



JPB Board of Directors  
Meeting of November 7, 2024

Correspondence as of October 18, 2024

# Subject

1. New Electric Train Horns
2. Re: Caltrain Horns
3. New Caltrain schedule in relation to Healthcare workers.
4. Fwd: More vibration monitoring for SM set out track
5. Transport -- CalTrain.
6. Re: Transport -- CalTrain.
7. Schedule???
8. Feedback regarding your review of on time train performance
9. Fw: Transport -- CalTrain.
10. Re: Do any of you ride caltrain and muni? – *Staff Response*
11. Fw: New Caltrain schedule in relation to Healthcare workers. – *Staff Response*
12. Line around block 5min before departure
13. Re: Caltrain new schedule – *Staff Response*
14. Re: LOUD siren exceeding 5-10 mins at Diridon station 10 pm onwards 9/19 – *Staff Response*
15. Re: New Electric Train Schedule – *Staff Response*

**From:** [Roxy](#)  
**To:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** New Electric Train Horns  
**Date:** Monday, October 14, 2024 9:27:39 AM

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

Caltrain Board,

With the electrification of the trains, we appreciate the reduction the Deisel exhaust and looking forward to the Electric Trains being quieter, we were hoping that the noise would be better, but it is the total opposite!

With the amount of passenger trains that come through our corridor every day, the sounds are even more intense! We need to have a Quite Zone implemented sooner rather than later.

We have 5 at grade crossings in our neighborhood. Horns are blasting nonstop from 17th avenue through all of San Mateo to 3rd avenue. The pitch is deafening and unnecessarily intrusive to our daily life.

If we are trying to work or talk on the phone, we must close all windows, if watching TV you must mute the tv waiting for these trains to pass. There are several times of day when two trains pass each other and all conversations must be stopped!

Closing windows barley makes a difference,

\*\*Currently- STATION STOPS CURRENT SERVICE ELECTRIFIED SERVICE SAN MATEO Stops per Weekday 78 old schedule, 104 Weekday Stops in the new schedule coming through the corridor, this is an increase of 26 extra trains per day, not to mention the increased frequency and intervals between trains. This is a 25% increase in the already disturbance we had been previously exposed to.

We also have diesel freight adding into this mix.

We beg you to please lower the pitch on these horns and implement a Quiet Zone that is so desperately needed!

Sincerely,

Roxanne Denning

**From:** [Martin J Sommer](#)  
**To:** [Todd Douglas](#)  
**Cc:** [Board \(@caltrain.com\)](#); [Board \(@samtrans.com\)](#)  
**Subject:** Re: Caltrain Horns  
**Date:** Monday, October 14, 2024 8:34:58 PM

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Hi Todd,

Thanks for your response. According to FRA document 222.21 When must a locomotive horn be used?, " ... the locomotive horn on the lead locomotive of a train ... shall be sounded when such locomotive or lead cab car is approaching a public highway-rail grade crossing".

The significant part here, is "grade crossing". When it comes to sounding a horn or bell at stations, it boils down to two issues: a) is the station "at grade" with the tracks, and/or b) is there an imminent hazard of death or injury to a person or persons.

University Ave. Station in Palo Alto, is grade-separated, and thus the only validation for ringing a bell or blowing the horn, is if someone has jumped or fallen onto the tracks, and is in "imminent danger".

The idea of the new electric trains ringing their bell on every entry and exit of the University Ave. Station, is not required, and is creating public noise pollution ... something we worked so hard to eliminate, in electrifying Caltrain.

Please stop sounding the bell and/or horn, every time a train enters or exists University Ave. Station in Palo Alto!!

Ref: <https://www.ecfr.gov/current/title-49/section-222.21>

Martin

On 10/14/24 3:24 PM, Todd Douglas wrote:

**Hello Martin Sommer,**

**Thank you for taking the time in contacting Caltrain with your comments concerning horn noise in your area. Your comments were sent to Rail Operations for further handling.**

**The application of a train's horn/bells is governed by Federal and State law. One of the locations where they must sound their horn is when the tracks cross a street and also pull into the station.**

**I can tell you we frequently inspect the volume of these systems to ensure they**

**fall within the mandated decibel range for this type of equipment.**

**We are sorry the sound has been disturbing you, and will maintain our programmed monitoring of these systems to ensure they are only as loud as necessary.**

**Again, thank you for your comments.**

**Regards,**

**Todd Douglas**

San Mateo County Transit District

Customer Service Dept.

1250 San Carlos Avenue

San Carlos, CA 95070-1306

1-800-660-4287

[www.smctd.com](http://www.smctd.com)

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Martin Sommer

650-346-5307

[martin@sommer.net](mailto:martin@sommer.net)

[www.linkedin.com/in/martinsommer](http://www.linkedin.com/in/martinsommer)

"Turn technical vision into reality."

**From:** [Kevin Luk](#)  
**To:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** New Caltrain schedule in relation to Healthcare workers.  
**Date:** Tuesday, October 15, 2024 6:05:36 AM

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You don't often get email from kevinluk33@gmail.com. [Learn why this is important](#)

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Hello, I am a healthcare worker who takes Caltrain to work every morning to Palo Alto. With the recent schedule change, there are less accommodating times available. Speaking with fellow coworkers, we are all having to take the first train out in the morning, which forces us to be early to work for about 40 minutes. Our shifts start at 6:40am but now we are arriving at 6:00am. I am writing to ask if there is a possibility to adjust the Caltrain schedule at some point.

Thank you for your time.

Kevin Luk

**From:** [Anne de la Rosa](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** Fwd: More vibration monitoring for SM set out track  
**Date:** Tuesday, October 15, 2024 10:01:30 AM  
**Attachments:** [IMG-1799.PNG](#)  
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[IMG-2145.PNG](#)

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----- Forwarded message -----

From: **Anne de la Rosa** <[agdelarosa27@gmail.com](mailto:agdelarosa27@gmail.com)>  
Date: Tue, Oct 15, 2024 at 9:41 AM  
Subject: More vibration monitoring for SM set out track  
To: <[dhaliwalN@caltrain.com](mailto:dhaliwalN@caltrain.com)>, <[bakerj@caltrain.com](mailto:bakerj@caltrain.com)>, <[Brian@casekraft.com](mailto:Brian@casekraft.com)>, <[construction@caltrain.com](mailto:construction@caltrain.com)>, <[jointpowersboard@caltrain.com](mailto:jointpowersboard@caltrain.com)>

Is Caltrain's answer about not addressing our vibration concerns until the project is completed a definitive decision or has seeing all of our documentation and monitoring caused the powers that be to realize that the issue should be addressed while the issue can still be remedied?

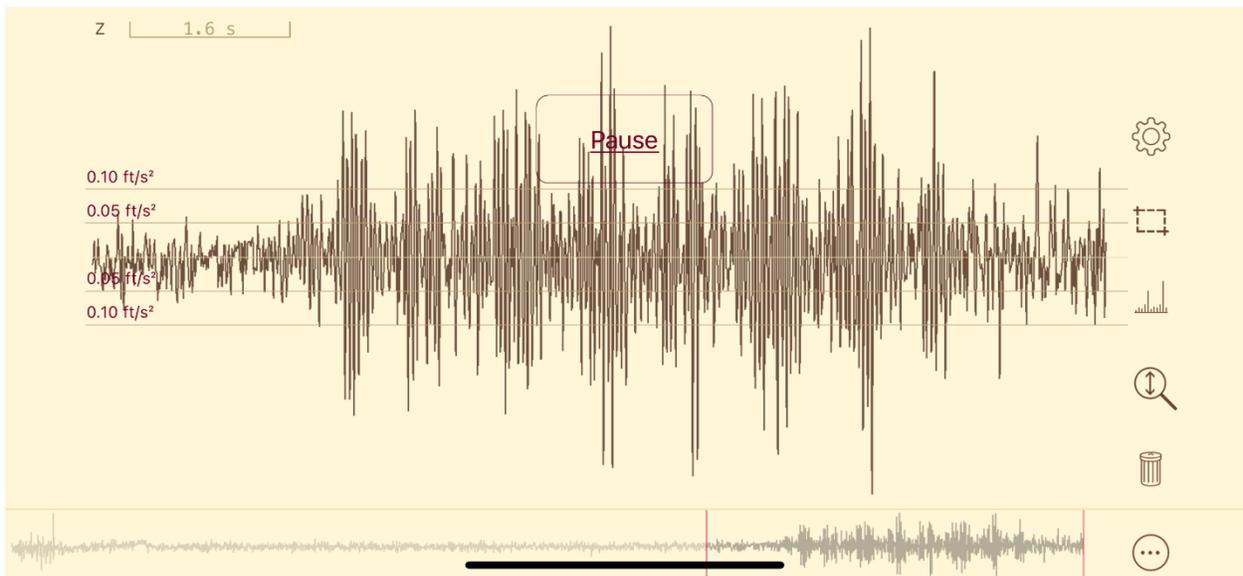
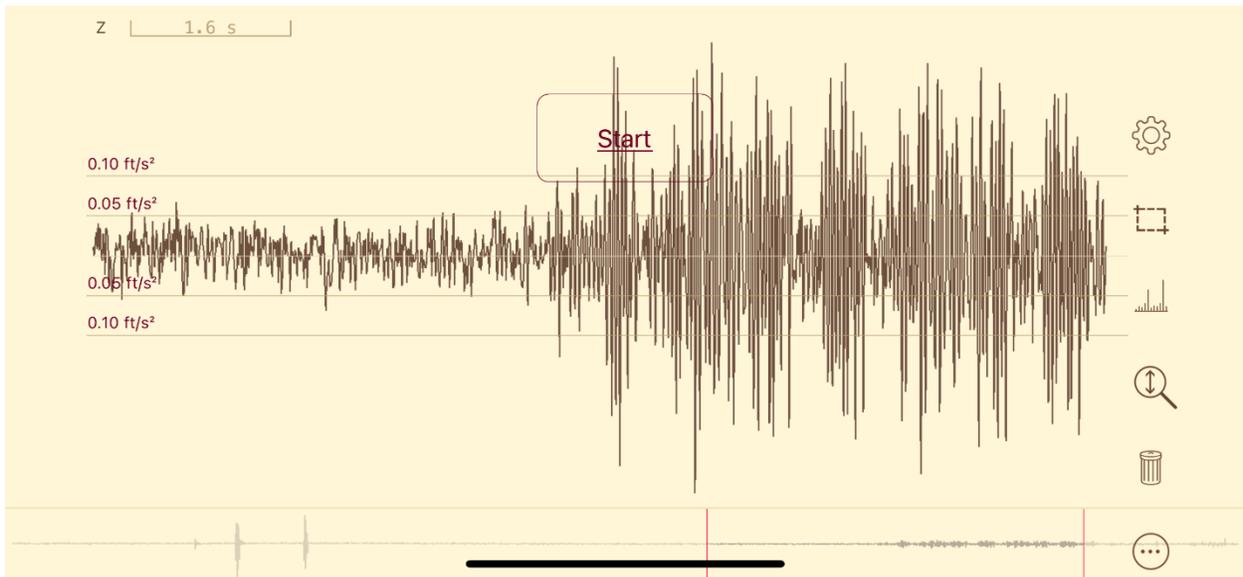
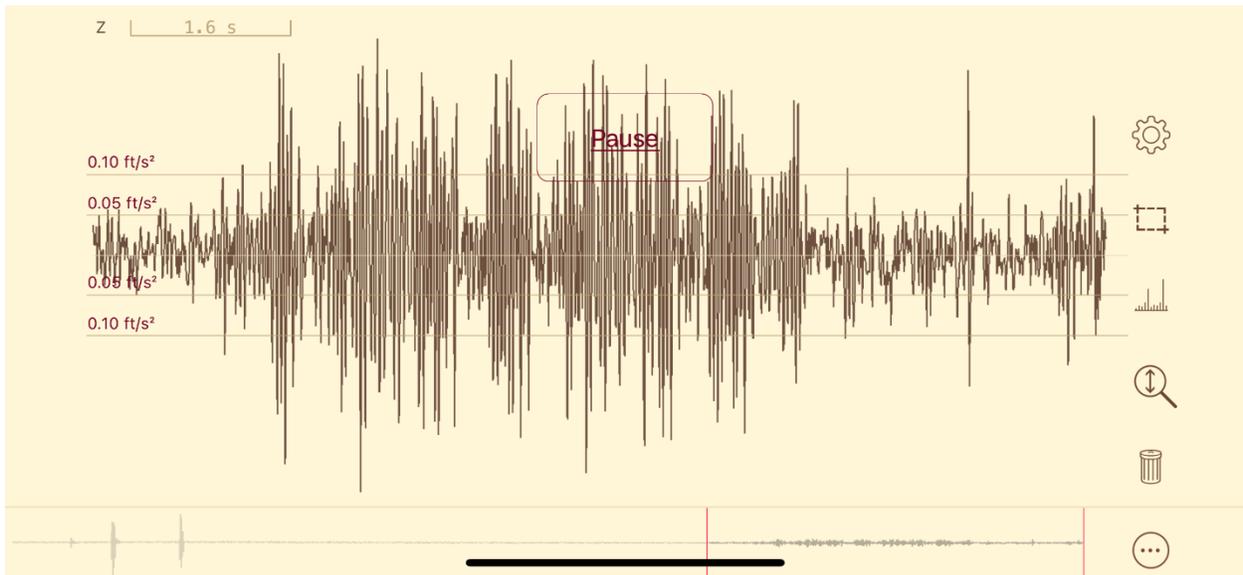
There should be vibration monitoring in site now.

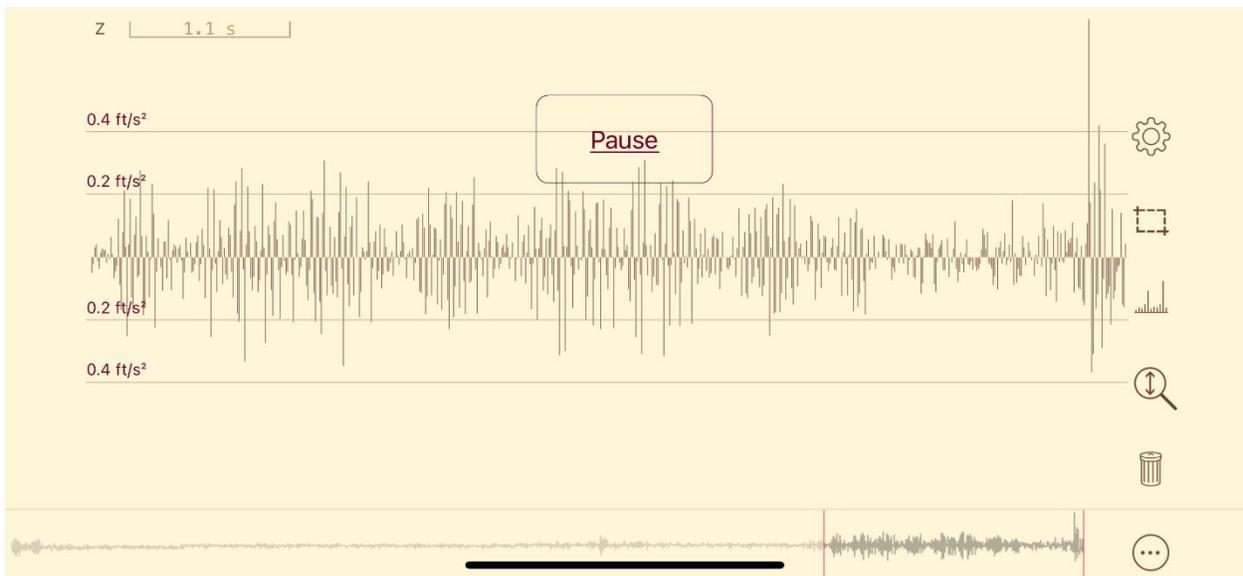
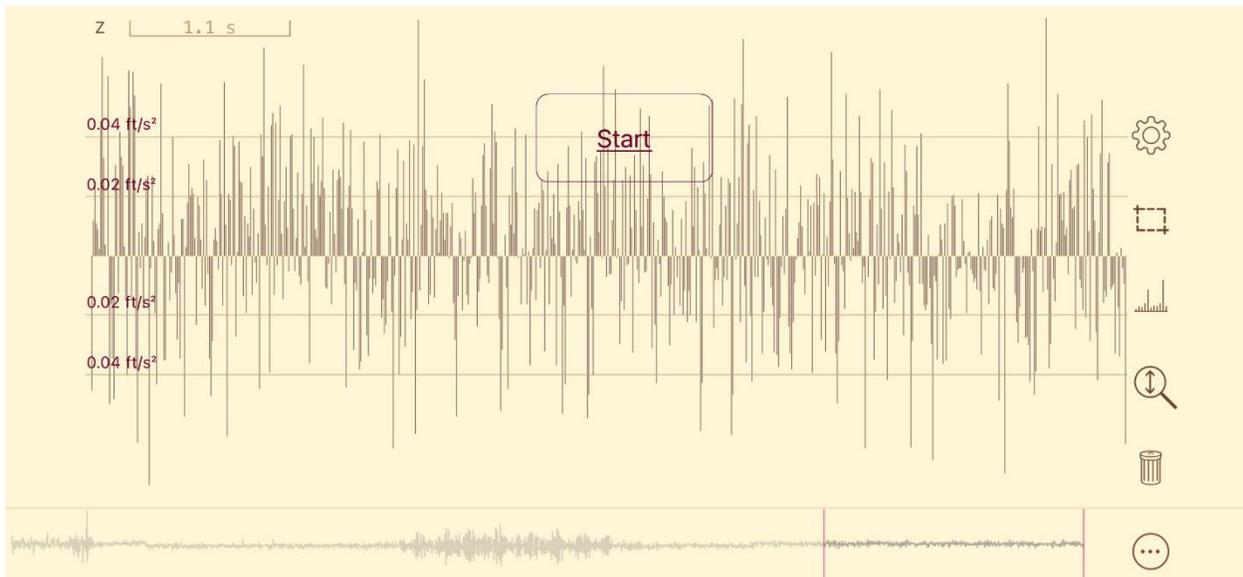
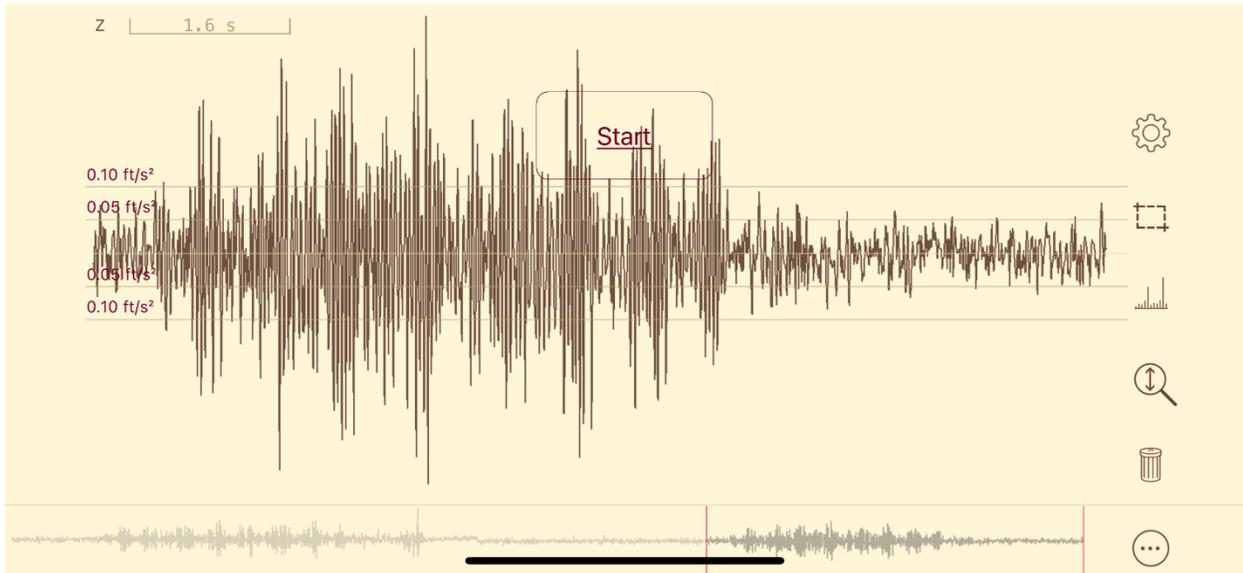
Also, if Caltrain feels the issue will be remediated during final construction stages, it would help our daily anxiety if the process could be explained to us.

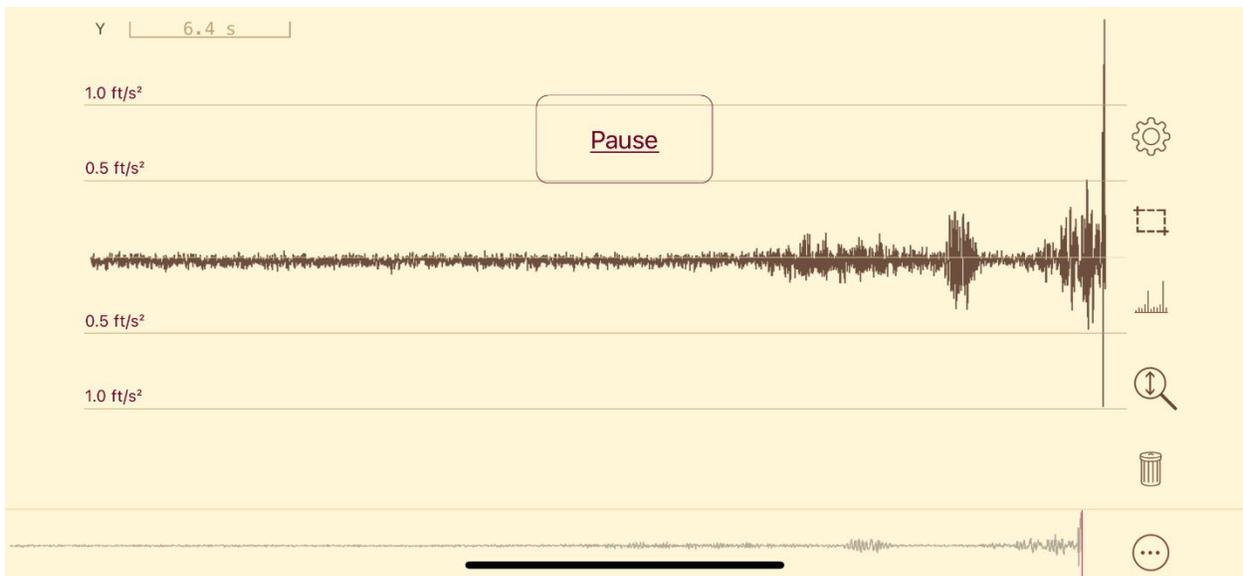
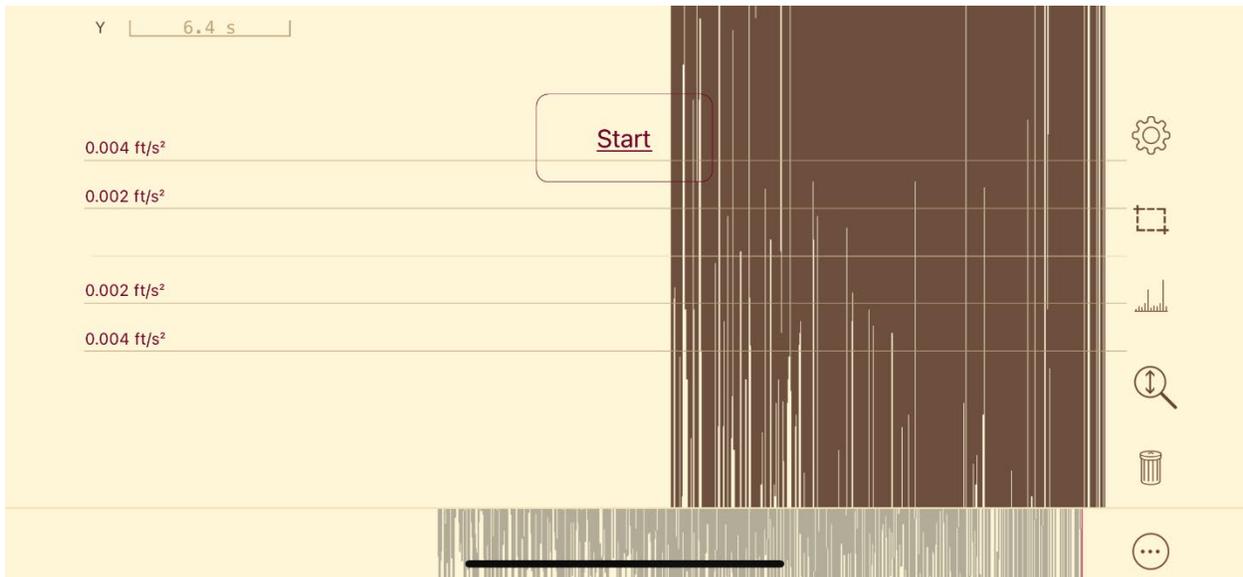
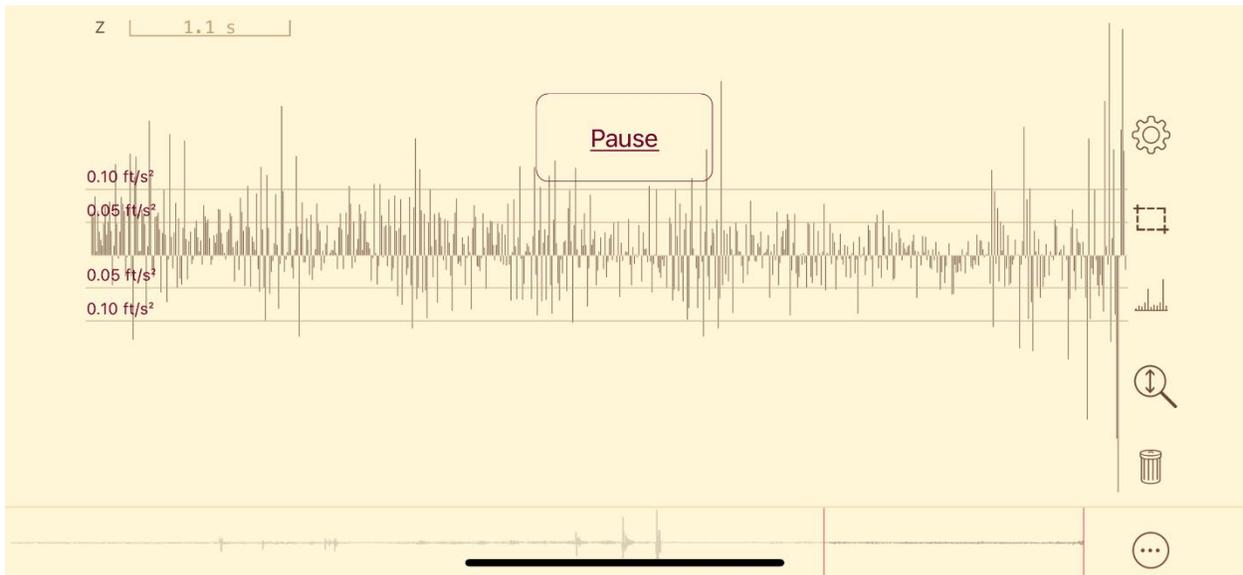
Anne de la Rosa

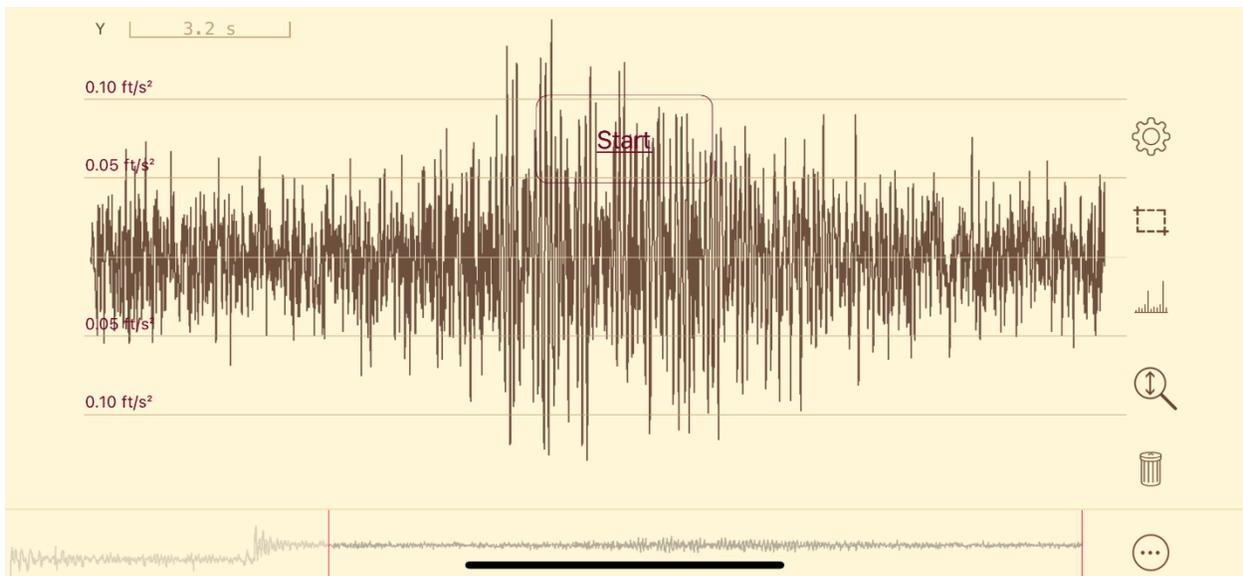
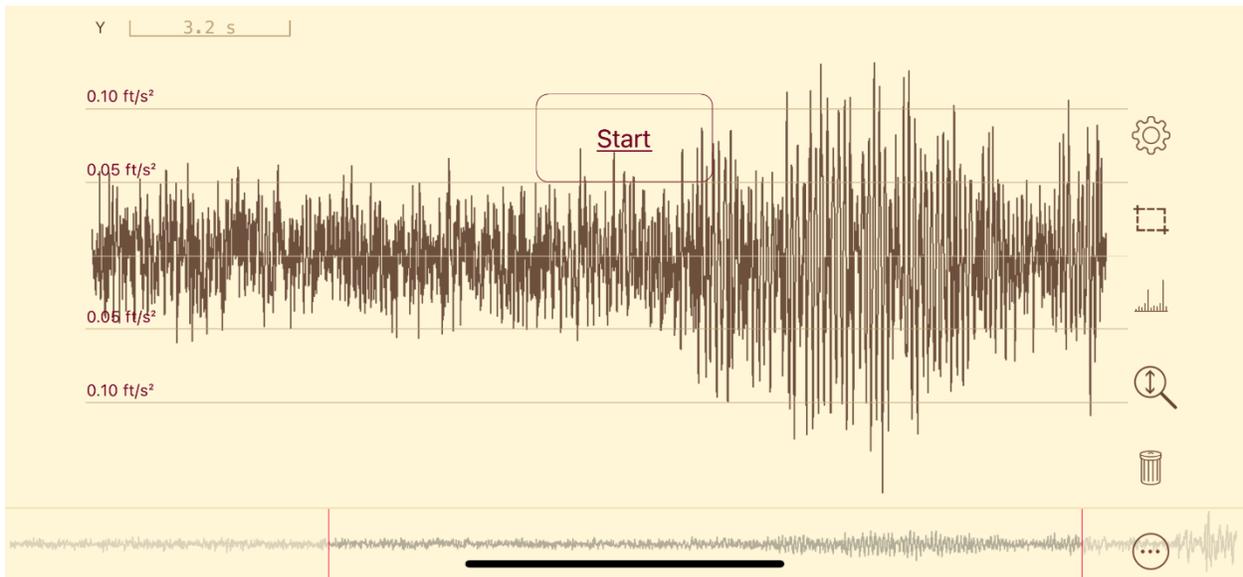
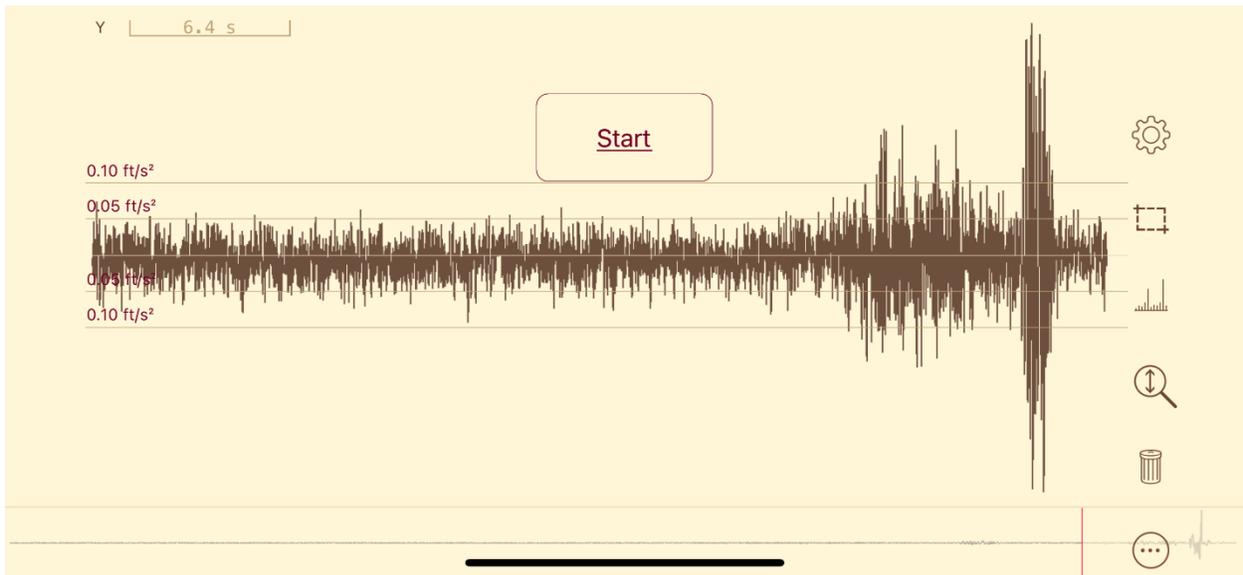
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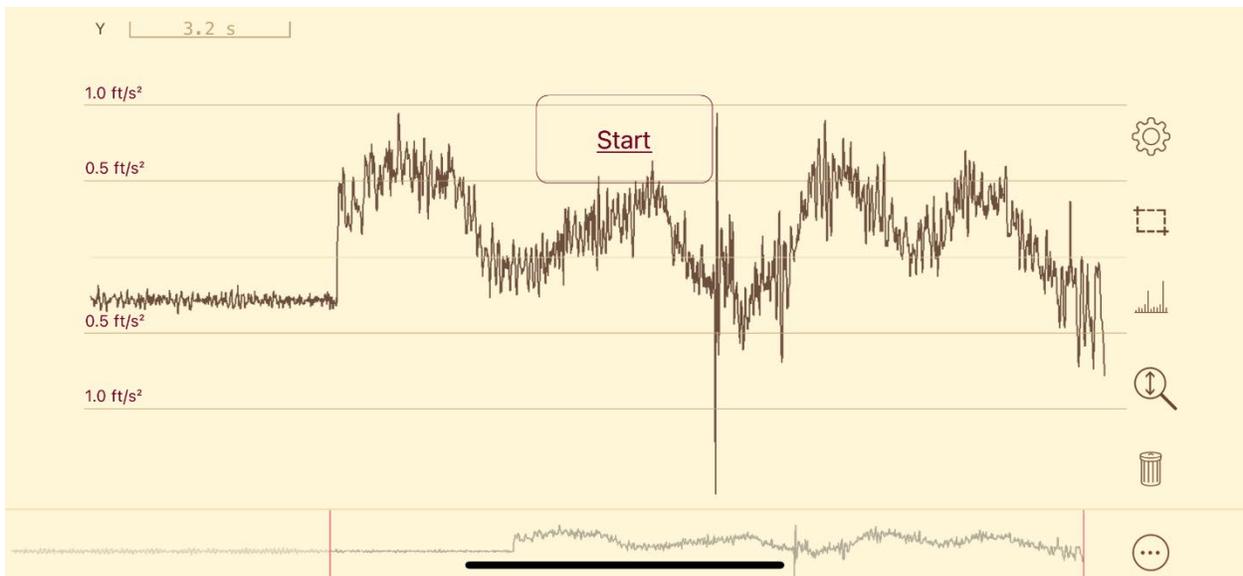
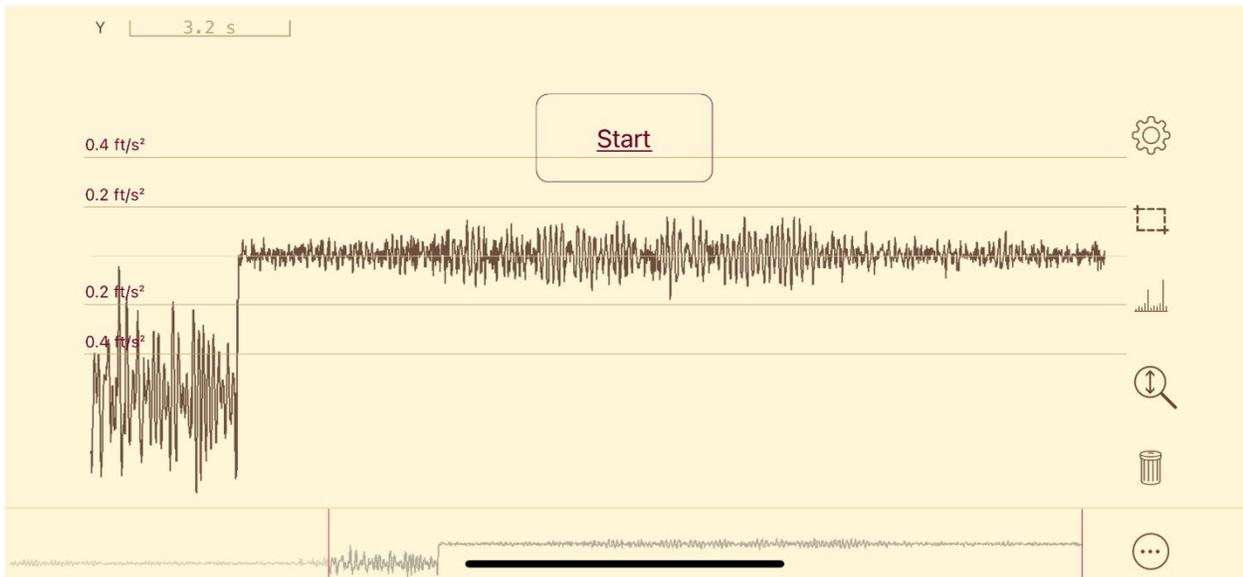
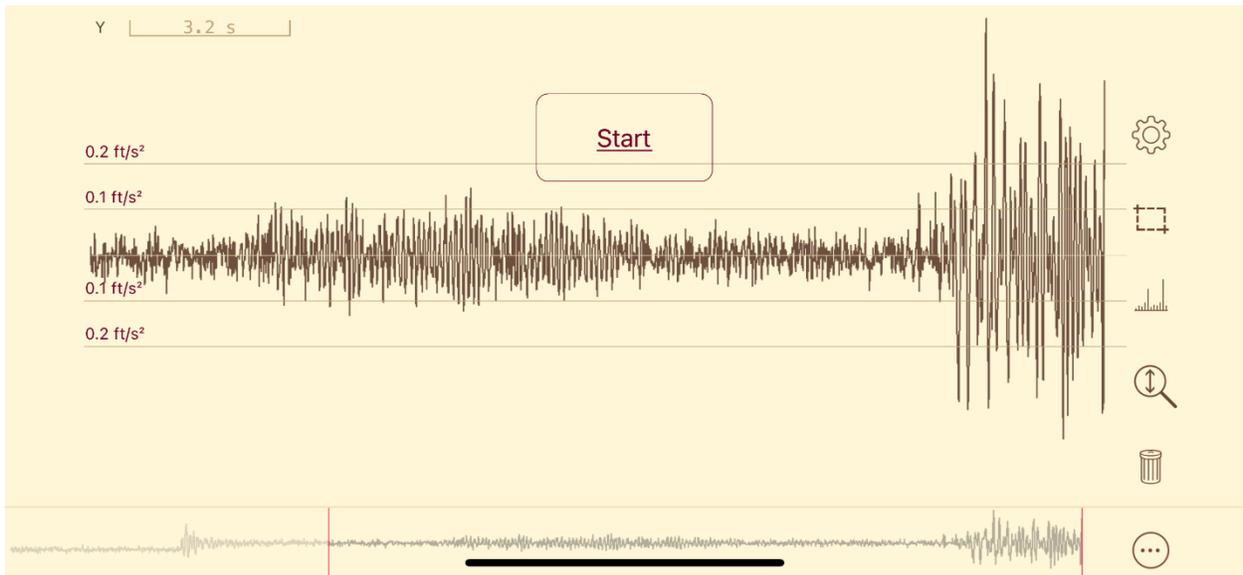
Anne de la Rosa  
[agdelarosa27@gmail.com](mailto:agdelarosa27@gmail.com)

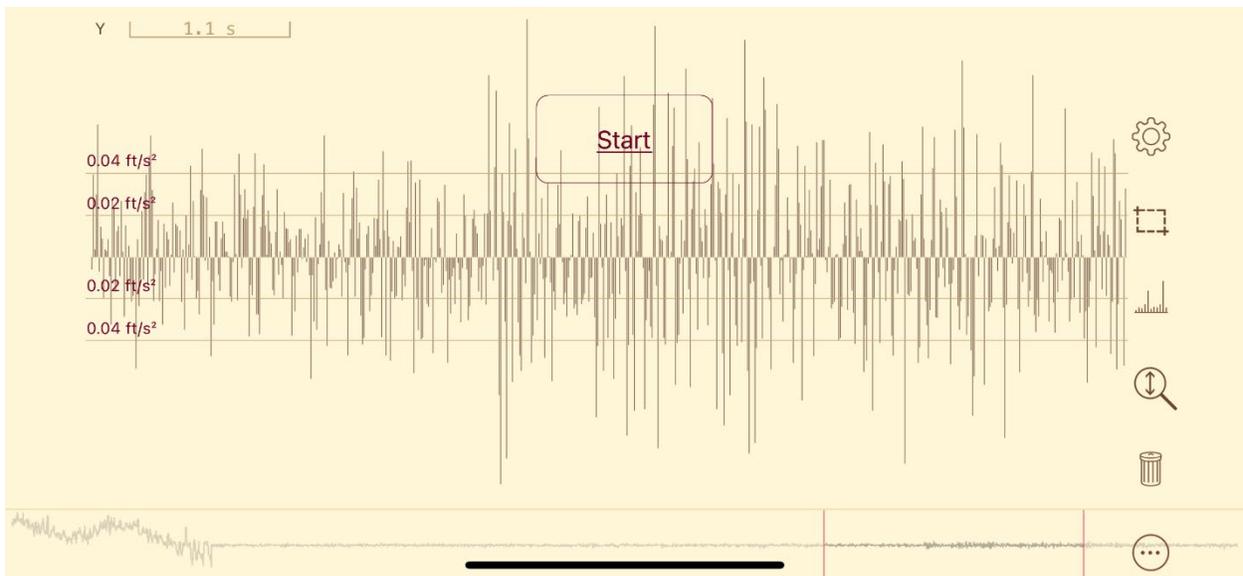
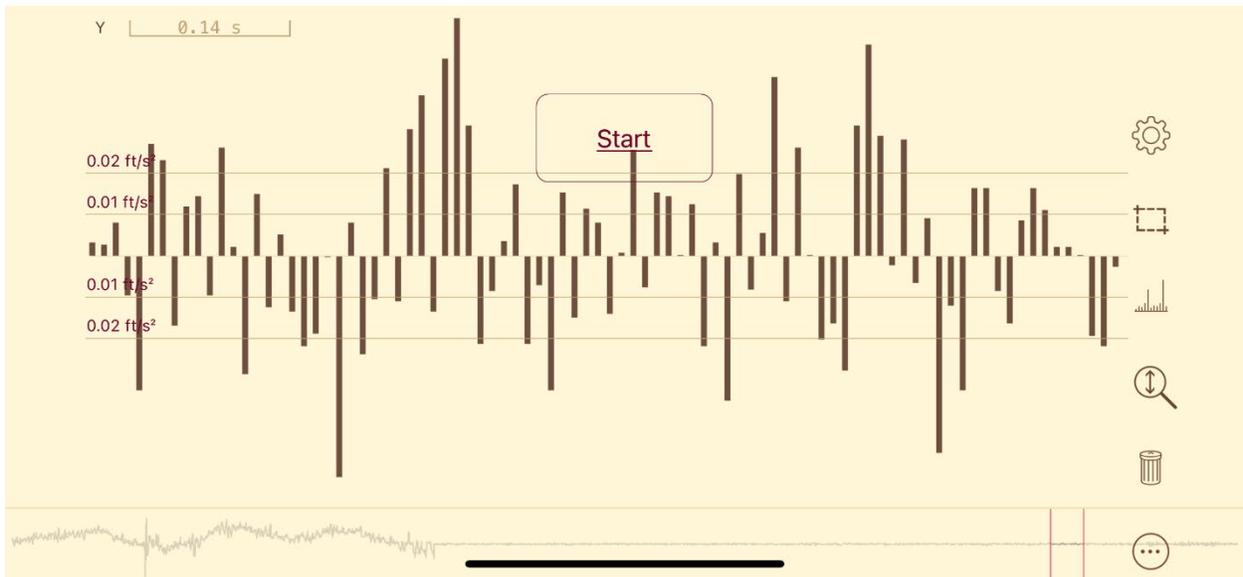
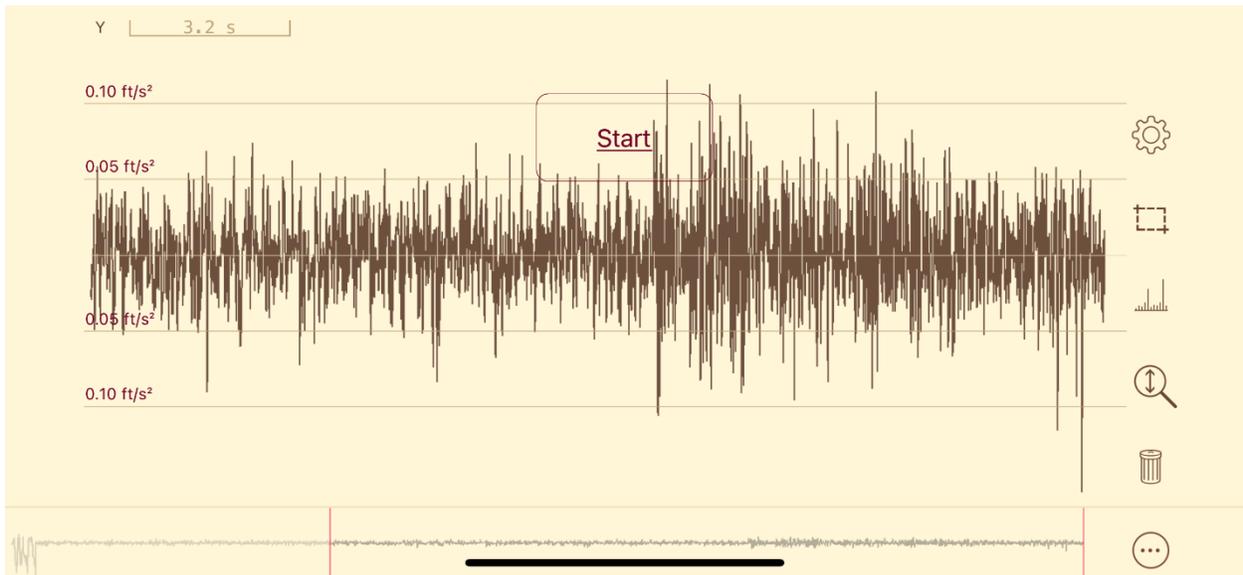


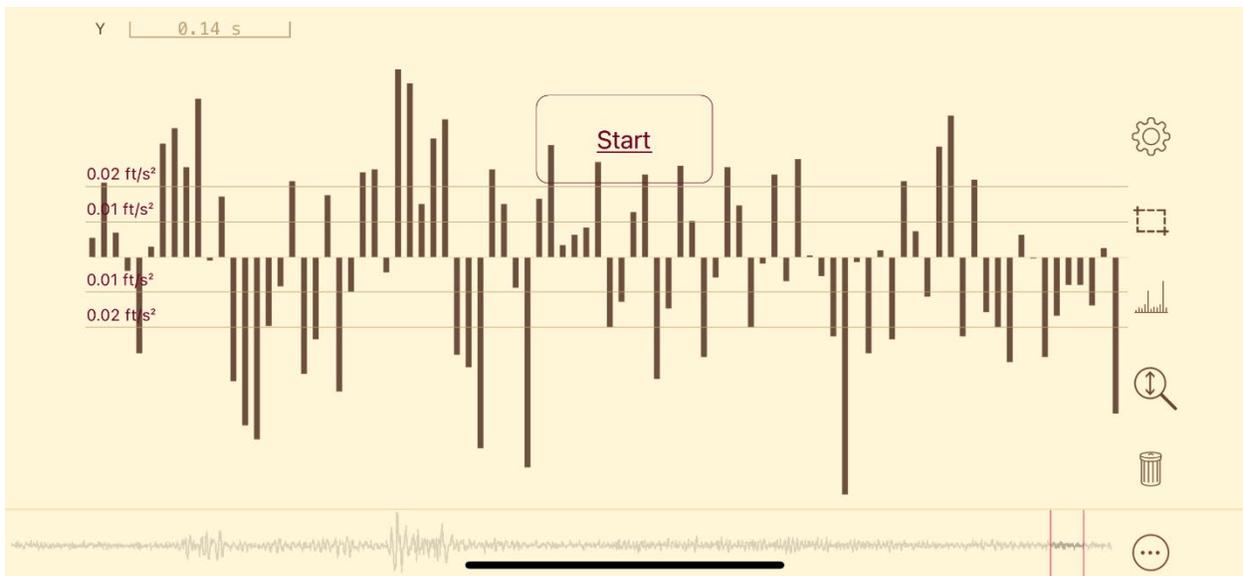
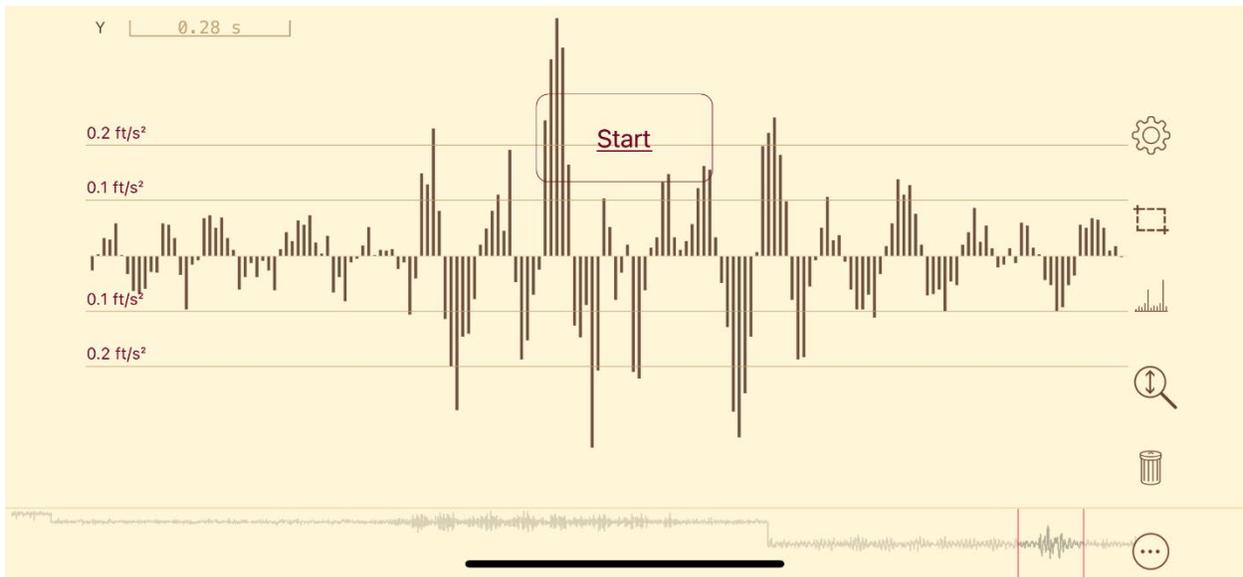
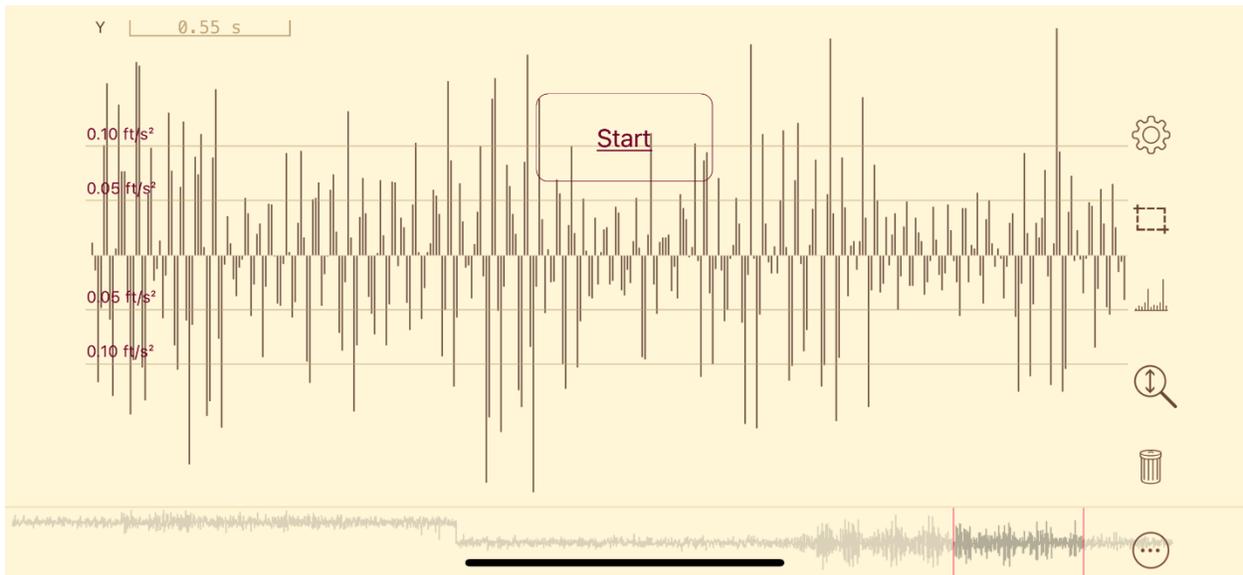


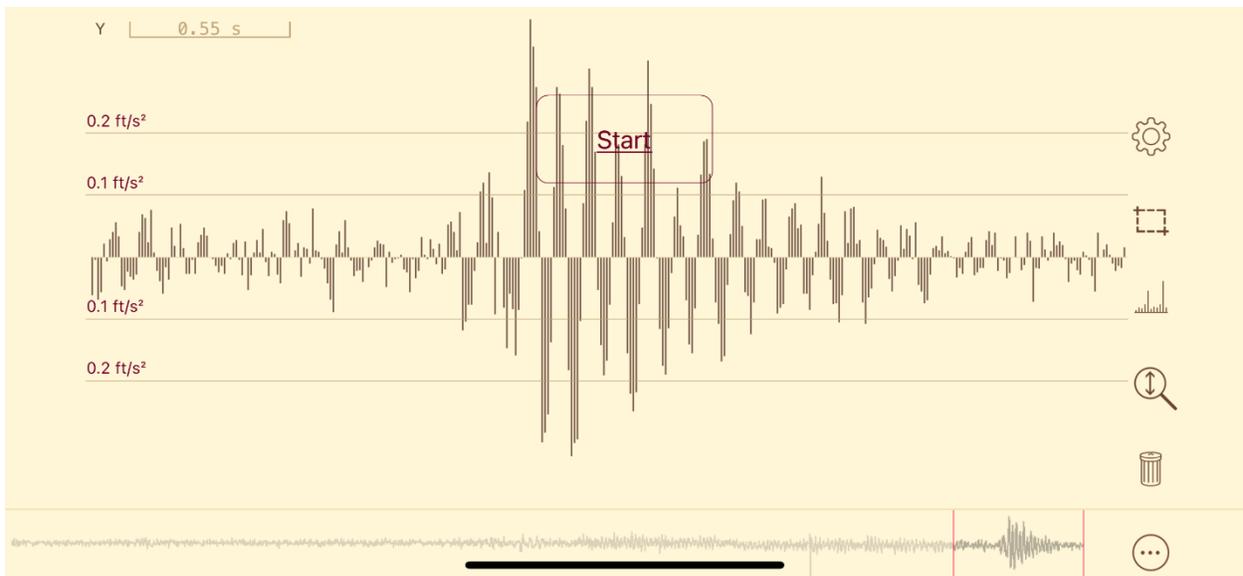
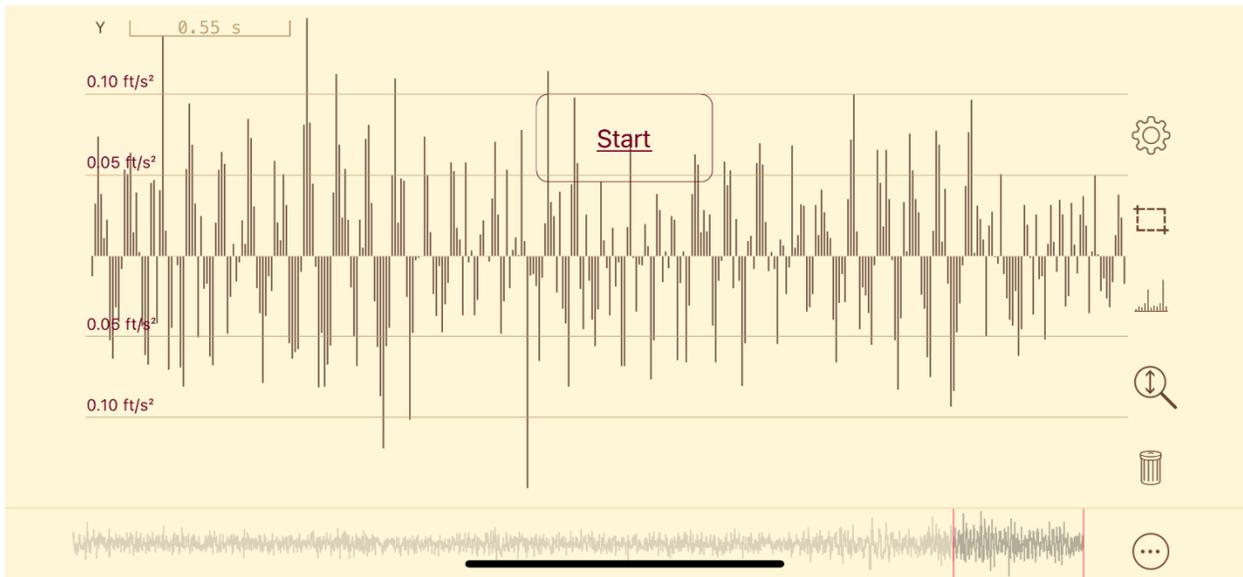
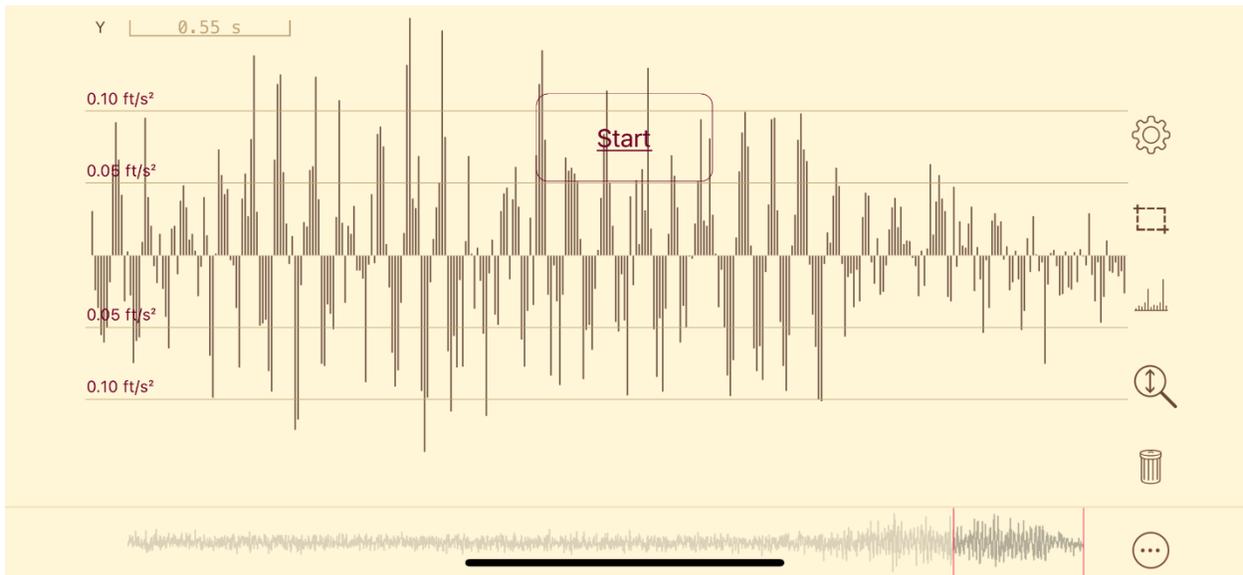


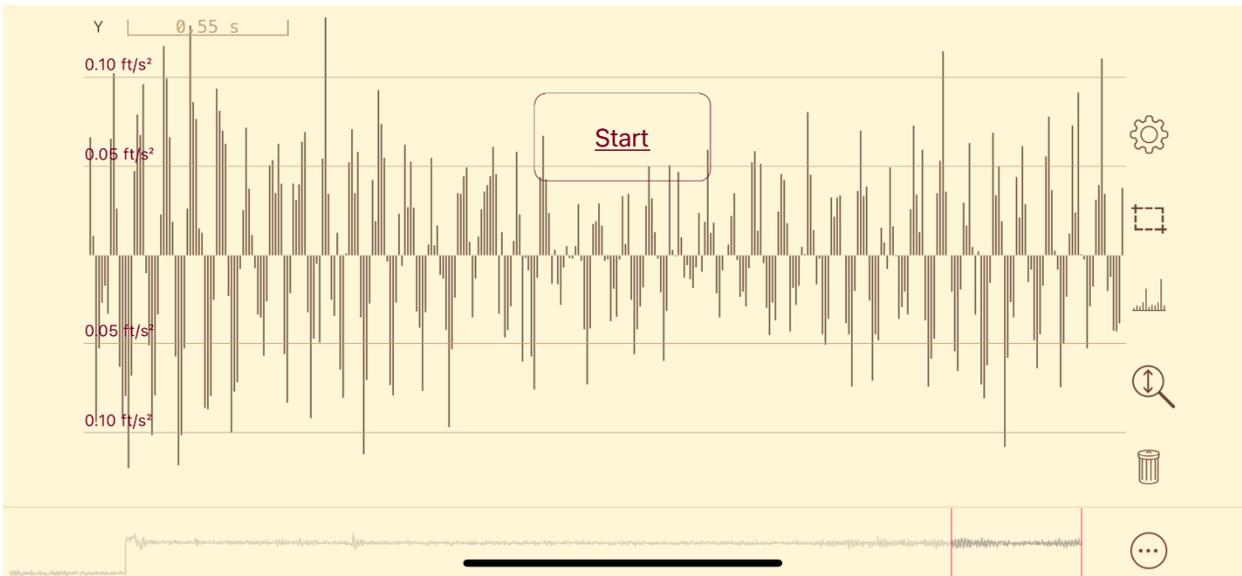
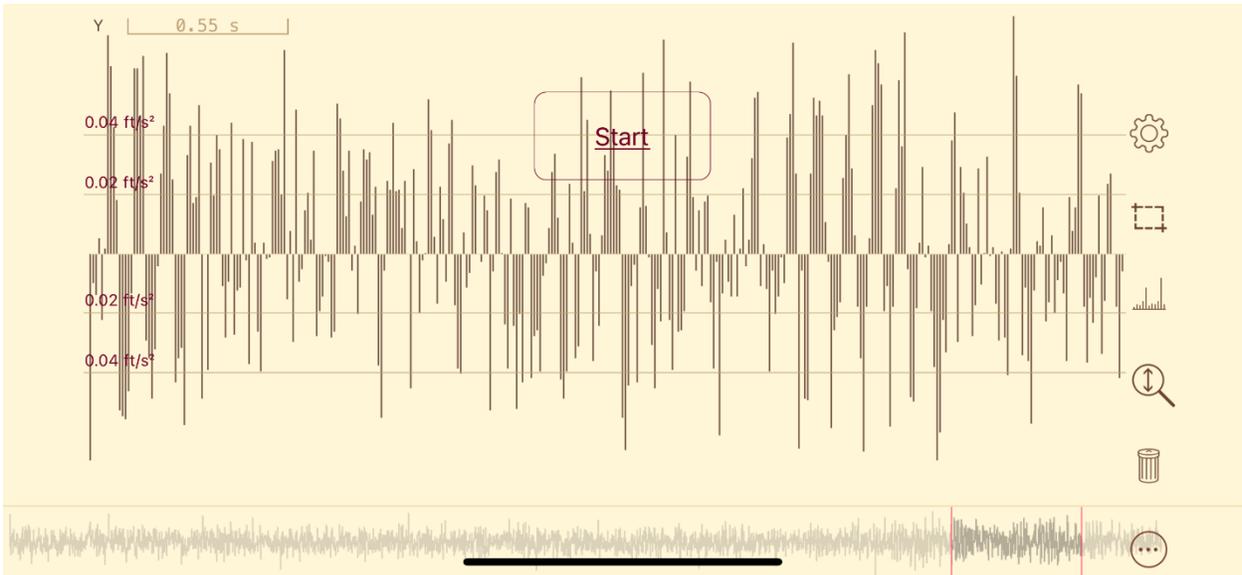
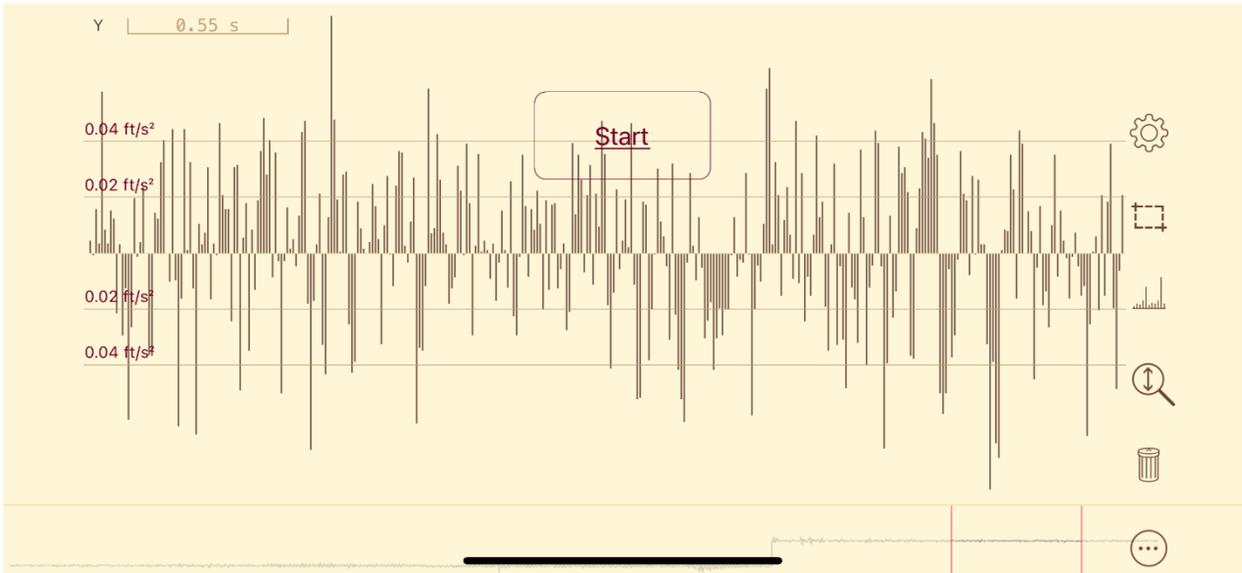


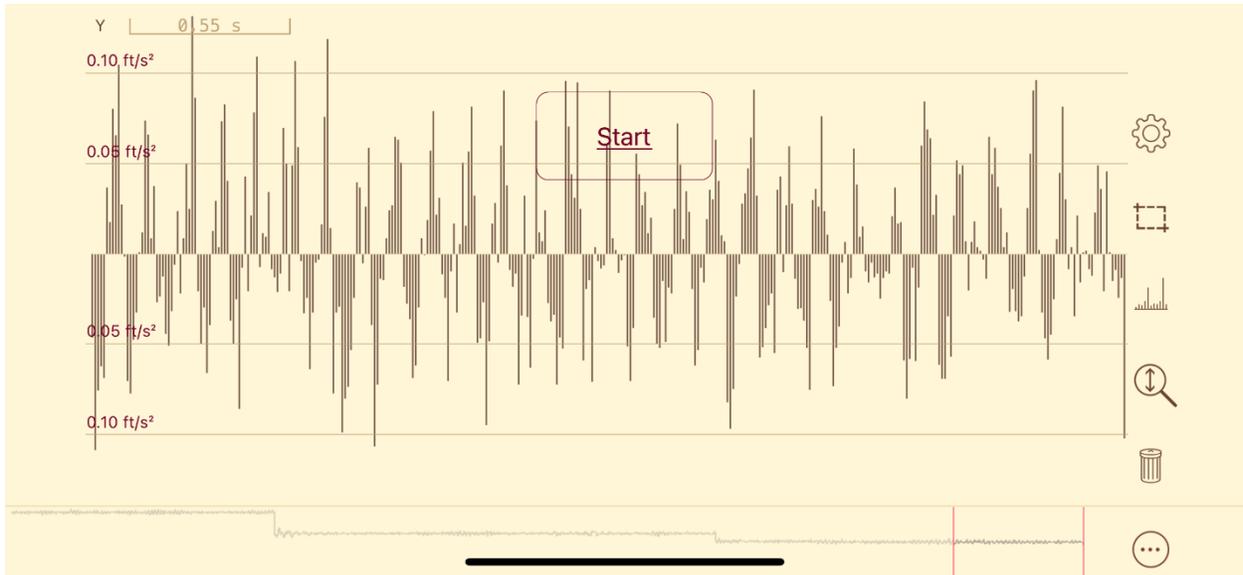
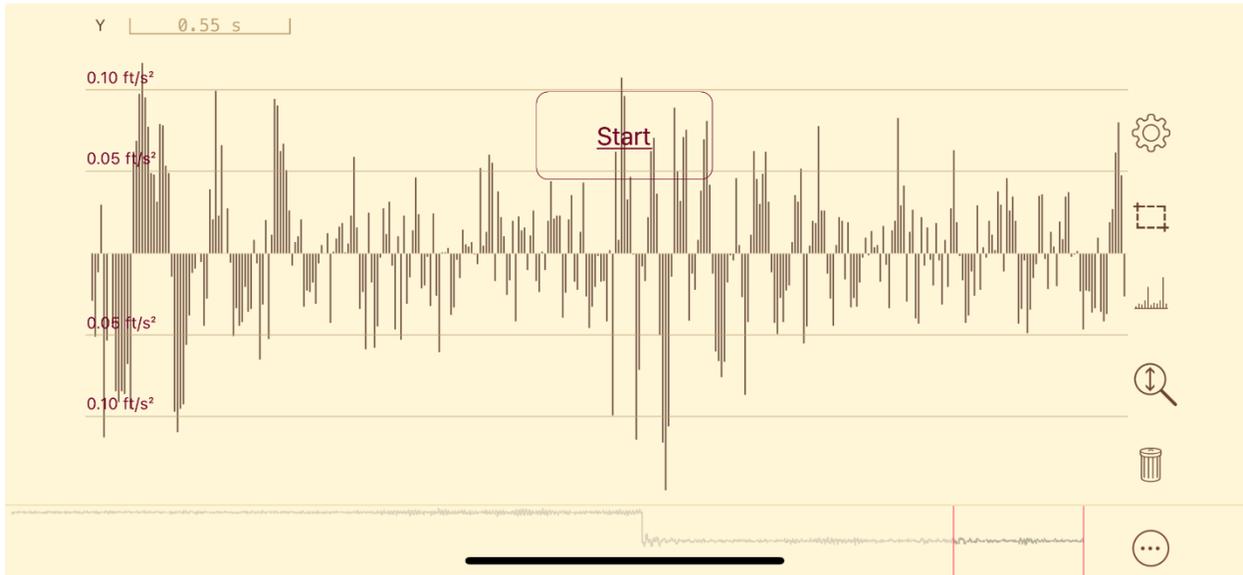












**From:** [Thomas Spitters](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Cc:** [tspitters@yahoo.com](#)  
**Subject:** Transport -- CalTrain.  
**Date:** Tuesday, October 15, 2024 11:50:36 AM

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

To the CalTrain Governance Board :

On October 14, 2024, I traveled in the new, electrified CalTrain from the California Avenue stop to the Hillsdale stop and back to Sunnyvale on an errand of which the following events :

1. A Southbound electric train stopping at California a few minutes after 8 :30 A.M. was clearly marked train 105 San Francisco by its electric signage on the outside of the coach compartments.
2. Upon my return from Hillsdale stop, a group of young women, apparently intoxicated, boarded the train at Hillsdale and were shouting, running and pacing about the inside of compartments 2 - 6 without attempting to find proper seating. This was a public nuisance.
3. There apparently has been an influx of South Asian people, mostly insane, into the San José - Santa Clara - Sunnyvale area, and these individuals appear to spend significant time interfering in official business, spying at transit points and surrounding areas, and engaging in small assemblies that are closed but in public.
4. The bus routes especially now are saturated with passengers sporting their bibles and religious literature, while most of these do appear just to be faithless Jehovahs Witnesses who make a quick study, then walk into churches expecting sainthood and the red carpet treatment.

The individuals carrying on as in 3. and 4. here should be rounded up and put in asylums where they belong, and can begin to learn to lead more productive lives. I am willing to submit these propositions to the Joint Powers Board to prevent these hazards from infecting public transit, and rapid transit further. I'm sorry. Please pardon typographical errors in this writing.

By,

THS

[Yahoo Mail: Search, Organize, Conquer](#)

**From:** [Thomas Spitters](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Cc:** [tspitters@yahoo.com](#)  
**Subject:** Re: Transport -- CalTrain.  
**Date:** Tuesday, October 15, 2024 12:10:39 PM  
**Attachments:** [Note to CalTrain.PDF](#)

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

Please see the attached in view of the previous note with the small type. An excellent day to you, everybody.

Sincerely yours,

Thomas Spitters

[Yahoo Mail: Search, Organize, Conquer](#)

On Tue, Oct 15, 2024 at 11:50 AM, Thomas Spitters <[tspitters@yahoo.com](mailto:tspitters@yahoo.com)> wrote:

To the CalTrain Governance Board :

On October 14, 2024, I traveled in the new, electrified CalTrain from the California Avenue stop to the Hillsdale stop and back to Sunnyvale on an errand of which the following events :

1.  
A Southbound electric train stopping at California a few minutes after 8 :30 A.M. was clearly marked train 105 San Francisco by its electric signage on the outside of the coach compartments.
2.  
Upon my return from Hillsdale stop, a group of young women, apparently intoxicated, boarded the train at Hillsdale and were shouting, running and pacing about the inside of compartments 2 - 6 without attempting to find proper seating. This was a public nuisance.
3.  
There apparently has been an influx of South Asian people, mostly insane, into the San José - Santa Clara - Sunnyvale area, and these individuals appear to spend significant time interfering in official business, spying at transit points and surrounding areas, and engaging in small assemblies that are closed but in public.
4.  
The bus routes especially now are saturated with passengers sporting their bibles

and religious literature, while most of these do appear just to be faithless Jehovahs Witnesses who make a quick study, then walk into churches expecting sainthood and the red carpet treatment.

The individuals carrying on as in 3. and 4. here should be rounded up and put in asylums where they belong, and can begin to learn to lead more productive lives. I am willing to submit these propositions to the Joint Powers Board to prevent these hazards from infecting public transit, and rapid transit further. I'm sorry. Please pardon typographical errors in this writing.

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By,

THS

**From:** [Coit Frandsen](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** Schedule???  
**Date:** Tuesday, October 15, 2024 5:40:23 PM

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

Can you please explain why south county residents are just getting passed over. Please explain the schedule going forward for south valley customers. Right now to wait on a track in the weather just doesn't seem like any improvement. Why is there not 4 trains leaving with the 4 trains arriving in Gilroy as what it was before. Maybe this is temporary(hoping we are not out here when it's 40 degrees in the middle of winter with winds). So please explain the final schedule of what you want for us

Sent from Coit Frandsen (408)722-4804

**From:** [Benjamin Elkins](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** Feedback regarding your review of on time train performance  
**Date:** Tuesday, October 15, 2024 6:06:56 PM

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You don't often get email from benjamin.elkins@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 Board of Directors,

I am a daily train commuter and overall I'm very grateful to have our commuter rail service. However, on-time performance during commute hours leaves a lot to be desired. I'm sure everyone's trying to be understanding with the introduction of the electric service. However, we were having problems before the electric service and those problems continue.

I have looked at your most recent board minutes and I don't think you are looking at on time train performance correctly. It appears that your Exhibits look at on-time performance equally across all trains. However, this is a misleading way to look at on-time train performance since the vast majority of riders are riding during commute hours. I submit to you that you should be looking at on-time performance during peak hours separately from the rest of the train schedule. That will give a more accurate representation of what most of your ridership experiences in terms of time performance. As it is, I think your exhibits give an overly optimistic picture of on-time performance and hide the fact that during commute hours, the trains are often running behind schedule.

Thank you for your consideration.

Warmly,  
Ben

Benjamin Elkins  
[benjamin.elkins@gmail.com](mailto:benjamin.elkins@gmail.com)

**From:** [Thomas Spitters](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Cc:** [tspitters@yahoo.com](#)  
**Subject:** Fw: Transport -- CalTrain.  
**Date:** Wednesday, October 16, 2024 10:27:45 AM  
**Attachments:** [Note to CalTrain.PDF](#)

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There might be some ambiguity given a note I sent in and a separate .pdf memorandum given a difference in observations as narrated and documented first in an email, then in a memo : See item 3. in the .pdf memorandum which should be annotated for the concerned, subject matter parties using transit points, transit centers and stations to carry on illegal surveillance. Good day. Good luck also.

Sincerely yours,

Thomas Spitters

[Yahoo Mail: Search, Organize, Conquer](#)

----- Forwarded Message -----

**From:** "Thomas Spitters" <[tspitters@yahoo.com](mailto:tspitters@yahoo.com)>  
**To:** "Board@Caltrain.com" <[Board@Caltrain.com](mailto:Board@Caltrain.com)>  
**Cc:** "tspitters@yahoo.com" <[tspitters@yahoo.com](mailto:tspitters@yahoo.com)>  
**Sent:** Tue, Oct 15, 2024 at 12:10 PM  
**Subject:** Re: Transport -- CalTrain.

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Sincerely yours,

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THS

[Yahoo Mail: Search, Organize, Conquer](#)

On October 14, 2024, I traveled in the new, electrified CalTrain from the California Avenue stop to the Hillsdale stop and back to Sunnyvale on an errand of which the following events :

1. A Southbound electric train stopping at California a few minutes after 8 :30 A.M. was clearly marked train 105 San Francisco by its electric signage on the outside of the coach compartments.
2. Upon my return from Hillsdale stop, a group of young women, apparently intoxicated, boarded the train at Hillsdale and were running and pacing about the inside of compartments 2 - 6 without attempting to find proper seating. This was a public nuisance.
3. There apparently has been an influx of South Asian people, mostly insane, into the San José - Santa Clara - Sunnyvale area, and these individuals appear to spend significant time interfering in official business, spying, and engaging in small assemblies.
4. The bus routes especially now are saturated with passengers sporting their bibles and religious literature, while most of these do appear just to be faithless Jehovahs Witnesses who make a quick study, then walk into churches expecting sainthood and the red carpet treatment.

The individuals carrying on as in 3. and 4. here should be rounded up and put in asylums where they belong, and can begin to learn to lead more productive lives. I am willing to submit these propositions to the Joint Powers Board to prevent these hazards from infecting public transit, and rapid transit further. Please pardon typographical errors in this writing.

By,

THS

**From:** [Caltrain BOD Public Support](#)  
**To:** [odwestcrm@icloud.com](mailto:odwestcrm@icloud.com)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Do any of you ride caltrain and muni?  
**Date:** Thursday, October 17, 2024 3:32:15 PM

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Dear Michael Klein,

Thank you for sharing your feedback regarding the T line service. I sincerely apologize for the inconsistencies you've experienced. Please note that the T line is operated by Muni, we encourage you to reach out directly to Muni for further assistance and to share your concerns with them. You can contact Muni at <https://www.sfmta.com/contact-us>

Thank you for your understanding.

Best regards,  
Your Caltrain BOD Public Support Team

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From: Michael Klein <odwestcrm@icloud.com>  
Sent: Friday, October 4, 2024 5:03:31 AM (UTC+00:00) Monrovia, Reykjavik  
To: Board (@caltrain.com)  
Subject: Do any of you ride caltrain and muni?

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Apparently not. You have got to get the T line connection CONSISTENT! Too many times in the last 30 days the connections are either very late from the timing board or are just outright lies and the train doesn't come.

I want to take public transport but when it takes 2 hours for what should take 45 minutes, but if I can't rely on your service then I will use fossil fuels.

Im driving in for now on because I can't trust your service.  
Sent from my iPhone

**From:** [Caltrain BOD Public Support Board \(@caltrain.com\)](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** Fw: New Caltrain schedule in relation to Healthcare workers.  
**Date:** Thursday, October 17, 2024 3:43:00 PM

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**From:** Jan Alexis Salandanan <[SalandananJ@samtrans.com](mailto:SalandananJ@samtrans.com)>  
**Sent:** Wednesday, October 16, 2024 11:31 AM  
**To:** Kevin Luk <[kevinluk33@gmail.com](mailto:kevinluk33@gmail.com)>  
**Subject:** RE: Caltrain Comment - 940695

To Kevin Luk,

You are most welcome. Thank you, in turn, for getting back to me so quickly. I have updated your report with the additional information you provided and forwarded your feedback to our Operations Planning team for further handling.

Operations Planning, of course, closely monitors the performance of our service to guide their scheduling, but they also rely on feedback they receive from internal and external customers to inform their decision making. So, thank you again for taking the time to send us your comments on your experiences with our current service; it really does help.

Kind regards,

**Alexis Salandanan**

San Mateo County Transit District  
Customer Service Dept.  
1250 San Carlos Avenue  
San Carlos, CA 94070-1306

1-800-660-4287

[www.smctd.com](http://www.smctd.com)

**From:** Kevin Luk <[kevinluk33@gmail.com](mailto:kevinluk33@gmail.com)>  
**Sent:** Tuesday, October 15, 2024 8:08 PM  
**To:** Jan Alexis Salandanan <[SalandananJ@samtrans.com](mailto:SalandananJ@samtrans.com)>  
**Subject:** Re: Caltrain Comment - 940695

Hey Alexis,

Thank you for your response. I can definitely give you more details about my previous commute times.

I travel from Burlingame to Palo Alto for work in the morning. I am a nurse at Stanford. Prior to the new electrification schedule, I was taking the 5:53am express train from San Mateo to Palo Alto, arriving there by 6:15am.

From Palo Alto station, I would take the Stanford bus at 6:24 and arrive to work around 6:35am. My shift starts at 6:40am. This is the starting time for majority of nurses at Stanford.

Now with the new schedule, the only train that works for me is the first southbound train in the morning, leaving from Burlingame at 5:20 and arriving to Palo Alto at 5:43. I take the Stanford bus from there and arrive to the hospital at 6AM.

That is a whole 40 mins earlier than before. The next train from Burlingame would be the 6:20am and would arrive to Palo Alto at 6:43am, which is already too late for nurses like me. It has definitely been frustrating that there's no train in between those times.

It would be great to have another train or even an express train like before that would allow an arrival time to Palo Alto between 6-6:15am. That would allow us to take the 6:17 Stanford shuttle and arrive to work by 6:30.

If there are any other details you would like me to provide, I can definitely do so.

Thank you for your time. Looking forward to hearing back from you.

Kevin Luk

**From:** Jan Alexis Salandanan  
**Sent:** Tuesday, October 15, 2024 11:38 AM  
**To:** [kevinluk33@gmail.com](mailto:kevinluk33@gmail.com)  
**Subject:** Caltrain Comment - 940695

To Kevin Luk,

Thank you for contacting Caltrain. We appreciate you taking the time to send us your feedback on how we can improve our service. And we would very much like to forward your request to the proper parties for consideration. However, before we proceed, please provide us with more details regarding your commute. To be clear, we at Caltrain are well aware of the many issues that have been impacting our service these past weeks, and we are monitoring our

service as we plan for the future. However, no matter our own efforts, it is always helpful to us to have more granularity in our data—and firsthand accounts from our riders gives us exactly that—so we are reaching back out to customers who reached out to us to ensure their feedback has the most impact possible in guiding how we improve.

At your convenience, could you let us know where in our schedules you would most prefer to see change? We understand you and your coworkers take the first train in the morning, but we are not sure if this was the first northbound or first southbound train. Additionally, we are not sure of what exactly you would like to see adjusted to make our schedule more conducive to commuting. We apologize for the added hassle, but please keep in mind that we are operating with a limited pool of resources; even if we are able to accommodate riders' requests, it may only be in part, meaning it would be helpful to our process to know where riders feel we need to prioritize service.

Kind regards,

**Alexis Salandan**

San Mateo County Transit District  
Customer Service Dept.  
1250 San Carlos Avenue  
San Carlos, CA 94070-1306  
1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

Your Caltrain BOD Public Support Team

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**From:** Kevin Luk <kevinluk33@gmail.com>  
**Sent:** Tuesday, October 15, 2024 1:05:17 PM (UTC+00:00) Monrovia, Reykjavik  
**To:** Board (@caltrain.com) <Board@caltrain.com>  
**Subject:** New Caltrain schedule in relation to Healthcare workers.

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Hello, I am a healthcare worker who takes Caltrain to work every morning to Palo Alto. With the recent schedule change, there are less accommodating times available. Speaking with fellow coworkers, we are all having to take the first train out in the morning, which forces us to be early to work for about 40 minutes. Our shifts start at 6:40am but now we are arriving at 6:00am. I am writing to ask if there is a possibility to adjust the Caltrain schedule at some

point.

Thank you for your time.

Kevin Luk

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**From:** Jeff Tangney <tangneyjeff@gmail.com>  
**Sent:** Thursday, October 17, 2024 5:15 PM  
**To:** Board (@caltrain.com)  
**Subject:** Line around block 5min before departure

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Super annoying. The train is here & ready. But the train workers are too lazy to let us on board. Doors should open 20min prior to avoid run/stress/lines.





**From:** [Caltrain BOD Public Support](#)  
**To:** [anijacob415@gmail.com](mailto:anijacob415@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Caltrain new schedule  
**Date:** Friday, October 18, 2024 2:02:18 PM

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Dear Rani Jacob,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence. Thank you for your feedback. We understand the frustration the recent schedule changes have caused, especially for those who rely on our services to reach their workplaces on time, including hospital staff. We apologize for any inconvenience this has caused. We worked closely with various stakeholders, including Stanford, to design the new schedule based on an analysis of ridership patterns and service efficiency. We recognize that these changes may not meet every rider's particular needs.

In designing our service plan, we implemented clock-faced schedules and even headways to provide more reliable and predictable service. We also ensured that our schedules connect with other transit agencies like BART, allowing for smoother transfers and a more integrated travel experience. However, we face several constraints, including financial limitations and operational challenges, which we must balance when creating a schedule. We strive to optimize our resources while meeting the diverse needs of our community.

Your input is valuable, and we will bring it to the attention of our scheduling team for further consideration. Thank you for your patience and for sharing your thoughts with us.

Your Caltrain BOD Public Support Team

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From: Rani Jacob <[ranijacob415@gmail.com](mailto:ranijacob415@gmail.com)>  
Sent: Wednesday, September 18, 2024 6:11:09 AM (UTC-08:00) Pacific Time (US & Canada)  
To: Board (@caltrain.com)  
Subject: Caltrain new schedule

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Hi Officer,

My name is Rani, and I'm a registered nurse who takes Caltrain to work. I usually board the train from Millbrae to Palo Alto. The new timing is not going to help me or other passengers. I take the train to work from Millbrae @ 5:46 and it reaches Palo Alto 6:12. My request is to please keep this train time as it is.

Regards,  
Rani Jacob  
Sent from my iPhone

**From:** [Caltrain BOD Public Support](#)  
**To:** [sampatnamrata@gmail.com](mailto:sampatnamrata@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Re: LOUD siren exceeding 5-10 mins at Diridon station 10 pm onwards 9/19  
**Date:** Friday, October 18, 2024 2:48:41 PM

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Dear Namrata Sampat,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence. Thank you for reaching out and bringing this issue to our attention. I sincerely apologize for the disturbance caused by the loud siren near Diridon Station last night. Train 134 was experiencing technical difficulties with its horn. Our engineer reported that the horn was broken and stuck, causing it to remain on from the time they left San Francisco Station. Unfortunately, this issue continued until they arrived in Redwood City and persisted all the way to Tamien Station. I'm pleased to inform you that the horn has now been repaired. We understand the impact this noise has on the community, and we appreciate your patience as we work through these challenges. Thank you for your understanding, and please let us know if you have any further concerns.

Best regards,

Your Caltrain BOD Public Support Team

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**From:** Namrata Sampat <[sampatnamrata@gmail.com](mailto:sampatnamrata@gmail.com)>  
**Sent:** Thursday, September 19, 2024 10:50:37 PM (UTC-08:00) Pacific Time (US & Canada)  
**To:** Board (@caltrain.com) <[Board@caltrain.com](mailto:Board@caltrain.com)>  
**Subject:** LOUD siren exceeding 5-10 mins at Diridon station 10 pm onwards 9/19

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Hi Peninsula Corridors joint board,

What happened near Diridon station tonight? Since 10 pm, we have been bombarded with a LOUD long siren twice already. The second such bust went on for nearly 10 minutes and even after that I could hear it muffled in the distance.

See the videos to understand how truly loud this was at Cahill Park townhouses on Laurel Grove Ln. Please don't turn down your speaker volume. I have a 1.5 min version which I cannot attach due to file size limitations.

This was a ridiculous amount of noise. Please explain to the communities next to Diridon station. We use these trains the most.

Thank you,  
Namrata

**From:** [Caltrain BOD Public Support](#)  
**To:** [milobmx@sbcglobal.net](mailto:milobmx@sbcglobal.net)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: New Electric Train Schedule  
**Date:** Friday, October 18, 2024 3:04:50 PM

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Dear Andrew Velasco,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence. Thank you for reaching out to Caltrain and sharing your feedback. We sincerely apologize for any inconvenience caused by the recent schedule changes and the delays experienced during the first week of fully electrified service. Caltrain undertook an extensive planning process to develop the new schedule, which included public and stakeholder engagement, as well as a thorough service analysis. We will take your feedback into account as we work on future service improvements and schedule modifications. Thank you again for your understanding and support.

Best regards,

Your Caltrain BOD Public Support Team

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From: Andrew Velasco <[milobmx@sbcglobal.net](mailto:milobmx@sbcglobal.net)>  
Sent: Monday, September 23, 2024 10:45:59 AM (UTC-08:00) Pacific Time (US & Canada)  
To: Board (@caltrain.com)  
Subject: New Electric Train Schedule

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Why on earth would you change the train schedule, negatively affecting hundreds of people's commutes, including their connections to other public transportation methods, making them late to work and late getting home after a long day, just to have all the trains be late coming and going on the first weekday of the schedule?!?! What are you clowns doing?!?!? Get it together!!!!!!