



JPB Board of Directors  
Meeting of January 9, 2025

Correspondence as of December 6, 2024

# Subject

1. Re: Broadway Burlingame Station – *Staff Response*
2. Re: Downtown SF ShuttleBus Connections – *Staff Response*
3. Re: Wheel flats on EMU – *Staff Response*

**From:** [Caltrain BOD Public Support](mailto:Caltrain_BOD_Public_Support@caltrain.com)  
**To:** [stormhawley23@hotmail.com](mailto:stormhawley23@hotmail.com)  
**Cc:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Re: Broadway Burlingame Station  
**Date:** Thursday, December 5, 2024 9:21:56 AM

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Dear Elizabeth Hawley,

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 sharing your feedback regarding the Broadway station. We understand the inconvenience of having to drive to the Burlingame Ave station for parking, especially when the Broadway station is not open during the work week.

The current limitations on weekday service at Broadway station are due to its configuration, which prevents two trains from being in the station at the same time. Passengers boarding or alighting from northbound trains must cross the southbound tracks, and implementing weekday service under these conditions would cause significant delays to the overall system and increase gate downtime for vehicles crossing Broadway Avenue.

Caltrain is committed to restoring weekday service at Broadway station once the Broadway/Burlingame Grade Separation Project is completed. This project, led by the City of Burlingame, will address the current track configuration, improve safety and efficiency at the station, and eliminate the vehicle/railroad crossing at Broadway Avenue.

Thank you again for your feedback, and we appreciate your patience as we work toward enhancing service in the future.

Sincerely,

Your Caltrain BOD Public Support Team

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**From:** Board (@caltrain.com) <Board@caltrain.com>  
**Sent:** Sunday, December 1, 2024 4:59 PM  
**To:** Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>  
**Subject:** FW: Broadway Burlingame Station

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**From:** Elizabeth Hawley <stormhawley23@hotmail.com>  
**Sent:** Monday, December 2, 2024 12:58:53 AM (UTC+00:00) Monrovia, Reykjavik  
**To:** Board (@caltrain.com)  
**Subject:** Broadway Burlingame Station

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Dear CalTrains Board,

My husband & I take Caltrains everyday to our jobs in Redwood city. We live a few blocks from the Broadway station, but need to drive to the Burlingame Ave station to pay to park. This is not very convenient for us & we would appreciate if the Broadway station was open during the week. We don't quite understand why train stops are made on weekends but not during the work week at the Broadway station.

Thank you for your attention to this matter. We appreciate having convenient public transportation available to us.

Elizabeth & Norman Utigard

Sent from my iPhone

**From:** [Caltrain BOD Public Support](#)  
**To:** [dan.martin.bell@gmail.com](mailto:dan.martin.bell@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](#); [Michelle Bouchard](#)  
**Subject:** Re: Downtown SF ShuttleBus Connections  
**Date:** Thursday, December 5, 2024 9:26:54 AM

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Dear Dan Bell,

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 regarding shuttle services to and from Caltrain stations. We appreciate your suggestion for a dedicated Shuttle Bus to connect Caltrain's 4th/King Station with key locations such as the Salesforce Transit Center, the Ferry Building, and BART/MUNI.

Currently, Caltrain does not manage any shuttle services. For inquiries regarding San Francisco County bus and shuttle services, including connecting services to Caltrain stations, we recommend reaching out to MUNI - SFMTA, who manages light rail and bus services in San Francisco County.

Thank you again for your valuable input, and we appreciate your continued support of the DTX Portal project.

Best regards,

Your Caltrain BOD Public Support Team

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**From:** Dan Bell <[dan.martin.bell@gmail.com](mailto:dan.martin.bell@gmail.com)>  
**Sent:** Friday, November 29, 2024 11:51:33 PM (UTC+00:00) Monrovia, Reykjavik  
**To:** Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>; Caltrain BOD Public Support <[CalTrainBODPublicSupport@caltrain.com](mailto:CalTrainBODPublicSupport@caltrain.com)>  
**Cc:** Michelle Bouchard <[BouchardM@caltrain.com](mailto:BouchardM@caltrain.com)>  
**Subject:** Downtown SF ShuttleBus Connections

Some people who received this message don't often get email from [dan.martin.bell@gmail.com](mailto:dan.martin.bell@gmail.com). [Learn why this is important](#)

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Although I am a big fan of the DTX Portal project, I suspect (at age 70), I may never see this project to completion. In the interim time period, a dedicated ShuttleBus should be implemented to connect CalTrain 4th/King Station to Salesforce Transit Center to Ferry Building to BART/MUNI. The ShuttleBus should be a low-floor design and meet all arriving trains at 4th/King. The ShuttleBus would travel on a continuous counter-clockwise loop as shown on the attached map. The ShuttleBus would serve as a safe, seamless connection to all major downtown San Francisco transit systems. Regards, Dan Bell, Sonoma

**From:** [Caltrain BOD Public Support](#)  
**To:** [shahrulsong@gmail.com](mailto:shahrulsong@gmail.com)  
**Cc:** [Board.f@caltrain.com](mailto:Board.f@caltrain.com)  
**Subject:** Re: Wheel flats on EMU  
**Date:** Thursday, December 5, 2024 10:37:10 AM

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Dear Shahrul Song,

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 sharing your concerns. We truly appreciate your support of Caltrain, and we understand the discomfort and noise caused by the flat spots on the wheels in the EMU bike cars. We want to assure you that we are aware of the issue, and the flat spots have been validated and are currently slotted for repair. We are working to resolve this as quickly as possible to minimize any further impact on passenger comfort. We appreciate your understanding and continued support as we address this issue. Thank you for bringing it to our attention.

Your Caltrain BOD Public Support Team

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**From:** Shahrul Song <[shahrulsong@gmail.com](mailto:shahrulsong@gmail.com)>  
**Sent:** Monday, October 21, 2024 3:16:18 PM (UTC+00:00) Monrovia, Reykjavik  
**To:** Board (@caltrain.com) <[Board@caltrain.com](mailto:Board@caltrain.com)>  
**Subject:** Re: Wheel flats on EMU

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Hi,

Its on Car 3256.

Best,  
Shahrul

On Mon, Oct 21, 2024 at 08:13 Shahrul Song <[shahrulsong@gmail.com](mailto:shahrulsong@gmail.com)> wrote:  
Hi,

I commute to work with Caltrain and go up to SF on the weekends. I usually sit in the bike car since i am using my bicycle as a last mile commute.

It is very concerning to me that almost every EMU bike car i sat in has a problem with wheel flats. This leads to a huge noise problem, maintenance, and comfort issues to the passengers onboard.  
<https://www.sciencedirect.com/science/article/abs/pii/S004316489190020U#:~:text=Wheel%20flats%2C%20caused%20by%20the%20braking%20of,cause%20mechanical%20damage%20to%20bearings%20and%20axles>.

More importantly, this could lead to the same problem that BART has on its FOTF trainset.

Is there a reason on how these trains are getting flat wheels less than a month in revenue service? Is there an immediate rectification to this issue?

I'm a huge Caltrain supporter and would love to see Caltrain succeed more than anything.

Best,  
Shahrul Song