



JPB Board of Directors
Meeting of April 3, 2025

Correspondence as of March 14, 2025

Subject

1. VTA's BART Silicon Valley Phase II Extension Project – Spring 2025 Newsletter
2. Re_ Caltrain
3. Re_ Complaint about flooding on the Caltrain Land behind my house
4. Re_ Caltrain Fence - 1800 Oakdale Ave, SF
5. Re_ Why is Caltrain not allowing passengers to board_
6. Re_ Complaint about flooding on the Caltrain Land behind my house (customer response)
7. Re_ Full bike car train causing massive issues
8. Re_ 108 left 5 mins Early!!! WTF Re_ Leave early
9. Re_ Addressing Noise Concerns_ A Case for a Quiet Car on Caltrain
10. Re_ 108 left 5 mins Early!!! WTF Re_ Leave early (customer response)
11. Re_ Why is Caltrain not allowing passengers to board_ (customer response)
12. March 13 Diridon ESC item 8 station alternatives
13. What on earth!_
14. Fw_ Caltrain Mobile Ticket Refund Request _Romy Liang
15. Re_ What on earth!_

From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Monday, March 10, 2025 5:12 PM
To: Board (@caltrain.com)
Subject: VTA's BART Silicon Valley Phase II Extension Project – Spring 2025 Newsletter

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BART SILICON VALLEY PHASE II EXTENSION PROJECT



BART SILICON VALLEY PHASE II EXTENSION PROJECT



VTA's BART Silicon Valley Phase II Extension Project's [Spring 2025 Newsletter](#) has just been published! Learn about the project's latest milestones, summary of ongoing cost saving measures, construction updates, and more!

Have a question for us about Phase II?

Visit www.vtabart.org or email us vtabart@vtabsv.com



BART SILICON VALLEY PHASE II EXTENSION PROJECT

vtabart@vtabsv.com

(408) 321-2345 BART Silicon Valley Hotline



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You are receiving this email because you opted in via our website.

Our mailing address is:

Valley Transportation Authority
2830 De La Cruz Blvd
1st Floor
Santa Clara, CA 95050

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You can [update your preferences](#) or [unsubscribe from this list](#).



From: [Caltrain BOD Public Support](#)
To: donnam@stanford.edu
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Caltrain
Date: Tuesday, March 11, 2025 9:10:44 AM

Dear Donna Yoshida,

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 so much for your thoughtful feedback! We're thrilled to hear that you're enjoying the new trains and that you've noticed the improvements. We completely agree that increased ridership is a positive step for both the environment and the community. Rest assured, we'll continue working hard to maintain and improve the service. Your support means a lot!

Sincerely,

Your Caltrain BOD Public Support Team

From: Public Comment <PublicComment@samtrans.com>
Sent: Wednesday, March 5, 2025 4:04:47 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: FW: Caltrain

From: Donna Yoshida <donnam@stanford.edu>
Sent: Wednesday, March 5, 2025 7:51 AM
To: Public Comment <publiccomment@caltrain.com>
Subject: Caltrain

You don't often get email from donnam@stanford.edu. [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 commute from Morgan Hill to Palo Alto (stanford), 3 times a week on caltrain. The new trains are fantastic and an improvement in every way. It's nice to see ridership increase. The impact on the environment is immeasurable. Please do whatever you can to keep it going!!!!

Sincerely,

From: [Caltrain BOD Public Support](#)
To: [Nicholas Tan](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house
Date: Tuesday, March 11, 2025 9:50:04 AM

Dear Nicholas Tan,

Thank you for your patience. I wanted to check in regarding the crew visit we scheduled for **3/7/2025**. I'm following up to see if the crew has been able to visit your location and address the flooding concerns.

Please let me know if there's anything else that needs attention or if you require any further assistance.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Thursday, February 20, 2025 4:06:17 AM (UTC+00:00) Monrovia, Reykjavik
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.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,

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,

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>

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<image005.jpg>

From: Caltrain BOD Public Support
Sent: Tuesday, March 11, 2025 9:56 AM
To: IMangubat@swater.org
Cc: Board (@caltrain.com)
Subject: Re: Caltrain Fence - 1800 Oakdale Ave, SF

Dear Imelda Mangubat,

Thank you for bringing this to our attention. Your message to the Caltrain Board of Directors has been forwarded to me for a response, and a copy of our correspondence will also be shared with the Board members.

We have secured the fence at this location to help address the issue, and we'll continue to monitor the situation closely.

Thank you again, and feel free to reach out if you have further concerns.

Your Caltrain BOD Public Support Team

From: Mangubat, Imelda <IMangubat@swater.org>
Sent: Wednesday, February 5, 2025 4:21:20 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Caltrain Fence - 1800 Oakdale Ave, SF

You don't often get email from imangubat@swater.org. [Learn why this is important](#)

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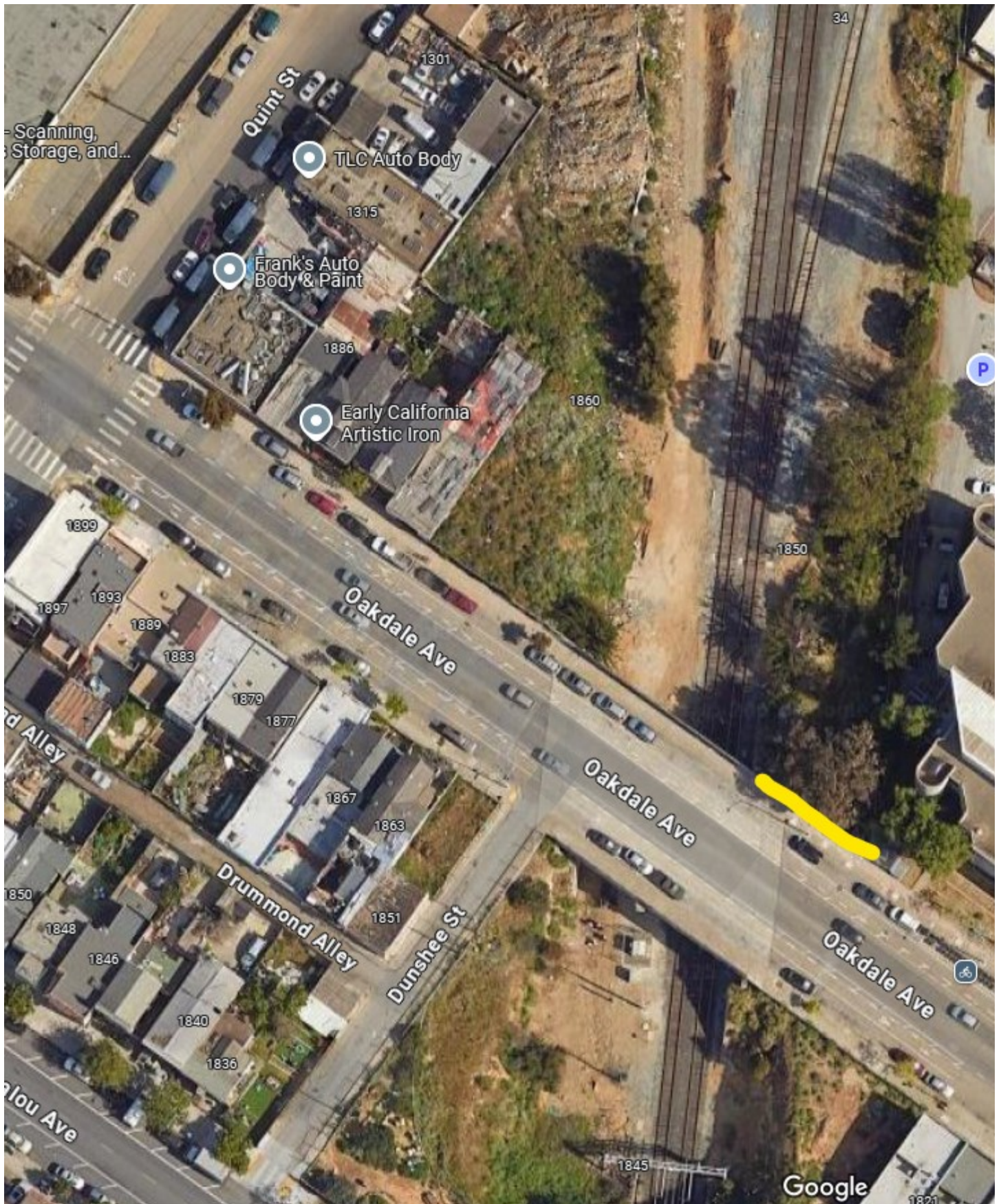
Good morning Sir/Madam,

The chain link fence along Oakdale Avenue between Phelps and Quint streets has been vandalized and repeat encampments have been built there. I believe last week you had a crew come clear the area out. Today there are new people looking to move in and they're starting fires already. Is it possible for Caltrain or SFDPW to replace your chain link fence with something more robust to deter encampments? We've had large out of control fires in that area next to our building at 1800 Oakdale in the past. And the fires from the recent encampment triggered our building smoke detectors and fire alarm resulting in an SFFD visit.

Thank you,

Imelda Mangubat
Chief Stationary Engineer, WWE Facilities Maintenance
Cell: 628-249-8941
imangubat@swater.org
sfpuc.org











From: [Caltrain BOD Public Support](#)
To: omar.hajar@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Why is Caltrain not allowing passengers to board?
Date: Tuesday, March 11, 2025 10:00:52 AM

Dear Omar Abu-Hajar,

Thank you for bringing this matter to our attention. Your message to the Caltrain Board of Directors has been forwarded to me for a response, and a copy of our correspondence will also be shared with the Board members.

We sincerely apologize for the inconvenience and distress caused. Following a comprehensive investigation, our management team confirmed that train 654 did indeed stop at 22nd St Station but did not open the doors for passengers. The employee involved has been removed from service and will undergo our disciplinary procedures.

We understand the frustration of being left stranded after such a long work shift, and we are committed to improving our service to ensure this doesn't happen again. We also acknowledge the lack of communication on the electronic boards and website, and we're working to enhance those notifications moving forward.

Thank you again for reaching out.

Best regards,

Your Caltrain BOD Public Support Team

From: Omar Abu-Hajar <omar.hajar@gmail.com>
Sent: Sunday, February 16, 2025 5:20:23 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Why is Caltrain not allowing passengers to board?

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 external sources.

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: [Nicholas Tan](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house
Date: Tuesday, March 11, 2025 10:05:27 AM

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Hi,

I did not meet with any of your team members on 3/7. I was home until 12.30pm and was out for the rest of that day.

Thanks,
Nicholas

On Mar 11, 2025, at 9:49 AM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your patience. I wanted to check in regarding the crew visit we scheduled for **3/7/2025**. I'm following up to see if the crew has been able to visit your location and address the flooding concerns.

Please let me know if there's anything else that needs attention or if you require any further assistance.

Best regards,

Your Caltrain BOD Public Support Team

From:

Nicholas Tan <nicholastjs@gmail.com>
Sent: Thursday, February 20, 2025 4:06:17 AM (UTC+00:00) Monrovia, Reykjavik
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.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,

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 loss 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

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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

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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,

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: [Caltrain BOD Public Support](#)
To: [Brent Tietjen](#)
Cc: [Board \(@caltrain.com\)](#); [Jan Alexis Salandanan](#)
Subject: Re: Full bike car train causing massive issues
Date: Tuesday, March 11, 2025 10:07:23 AM

Hi Brent,

Could I please ask for your assistance in responding to these types of complaints? I understand we can't add an extra bike car to the EMUs, but what steps are we taking to address the issue?

Thank you!

Sarah

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Wednesday, March 5, 2025 9:55 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Full bike car train causing massive issues

From: Jason Dayvault <DayvaultJ@caltrain.com>
Sent: Wednesday, March 5, 2025 5:55:02 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; John Hogan <HoganJ@samtrans.com>; Casey Fromson <Fromsonc@caltrain.com>; Brent Tietjen <TietjenB@caltrain.com>
Cc: Dahlia Chazan <ChazanD@caltrain.com>; Theodore Burgwyn <BurgwynT@caltrain.com>
Subject: RE: Full bike car train causing massive issues

++Dahlia and Ted for visibility to Mr. Fiske's comment below regarding bike car availability

All the best,
Jason

Jason Dayvault, Business Operations Project Manager (he/him)
1250 San Carlos Ave, San Carlos, CA 94070
Office: 650.508.6392 Cell: 650.730.7415
Website: [Caltrain](#)

Caltrain logo with Safety Tagline



From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Wednesday, March 5, 2025 7:33 AM

To: Jason Dayvault <DayvaultJ@caltrain.com>; John Hogan <HoganJ@samtrans.com>; Casey Fromson <Fromsonc@caltrain.com>; Brent Tietjen <TietjenB@caltrain.com>
Subject: FW: Full bike car train causing massive issues

Good morning.

Email received to the Board below. It will be added to today's correspondence packet.

Thanks,

Margaret

From: Public Comment <PublicComment@samtrans.com>
Sent: Tuesday, March 4, 2025 8:39 AM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Full bike car train causing massive issues

From: Lionel Fiske <ld_fiske@apple.com>
Sent: Tuesday, March 4, 2025 8:37 AM
To: Public Comment <publiccomment@caltrain.com>
Subject: Full bike car train causing massive issues

You don't often get email from ld_fiske@apple.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,

I am a worker who relies on the Caltrain to get to the South Bay. Two times in the last week I have been late to work because the bike car on the train was full with no warning. Last week, the train was a half hour late and the next train also wouldn't let me on. This morning the following car was completely full.

Please either add an additional bike car or run another express train in the 8oclock hour. If this happens again I'll have to swear off the Caltrain entirely and go back to driving.

Lionel

From: [Caltrain BOD Public Support](#)
To: [Shane McLaughlin](#)
Cc: [Board \(@caltrain.com\)](#); PRA
Subject: Re: 108 left 5 mins Early!!! WTF Re: Leave early
Date: Tuesday, March 11, 2025 10:18:13 AM

Dear Shane McLaughlin,

Your message to the Caltrain Board of Directors has been forwarded to me for a response, and a copy of our correspondence will also be shared with the Board members. We're really sorry for the confusion and frustration caused by the early departure of Train 108. After a thorough investigation, our records show that train 108 was 4 minutes early departing from Redwood City Station and continued the entire trip ahead of schedule.

We understand how important your schedule is, and we apologize for the inconvenience this caused. We will continue working to improve our service.

Best regards,

Your Caltrain BOD Public Support Team

From: Shane McLaughlin <shane4603@gmail.com>
Sent: Thursday, February 27, 2025 8:13 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; PRA <PRA@samtrans.com>
Subject: Re: 108 left 5 mins Early!!! WTF Re: Leave early

You don't often get email from shane4603@gmail.com. [Learn why this is important](#)

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

Can I get a response please? Or are you going to just ignore my email and keep screwing your customers?

Can I get a response please?

On Thu, Feb 27, 2025 at 7:35 AM Shane McLaughlin <shane4603@gmail.com> wrote:
The 108 just left at 7:32!!! WTF!!! You just screwed my day it was supposed to go at 7:37!!!

Please stop this nonsense and run your trains at the time they are supposed to go

On Fri, Jan 17, 2025 at 7:43 AM Shane McLaughlin <shane4603@gmail.com> wrote:
Of course the train is late again today. 8 minutes, and we hustled to get there on time.

Your logic and the below note makes no sense.

If you're going leave a minute early, make that the time on your schedule. Make it 7:36 AM not 737.

Something you can do? You will prevent complaints like mine by at least being honest with the time that you depart.

On Mon, Jan 13, 2025 at 1:59 PM Caltrain BOD Public Support

<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Shane McLaughlin,

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 sharing your feedback regarding your experience with Train 108 today. We apologize for any inconvenience this may have caused.

Our crew members synchronize their watches at the beginning of each shift with the U.S. Naval Observatory Master Clock and are allowed a margin of plus or minus 30 seconds, as per our policy found here under "How to Ride"

<https://www.caltrain.com/rider-information/how-ride-caltrain>

To ensure a smooth boarding process, we recommend arriving at least 5 minutes before the scheduled departure time. This will provide sufficient time to board and account for any unexpected changes.

We appreciate your feedback.

Sincerely,

Your Caltrain BOD Public Support Team

From: Shane McLaughlin <shane4603@gmail.com>

Sent: Monday, January 13, 2025 7:44 AM

To: PRA <pra@caltrain.com>

Subject: Leave early

Some people who received this message don't often get email from shane4603@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.

Why do trains always leave early?

The 737 train from Redwood City south this morning again left at 7:36 when it's supposed to leave at 7:37.

Now I have to drive my son all the way to San Jose to get to high school. Even though we were on time for the train, although just barely.

If we had that extra 30 seconds he would've been on the train. Can you explain to me why you leave early like that, when so many other days you are late?

It's not fair

www.ShaneMcLaughlin.com

<https://www.linkedin.com/in/shanemclaughlin/>

(650) 683-0909

From: [Caltrain BOD Public Support](#)
To: [Helene Grossman](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Addressing Noise Concerns: A Case for a Quiet Car on Caltrain
Date: Tuesday, March 11, 2025 10:29:05 AM

Dear Helene Grossman,

Your message to the Caltrain Board of Directors has been forwarded to me for a response, and a copy of our correspondence will also be shared with the Board members. Thank you again for taking the time to share your feedback with us regarding the absence of Quiet Cars on Caltrain. We sincerely apologize for any inconvenience or frustration this may have caused you.

We understand your desire for a designated quiet space during your commute, and we appreciate your loyalty to Caltrain over the years. Currently, Caltrain does not have the resources to dedicate one car per train as a quiet car, however, we will take your feedback into consideration as we continue to evaluate ways to enhance the passenger experience on our trains.

We are continually working to improve the Caltrain experience, and we hope to better meet your expectations in the future.

Warm regards,

Your Caltrain BOD Public Support Team

From: Helene Grossman <helenegrossman@gmail.com>
Sent: Wednesday, February 26, 2025 4:41:07 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Addressing Noise Concerns: A Case for a Quiet Car on Caltrain

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

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

Dear Members of the Caltrain Board,

I have written once before, and now I am writing again, having begun commuting daily on Caltrain --

I am writing to propose the introduction of a designated "Quiet Car" on Caltrain trains, where the use of cell phones and loud conversations would be discouraged. As a daily commuter, I often find myself moving between cars to escape intrusive phone calls and conference calls, which significantly impact my ability to work or simply enjoy the ride. The assurance of a quiet space—perhaps the first or last car—would greatly enhance the commuting experience for passengers seeking tranquility.

The prevalence of mobile phone usage in public transportation is notable. A [study](#) conducted on Taipei's Mass Rapid Transit system observed that 41% of seated passengers used mobile

phones during their commute. While connectivity offers benefits, it also introduces challenges related to noise and privacy. [Research](#) indicates that overhearing cell phone conversations is perceived as more intrusive and irritating than listening to dialogue between co-present individuals.

Several transit systems have successfully implemented Quiet Cars to address these concerns. Metrolink in California designates a Quiet Car on every weekday train, providing a peaceful environment for passengers who prefer a quieter atmosphere. Similarly, New Jersey Transit offers Quiet Commute cars on all trains during peak hours, where riders are encouraged to mute electronic devices and refrain from cell phone use. These initiatives have been well-received, offering commuters a reliable refuge from noise.

Designating one car out of seven as a Quiet Car would balance the needs of all passengers, allowing the majority to use their devices freely while providing a sanctuary for those seeking peace.

I strongly encourage you to consider this, in order to make public transportation inclusive to those with different needs and sensitivities. It would cost almost nothing - just some signs up in the cars. Caltrain wouldn't even need to enforce it -- it would give passengers the ability to self-enforce and politely request that fellow passengers move to a non-quiet car to carry out their phone conversations.

Please, please consider this - for the good of those of us who are disturbed daily on our commute by intrusive phone conversations.

Sincerely,

Helene Grossman

From: [Shane McLaughlin](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#); [PRA](#)
Subject: Re: 108 left 5 mins Early!!! WTF Re: Leave early
Date: Tuesday, March 11, 2025 10:40:38 AM

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

Thank you for your response and acknowledging this. I really appreciate it.

On Tue, Mar 11, 2025 at 10:18 AM Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Shane McLaughlin,

Your message to the Caltrain Board of Directors has been forwarded to me for a response, and a copy of our correspondence will also be shared with the Board members. We're really sorry for the confusion and frustration caused by the early departure of Train 108. After a thorough investigation, our records show that train 108 was 4 minutes early departing from Redwood City Station and continued the entire trip ahead of schedule.

We understand how important your schedule is, and we apologize for the inconvenience this caused. We will continue working to improve our service.

Best regards,

Your Caltrain BOD Public Support Team

From: Shane McLaughlin <shane4603@gmail.com>
Sent: Thursday, February 27, 2025 8:13 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; PRA <PRA@samtrans.com>
Subject: Re: 108 left 5 mins Early!!! WTF Re: Leave early

You don't often get email from shane4603@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.

Can I get a response please? Or are you going to just ignore my email and keep screwing your customers?

Can I get a response please?

On Thu, Feb 27, 2025 at 7:35 AM Shane McLaughlin <shane4603@gmail.com> wrote:
The 108 just left at 7:32!!! WTF!!! You just screwed my day it was supposed to go at

7:37!!!

Please stop this nonsense and run your trains at the time they are supposed to go

On Fri, Jan 17, 2025 at 7:43 AM Shane McLaughlin <shane4603@gmail.com> wrote:
Of course the train is late again today. 8 minutes, and we hustled to get there on time.

Your logic and the below note makes no sense.

If you're going leave a minute early, make that the time on your schedule. Make it 7:36 AM not 7:37.

Something you can do? You will prevent complaints like mine by at least being honest with the time that you depart.

On Mon, Jan 13, 2025 at 1:59 PM Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Shane McLaughlin,

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 sharing your feedback regarding your experience with Train 108 today. We apologize for any inconvenience this may have caused.

Our crew members synchronize their watches at the beginning of each shift with the U.S. Naval Observatory Master Clock and are allowed a margin of plus or minus 30 seconds, as per our policy found here under "How to Ride"
<https://www.caltrain.com/rider-information/how-ride-caltrain>

To ensure a smooth boarding process, we recommend arriving at least 5 minutes before the scheduled departure time. This will provide sufficient time to board and account for any unexpected changes.

We appreciate your feedback.

Sincerely,

Your Caltrain BOD Public Support Team

From: Shane McLaughlin <shane4603@gmail.com>

Sent: Monday, January 13, 2025 7:44 AM

To: PRA <pra@caltrain.com>

Subject: Leave early

Some people who received this message don't often get email from shane4603@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.

Why do trains always leave early?

The 737 train from Redwood City south this morning again left at 7:36 when it's supposed to leave at 7:37.

Now I have to drive my son all the way to San Jose to get to high school. Even though we were on time for the train, although just barely.

If we had that extra 30 seconds he would've been on the train. Can you explain to me why you leave early like that, when so many other days you are late?

It's not fair

www.ShaneMcLaughlin.com

<https://www.linkedin.com/in/shanemclaughlin/>

(650) 683-0909

From: [Omar Abu-Hajar](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Why is Caltrain not allowing passengers to board?
Date: Tuesday, March 11, 2025 12:53:37 PM

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

Dear Caltrain,

Thank you for your response and explanation regarding this matter.

The Caltrain service is truly appreciated and needed. I am happy to tell everyone I know about how awesome it is to commute via Caltrain. It would be triple the effort for me to use other public transit modes. Thank you again!

Best regards,
Omar Abu-Hajar

On Tue, Mar 11, 2025 at 10:00 AM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Omar Abu-Hajar,

Thank you for bringing this matter to our attention. Your message to the Caltrain Board of Directors has been forwarded to me for a response, and a copy of our correspondence will also be shared with the Board members.

We sincerely apologize for the inconvenience and distress caused. Following a comprehensive investigation, our management team confirmed that train 654 did indeed stop at 22nd St Station but did not open the doors for passengers. The employee involved has been removed from service and will undergo our disciplinary procedures.

We understand the frustration of being left stranded after such a long work shift, and we are committed to improving our service to ensure this doesn't happen again. We also acknowledge the lack of communication on the electronic boards and website, and we're working to enhance those notifications moving forward.

Thank you again for reaching out.

Best regards,

Your Caltrain BOD Public Support Team

From: Omar Abu-Hajar <omar.hajar@gmail.com>
Sent: Sunday, February 16, 2025 5:20:23 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Why is Caltrain not allowing passengers to board?

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: [Roland Lebrun](#)
To: [Baltao, Elaine \[board.secretary@vta.org\]](#)
Cc: [Board \(@caltrain.com\)](#); [cacsecretary \[@caltrain.com\]](#)
Subject: March 13 Diridon ESC item 8 station alternatives
Date: Wednesday, March 12, 2025 4:29:01 PM
Attachments: [12.h. Comments on Diridon Station Design Alternatives.pdf](#)
[Item 8 Station alternatives comments.pdf](#)

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

Dear Chair Heminger,

Further to my October 3, 2024 response to your direction to staff to carry both the "at Grade" and the "Elevated" alternatives (attached), please find attached my response to the March 2025 ESC staff report which can be summarized as follows:

- Fatally flawed guiding principles
- Lack of familiarity with modern best practice viaduct construction methodology
- Lack of familiarity with environmentally-cleared work completed by others (Google)

Respectfully presented for your consideration.

Roland Lebrun

From: Roland Lebrun <ccss@msn.com>
Sent: Thursday, October 3, 2024 1:55 AM
To: Caltrain Board <board@caltrain.com>
Cc: Caltrain CAC Secretary <cacsecretary@caltrain.com>; Caltrain BAC <bac@caltrain.com>
Subject: Item 12.h Diridon Design Alternatives

Dear Chair Heminger,

Thank you and Director Gee for directing staff to carry both the "At Grade" and "Elevated" alternatives forward.

Please find my comments attached.

Key points:

- The relocation of the LRT station to the east side requires the demolition/reconstruction of the Historic Depot.
- The relocation of the LRT station conflicts with the 2018 BART to Silicon Valley Phase II SEIR.
- The relocation of the bus depot to the north side of West Santa Clara requires excessive clearance under the station's northern throat resulting in impacts on multiple buildings

and the Union Pacific Warm Springs line.

- There is \$24M in RM3 funding available for environmental clearance if MTC rescinds the \$24M misappropriated by VTA for the purchase of 32-60 Stockton.

Sincerely,

Roland Lebrun

Diridon March 13, 2025 Executive Steering Committee.
Item 8 Station Alternatives

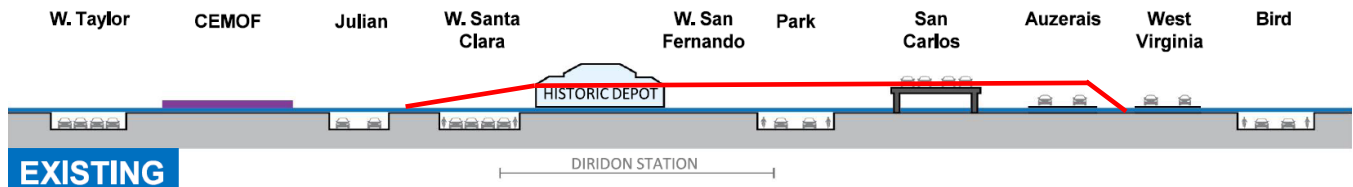
Dear Chair Heminger,

Further to my October 3, 2024 email to the Caltrain Board (attached), I believe that a root cause analysis of how the current consultant team arrived at a fatally flawed recommendation to the Diridon Executive Committee can be summarized as follows:

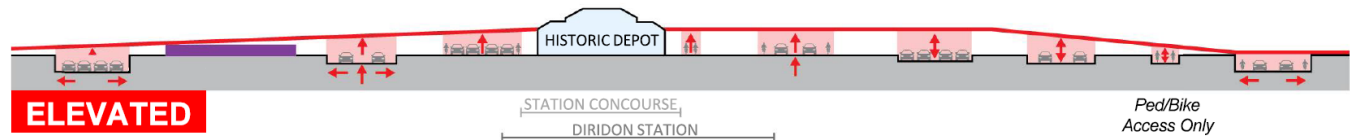
- Fatally flawed guiding principles
- Lack of familiarity with modern best practice viaduct construction methodology
- Lack of familiarity with environmentally-cleared work completed by others

1) Fatally flawed guiding principles

The boundaries of the viaduct **MUST** be constrained to south of Julian to north of West Virginia, **NOT Taylor to Bird**



This is what triggered the so-called “**CEMOF FATAL FLAW**” which appears to be collateral damage caused by the entire station having been shifted too far north combined with the inexplicable raisings of Julian, West Santa Clara and Park back to grade. **Thereby introducing multiple opportunities for conflicts between vehicular and bike/ped traffic.**



“Under the Elevated Alternative, construction impacts will occur for the full length of the elevated track and at the rail crossings from approximately West Virginia Street in the south to about Taylor Street in the north”

Please note that the I280 freeway located between Auzerais and West Virginia is missing from the diagrams.

2) Lack of familiarity with modern best practice viaduct construction methodology:

It is apparent that the team assumed that the only way to construct the Diridon elevated option was from the ground up instead of from above the existing tracks as exemplified in this [video](#) which depicts a launch gantry using a balanced cantilever construction technique to erect 10-foot viaduct segments above a waterway.

Failure to consider this kind construction methodology led to multiple incorrect characterizations of the Elevated Alternative as follows:

- “10-12 years” (the viaduct in the video was completed in 4 years).
- “\$5B-\$10B” (the viaduct in the video cost \$2B including the temporary service road built above the waterway to erect the piers)
- “*The Elevated Alternative construction boundary significantly encroaches outside of the existing rail corridor*”. Unlike the recommended at-grade alternative, the Elevated Alternative does not have any impacts outside the existing corridor other than temporary shooflies between West Santa Clara and West St Julian during construction.
- “*Impacts on the Annex*”. The balanced cantilever construction method depicted in the video DOES NOT require the demolition of the annex for two reasons:
 - 300-foot spans are feasible so it is possible to construct a viaduct above the annex without demolishing it.
 - The footprint of the station can be extended further west because the viaduct depicted in the video can be built above the existing light rail platforms until they are relocated to the BART train box on West Santa Clara.
- “*Additional space is needed to safely build an above ground viaduct while maintaining operations on existing tracks at approximately street level.*” The construction method depicted in the video makes it possible to relocate most staging activities to the existing Caltrain right of way at West Virginia where the viaduct segments can be stored until they are moved over the viaduct itself to the launch gantry for erection. The only impacts on station operations are the demolition of the existing tracks and the erection of the piers while awaiting the arrival of the launch gantry.
- Finally, it is apparent that the consultant team is not familiar with the advantages of direct rail fixation (without a ballasted rail bed) to the viaduct to enable reliable operation of crossovers and switches at 2% grade (**this is critical to achieve a viaduct landing south of West St Julian**).

3) Lack of familiarity with environmentally-cleared work completed by others

The staff memo states “*The Elevated Alternative significantly encroaches into PG&E property requiring relocation of the substation facility on site.*”

It is unclear why this is even mentioned as an issue when considering the following facts:

- Members of the public introduced the committee to the [advantages of Gas-Insulated \(GIS\) substations](#) during the December 15 2016 JPAB.

- Google subsequently seized this opportunity to shrink the existing substation to less than 10% of its existing footprint by incorporating it into the Downtown West DEIR.

[https://sj-admin.s3-us-west-](https://sj-admin.s3-us-west-2.amazonaws.com/2020_0820_Arup_DTWInfrastructurePlan.pdf)

[2.amazonaws.com/2020_0820_Arup_DTWInfrastructurePlan.pdf](https://sj-admin.s3-us-west-2.amazonaws.com/2020_0820_Arup_DTWInfrastructurePlan.pdf)

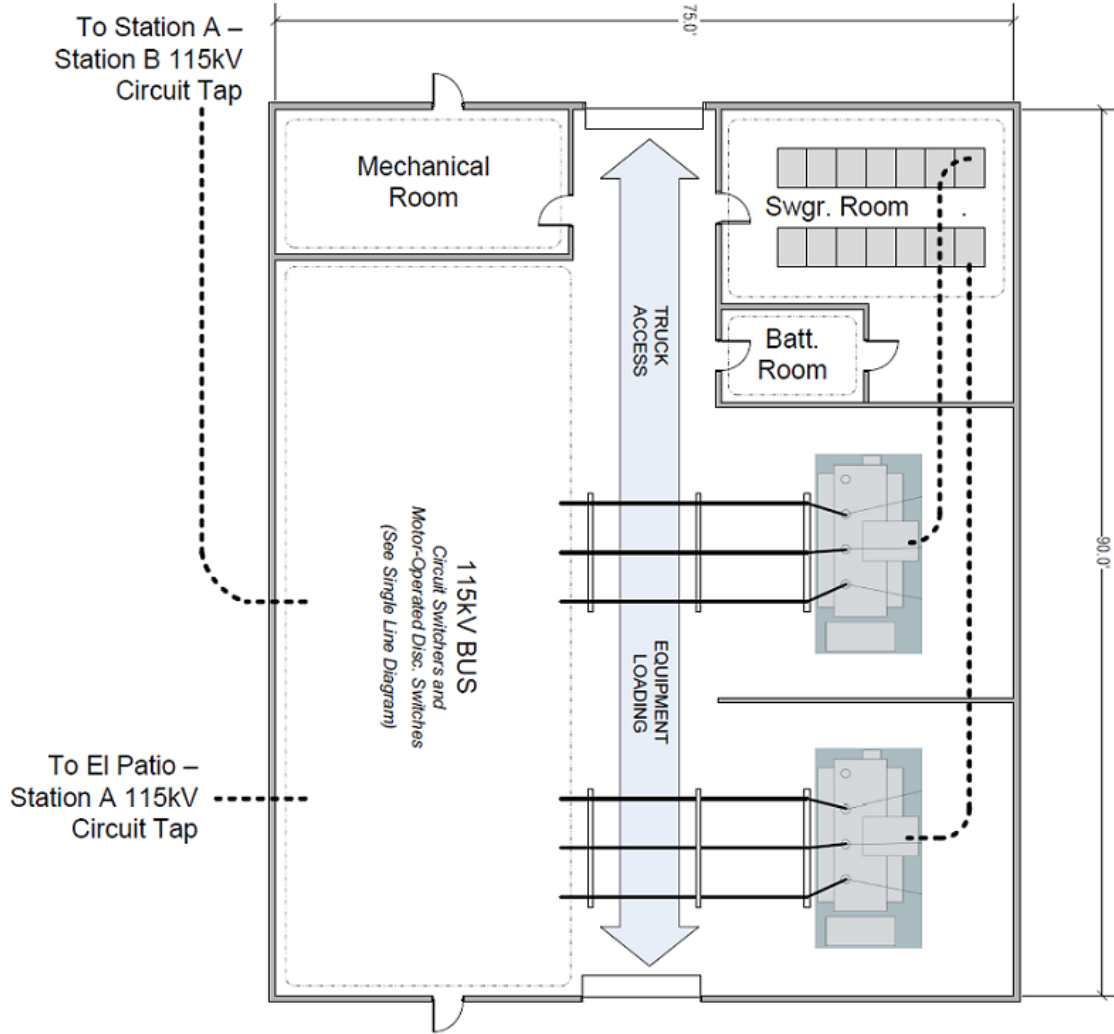
(Section 8.1.4. Proposed Electricity and Gas System)

- Google’s consultant (Arup) further shrank the substation to a 75x90 building that can be undergrounded (attached below).

Respectfully presented for your consideration.

Roland Lebrun

SUBSTATION BUILDING FLOOR PLAN



Dear Chair Heminger,

Thank you and Director Gee for directing staff to carry both the “At Grade” and “Elevated” alternatives forward.

Introduction

I started working on the Diridon redesign in 2009 through the San Jose Downtown Association in collaboration with San Jose DOT (Hans Larsen) and the RDA (Walter Rask) disbanded by Governor Brown in 2010. Our initial design was based on London’s Stratford International station and was nearly identical to what became known as Google’s “Downtown West” 9 years later.

I designed and presented “Diridon at grade” to the Willow Glen Neighborhood Association in 2019. **I spent the first 18 months of “Shelter-in-Place” (March 2020-September 2021) designing “Diridon Elevated”.**

Here are my comments on the Diridon Station Design Alternatives presented at the September 25 AMP meeting.

Positive developments

- The nexus with the CEMOF relocation has been eliminated.
- *"An elevated station would be able to be built above the Historic Annex".*

Remaining Challenges

- **The relocation of the light rail station to the East side eliminates the tunnel curve by going right through the Historic Depot.**
- **The relocation of the light rail station to the East side conflicts with the 2018 BART SEIR** which selected the “Diridon North” (West Santa Clara) alternative.
- **The “At Grade” alternative impacts the Paseo de San Fernando bike/ped corridor** by introducing significant discrepancies in elevations between the east and west sides of the station.
- **The northern tip of the station platforms is pushed at least 100 feet too far north** and introduces conflicts with a seamless BART interface as well as multiple property impacts north of West Santa Clara.
- **The southern end of the station is completely missing** (the platform layout looks like the tail end of a storage yard).

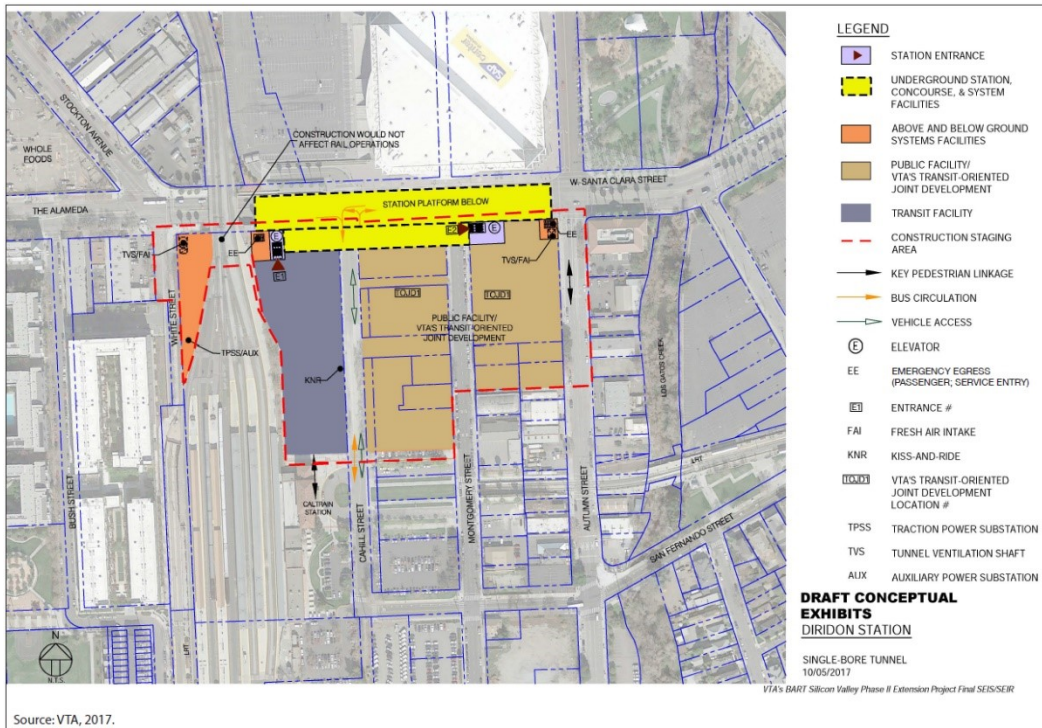
- The single “BART tunnel” to the single-bore tunnel “knock out” panel cannot possibly handle the flow of passengers transferring to/from BART.
- The “Diridon BART station” platform cannot possibly handle the flow of passengers from Caltrain, ACE, Capitol Corridor, Amtrak and HSR, let alone a crowd of passengers leaving an event at the Arena.
- The bus depot and the drop-off are on the wrong (north) site of West Santa Clara.
- The raising of West Santa Clara back to grade eliminates the opportunity to repurpose the existing at-grade track bed as a pedestrian plaza above West Santa Clara and Park as requested by the community back in 2019.
- The raising of West Santa Clara back to grade and the relocation of the bus depot under the northern station throat triggered a requirement for excessive elevations (at least 15 feet more) which resulted in impacts extending all the way to CEMOF (and the Union Pacific Warm Springs line which was not discussed at all in the presentation).
- The estimated costs of both alternatives are excessive (it is unclear how a 2-mile 4-track viaduct extending from West St Julian to West Virginia could possibly cost more than \$2B).

Opportunities

- 1) The relocation of the light rail station to the environmentally-cleared West Santa Clara station box (designed like one of San Francisco’s Market Street stations) eliminates the following challenges:
 - **Impacts on the Historic Depot (Complete Demolition/reconstruction)**
 - Suboptimal transfers between LRT, BART, Caltrain, ACE, Amtrak and HSR.
 - Necessity to relocate the bus station to the north of West Santa Clara.
 - Conflicts with the 2018 BSVII SEIR which states:

“The North Option would maximize the potential and flexibility for development by consolidating transit infrastructure close to Santa Clara Street, whereas the South Option would bisect the station area and would restrict future underground parking garages and development densities. Near-term, the North Option would provide opportunities to reduce construction impacts to transit rider and business patron parking through construction sequencing and coordination efforts.”

[Final Subsequent Environmental Impact Report Certification and VTA's BART Silicon Valley Phase II Extension Project Approval - Santa Clara Valley Transportation Authority \(iqm2.com\)](#)



- 2) The extension of the environmentally cleared station box under the heavy rail tracks (potentially up to White Street) enables the addition of 3 escalator tubes (total 9 escalators) down to the 300X90 ft LRT/BART concourse.
- 3) The extensions of the West Santa Clara and Park underpasses to Montgomery Street provide the following opportunities:
 - The extended overpasses can be repurposed as pedestrian plazas linking the station to the Arena thereby eliminating the need for LRT and BART entrances on the north side of West Santa Clara.
 - The bus bays and the drop-offs can be relocated under the Cahill Plaza “Just like Denver” as recommended by chair Davis, rescinding the \$24M in RM3 funding expended on 32-60 Stockton for environmental clearance.
 - The relocation of the bus bays and the drop-offs to the underground Cahill location facilitate seamless connections between the underground parking garages and the station concourse.

Constructability of the elevated option

Q: "How do you build another level of infrastructure over an operating railroad?"

A: By using a launch gantry designed to lift two tracks at a time through the erection of 10-foot prefabricated viaduct segments cast offsite.

<https://youtu.be/s56v97fPKEQ?t=70>



Funding for environmental clearance

The relocation of the bus bays and the drop-offs to the underground Cahill location invalidates VTA's purchase of 32-60 Stockton Avenue thereby releasing \$24M in RM3 funds for environmental clearance (MTC Resolution Nos. 4606, 4607 and 4608).

*"While staff recommends approval of the allocation to VTA for the San Jose Diridon Station Project, **reimbursement of expenses related to the Project with RM3 funds is contingent on the following:***

- *Satisfaction of the requirement that appropriate determinations under CEQA/NEPA have been made by the lead agency prior to disbursement of RM3 funds;*
- ***Agreement between MTC and VTA on the mechanism to ensure the return of RM3 funds used to purchase property for the Project in the event that the Project does not proceed to construction and/or the property in question is not used for the Project;***

Respectfully presented for your consideration
Roland Lebrun

From: [John Marini](#)
To: [Board \(@caltrain.com\)](#)
Subject: What on earth!?
Date: Wednesday, March 12, 2025 8:05:06 PM

You don't often get email from marini.john@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 Caltrain,

What on earth possessed your normally excellent social media team to post this today?
(Attached image) direct link here: <https://x.com/caltrain/status/1899844070014620128?s=46>

This is frankly appalling for a public agency and just further divides the public. Caltrain social media should be for informational purposes and for inclusivity of all riders.

Please do some coaching so this person can learn and grow from this experience.

Kind regards,
John Marini
Redwood City Resident and Caltrain rider



From: CustomerServiceSupport <CustomerServiceSupport@samtrans.com>
Sent: Wednesday, February 26, 2025 2:24 PM
To: minimini25pluto@gmail.com <minimini25pluto@gmail.com>
Subject: Fw: Caltrain Mobile Ticket Refund Request >Romy Liang

Hello Romy,

We have received your formal refund request. Your request will be reviewed for consideration in the order it was received. If we have additional questions regarding your request, we will reach out to you via email.
Have a great day.

Kind regards,

Megan- Customer Service Support

From: Romy Liang <minimini25pluto@gmail.com>
Sent: Tuesday, February 25, 2025 5:29 PM
To: CustomerServiceSupport <CustomerServiceSupport@samtrans.com>
Subject: Re: Caltrain Mobile Ticket Refund Request

ATTENTION: This email came from an external source. Do not open attachments or click on links from external senders.
Hi, I've already submitted. Here is the URL [[Click Here](#)].
May I know how to check the progress of this ticket? Thank you~

On Mon, Feb 24, 2025 at 6:41 PM CustomerServiceSupport
<CustomerServiceSupport@samtrans.com> wrote:

Rommy,

Fill and submit the Caltrain Mobile Ticket Refund Request Form

https://samtranscore.sjc1.qualtrics.com/jfe/form/SV_efXgZ3pn25HIHHL

Customer Service Support

From: Romy Liang <minimini25pluto@gmail.com>

Sent: Saturday, February 22, 2025 11:42 PM

To: Caltrain Mobile Ticket Support <ctmobileticketsupport@caltrain.com>; Board (@caltrain.com) <Board@caltrain.com>; PRA <pra@caltrain.com>

Subject: Formal Complaint and Refund Request for Unfair Ticket Purchase Process on Caltrain App

Dear Caltrain Customer Service,

I am writing to formally lodge a complaint regarding my recent experience with purchasing a ticket through the Caltrain app. The app's design and lack of clear communication have led to a highly unsatisfactory user experience, and I believe the issues I encountered warrant immediate attention and resolution.

As a foreigner unfamiliar with your ticketing system, I initially discovered the Caltrain app through social media, where it was highly praised with overwhelmingly positive reviews. Encouraged by these glowing comments, I decided to use the app for my travel needs. However, after attempting to navigate the app on my own, I was deeply disappointed by several critical issues. These problems not only severely damaged my trust in your brand but also resulted in unintended financial loss. Below are the specific aspects that led to my dissatisfaction:

1. Lack of Clear Purchase Process Guidance: The app provided no clear instructions or step-by-step guidance for first-time users, making the purchase process confusing and unintuitive. Following my usual purchasing habits, I proceeded to place an order in the "Products" section. However, the app did not provide any confirmation or summary of the bill before proceeding directly to a password-free payment. *(Please see the attached screenshot. There is no confirmation page before clicking Checkout)* It was only after the payment was successfully processed that the final ticket was displayed. This lack of a confirmation step is highly unusual and misleading, especially for first-time users.

2. Misleading Ticket Expiration Information: After the purchase was completed, the app informed me that the ticket would expire within 4 hours of the purchase time. While there was a brief mention of the 4-hour expiration period when selecting the ticket type, there was no clear indication that this countdown would begin immediately upon purchase. This lack of transparency is a serious oversight and has caused significant confusion and inconvenience.

3. Hidden Refund Policy: Upon encountering this issue, I searched the app's Q&A section and discovered that, except for monthly passes, all other tickets are non-refundable. This critical information should have been prominently displayed before the payment was processed, not buried in a section that users are unlikely to consult until after a problem arises. The absence of such a crucial disclaimer is misleading and feels like a deliberate attempt to obscure important terms from users.

In summary, the app's poor design, lack of clear instructions, and failure to disclose key terms have severely compromised my user experience. I believe these issues reflect a disregard for consumer rights and a potential intent to mislead users into making non-refundable purchases. Therefore, **I respectfully request a full refund for my recent ticket purchase**. Additionally, I urge Caltrain to address these design flaws and improve the app's user interface and transparency to prevent similar issues in the future.

I look forward to your prompt response and resolution of this matter. Please contact me if further information is required.

My order number is: [Order Number: 3346049](#), and the detailed order info is shown below:

Sincerely,
Romy, Liang

From: [Caltrain BOD Public Support](#)
To: marini.john@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: What on earth!?
Date: Thursday, March 13, 2025 3:10:12 PM

Dear John Marini,

Thank you for your comment and suggestion. The social media post was deleted this morning at 7:30 a.m.

Kind regards,

Your Caltrain BOD Public Support Team

From: John Marini <marini.john@gmail.com>
Sent: Thursday, March 13, 2025 3:04:47 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: What on earth!?

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

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Dear Caltrain,

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Please do some coaching so this person can learn and grow from this experience.

Kind regards,
John Marini
Redwood City Resident and Caltrain rider

