



JPB Board of Directors  
Meeting of May 4, 2023

Correspondence as of 04-28-2023

<u>#</u>	<u>Subject</u>
1	Request for information pursuant to Government Code Section 6250 et seq
2	RE_ Caltrain budget concerns
3	Re Caltrain Customer Service Recording Form 884006

**From:** [Roland Lebrun](#)  
**To:** [Transbay Info](#)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Request for information pursuant to Government Code Section 6250 et seq  
**Date:** Saturday, April 22, 2023 7:19:50 PM  
**Attachments:** [Update on Stadler Contract Option and Rail Vehicle Acquisition.pdf](#)

---

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

Dear Sir or Madam,

Please refer to page 96 (Item #12 "Update on Stadler Contract Option and Rail Vehicle Acquisition" attached for your convenience) of Caltrain's Monday April 24 Finance Committee meeting agenda (<https://www.caltrain.com/meetings/2023/04/jpb-finance-committee>) and provide copies of DTX design documents corroborating Caltrain's assertion that "*diesel trains cannot operate within the DTX tunnel or Salesforce Transit Center due to insufficient space for ventilation in the event of a fire*", including details of design restriction(s) preventing the operation of bilevel railcars propelled by an electric locomotive in the tunnel.

Thank you

Roland Lebrun

**From:** [Sarah Nabong](#)  
**To:** [kooshajahani@yahoo.com](mailto:kooshajahani@yahoo.com)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** RE: Caltrain budget concerns  
**Date:** Monday, April 24, 2023 10:05:27 AM  
**Attachments:** [image001.png](#)

---

Dear Koosha Jahani,

Your message to the Caltrain Board of Directors was directed to me for response. The Board will receive a copy of this correspondence.

We want to extend our sincerest apologies for the inconvenience and disruption that the Caltrain Electrification Project has caused to your weekday commute. We understand how important a reliable and efficient transportation service is to our customers, and we genuinely regret the negative impact this change in construction schedule has had on you.

The decision to include weekday construction was not made lightly. Our primary goal is to complete the electrification as quickly and efficiently as possible, ensuring that we can provide you with the improved service you deserve.

In the meantime, we encourage you to visit our website at [Caltrain.com/status](http://Caltrain.com/status) to stay up-to-date information on construction schedules, service changes, and alternative transportation options. We also recommend allowing for extra travel time during weekdays to account for these service disruptions.

Your patience and understanding during this time are genuinely appreciated, and we look forward to providing you with a more efficient, environmentally friendly, and comfortable travel experience once the electrification project is complete.

Sincerely,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



---

Hi I live in Redwood City and I'm a frequent Caltrain rider. I ride it to work 4 days of the week and I also use Caltrain whenever I need to travel to SF, San Jose or as a BART connection. I don't own a car or have any plans to purchase one so any reduction to Caltrain's service would heavily impede my ability to go to places in the bay area. The ECR bus is slow because it stops frequently and constantly gets stuck in traffic so it is not an appropriate replacement for Caltrain.

-Koosha Jahani

## Margaret Tseng

---

**From:** Pria Graves <priag@birketthouse.com>  
**Sent:** Monday, April 24, 2023 3:24 PM  
**To:** Sarah Nabong  
**Cc:** priag@birketthouse.com; supervisor.simitian@bos.sccgov.org; Board (@caltrain.com)  
**Subject:** Re: Caltrain Customer Service Recording Form: 884006

[You don't often get email from priag@birketthouse.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

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

Dear Sarah Nabong,

It appears that you missed the point of my concern.

Unlike other stations with underground tunnels, Cal Ave is the only one that has absolutely no other access.

For a passenger arriving on the northbound platform at night, there is no choice but to use the tunnel! A CCTV record of an attack is not a solution!

Regards,

Pria Graves

> Dear Pria Graves,  
>  
> Thank you for reaching out to Caltrain. Know that your comments  
> regarding your concerns were forwarded to the proper parties as part  
> of our improvement process. Deputy Director of Safety and Security  
> received your feedback. A copy of this correspondence will be sent to  
> our Board of Directors.  
>  
> There are several other stations that feature tunnels connecting one  
> platform to the other, and providing at grade access is not  
> necessarily the right solution and carries its own dangers and  
> complications. However, we at Caltrain understand our responsibility  
> to our community as a public transit agency; rest assured, safety is  
> still one of our highest priorities. We just completed an assessment  
> for upgrading/repairing/replacing the CCTV system at our stations  
> across the entire 77 miles of right of way. Our Transit Police  
> Department has been conducting random and periodic checks at the  
> stations and on occasion will conduct security sweeps in the morning,  
> when staffing and time allows. We are focused on being responsive to  
> issues, while we work on upgrading the security infrastructure  
> (cameras and alarms). We along with your fellow riders appreciate your  
> vigilance and we encourage you to contact Transit Police to report or follow up on suspicious activity 1.877.723.7245.  
>  
> We hope your future encounters with us will reflect that philosophy  
> and prove to be pleasant, uneventful affairs.

>  
>  
> Kind regards,  
>  
>  
> Sarah Nabong, Customer Service Representative 2  
> 1250 San Carlos Ave San Carlos, CA 94070  
> Phone: 650.508.7925  
> Websites:  
> Caltrain<<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.caltrain.com%2F&data=05%7C01%7Cboardcaltrain%40samtrans.com%7Ce0e7e9a8a13e4387433e08db4512940e%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638179718338535866%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=Z0OJQMT8ZH95siKe2O7UOsZF%2BTJGRzS0CQxvidgZLo4%3D&reserved=0>> |  
> SamTrans<<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.samtrans.com%2F&data=05%7C01%7Cboardcaltrain%40samtrans.com%7Ce0e7e9a8a13e4387433e08db4512940e%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638179718338535866%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=DVD8NW8O10wzMznI3R0KSyr9QadhP3MAdYh05MnvAv4%3D&reserved=0>> |  
> TA<<https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.smcta.com%2F&data=05%7C01%7Cboardcaltrain%40samtrans.com%7Ce0e7e9a8a13e4387433e08db4512940e%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638179718338535866%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=0XpYZUskiQYcMaWSST6EHj8TniqQ%2FD9%2FWH1urfr4nKw%3D&reserved=0>>  
> [3logos\_eSig3]  
>  
>  
>  
> Dear Board Members,  
>  
> In light of the recent sexual assault in the California Avenue  
> pedestrian underpass, I urge you in the strongest possible terms to  
> address the risk posed to passengers using the northbound California  
> Avenue Caltrain platform!  
>  
> As the station is currently laid out, there is no access to the  
> northbound platform except through an underground tunnel! This means  
> that anyone arriving on a northbound train must use the tunnel to exit the station!  
> If one feels threatened by someone in the tunnel, the only possible  
> alternative is to walk down the tracks!  
>  
> I believe this needs to be addressed most urgently before another  
> assault occurs.  
>  
> Please reconfigure the station to provide at-grade access to the  
> northbound platform.  
>  
> Regards,  
>

- > Pria Graves
- > 2130 Yale Street
- > Palo Alto, CA 94306
- > 650.493.2153
- >