



JPB Board of Directors  
Meeting of June 5, 2025

Correspondence as of May 16, 2025

# Subject

1. RE: Bike Storage Questions – *Staff clarification*
2. May 15, 2025 Administration & Finance Committee. Item 17.a 2016 Measure B Update March 2025
3. Serious safety concerns at Redwood City Station, and request for action
4. Re: Yes Suicide – *Staff response*
5. Complaint Regarding Discrimination and Improper Ticketing on Train 119 Yesterday - Conductor Badge ID 716 (Robert Carrasco)

**From:** [Dan Provence](#)  
**To:** [Caltrain BOD Public Support](#)  
**Cc:** [Board \(@caltrain.com\)](#); [Casey Fromson](#); [Jason Dayvault](#); [Lisa Peabody](#); [Margaret Tseng](#)  
**Subject:** RE: Bike Storage Questions  
**Date:** Friday, May 9, 2025 3:45:54 PM  
**Attachments:** [image001.png](#)

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Hi All,

Just so everyone is on the same page, here is what I sent the person with Sound Transit:

“Your request to talk to someone about bike parking was passed on to me. I’m happy to discuss things with you as I’ve been the person implementing some bike parking improvements for Caltrain and I’m familiar with our on board bike operations.

I do want to let you know that I’m going to be on vacation from 5/13 – 5/23. Please let me know some times that work for you and we can set up a call.”

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**From:** Caltrain BOD Public Support <[CaltrainBODPublicSupport@caltrain.com](mailto:CaltrainBODPublicSupport@caltrain.com)>  
**Sent:** Thursday, May 8, 2025 3:41 PM  
**To:** Dan Provence <[ProvenceD@caltrain.com](mailto:ProvenceD@caltrain.com)>  
**Cc:** Board (@caltrain.com) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>  
**Subject:** Re: Bike Storage Questions

Hi Dan,

Please forward the response to me ([nabongs@samtrans.com](mailto:nabongs@samtrans.com)) when you have a moment, and I’ll go ahead and close out the report.

Also, did you copy the Board on your reply?

Thanks,

Sarah

Your Caltrain BOD Public Support Team

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**From:** Dan Provence <[ProvenceD@caltrain.com](mailto:ProvenceD@caltrain.com)>  
**Sent:** Thursday, May 8, 2025 10:16:34 PM (UTC+00:00) Monrovia, Reykjavik  
**To:** Board (@caltrain.com) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>  
**Cc:** Jason Dayvault <[DayvaultJ@caltrain.com](mailto:DayvaultJ@caltrain.com)>; Casey Fromson <[Fromsonc@caltrain.com](mailto:Fromsonc@caltrain.com)>  
**Subject:** RE: Bike Storage Questions

Hi Everyone,

I reached out to him. How should I let customer service know that? Do I contact Lisa directly or is there another contact?

Thanks,

Dan

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**From:** Board (@caltrain.com) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>  
**Sent:** Thursday, May 8, 2025 7:57 AM  
**To:** Dan Provence <[ProvenceD@caltrain.com](mailto:ProvenceD@caltrain.com)>  
**Cc:** Jason Dayvault <[DayvaultJ@caltrain.com](mailto:DayvaultJ@caltrain.com)>; Casey Fromson <[Fromsonc@caltrain.com](mailto:Fromsonc@caltrain.com)>  
**Subject:** FW: Bike Storage Questions

Good morning Dan.

Board received the email below inquiring about bikes on trains and storage options. Customer Service has received a copy and may respond so you may want to get in touch with them to let them know if you're responding so they don't have to. We will not include this in the Board correspondence packet.

Thanks,

Margaret

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**From:** Bergman, Danny <[danny.bergman@soundtransit.org](mailto:danny.bergman@soundtransit.org)>  
**Sent:** Thursday, May 8, 2025 7:39 AM  
**To:** Board (@caltrain.com) <[Board@Caltrain.com](mailto:Board@Caltrain.com)>  
**Subject:** Bike Storage Questions

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You don't often get email from [danny.bergman@soundtransit.org](mailto:danny.bergman@soundtransit.org). [Learn why this is important](#)

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

Good morning,

I work for a Commuter Rail Agency in Seattle. We are currently looking into some bike storage options and I had some questions regarding how your agency handles bicycles on the train. Can you please put me in touch with the right person. Maybe your Safety Dept?

**Danny Bergman**

Commuter Rail Specialist

Operations Department

206-853-3649 (Mobile)

206-665-8563 (Office)

[danny.bergman@soundtransit.org](mailto:danny.bergman@soundtransit.org)



**From:** Roland Lebrun  
**To:** Baltao, Elaine [board.secretary@vta.org]  
**Cc:** Board (@caltrain.com); SFTA Board Secretary; MTC Commission; cacsecretary (@caltrain.com); SFTA CAC  
**Subject:** May 15, 2025 Administration & Finance Committee. Item 17.a 2016 Measure B Update March 2025  
**Date:** Wednesday, May 14, 2025 4:28:16 PM  
**Attachments:** image.png  
image.png

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

Dear Chair Turner,

The intent of this email is to alert the Administration and Finance Committee that the allocation of 2016 Measure B Corridor Capacity category funds to Caltrain's "Corridor Crossings Strategy" (<https://santaclaravta.igm2.com/Citizens/FileOpen.aspx?Type=4&ID=13500&MeetingID=4354>)



#### CALTRAIN CORRIDOR CAPACITY IMPROVEMENTS

- Caltrain continued progress on the completion of the Corridor Crossings Strategy.
- Allocation through FY25: \$42.5M
- Expenditure through March 2025: \$15.2M

**Violates the 2016 Measure B Ballot Language as approved by the voters of Santa Clara County which reads as follows:**

- **Caltrain Corridor Capacity Improvements—Estimated at \$314 Million of Program Tax Revenues in 2017 dollars.**

To fund Caltrain corridor capacity improvements and increased service in Santa Clara County in order to ease highway congestion, including: increased service to Morgan Hill and Gilroy, station improvements, level boarding, extended platforms, and service enhancements.

[https://www.vta.org/sites/default/files/2021-06/2016\\_Measure\\_B\\_Ballot\\_Language.pdf](https://www.vta.org/sites/default/files/2021-06/2016_Measure_B_Ballot_Language.pdf)

#### 2016 Measure B Ballot Language

Title: 2016 Measure B Ballot Language.pdf Author: trian Created Date: 6/17/2021 10:15:35 AM

[www.vta.org](http://www.vta.org)

Please consider directing staff to rescind this 2016 Measure B **Corridor Capacity Improvement** allocation to Caltrain and identify a different funding source for Caltrain's Corridor Crossing Strategy efforts.

Thank you in advance for your consideration.

Respectfully,

Roland Lebrun

**From:** [Orlando Nell](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** Serious safety concerns at Redwood City Station, and request for action  
**Date:** Wednesday, May 14, 2025 8:49:15 PM

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

To:

Michelle Bouchard

Executive Director, Caltrain

1250 San Carlos Avenue

San Carlos, CA 94070

communications@caltrain.com

CC:

Caltrain Board of Directors

board@caltrain.com

Subject: Serious safety concerns at Redwood City Station, and request for action

Dear Ms. Bouchard and Caltrain Board Members,

My name is Orlando Nell, I'm a high school student living in Woodside, and I'm homeschooled. I use Caltrain often and I especially go through Redwood City Station because it's the closest major stop to me. I've always loved riding Caltrain, but I'm writing this because the situation at Redwood City Station has gotten out of control.

To be direct with you, that station has become unsafe. I'm not just talking about a little dirty or worn down, I'm talking about being surrounded by people doing hard drugs, passed out from overdosing, blasting loud music, or getting into full-on fights. I've seen people smoking glass pipes, walking around completely dazed or angry, riding scooters and bikes full speed through the platform like it's a

racetrack, and worst of all, I've seen younger kids who hang out there start copying this behavior because it's what they see every day.

The signage says no smoking, no bikes, no scooters, no skating, and yet nobody listens and nobody enforces it. I was nearly hit by someone going at least 25 miles per hour on their bike, and instead of apologizing, they yelled at me to move. There's no security presence, no enforcement, nothing. At night, the whole station becomes straight up chaotic, and honestly, scary. It doesn't feel like a public train station anymore, it feels like a forgotten shelter, with all the problems that come with it.

This used to be a clean, safe station where people could comfortably wait for their trains. Now, I feel lightheaded standing there sometimes because of the amount of smoke in the air. The atmosphere is depressing, and it's not fair to the people who just want to take the train in peace. It's not just me saying this either — I've heard other riders complain, and I've seen people walk off the platform and choose to wait somewhere else.

I know homelessness is a complicated issue, and I do have sympathy for people going through hard times, especially when it's not their fault. But what's happening at this station isn't just about being unhoused, it's about behavior. It's about safety. And what's going on there right now is dangerous. There are constant medical emergencies, people fighting, people screaming, and it's clear that some of them need serious help, but also that there's no system in place to keep everyone safe.

I'm asking you to please take this seriously and make some changes. That station needs a consistent security presence, regular maintenance and cleaning, and real enforcement of the basic rules. If someone's smoking meth in front of commuters, that's not just a transit issue, that's a safety emergency. The fact that this happens every day and night is unacceptable.

I'd be more than happy to meet with you or your team in person to explain what I've seen. I can come to your office or I can meet you at the Redwood City station and show you directly. I'm not trying to attack anyone or complain just to complain. I care about Caltrain, and I want it to be a system people can rely on without feeling scared or disgusted while using it.

Thanks for reading, and I really do hope to hear back. I'm happy to provide more details or work with you to help make something happen.

Sincerely,

Orlando Nell

Woodside, CA

Orlando Nell

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**From:** [Caltrain BOD Public Support](#)  
**To:** [powersdog4@gmail.com](mailto:powersdog4@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Re: Yes Suicide  
**Date:** Friday, May 16, 2025 9:58:14 AM

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Dear Liz Powers,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you for reaching out to us on this important topic. Caltrain holds safety as a core value that underlies all the work we do. Caltrain is actively working to make our crossings safer, with detection systems, fencing, signage, and a wide range of other improvements being installed system wide over the course of this year. As we pursue major grade separation projects that completely remove public access from our railways, we are also moving forward with these solutions to make our tracks safer in the near term.

We appreciate your voice and remain committed to doing better.

Best regards,

Your Caltrain BOD Public Support Team

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**From:** Liz Powers <[powersdog4@gmail.com](mailto:powersdog4@gmail.com)>  
**Sent:** Wednesday, May 7, 2025 2:37:47 PM (UTC+00:00) Monrovia, Reykjavik  
**To:** Board (@caltrain.com) <[board@caltrain.com](mailto:board@caltrain.com)>  
**Subject:** Yes Suicide

You don't often get email from [powersdog4@gmail.com](mailto:powersdog4@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:

It is unconscionable that more young people, more ANY age people, young or old, continue to commit suicide on this high speed train after SO MANY have done so already. My sister was one of them in 2024. And now, to see young people using this method in 2025 is devastating to ALL of us, especially those of us who will live this nightmare for the rest of our lives.

As a business service entity, you have a social and moral responsibility to do something about the many lives tragically lost on your train tracks. It is your ETHICAL responsibility to MAKE THE TRACKS INACCESSIBLE. I can tell you first-hand that this type of suicide is very destructive, not just to the family and friends, but to the engineers on those trains. I do not care how you raise the revenues, but raise them, and hire people who are smart enough to figure out how to make these tracks inaccessible. (Maybe hire all of us, the family members. I guarantee you we would figure it out.) Please, do not at all raise the "they will do it anyway" argument. That is an insult and disregard for the danger of Caltrain and the many, many

traumas that have occurred ON YOUR WATCH, ON YOUR RAILS.

How horrifying it is for us. How can you not do something? Can this Board of Directors stand up?

Sincerely,  
Elizabeth E. Powers

**From:** [Ozkan Altuner](#)  
**To:** [bouchard@caltrain.com](mailto:bouchard@caltrain.com); [mbouchard@caltrain.com](mailto:mbouchard@caltrain.com); [Board\\_\(@caltrain.com\)](mailto:Board_(@caltrain.com))  
**Subject:** Complaint Regarding Discrimination and Improper Ticketing on Train 119 Yesterday - Conductor Badge ID 716 (Robert Carrasco)  
**Date:** Friday, May 16, 2025 4:01:26 PM

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You don't often get email from ozkan@portakal.net. [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 Ms. Michelle Bouchard,

I am writing to you today to express my deep disappointment and concern regarding an incident of what I perceive as discrimination and a lack of staff knowledge that occurred yesterday, May 15, 2025, on Caltrain, specifically on Train 119 and Car 3053.

During my journey, I was attempting to purchase my train ticket using the Caltrain mobile app. Due to connection problems with my phone, I was unable to complete the purchase before boarding. I was actively trying to purchase the ticket when the conductor, identified by badge ID 716 (Robert Carrasco), approached me.

I informed the conductor of the connectivity issue and continued trying to purchase the ticket in his presence. I was able to connect to the Caltrain wifi and successfully completed the purchase of a Medicare (discounted) ticket. The conductor was waiting while I did this.

However, after he observed that I was purchasing a Medicare ticket, he requested my ID. I believed he was checking my eligibility for the discounted fare. Instead, he proceeded to issue me a violation ticket for not having purchased a ticket before boarding.

I attempted to explain to him that it is impossible to purchase a paper Medicare ticket and that the mobile app is the only method available to me. Despite my explanation, he refused to listen and insisted on issuing the violation ticket.

This experience was deeply upsetting and felt discriminatory. The conductor's change in attitude and decision to issue a ticket immediately after seeing me purchase a discounted fare, especially when I was clearly in the process of rectifying the situation due to technical difficulties, is unacceptable. Furthermore, the lack of understanding from your staff, including this conductor and reportedly customer support agents I have interacted with, regarding the purchase process for Medicare (discounted) tickets via the mobile app is concerning and needs to be addressed.

I am requesting that this violation ticket be dismissed. I was actively attempting to comply with the fare policy and successfully purchased a valid ticket in the conductor's presence after overcoming technical issues.

Additionally, I request an official apology from Conductor Robert Carrasco (badge ID 716) for his actions and lack of understanding in this matter.

I value public transportation and rely on Caltrain for my travel needs. However, incidents like this undermine confidence in the system and its personnel. I urge you to ensure that all Caltrain staff are properly trained on all available ticket purchase methods, including discounted fares via the mobile app, and that they exercise understanding and discretion when passengers are actively trying to comply with fare requirements, especially in cases of technical issues.

Thank you for your time and attention to this serious matter. I look forward to your prompt investigation and resolution.

Sincerely,

Ozkan Altuner

(650) 476-3638

[ozkan@portakal.net](mailto:ozkan@portakal.net)

429 N Rengstorff Ave #11, Mountain View, CA 94043

Date of Incident: Yesterday, May 15, 2025 at 09:50 am

Train Number: 119

Car Number: 3053

Conductor Badge ID: 716

Conductor Name: Robert Carrasco

Violation Ticket Number: 34001090

Caltrain Ticket Purchase Order Number: 3571734