the issue. They will assess the situation and take any necessary actions to help resolve it.

Thank you again for bringing this to our attention. We'll keep you updated on any progress. If you have any additional questions or concerns, feel free to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, February 18, 2025 5:40:51 AM (UTC+00:00) Monrovia, Reykjavik
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi Sarah,

The raining season is here and looks like the work your team has done previously hasn't help alleviate the flooding issue behind my backyard. Please see attached photos that I just took yesterday.

Thanks,
Nicholas

<PXL_20250216_231417869.PANO.jpg><PXL_20250216_231438547.PANO.jpg><PXL_20250216_231554912.PANO.jpg>

On May 22, 2024, at 3:19 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

Thank you Sarah for your update. Yes, I did meet with your contractor and he did share his plan with me.

Thanks,
Nicholas

On May 23, 2024, at 2:48 AM, Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Nicholas Tan,

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1250 San Carlos Ave San Carlos, CA 94070
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