



JPB Board of Directors
Meeting of December 1, 2022

Correspondence as of November 30, 2022

Subject

- 1 Unexplained Slowness of Trains 136-144
- 2 Ride Feedback
- 3 Loram Rail Grinder

From: [Nabong, Sarah](#)
To: zhirafvod@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Unexplained slowness of trains 136-144
Date: Monday, November 28, 2022 12:45:43 PM
Attachments: [image001.png](#)

Dear Sergey Sergeev,

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 received a response from our Caltrain Planning team addressing your feedback.

The below excerpt is directly from Rail Operations.

Best regards,
Sarah Nabong

Thank you for your feedback. On September 12, 2022, Caltrain's weekday schedule changed to accommodate improvements to BART connections at Millbrae station, as well as increased service to 22nd St and South San Francisco stations. The timing of this change coincided with BART's most recent schedule change, which included some improvements to their Millbrae schedule. Most importantly, in response to Caltrain's feedback that changing service patterns during the day is difficult to accommodate given the railroad's own schedule constraints, BART created a unified schedule on Saturday and Sunday, which improved northbound connection times on Sundays from 25 minutes to 12 minutes, and southbound connection times from 18 minutes to 13. Caltrain also requested BART's weekday evening schedule at Millbrae to be better aligned with their daytime schedule; unfortunately, BART was unable to make that change due to their own schedule constraints. Therefore, in order to continue prioritizing regional transit connections as outlined in Caltrain's Board-adopted Equity, Connectivity, Recovery and Growth Policy, Caltrain adjusted the weekday evening schedule to reduce connection times with BART trains at Millbrae from 15-23 minutes to 9-16 minutes. Since Caltrain is still contractually obligated to provide single-tracking windows during this time period to the contractor working on the electrification project, this change necessitated an overall increase in end-to-end running time of an average of 13 minutes. Although the timeline for the next schedule change is still under evaluation, Caltrain continues to work with BART staff to determine how each agency can optimize the transfer at Millbrae with the least impact to their respective systems. Moreover, once PCEP construction is completed, Caltrain's new electric fleet will allow for a more efficient schedule with decreased overall running times due to the faster acceleration and deceleration of the new vehicles.

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Phone: 650.508.7925
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



I've recently used some after 9pm trains and noticed an unexplainable slowness in the current schedule.

So the local trains 136-144 suddenly and absolutely with no reason started to go 10 minutes slower to Belmont station. This is absolutely maddening. The train just sits on each stop for an additional few minutes with no good reason for it and it looks like an absolutely man-made problem. The 45 minutes time was already on the edge of my tolerance for a train trip (compared to European trains which do the same distance and number of stops in 50-70% of the time. Even bart makes 1.5 times the distance in 45 minutes with 10 stops - i.e. embarcadero to fremont). But making it 55 minutes just pushes me to drive. I hope this problem can be fixed and retain me as a Caltrain customer.

I've created a table with a few data points on the schedule to illustrate the problem.

https://docs.google.com/spreadsheets/d/1xXvLveh04lexRx9s_DsxNifHwLEBb9Jhf-2hgL5LQPY/edit?usp=sharing

From: [Nabong, Sarah](#)
To: konorvkraut@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: Feedback
Date: Tuesday, November 29, 2022 10:32:32 AM
Attachments: [image001.png](#)

Dear Konor Von Kraut,

Your email to the Board was forwarded to me for response and they will receive a copy of this email.

First I want to apologize for the delayed response to your comments. Recently, track work maintenance is causing us to single track throughout the system. We anticipate additional service changes to accommodate the continued work along the railroad and encourage you to sign up for updates at: <https://www.caltrain.com/projects>.

In addition to signing up for planned updates, feel free to reach out to our Customer Service Department for assistance. They can be reached at 1-800-660-4287, Monday through Friday, 7am – 7pm, Weekends and Holidays 8am – 5pm.

We hope your future travels on Caltrain are pleasant and uneventful.

Best Regards,

Sarah Nabong, Customer Service Representative 2

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As a daily rider of this network, I have found the quality of service, efficiency, and accuracy of times, platform switches, and trains themselves to be an absolute embarrassment in recent months. It is clear to me that California and the Bay Area at large value transportation by car more than a FULLY capable network that could be promising in moving people efficiently, stress free, and reliably. Traffic on a highway is more predictable and therefore less stressful than running over bridges and tracks to trains that choose to stop on opposing platforms ad hoc and delays that seem to just appear out of no where. It begrudges me to pay a monthly pass for this one-star network.

Written from a 37-year-old Caltrain coach with a restroom door that doesn't close properly and appeared on its anticipated platform after directing passengers to move to the other platform to board.

I can't emphasize enough the extent to which this network stresses its ridership to the brink of

abandoning it.

Let's do more,

From: [Anthony Colombo](#)
To: [Board \(@caltrain.com\)](#)
Subject: Loran Rail Grinder
Date: Tuesday, November 29, 2022 8:45:31 PM

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Good morning,

I am pretty sure this is not the right place to send this question, but I was unable to find any other resource or help in getting an answer. Hopefully someone on the board can forward this question to the right person?

My name is Anthony and I have a young son who very interested in Loran rail grinders. He watches them on YouTube and I know he would love to see one in person grinding away.

We live in south county, Gilroy. Is there anyway to find out when or where a rail grinder would be working? I know they are not used daily or weekly, but if there is a known schedule or a way to find out where one might be, I'd greatly appreciate the information.

Would love to surprise my Son by going and watching one.

Thank you for your valuable time and Happy Holidays!