Budget Deficit Requires Fare and Train Changes

The Caltrain Board of Directors will hold a public hearing Sept. 2 to receive comment on proposed fare increases and service reductions. In addition, four drop-in community meetings will be held Aug. 19 to give the public an opportunity to review proposals, ask questions and provide comment.

The service reductions under consideration include elimination of the Gilroy extension service, elimination of weekend service and elimination of some early-morning, mid-day and late-evening weekday trains.

The proposed fare increases include either adding 25 cents to the base fare or 25 cents to the zone fare, with corresponding changes to the Day Pass, Monthly Pass and 8-ride Ticket.

The fare increase and service change recommendations will be presented to the board for adoption in October.

The changes, if approved, would take effect in January 2011.

At its July meeting, the board adopted a $99.9 million operating budget that requires fare increases and service reductions to fill a $2.3 million gap. The budget includes $650,000 in savings from closing the staffed ticket offices in San Jose and San Francisco in October.

The railroad relies on annual contributions from its three partner agencies – the San Francisco Municipal Transportation Agency, the San Mateo County Transit District and the Santa Clara Valley Transportation Authority.

Clipper℠ Smart Card Arrives

Clipper℠, formerly TransLink, is becoming more than a buzz word around Caltrain stations. By 2011, Clipper will become Caltrain’s new electronic fare payment system for Monthly passes and 8-ride tickets.

Caltrain has begun the process of transitioning customer purchases from the Ticket-by-Mail and similar programs to Clipper.

Clipper can be used with transit benefit programs such as Commuter Check and WageWorks to purchase Caltrain Monthly passes, 8-ride tickets and to add cash value.

Riders will need to remember to “tag on” at a Clipper card reader in the station or platform before boarding and then “tagging off” before leaving the station or platform after getting off the train.

An adult Clipper card can be purchased at Caltrain’s administrative offices, at any participating Walgreens retail store or online at www.clippercard.com.

Caltrain Launches New Website

Caltrain launched its redesigned website earlier this summer. Caltrain Graphic Designer Robert Casumbal not only made it more attractive and contemporary, he also designed a number of improvements into it for the 260,000 folks who visit it each month.

Before starting on the overhaul, as well as along the journey that took more than a year, Caltrain sought input and guidance from its customers. Many of their requests made it into the final design and others will be added in the future. Available now are subscriptions to specific topics

(continued on page 3)
The “Silent Observer” at the Menlo Park Station

To Caltrain crews, the man parked in a wheelchair might easily be mistaken for a disabled passenger waiting for assistance to board the train.

Except Tom Littlewood – denizen of the Menlo Park Caltrain Station – seldom boards one of the trains that would carry this vigilant, patient observer away from his post.

“Well that would take me out of here,” he said, simply. “This is my area. I don’t worry about Palo Alto or Redwood City. It is my patriotic duty to be here.”

In a day when public agencies are eyeing even essential services for cuts, Littlewood, 57, freely provides his watchful presence to help law enforcement and bus and rail passengers by being an extra set of eyes.

His volunteer spirit is all the more remarkable because Littlewood, who had a singularly harsh childhood, has cerebral palsy. His mobility is limited, and a live-in caretaker hoists him out of bed each day, helping him get ready for the trips to the train station that he makes three or four days a week (continued on page 4)

Are You Ready for Cardinal Football?

Caltrain has made Stanford part of its game plan for all six home games starting Saturday, Sept. 4 with the game against Sacramento State at 3:30 p.m. Cardinal football fans will arrive in plenty of time to meet friends at tailgate parties when they take Caltrain to Stanford Stadium station, a short walk from the gridiron.

Designated trains will serve the stadium station before and after each game this season, including opening day. All Saturday trains serve the Palo Alto station, which is located one-half mile north of the stadium station, for fans that miss the trains serving the stadium station. Fans are urged to check the train schedule and plan their trip accordingly. Since there are no ticket vending machines at the Stanford station, riders are advised to purchase a Caltrain Day Pass at their departure station before boarding the train to go to the game. Caltrain is a Proof-of-Payment system and all passengers must have a valid ticket.

Kickoff times are subject to change due to potential television coverage. For more information about train service and fares, visit www.caltrain.com or call Customer Service at 1.800.660.4287 (TTY 650.508.6448).

Jamming with Hardly Strictly Bluegrass

Hop aboard Caltrain to the sprawling Hardly Strictly Bluegrass festival that runs Oct. 1, 2 and 3. The free, three-day mega-bash brings great artists of all sorts to Golden Gate Park.

From the San Francisco Bay Area, Caltrain station, catch Muni Routes 30 or 45 to Market Street, then take the 71.

Be Alert for Suspicious Packages

When is an “unattended” package a “suspicious” package? It could be if it’s:

- Placed in an out-of-the-way location
- Dropped off by someone who is hastily departing the area
- Configured with unusual attachments, such as batteries, wires and tanks

If you spot a suspicious package on Caltrain property, please call the Transit Police at 1.877.723.7245.

Caltrain Home Game Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept. 4</td>
<td>Sacramento State</td>
<td>3:30 p.m.</td>
</tr>
<tr>
<td>Sept. 18</td>
<td>Wake Forest</td>
<td>8:15 p.m.</td>
</tr>
<tr>
<td>Oct. 9</td>
<td>USC</td>
<td>5 p.m.</td>
</tr>
<tr>
<td>Oct. 23</td>
<td>Washington State</td>
<td>TBD</td>
</tr>
<tr>
<td>Nov. 6</td>
<td>Arizona at TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Nov. 27</td>
<td>Oregon at TBD</td>
<td>TBD</td>
</tr>
</tbody>
</table>

Community Drop-in Meetings

Thursday, Aug. 19

San Francisco Caltrain Station
700 Fourth St. – 6 p.m. to 7 p.m.

Caltrain Administrative Office
1250 San Carlos Ave. in San Carlos – 6 p.m. to 7 p.m.

San Jose Diridon Station
65 Cahill St. – 6 p.m. to 7 p.m.

Gilroy Caltrain Station
7150 Monterey St. – 5:30 p.m. until the last train at 7:47 p.m.

Budget Deficit (continued from page 1)

Authority – for about 39 percent of its operating budget. The elimination of State Transit Assistance funds has forced the three transit agencies to reduce their annual contribution to Caltrain.

The rail agency also continues to experience a decrease in fare revenues, which make up about 40 percent of the operating budget. This is attributed to the ongoing region-wide recession and persistent unemployment.

In addition to the public hearing and the community meetings, comments can be sent by e-mail to changes@caltrain.com; regular mail to Joint Powers Board Secretary, Caltrain, PO. Box 3006, San Carlos, CA 94070; or by phone 1.800.660.4287 (TTY for hearing impaired only 650.508.6448).
week. He propels himself from his home on Alameda de las Pulgas two miles to the train station, where he monitors activity from about 1 p.m. to 9 p.m. At the end of the evening, Littlewood wheels himself back home.

“He always wanted to be a police officer,” explained Menlo Park Police officer Burke Brutting, who became friends with Littlewood about 20 years ago. “He essentially has dedicated his life to helping law enforcement.”

Littlewood cheerfully struggles to make himself understood and it takes patient listening to develop an ear for what he has to say. He spells out words when necessary.

Littlewood monitors the police scanner and calls dispatchers when he observes suspicious activity or reports that someone needs police assistance. He says he averages about one call a week.

“A good day for me is when I don’t have to call the police,” said Littlewood, who has lived in the city about 25 years.

Brutting says Littlewood is attuned to long waits and is genuinely helpful to law enforcement.

One of Littlewood’s strengths as the Menlo Park transit center’s neighborhood watchman is double-edged: It’s easy for people to “not see” this silent observer for who he is. “He’s trapped in a body that doesn’t work,” Officer Brutting said. “Basically, he’s just invisible.”

Veteran conductor Bruce Shelton, who has also gotten to know Littlewood, said, “He is an institution at the Menlo Park station.”

As their friendship developed, Officer Brutting learned the source of Littlewood’s devotion to the police, who he credits with saving his life when he was a young boy. He was taken away from his mother, who once tried to strangle him with a curtain cord, according to Brutting.

“He always wanted to be a police officer. He essentially has dedicated his life to helping law enforcement.”

Officer Burke Brutting
Menlo Park Police

“The reason why I’m out here is that I came from a very violent background,” he said. “The police have always been here for me.”

New Website
(continued from page 1)

(more to be added later); a page for each station with detailed information (train times, type of service, amenities, transit connections and a link to Google Maps Trip Planner); and scalable font size.

One of the top requests from customers – real-time train information – is coming by the middle of next year. The new site is powered by a Content Management System. The old website was static, requiring every edit to be manually html-coded. This posed a challenge when it came to updating and adding content. With CMS, changes can be made immediately.

Littlewood would like to see more people get involved in their communities in a police auxiliary role.

 Asked to explain how he has maintained his positive outlook in the face of so much adversity, Littlewood picked up a pen and wrote, “That was my training,” then, added, “The Lord has always taken good care of me.”

Editor’s Note: If you see Tom on your commute to or from the Menlo Park Caltrain Station, please take a moment to stop and say “hello.”

Bluegrass Festival
(continued from page 3)

Lucero, Carolina Chocolate Drops, Felice Brothers, Peter Himmelman Trombone Shorty & New Orleans, Avenue, Kelly Willis, Roseanne Cash, Emmylou Harris, Steve Earle and Earl Scruggs.

Caltrain reminds customers to drink responsibly and to remember that open alcoholic beverages are not allowed on trains beginning at 9 p.m. after special events.