



JPB Board of Directors
Meeting of June 5, 2025

Correspondence as of May 23, 2025

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From: [Will Halverson](#)
To: [Board \(@caltrain.com\)](#)
Subject: Urgent Safety Complaint Regarding Bay to Breakers Train Crowd Control
Date: Sunday, May 18, 2025 6:49:06 AM

You don't often get email from willhal@stanford.edu. [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,

I am writing to express my deep concern and serious frustration regarding the extremely hazardous conditions created by Caltrain's setup for the Bay to Breakers special event train this year.

Specifically, the fenced-off area constructed around the train platform created a severe and dangerous bottleneck as hundreds of students were forced to squeeze through an impossibly narrow entrance. The situation quickly became chaotic, with people pushing from all directions and no clear oversight or crowd management in place. The fencing was unstable and visibly buckling under the pressure. At one point, I genuinely feared for my safety and the safety of others. It is no exaggeration to say I have never felt more at risk of being trampled or seriously injured in my life.

This setup was an egregious failure in event planning and basic public safety. It is unacceptable for any transit agency—especially one as large and experienced as Caltrain—to allow a situation this dangerous to unfold. The lack of sufficient entry points, proper crowd control, and on-site supervision showed a stunning disregard for passenger welfare.

I urge you to review this incident immediately, and to take responsibility for this serious lapse in judgment. At the very least, I expect a public explanation of what happened, an apology to the passengers involved, and a commitment to ensuring that no future Caltrain event endangers the public in this way again.

I look forward to your prompt response and to seeing concrete steps taken to address this.

Sincerely,

Will Halverson

From: [Margaret Tseng](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: Caltrain Horns
Date: Monday, May 19, 2025 2:13:47 PM

From: Brent Tietjen <TietjenB@caltrain.com>
Sent: Monday, May 19, 2025 2:03 PM
To: Martin J Sommer <martin@sommer.net>
Cc: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: RE: Caltrain Horns

Hi Martin,

As mentioned GCOR 5.8.1 requires bell use when the train begins moving (i.e. when leaving a station). In addition, FRA guidance recommends ringing a bell when approaching a station. The FRA regulations and CA law do not dictate every single railroad safety practice, and often make reference to a railroad's operating procedures, which each railroad is required to have. Thus, the FRA requires railroads to adopt their own safety practices and all railroads have safety practices that may not be explicitly required by FRA regulations or state law.

At this time, we are not able to reduce the decibel level of the train bells.

Thanks,
Brent

From: Martin J Sommer <martin@sommer.net>
Sent: Monday, April 7, 2025 5:42:01 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; Board (@caltrain.com) <board@caltrain.com>
Cc: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: Re: Caltrain Horns

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Dear Caltrain Board,

Thank you for again acknowledging "that federal regulations and GCOR do not explicitly mandate bell use at grade-separated stations", such as the grade-separated Caltrain University Ave Station. What this means, is that Caltrain is independently creating your own rules, and in turn, creating unneeded noise pollution.

Before this moves into a public nuisance noise pollution lawsuit, would you be willing to lower the simulated bell, to the level that you lowered the needlessly loud Clipper Card reader system terminals? As with the Clipper Card readers, we should not be deprived of sleep in our homes, blocks away, behind soundproof glass.

Please let me know.

Martin

On 2/28/25 10:47 AM, Brent Tietjen wrote:

Hi Martin,

Thank you for reaching out again with your concerns regarding the use of the bell at Palo Alto Caltrain Station.

While it is correct that federal regulations and GCOR do not explicitly mandate bell use at grade-separated stations, Caltrain's operating policies require the bell to be sounded upon entering, departing, and passing through all stations. Additionally, GCOR does mandate that bells are used:

- Before moving, except when making momentary stop and start switching movements.
- As a warning signal anytime it is necessary.
- When approaching men or equipment on or near the track.

These rules are in place to enhance passenger and pedestrian safety and ensure awareness of approaching trains, especially in busy station environments. While we acknowledge that University Ave. Station is grade-separated, the rule remains consistent across our corridor to maintain uniform safety procedures and prevent potential hazards. Many other railroad agencies have similar rules in place to enhance safety.

Thank you again for your feedback.

Thanks,
Brent

On January 13, 2025 2:07:45 PM PST, Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Mr. Sommer,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. We apologize for the delay in our response. Our External Affairs Manager is currently reviewing the specifics of our horn/bell rules. He is out this week but will follow up directly with you next week.

Thank you for your patience and understanding.

Sincerely,
Your Caltrain BOD Public Support Team

From: Martin J Sommer <martin@sommer.net>
Sent: Thursday, December 26, 2024 10:04:51 PM (UTC+00:00) Monrovia, Reykjavik
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Board (@samtrans.com) <board@samtrans.com>
Subject: Re: Caltrain Horns

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Happy Holidays. Could I please have an official response to this, heading into the new year?

Thank you,
Martin

On 11/26/24 8:48 PM, Martin J Sommer wrote:

Dear Caltrain BOD Public Support,

Thank you for the additional information. I have read through the suggested General Code of Operating Rules (GCOR) and Title 49 (CFR 49), and nothing states as "required", the practice of sounding the bell/horn on every entry and exit of a grade separated station, such as University Ave station in Palo Alto.

This is simply a "choice" made by Caltrain, is different from other train systems (BART, Muni, etc) in the SF Bay area, and is unjustified by federal or state requirements. This choice, is creating unneeded noise pollution.

Please limit the ringing of bells or sounding of horns while entering University Ave station, to potential imminent danger, such as a person either on or too close to the tracks.

Thank you,
Martin

On 11/5/24 10:38 AM, Caltrain BOD Public Support wrote:

Dear Martin Sommer,

Thank you for your feedback regarding the use of the bell and horn at the Palo Alto University Ave. Station. We appreciate your concerns about noise pollution and the impact it has on the community.

To clarify, "Company policy" references the General Code of Operating Rules (GCOR), which aligns with the Federal Railroad Administration (FRA) regulations and Title 49 (CFR 49). While we understand your suggestion to limit the use of the bell and horn to instances of imminent danger, it is important to emphasize that the bell is utilized for safety reasons prior to entering, departing, and while passing through passenger stations. This practice is required, and it is meant to alert pedestrians near the platform of an approaching or passing train, ensuring their safety.

Additionally, the whistle/horn will be sounded when

approaching individuals, equipment, or any potential hazards on or near the track, regardless of any whistle prohibitions. This is a critical safety measure, especially considering the nearby crossing at the Palo Alto station.

We value your input and are committed to maintaining a balance between safety and community concerns.

Thank you for your understanding.

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Sunday, October 27, 2024 4:32 PM
To: Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Caltrain Horns

From: Martin J Sommer <martin@sommer.net>
Sent: Sunday, October 27, 2024 11:32:43 PM (UTC+00:00)
Monrovia, Reykjavik
To: Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Board
(@samtrans.com) <board@samtrans.com>
Subject: Re: Caltrain Horns

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Dear Caltrain Support Team,

Thank you for acknowledging that sounding the bell/horn each time a train enters or exists the Palo Alto University Ave. Station, is NOT an FRA requirement, and is simply a Caltrain "policy".

Before taking this issue into legal action regarding a public agency generating unneeded noise pollution, would you be willing to only sound the bell/horn, whenever there is "imminent danger"? For example, if someone has jumped or fallen onto the tracks, or is too close to the platform edge?

If so, this would provide a workable solution, and reduce the bell/horn noise by at least 90%. I believe this would also educate people of real emergencies, vs routine noise.

Thanks, and please let me know.

Sincerely,
Martin

On 10/25/24 1:27 PM, Caltrain BOD Public Support wrote:

Dear Martin Sommer,

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 the sounding of the bell at the Palo Alto Caltrain Station. We appreciate your concerns and understand the importance of minimizing noise pollution, especially in areas where

efforts have been made to create a quieter environment.

We would like to clarify that, according to company policy, it is required to sound the bell when approaching and traveling through every station platform. This rule is in place to ensure the safety of all individuals in the vicinity, as it serves as a warning to make them aware of an incoming train. While we recognize that University Ave. Station is grade-separated, the safety of the general public remains our top priority.

We sincerely apologize for any inconvenience this may have caused and appreciate your understanding of the safety measures we have implemented. Your feedback is invaluable, and we will continue to evaluate our practices to balance safety and community concerns.

Thank you for your understanding.

Best regards,

Your Caltrain BOD Public Support Team

From: Martin J Sommer
<martin@sommer.net>
Sent: Tuesday, October 15, 2024 3:34:18 AM
(UTC+00:00) Monrovia, Reykjavik
To: Todd Douglas <DouglasT@samtrans.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Board
(@samtrans.com) <board@samtrans.com>
Subject: Re: Caltrain Horns

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external source. Do not open attachments or click on links from unknown senders.

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

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Martin Sommer
650-346-5307

martin@sommer.net
www.linkedin.com/in/martinsommer

"Turn technical vision into
reality."

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"Turn technical vision into reality."

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Sent from my Android device with K-9 Mail. Please excuse my brevity.

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Martin Sommer
650-346-5307
martin@sommer.net
www.linkedin.com/in/martinsommer
"Turn technical vision into reality."

From: [Caltrain BOD Public Support Board \(@caltrain.com\)](#)
To:
Subject: Fw: Complaint Regarding Discrimination and Improper Ticketing on Train 119 Yesterday - Conductor Badge ID 716 (Robert Carrasco)
Date: Monday, May 19, 2025 3:43:41 PM

From: Jan Alexis Salandanan
Sent: Friday, May 16, 2025 5:44 PM
To: ozkan@portakal.net
Subject: Caltrain Comment - 965143

To Ozkan Altuner,

Thank you for contacting Caltrain, though we regret it was due to trouble you had riding with us recently. We apologize for the poor impression you were left with of our service. We at Caltrain recognize how hard commuting can be already—the last thing we would want is to add more hassle on top of that.

Please understand, though, that conducting our fare check procedures is part of our conductors' duties. We understand honest mistakes can happen—our train crew do, too—but our conductors cannot investigate each incident they encounter with the time and resource investment required to verify all the facts. This is why our conductors must firmly stick to established practices, which includes Caltrain's Fare Evasion Policy. This policy requires our conductors to either cite or kick off any patron they find without proper fare. For reference, you can review our current Fare Evasion Policy on our website:

<https://www.caltrain.com/fares/fare-evasion-policy>.

We understand you were trying to purchase your fare at the time, but please note that Caltrain requires passengers to have appropriate fare ready before boarding. This is noted on our website to help inform first-time riders or remind long-time customers:

<https://www.caltrain.com/rider-information/how-ride-caltrain>. As noted here and under our Fare Evasion Policy page, passengers found without appropriate fare are subject to citation.

If passengers are having difficulty with one method of fare purchase, they are still expected to try other avenues to purchase their fare. For example, we do have ticket vending machines present at all of our stations, allowing customers to purchase paper tickets. You mentioned that it is impossible to purchase a paper ticket that would likewise allow you to benefit from our Eligible Discount pricing as a Medicare cardholder, but that is not actually the case. Our TVMs have an option for passengers to purchase paper Eligible Discount tickets, both One-Way and Day Pass, which are priced equivalently with our digital tickets on Caltrain Mobile. Customers who can ride using our paper Eligible Discount tickets would be the same as those who can ride using our digital tickets, which would include all passengers that can provide proof of being:

senior (customers 65 years old or older)

disabled (customers with a Disabled Person Placard Identification card, a valid transit discount card issued by another California transit agency equivalent to the Regional Transit Connection discount card, or a Medicare card)

You can review this information on our website, as well: <https://www.caltrain.com/fares>.

Unfortunately, once a citation is issued, Caltrain can no longer unilaterally dismiss it. Part of the ordinance Caltrain adopted to address fare evasion was reducing the citations on our system from criminal citations to administrative ones. However, this also meant that our citation process was given over to a third-party—pticket. Information about contesting a citation through pticket is available on their website here:

https://www.pticket.com/CALTRAIN/contesting_info.html.

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

From: Ozkan Altuner <ozkan@portakal.net>

Sent: Friday, May 16, 2025 11:01:06 PM (UTC+00:00) Monrovia, Reykjavik

To: bouchard@caltrain.com <bouchard@caltrain.com>; mbouchard@caltrain.com <mbouchard@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>

Subject: Complaint Regarding Discrimination and Improper Ticketing on Train 119 Yesterday - Conductor Badge ID 716 (Robert Carrasco)

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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

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

From: [Caltrain BOD Public Support](#)
To: onpilot@icloud.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Serious safety concerns at Redwood City Station, and request for action
Date: Tuesday, May 20, 2025 8:30:26 AM

Dear Orlando Nell,

Thank you for reaching out and for taking the time to share your concerns about Redwood City Station. 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.

We want to assure you that the safety and comfort of our riders is a top priority. Redwood City Station is currently pressure washed three times a week and regularly inspected to maintain cleanliness and safety. In addition, a security station with surveillance cameras has been installed to monitor the area around the clock.

We understand that your recent experiences at the station have been distressing, and we take your concerns seriously. While some of the challenges at the station stem from complex social issues, we recognize that unacceptable and unsafe behaviors must be addressed. That is why we are planning to implement a designated fare enforcement zone at this station. This measure is intended to discourage loitering and improve the overall environment for all riders.

We are also working collaboratively with our partners at SamTrans, the City of Redwood City, and the owners of the Sequoia Shopping Center on a broader improvement plan. Our goal is to create a station that is not only clean and safe but also welcoming for every member of the community.

Your feedback plays an important role in this ongoing work, and we truly appreciate your voice. Thank you for being a dedicated rider and for speaking up to help improve the Caltrain experience.

Sincerely,

Your Caltrain BOD Public Support Team

From: Orlando Nell <onpilot@icloud.com>
Sent: Thursday, May 15, 2025 3:48:38 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Serious safety concerns at Redwood City Station, and request for action

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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: Winnie
To: [@caltrain.com](mailto:Board (@caltrain.com))
Subject: Parking fees not equitable
Date: Tuesday, May 20, 2025 8:53:15 AM

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

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Hi there,

I feel the inconsistency of not charging parking from Tamien/ San Jose and south beyond is not right or equitable. Why should I pay for parking that costs SO MuCh? \$5.50 to park and other Zones more south does not need to pay??

This is unheard of. It is so backward.

Please make admirable changes.

It also should not cost so much to park.

Hear me out and others too, thank you.

W

From: [Tatiana Nori](#)
To: [Board \(@caltrain.com\)](#)
Subject: Parking Spots at Burlingame Caltrain Spot
Date: Tuesday, May 20, 2025 2:49:54 PM
Attachments: [image001.png](#)
[Caltrain Parking.png](#)

You don't often get email from tmnori@phs-spca.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.

Hello! I am Tatiana with the Peninsula Humane Society & SPCA in Burlingame. We host an annual beer-tasting fundraiser at West Washington Park every June to raise funds for our shelter animals. Typically, we reserve parking with the Burlingame High School next to the park for our event's vendors. This summer, the school is installing solar panels which will not allow us to use their parking lot.

Is it possible to request reserving/renting the parking spots by the trees, next to the Original Royal Donut for the event? We are looking for 10 more spots. The event will be held on Saturday, June 28th, and the vendors would use the spaces from 11am-6pm.

Thank you for your time!
Tatiana

More event information: www.phs-spca.org/beer

Tatiana Nori | Special Events Coordinator
Peninsula Humane Society & SPCA
1450 Rollins Road | Burlingame, CA 94010
650-340-7022 x375 | www.phs-spca.org





Burlingame High School

Mangini Way

Mangini Way

Washington Park
Playground, ball
fields & courts

EVENT SPACE

Carolan Ave

Carolan Ave

Mangini Way

Carolan Ave

Burlingame
Lions Club Hall

Washington Park
Tennis Courts

Burlingame Ave

North Ln

The Original Royal D Nut
Donuts

Candy store

Lyra Health

Stacks
American
Sunlight Tea Studio
- Burlingame
Bubble Tea

Il Fornaio
Italian

Barrelhouse

Burlingame

Flights Restaurant By

East Ln

From: [Tim O'Brien](#)
To: [Robert.Lundquist@cityofsanfelipe.com](#)
Subject: Huntington Ave. San Felipe
Date: Tuesday, May 20, 2025 6:28:43 PM

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

Hi

Can you please cut the overgrown vegetation along Huntington from San Felipe to sylvan Ave



Sent from my iPhone

From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Thursday, May 22, 2025 4:08 PM
To: Board (@caltrain.com)
Subject: VTA's BART Phase II: May and June Monthly Construction Update

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**BART SILICON VALLEY
PHASE II EXTENSION PROJECT**



**BART SILICON VALLEY
PHASE II EXTENSION PROJECT**

May and June 2025 Construction Update



VTA's BART Silicon Valley Phase II Extension Project's [May and June 2025 Monthly Construction Update](#) has just been published! Learn the latest information on upcoming construction activities around the project site.

Have a question for us about Phase II?

Visit www.vtabart.org or email us vtabart@vtabsv.com



BART SILICON VALLEY PHASE II EXTENSION PROJECT

vtabart@vtabsv.com

(408) 321-2345 BART Silicon Valley Hotline



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Our mailing address is:

Valley Transportation Authority
2830 De La Cruz Blvd
1st Floor
Santa Clara, CA 95050

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From: Digitaster
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Caltrain retirement of F40 locomotive horn.
Date: Wednesday, September 4, 2024 8:37:19 PM

You don't often get email from ryanbarkero201@gmail.com. Learn why this is important
<<https://aka.ms/LearnAboutSenderIdentification>>

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

Hello, my name is Ryan Barkero, I was wondering if it is possible to acquire one of the train horns off the F40s that you guys are retiring. I am from Southern California and never got to witness them in action. They are my favorite type of train horn and so I was wondering if you guys were willing to send one down to Socal.

The specific type of horn is the Nathan P2 off of locomotive
F40ph-911, 912, 906. or 900

If there's a way to direct me to a specific email so I can contact the people who are incharge of the selling of these parts, I would greatly appreciate it.

Thanks
Ryan Barkero

From: Alfonso Colunga Sosa
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: [Dani Herrera](#)
Subject: Complaint about stations
Date: Wednesday, October 9, 2024 10:41:12 AM

You don't often get email from alfonso.colunga@gmail.com. Learn why this is important
<<https://aka.ms/LearnAboutSenderIdentification>>

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

To whom it may concern,

My wife takes the Caltrain from/to RWC and Palo Alto about twice a week for work. Today, when she picked up her ticket from the ticket machine, it was covered in pee because somebody had urinated inside the place where tickets fall. This happened in the machine located in the Southbound station of RWC.

Last week, when she was walking in the Palo Alto station to catch the train, she saw a person defecating in plain sight right in the underpass between Southbound and Northbound platforms.

Both of these are completely unacceptable and disgusting. I used to take the train to work before the pandemic and never experienced any such issues, so it is very worrisome this is the current status of the stations. It comes to show that the person or department responsible for keeping order in the stations is not doing their job. Do you have no control whatsoever about what happens in your stations?

I would really urge whomever is responsible to take action and make sure these kinds of things don't become the new normal.

Thanks,
Alfonso

From: Randy Sternke
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: New Schedule
Date: Wednesday, October 9, 2024 11:48:30 AM

You don't often get email from rms730@gmail.com. Learn why this is important
<<https://aka.ms/LearnAboutSenderIdentification>>

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Dear All -

Congratulations on the new electric trains. I understand that much thought and consideration went into the program and the new schedule. I'd like to alert you to a potential unintended consequence of the new schedule.

Many youth riders, my son included, rely on Caltrain to get to school. We, in fact, informed our decision on what school to attend based partly on the availability of Caltrain. The schedule shift has removed school-time options and, when combined with the fairly regular delays, significantly impaired the ability for youth riders to get to school on time. My son's personal experience is as follows. He takes Caltrain to San Jose Diridon, gets on a VTA bus 568 (departs at 7:23 am) to Caltrain Capitol Station and then gets on a school shuttle to arrive at Valley Christian in time for first period. Previously, my son had several options to complete this trip and be at class on time (he could take the 102, 502, 104 or 702 according to the old schedule). With the new schedule, he has only two options. The first option is the 102 and requires a very early start to his day that puts him on campus before 7am. The second option should work, train 502 is scheduled to arrive at Diridon at 7:18am leaving him 5 minutes to make the VTA bus. However, since the schedule change, every attempt at using this train has resulted in a delay significant enough to make him miss the VTA bus and, therefore, he arrives at school at least 30 mins late.

This schedule change affects all Valley Christina students utilizing Caltrain and, my understanding is that other students at other schools have experienced similar issues with the new schedules and/or train delays. I like to suggest potential remedies to the specific issue for Valley Christian students as that is the issue that I am most familiar with. Are any of the following options possible:

- 1) could VTA and Caltrain communicate and hold the 7:23 departure of route 568 to allow for riders of train 502. I think this is the simplest solution.
- 2) could train 502 extend to Capitol. Valley Chrisian serves its student riders a school shuttle that picks them up at this train station. Extending this train would allow Valley Christian students to forgo the VTA bus.
- 3) could another Southbound train be scheduled to arrive at Diridon between the 102 and the 502, perhaps a 4XX Limited.

I appreciate your time and consideration.

Randy

From: John
To: skongaika@smcgov.org
Cc: police@sanbruno.ca.gov; [Medina, Rico \[rmedina@sanbruno.ca.gov\]](mailto:Medina, Rico [rmedina@sanbruno.ca.gov]); acrociani@sanbruno.ca.gov; [@caltrain.com](mailto:Board (@caltrain.com))
Subject: Re AT@T vault at San Bruno station. Left wide.open unsecured
Date: Saturday, October 19, 2024 2:45:52 AM

You don't often get email from johnarana005@gmail.com. Learn why this is important
<<https://aka.ms/LearnAboutSenderIdentification>>

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Adult language used on video

Turn your volume
If you don't hear it

This is Ridiculous.

I found the door open at
ATT vault at san bruno cal train station

This is bad joke right ?

I expect a reply

Next stop is the news

I have no problem

Making fools of responsibility parties

I could NOT find a email address for AT&T commercial/
Industrial Dept

Please forward this email to them

R,

John Arana sr

V.I. for CHP and Cal Train

Combat Engineer

1983~1989

DOD 2005~2011

Automobile Technician

1983 to present

650 457 4450

From: Brandon Welsh
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Train Horns
Date: Wednesday, October 23, 2024 5:31:33 AM

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<<https://aka.ms/LearnAboutSenderIdentification>>

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Hello Board,

I am writing in as a concerned resident of San Carlos. I am asking to please reduce the decibels for the trains horn.

I continue to wake up in the middle of the night due to the horns being louder on the new trains. There are multiple complaints on the Next Door app from residents of the peninsula regarding the same issue.

We look forward to a resolution to this issue.

Thank you,

Brandon Welsh

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From: Board (@caltrain.com)
To: Board (@caltrain.com)
Subject: FW: Error in Chinese Translation of "Welcome Aboard" Message
Date: Tuesday, May 20, 2025 12:07:55 PM

-----Original Message-----

From: Ryan Yeung <ryanyeuangryan@hotmail.com>
Sent: Tuesday, October 29, 2024 9:20 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Error in Chinese Translation of "Welcome Aboard" Message

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<<https://aka.ms/LearnAboutSenderIdentification>>

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 hope this message finds you well, and I apologise for contacting you directly. I would like to bring to your attention an issue with the Chinese translation of your "Welcome Aboard" message that is currently displayed on your trains or signage. I have attempted to submit a feedback form, but the Chinese characters in the message were converted into English letters with diacritics when it was sent, and there were no other relevant emails on the website.

As a native Cantonese speaker, I noticed that the translation provided is inaccurate and may lead to confusion among passengers who rely on it. Ensuring the accuracy of translations is important, as it reflects on Caltrain's commitment to serving a diverse community and providing clear information to all passengers.

The current "welcome aboard" message reads "欢迎登机". Instead, I would like to suggest one of the following:

1. 歡迎乘搭加州火車
2. 歡迎乘搭加州鐵路

Here is a breakdown of the two translations. The first 6 characters are shared between the two phrases, so they will be treated together.

- 歡迎: Welcome
- 乘搭: to ride
- 加州: California

The last two characters in the first "welcome aboard" message are "火車", which means "train (the vehicle)", and "加州火車" is the translation occasionally used in the Chinese translations of the website. (Other instances of "Caltrain" remained in English.)

The last two characters in the second "welcome aboard" message are "鐵路", which translate to "railway". I personally would prefer "加州鐵路" (literally, "California railway"), as "火車" rarely refers to a transportation system in the Chinese languages. Railway systems across China are frequently named with "鐵路" or "地鐵", the latter of which is a shortening of "地下鐵路" ("underground railway", or "metro"). Some examples include Hong Kong's MTR, held by a company with "香港鐵路" (literally, "Hong Kong railway") in its name, and Beijing's subway, "北京地鐵" (simplified, "北京地铁"; literally "Beijing subway"). Even Tokyo's metro, in Japan, is held by a company with "地下鉄" in its name, where "鉄" is the Japanese-simplified version of the character "鐵".

Similar "welcome aboard" phrases are used in Hong Kong's Mass Transit Railway to welcome passengers on board. The phrase in question is "歡迎乘搭港鐵", the last two characters of which refer to Hong Kong's MTR itself, and the first four are shared with the suggested messages above.

I suspect the erroneous "欢迎登机" (traditional characters: 歡迎登機) comes from entering "Welcome aboard" into Google Translate. The issue with this translation is that the character "機" in the phrase is a shortening of "飛機" (simplified 飞机; the characters mean, literally, "flying machine"), which is the pan-Chinese word for "airplane". This phrase would then be welcoming passengers aboard an airplane, rather than a train such as the ones Caltrain operates.

Additionally, I would like to suggest a policy of defaulting to traditional Chinese characters in Chinese translations. Traditional characters have been used and are still being used by the Chinese diaspora in the San Francisco Bay Area, as one can see in San Francisco's Chinatown, and they remain the preferred written form for many in this community. While simplified Chinese characters are now used in Mainland China, traditional characters best reflect the use of the Chinese script by the local ethnic Chinese population, many of whom have learned to read and write Chinese characters prior to the standardisation and promulgation of simplified characters by the Chinese government. It would be precisely this segment of the local Chinese population that is least likely to understand English, and thus I believe the use of traditional Chinese characters would allow Caltrain to enhance the clarity of its messages, while reflecting the unique history of the Bay Area.

Thank you for your attention to this matter, and I look forward to your reply or to seeing a corrected version soon.

Best regards,

Ryan Yeung

Tel.: (517)-980-3909

Email: ryanyeungryan@hotmail.com

From: Darya Savage
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Caltrain horn noise
Date: Tuesday, October 29, 2024 5:04:34 PM

You don't often get email from darya.n.savage@gmail.com. Learn why this is important
<<https://aka.ms/LearnAboutSenderIdentification>>

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Dear Caltrain board of directors,

I am writing to follow up on Caltrain's promise to lower the new electric train horn noise to 96DB. As someone who lives, works, and depends on Caltrain for transportation, I am acutely aware of the disruption caused by train horns at all hours. The constant noise negatively impacts residents' quality of life, disrupts sleep, and detracts from our community's overall well-being. With the introduction of the electrified trains, it has made the city of San Mateo unbearable with constant increased noise pollution. The horn sound penetrates through walls and double pane windows and makes it impossible to be in your own home.

I ask for accountability on delivering on the mid-October promise to lower the train horns to 96db. This issue is not just a matter of convenience—it directly affects the well-being and long-term livability of our community.

Thank you for your consideration of this important issue. I look forward to seeing Caltrain take proactive steps to improve the quality of life for all residents.

Sincerely,

Darya Savage

Resident of San Mateo City

From: Derek Chang
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Fwd: Still outrageous % of riders riding for free
Date: Sunday, November 3, 2024 1:11:33 PM

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

From: Derek Chang <derekychang@gmail.com>
Date: Nov 3, 2024 at 1:10 PM -0800
To: CaltrainBODPublicSupport@Caltrain.com
Subject: Still outrageous % of riders riding for free

No one is getting checked and when they get checked, the Caltrans "ticket writer" is letting them go. I once saw 10 rich kids from Santa Clara University be told by the agent to quickly download the apps / put money on their Clippers to pay - not one of them got charged a ticket. Been seeing this over and over again everyday as well. Seems like they're averse to writing tickets and don't care about enforcement.

From: Peter Khoury
To: MTABoard@sfmta.com; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); waltonstaff@sfgov.org
Subject: Theft while on CalTrain
Date: Thursday, November 7, 2024 9:04:29 PM

[You don't often get email from peat@curious-peter-george.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.

On CalTrain Thursday November 7th on the southern most Bike Car of the train 149 I had almost all the accessories stolen off of my bike. My gloves my ear muffs my rear taillight disappeared. Another rider had her helmet and lights stolen too.

Please tell me that you have security cameras on board so that you can tell who stole the gear and so that conductors can keep an eye out for them.

It's problematic having so few seats in the bike car. I was traveling between Lawrence and 22nd St and I was up in the upper car. It makes me worried for my bike and I'd like to lock it up but I understand that that's not allowed which also seems problematic.

Thanks,
Peter Khoury
415 517-8715

From: [Gio Velasco](#)
To: [Board \(@caltrain.com\)](#)
Subject: Broadway-Burlingame intersection congestion
Date: Saturday, December 7, 2024 3:35:01 PM

You don't often get email from 26velascog13@stu.smuhsd.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.

Hi Caltrain Board,

My name is Gio, and I am a student at Burlingame High School (BHS), and I routinely see huge backups of cars and people at the Broadway-California Caltrain crossing. I pass by this intersection every day and used to bike across the tracks for nearly two years.

I've found that the railroad arms are creating significant amount of traffic at the crossing. The arms are being kept down for nearly a minute and a half when it's not necessary, causing huge backups that span many blocks along California and Broadway itself.

This issue has been happening for a while now, with the single lanes of both Broadway and California being blocked for multiple blocks as seen in this [video](#).

This affects hundreds of people per day as both streets on the south side get held up, but also during peak hours the bridge and exit from 101 also becomes congested.

Is there anything that can be done to streamline this flow, and save hundreds of peoples' time?

I also have many other drone videos at this location, if you're interested.

Thanks,
Gio V, BHS '26

From: [Rajit Khanna](#)
To: [Board \(@caltrain.com\)](#)
Subject: Unpaid Fare
Date: Sunday, December 15, 2024 2:29:42 PM

You don't often get email from rajitskhanna@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.

Hi Caltrain team,

I was rushing to catch a train from the King Street San Francisco Station to San Mateo station — the official was closing the doors as I ran up and asked to be let in — and I forgot to tap my Clipper Card. I am reaching out to ask if there's another way that I can pay my fare.

rsk

From: [Hui Liu](#)
To: [Board \(@caltrain.com\)](#)
Subject: Inspector Discrimination on Train 119
Date: Wednesday, January 8, 2025 1:44:58 PM

You don't often get email from layneliuhui@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.

Hello,

I am a caltrain annual pass holder. But I get unfair treatment on Caltrain by the Ticket Inspector in the first carriage on train 119 to the northbound.

On 01/07 morning, it is my first time taking train from San Jose Diridon Station. Due to the unfamiliar station, I forgot to tab my pass before boarding. When the train arrived the San Antonio Station, the inspector came over and i realized that I forgot to tab my pass. I CLEARLY explained the situation and showed her my annual pass, she still insisted to file me a violation which causes me \$75 fine.

Then on 01/08 morning, when I took the train again in the first carriage, the same inspector came over again. This time, two ladies sitting behind me got the wrong ticket (they used the VTA ticket), and the inspector found out this. But this time, she very kindly told them to repurchase a ticket through the caltrain mobile app, without taking any extra action!

This is obviously discrimination!!! For the same situation, I was filed a violation and fined \$75 with my annual pass in hand, but the two ladies got nothing and the inspector even told them how to repurchase on the train! I strongly suspect the inspector is a bit racist. I am very uncomfortable about what she did and her attitude regarding different gender and race!

I kindly request a response from the Caltrain Team regarding this experience. I hope the team can create a fair and comfortable environment for all people in different backgrounds!

Thank you!

Hui

From: [Ajay Gupta](#)
To: [Board \(@caltrain.com\)](#)
Subject: Sunnyvale station
Date: Tuesday, March 4, 2025 7:44:17 AM

You don't often get email from ajaygupta@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.

Hello!

I am writing to report a persistent problem at the Sunnyvale station with ticketing machines. I have been using Caltrain for the last 3 years, and for the past 1 year only 1 out of the 3 machines accepts credit cards. I have reported this problem twice and no action has been taken.

Because of this issue you will often find people queued behind 1 machine risking missing the train. You have to come in a few mins early just to ensure there is time to pay for parking. Today, even the last machine was broken. I was not able to pay for Parking, and now I risk getting ticketed. What do you recommend?

What is Caltrain's commitment for keeping these machines functioning? With the amazing electric train in service this gap in service is even more confusing.

Hope you can do something to remedy this situation.

Thank you.
Ajay Gupta
650.315.8052

From: [Gregory Rice](#)
To: [Board \(@caltrain.com\)](#)
Subject: Greg Rice: Please Reduce Overhead Announcements
Date: Friday, March 14, 2025 1:21:19 PM

You don't often get email from grrice99@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'm writing to request changes to the overhead announcement system on the new electrified Caltrain cars. The current system is delivering a poor yet avoidable rider experience which didn't occur with the old Caltrain cars. Unfortunately, I now avoid taking Caltrain due to this experience, and frequently drive a car instead.

I'm sending these comments to you because Caltrain didn't respond to me after I submitted these same comments via Caltrain's website in early February, 2025. It's important to show responsiveness to customers, particularly when Caltrain is experiencing a budget shortfall due to lack of sufficient ridership. A "take it or leave it approach" doesn't incent ridership or customer confidence.

Specifically, there are too many overhead announcements on the new cars and they are too loud. These excessive announcements are irritating, prohibit riders from concentrating on what they are doing (such as work or reading), are mentally fatiguing, and cause rider irritability.

In particular, riders don't need constant, repetitive, long-winded, and loud announcements communicated multiple times each train ride about -

- The doors opening and closing at each train station. The loud door alarm is enough and appropriately localized to the door area.
- Doors opening and closing directed to individuals sitting in the upper deck of the train. We are nowhere near the door and don't need the announcements. Turn these announcements off in the upper decks.
- Safety announcements after leaving every other stop
- Fare collection and fare evasion warnings
- The name of the next stop just after leaving each station
- The train number and train direction after leaving each stop

In addition to the above, conductors make their own announcements as well about the same topics.

All these announcements combined, including the detailed, endless long-winded nature of each one, and their loud volume, delivers a miserable, fatiguing and irritating rider experience. Consequently, I can't get anything done on the train and leave fatigued and irritable.

This problem didn't occur with the older train cars. For the old cars the announcements were far less frequent, briefer, and quieter. Consequently, riders could think and get work done, unlike now, despite my wearing the highest quality earplugs on the market (33db).

All that's needed is one brief announcement of the next train stop and one safety announcement at the start of the train ride. Signs provide all other information, just as in the past, and as with other transit systems.

Caltrain is a commuter railway, therefore the majority of riders know all this information already. We don't need long, professorial dissertations of this information blared to us multiple times per ride, every day of the week. Caltrain ran for decades without this and riders managed just fine. It's

not needed now either, just as they are not provided on BART, San Francisco Metro, and other transit systems.

Please minimize and soften these announcements to make Caltrain ridership an enjoyable, productive experience, and that incents patronage, rather than drive would-be riders away and into their cars.

Sincerely,

Greg Rice
San Francisco, CA

From: [Rocky McGill](#)
To: [Caltrain BOD Public Support](#)
Subject: Contest Fine & Review
Date: Wednesday, March 19, 2025 3:31:54 PM

You don't often get email from rockymcgill31@gmail.com. [Learn why this is important](#)

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Rocky McGill
1311 Shelter Creek Lane
San Bruno, CA 94066-3864
(650) 732-7880
rockymcgill31@gmail.com

Wednesday, 19 March 2025

Board Of Directors
Peninsula Corridor Joint Powers Board
1250 San Carlos Avenue
San Carlos 94070
caltrainbodpublicsupport@caltrain.com

Subject: Contest Fine & Review

Dear Honorable Members Of The Board:

On March 11, 2025, Train 425's Conductor J. Castillo, Badge Number 634, issued to me Citation Number 23000731, alleging that I was then in violation of PJPB Ordinance No.2, Code 3.03.1, Fare evasion with inadequate fare media, with the comment that 'I did not tag on.' [At the time of the Citation's issuance, my Clipper Card had a cash value of \$100 - \$200.]. {Senior Clipper Card Number 1208702901}

It is my contention that the citation was issued in error, as will be set forth below.

On March 11th, as an 84 year old Air Force Veteran, I was an outpatient, who had recently undergone a total knee joint replacement at Stanford Medical Center on February 4, 2025. As a result of my surgery, I was then in severe pain, had difficulty walking, was using the support of a walking cane, continuing to suffer from painful arthritis, surgical scars, wound problems, as well as knee stiffness. The foregoing impaired both my balance and mobility, resulting in my inability to reach the Clipper Tag Machine in time to board Train Number 425. Unfortunately, Conductor Castillo would hear none of this from me. He impatiently ordered me to sign the above cited Citation, to which I complied.

It is my contention that Conductor Castillo's conduct on March 11th violated both the letter as well as the spirit of the Americans With Disabilities Act (ADA). In addition, the Conductor's behavior would seem not to have been Professionally Responsible by Caltrain's standards.

Fortunately, after reaching my destination in San Bruno, I was able to tag, as set forth in my Receipt, TVM 054, 253111839 jpb054, 120512 \$86.40.

I would urge the Board to dismiss the Citation in the interest of justice.

Finally, I wish to thank you for your kind assistance, cooperation, and professional courtesy.

Respectfully yours,

Rocky

From: [paul gee](#)
To: [cacsecretary \[@caltrain.com\]](#); [dubostc@samtrans.co](#); [Board \(@caltrain.com\)](#)
Subject: Diridon station needs to accommodate mobility challenged customers
Date: Friday, March 14, 2025 2:23:27 PM

Some people who received this message don't often get email from fridgidwinter@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.

Greetings

Your new electrified trains are wonderful and the increase in train frequency is much appreciated.

However what's not wonderful is the difficulty I experience as a senior citizen with a mobility issue every time I arrive in San Jose and find myself on track 6.

I have requested from all Caltrain employees that I can ask, a lift from the remote arrival tracks, like number 6, into the station.

I was told if I were an Amtrak passenger, I could get a lift into station but NOT if I arrived on a Caltrain.

Please look into this ridiculous and potentially dangerous situation to better serve all your customers.

Thank you
Helen Gendler
Senior citizen and frequent passenger and
Public Transportation enthusiast

Ps: after spending millions on new trains how about a few thousand for a golf cart??

From: [Brian Bundridge](#)
To: [Board \(@caltrain.com\)](#)
Subject: Gilroy Service - Alternative Locomotive Suggestion
Date: Friday, March 21, 2025 10:40:42 AM

You don't often get email from b.bundridge@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.

Hello,

I am writing in regards to the SF to Gilroy service and a recent notification that NJ Transit will soon be selling their ALP-45 Dual Mode locomotives.

These locomotives have a diesel locomotive and pantograph (and 3rd rail) that enables them to be used in multiple applications on their network. As Caltrain looks into the trial of the Stadler BEMU trainset and with many budgetary issues that continue to face transit alternatives around the country, I wanted to bring this to your attention as an potential solution to eliminate a transfer of trains in San Jose.

The ALP-45's can operate at a maximum speed of 125mph in electric mode and 100mph in diesel mode, which will match the future operational goals of Caltrain if and when California HSR runs on the corridor. Its acceleration profile with a 5-car set is equivalent to the Stadler EMU's, matching its schedule and performance. In the event of an overhead failure, the trains can continue running, albeit limited but it can at least continue.

I hope you consider this as a potential solution, continuing a 1 train solution from end point to end point.

I appreciate your time and consideration reading this,

Warm regards,

Brian Bundridge

From: [Rocky McGill](#)
To: [Caltrain BOD Public Support](#)
Subject: Your 03/13/2025 Administrative Violation Notice
Date: Sunday, March 23, 2025 3:55:54 PM

You don't often get email from rockymcgill31@gmail.com. [Learn why this is important](#)

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Rocky McGill

Sunday, 23 March 2025

Dear Honorable Board Members and Honorable Secretary:

Thank you for your communication regarding Citation Number 23000731. This is my Supplement.

Train 425 does not make scheduled stops at the San Bruno Station, Accordingly, I de-trained at Millbrae. Using my Senior Eligible Discount Clipper Card Number 1208702901, I purchased my Monthly Pass, tagged on, and awaited the arrival of a northbound Local train that would be making a San Bruno stop.. Once onboard the Local, I recall having overheard a conversation between the Caltrain Conductor and a young white female passenger, which went as follows:

Conductor ("C"): Miss, it looks as though you did not tag on before boarding my train.

Passenger ("P"): Sir, I'm very sorry. You see, I was running very late. And, had I tagged, I would have missed your train. What can I do?

C: No problem. When we reach San Bruno, hop off of the train, tag, and get back on my train. That way, you won't be subject to a violation citation.

P: I'll do just that. And thank you very much sir.

At San Bruno, I tagged off as a Clipper Card Monthly Pass Holder for the entire month of March, 2025.

Oxford English Dictionary defines disparate treatment as unequal treatment.

Yours most sincerely,

Rocky

From: [Nate Wittenberg](#)
To: boardsecretary@caltrain.com; [Board \(@caltrain.com\)](#)
Subject: New Caltrain Fleet Feedback
Date: Tuesday, March 25, 2025 9:00:37 AM

You don't often get email from 1awesometransitfan@gmail.com. [Learn why this is important](#)

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Hello,

I am a passenger and train enthusiast from the San Francisco Bay Area writing this email to you because I want to give out some suggestions for further improvements to the new Caltrain service. I have been very impressed with the new Stadler KISS Fleet as they take off so fast. I think two other fleets would also be quite handy and extremely helpful with the low platform boarding, extra Limited and Express round trips daily plus additional journeys south of San Jose (including weekends and federal holidays - I would suggest Limited/Express in both directions in San Francisco/San Jose at each hour until 6 or 7 AM to 7 or 8 PM in both directions), and to accommodate passengers with high speed rail platforms at the Salesforce Transit Center which will be part of the future extension for Caltrain, especially when the section south of Tamien is electrified. There are two types of coaches that Chicago's Metra, New Jersey Transit and Virginia Railway Express are purchasing to replace and/or supplement their Gallery coaches and vintage Arrow III EMU's.

When I looked at news of the coaches being purchased for those companies, I looked all around to find some benefits they can include and they include the following: wide sets of doors, a good floor height inside the coaches adjacent to low level platforms (Coradia Multilevel) and doors to line up with high level platforms for California High Speed Rail (Multilevel III). New Jersey Transit plans to get an EMU style of the Alstom Multilevel III EMU while Metra and VRE are purchasing the Coradia fleet. My recommendation is purchasing an EMU style of these fleets with 4 semi-permanently connected coaches each, attaching two sets together to make an 8-coach train. Another benefit they can include is additional toilet facilities on the train, which I noticed passengers complain about on the Stadler KISS fleet. Passengers might also be intrigued to see these decorated for future holiday trains. Additionally, I think Caltrain might be intrigued to use these and their Stadler fleet for Christmas trains decorated inside and out each weekend in December, and passengers would enjoy travelling on them to meet Santa Claus and his holiday crew while enjoying the holiday cheer onboard the train.

However, if you want to purchase the Multilevel III EMU style of sets to be used on Caltrain, the only component I would suggest changing is two sets of double doorways with steps that raise/lower to the ground, easing passenger flow for those boarding and exiting the trains at low-level platform stations or stations

accommodating the California High Speed Rail platform height. My recommendation for these is a Nathan Airchime K5LA as the horn, being loud enough for safety, and ordering these with 4-digit numbers. Here are the fleets I am describing. There may need to be another new maintenance facility or two with this.

Alstom Multilevel III EMU: <https://www.railway.supply/en/multilevel-electric-train-car-multilevel-iii-unveiled-by-alstom-in-the-u-s/>

Alstom Coradia Multilevel: <https://www.alstom.com/press-releases-news/2021/3/alstom-supply-200-multilevel-commuter-rail-cars-chicagos-metra-eu650-million>

I hope the ideas I provided for further improvements on Caltrain make you and Caltrain customers happy, and look forward to hearing back from you.

Sincerely,
Nate Wittenberg.

From: [Althea Corpuz](#)
To: [Board \(@caltrain.com\)](#)
Cc: [info.ecrpub@gmail.com](#)
Subject: Request for Permission to Use Caltrain Parking for Event – May 3
Date: Thursday, March 27, 2025 5:01:18 PM

You don't often get email from ameliasmexipino@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.

To whom it may concern,

I hope this email finds you well. I am reaching out to inquire about the possibility of using the Caltrain parking area in front of ECR Pub (864 el Camino real, Belmont) during our event on May 3 and August 16. We would like to understand the necessary permissions and any coordination required to ensure proper use of the space.

Could you please advise on whom we should coordinate with for approval? Additionally, would we need to seek permission from the Belmont Police Department or any other local authorities?

We appreciate your guidance and look forward to your response. Please let us know if there are any forms or procedures we need to complete.

Thank you for your time and assistance.

Best regards,
Althea Corpuz | Owner
Amelia's Mexipino Cuisine
(415) 919-8722

From: [Gregory Rice](#)
To: [Board \(@caltrain.com\)](#)
Subject: Fwd: Greg Rice: Please Reduce Overhead Announcements
Date: Friday, March 28, 2025 6:50:03 AM

You don't often get email from grrice99@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.

Hello Caltrain,

I'm following up on the email below since I haven't received a reply, and a couple weeks have past. Can Caltrain please provide feedback?

Thanks,
Greg

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

From: Gregory Rice <grrice99@gmail.com>
Date: Fri, Mar 14, 2025 at 1:20 PM
Subject: Greg Rice: Please Reduce Overhead Announcements
To: <Board@caltrain.com>

Dear Caltrain Board of Directors,

I'm writing to request changes to the overhead announcement system on the new electrified Caltrain cars. The current system is delivering a poor yet avoidable rider experience which didn't occur with the old Caltrain cars. Unfortunately, I now avoid taking Caltrain due to this experience, and frequently drive a car instead.

I'm sending these comments to you because Caltrain didn't respond to me after I submitted these same comments via Caltrain's website in early February, 2025. It's important to show responsiveness to customers, particularly when Caltrain is experiencing a budget shortfall due to lack of sufficient ridership. A "take it or leave it approach" doesn't incent ridership or customer confidence.

Specifically, there are too many overhead announcements on the new cars and they are too loud. These excessive announcements are irritating, prohibit riders from concentrating on what they are doing (such as work or reading), are mentally fatiguing, and cause rider irritability.

In particular, riders don't need constant, repetitive, long-winded, and loud announcements communicated multiple times each train ride about -

- The doors opening and closing at each train station. The loud door alarm is enough and appropriately localized to the door area.
- Doors opening and closing directed to individuals sitting in the upper deck of the train. We are nowhere near the door and don't need the announcements. Turn these announcements off in the upper decks.
- Safety announcements after leaving every other stop
- Fare collection and fare evasion warnings
- The name of the next stop just after leaving each station
- The train number and train direction after leaving each stop

In addition to the above, conductors make their own announcements as well about the same topics.

All these announcements combined, including the detailed, endless long-winded nature of each one, and their loud volume, delivers a miserable, fatiguing and irritating rider experience. Consequently, I can't get anything done on the train and leave fatigued and irritable.

This problem didn't occur with the older train cars. For the old cars the announcements were far less frequent, briefer, and quieter. Consequently, riders could think and get work done, unlike now, despite my wearing the highest quality earplugs on the market (33db).

All that's needed is one brief announcement of the next train stop and one safety announcement at the start of the train ride. Signs provide all other information, just as in the past, and as with other transit systems.

Caltrain is a commuter railway, therefore the majority of riders know all this information already. We don't need long, professorial dissertations of this information blared to us multiple times per ride, every day of the week. Caltrain ran for decades without this and riders managed just fine. It's not needed now either, just as they are not provided on BART, San Francisco Metro, and other transit systems.

Please minimize and soften these announcements to make Caltrain ridership an enjoyable, productive experience, and that incents patronage, rather than drive would-be riders away and into their cars.

Sincerely,

Greg Rice
San Francisco, CA

From: [Adam Buchbinder](#)
To: [Board \(@caltrain.com\)](#)
Subject: Please support SB 445 (Wiener), Permit Streamlining.
Date: Saturday, April 5, 2025 6:53:23 AM

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

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Hi! I see that the Board supported AB 2503 to streamline rail electrification. SB 445, which would speed permitting for major transit projects, is out this year, and I think the Board would be interested in endorsing it as well.

Here's the announcement; SB 445 would place deadlines on third parties like local governments or private railroads to comply with environmentally-cleared transportation plans (or those that are part of the State Rail Plan).

<https://sd11.senate.ca.gov/news/senator-wiener-introduces-legislation-streamline-permitting-major-transit-projects-including>

Here's the current bill text.

https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=202520260SB445

Let me know if you're interested, if you'd like a template letter, or if I can answer any questions. Thanks!

Adam Buchbinder
South Bay YIMBY

From: [JO Ramos](#)
To: [Board \(@caltrain.com\)](#)
Subject: Equity in Fare Policy to Build Rider Trust and Access
Date: Thursday, April 24, 2025 11:41:25 AM

You don't often get email from jq.ramos.44@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 Members of the Caltrain Board,

I'm writing to express concern about Caltrain's fare enforcement policy, particularly how it treats riders who fail to tap a Clipper card before boarding.

One early morning, on a 6:30 a.m. northbound train, I witnessed a woman—clearly a first-time rider—being cited. She had just purchased a Clipper card but didn't realize she needed to tap it at the station. When approached by the fare inspector, she was told her only options were to disembark at the next stop and wait 20 minutes for the next train or pay a \$75 citation. Wanting to help, I suggested she buy a mobile ticket, believing the issue was a lack of payment. But when the inspector returned, he said her newly purchased ticket no longer counted—her only options remained to get off the train or pay the fine.

I was so taken aback by the rigidity of this policy that I offered to pay the \$75 fine on her behalf. While I understand the inspector was following Caltrain's current protocol, the experience revealed a fare enforcement system that is unnecessarily punitive—especially toward first-time users, visitors, and anyone unfamiliar with the tap-on/tap-off rules.

In today's volatile economic environment, where the cost of living continues to rise and job security remains fragile, a \$75 fine can be a significant burden—particularly for someone simply trying to get to work. Public transit is a necessity, not a luxury, and fare enforcement policies should reflect compassion, context, and an understanding of the real-life circumstances riders face. For many, Caltrain is one of the only reliable and affordable ways to access jobs, appointments, and community. Punitive policies risk alienating those very riders at a time when we should be rebuilding trust. If we hope to grow the next generation of transit users—people who see Caltrain as a dependable, welcoming part of their daily lives—we must ensure those policies support that vision. For someone commuting to work, being kicked off the train or issued a costly citation can have real financial and professional consequences.

I respectfully urge the Board to consider more equitable alternatives, such as:

- Charging the full fare (or double fare) in lieu of a citation for first-time violations, similar to how untapped trips are currently billed.
- Creating a strike-based system—a first infraction results in a maximum fare charge, a second in double fare, and only issuing \$75 fines for repeated offenses.
- Introducing real-time remedies and clearer rider education—this could include better signage about tap-on/tap-off requirements, more prominent app or onboard reminders, and a potential option to purchase a fare onboard (even at a premium) to prevent such punitive outcomes

when honest mistakes are made. This is especially important for visitors and first-time riders navigating an unfamiliar system.

Thank you for your time and for your continued commitment to improving the rider experience. Policies like this deserve a closer look if we want to create a transit system that is not only efficient, but welcoming and just.

Sincerely,

JQ Ramos

Former Member, Seamless Bay Area Board

Former Member, Redwood City Transportation Advisory Committee

From: [Public Comment](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: Requesting additional trains to/from South County
Date: Monday, May 19, 2025 4:37:59 PM

-----Original Message-----

From: Arti Anantharaman <arti917@gmail.com>
Sent: Thursday, April 24, 2025 12:29 PM
To: Public Comment <publiccomment@caltrain.com>
Subject: Requesting additional trains to/from South County

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<<https://aka.ms/LearnAboutSenderIdentification>>

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Dear Caltrain team,

I ride the Caltrain from Capitol station to Lawrence every weekday morning and back south in the evening.

I understand that we only have 4 trains in the morning and in the evening that transfer over to the electrified trains at Diridon.

There is a growing community of residents and commuters in South County- especially from the Capitol and Blossom Hill stations. I see that we have hourly trains even from Tamien.

Could you please increase the number of trains (even one an hour will do, similar to/from Tamien) to/from Capitol, Blossom Hill? It would tremendously benefit the community.

Please let me know if you have any questions.

Thanks,
Arti

From: [Tony T.](#)
To: [Public Comment; Board \(@caltrain.com\)](#)
Subject: RE: Concerns Regarding Caltrain Biased Social Media Communications
Date: Tuesday, April 29, 2025 6:49:48 PM
Attachments: [file1.PNG\(2060156.1\).png](#)

Some people who received this message don't often get email from anthony.blueline@gmail.com. [Learn why this is important](#)

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April 29, 2025

Dear Members of the Caltrain Board of Directors,

I am writing to express profound concerns about Caltrain's social media practices, as evidenced by my public records request (25-29) regarding a tweet about trains being "billionaire free." This communication, reportedly tested on Bluesky, reflects a clear ideological bias that undermines Caltrain's commitment to serving all riders impartially. It exposes a hypocrisy in Caltrain's approach to diversity, raises alarms about Bluesky's inadequate moderation of harmful content, including child sexual abuse material (CSAM), and highlights the platform's role in radicalizing users to accept political violence and extreme rhetoric, as seen in cases like Luigi Mangione's. Most critically, this bias jeopardizes Caltrain's funding by alienating voters who may not renew tax plebiscites and inviting scrutiny from federal agencies tasked with cutting debt. As the saying goes, **"Get Woke, Go Broke"**—ideological overreach risks financial consequences for a public agency reliant on broad support.

The *"billionaire free"* tweet, with its dismissive tone toward a specific demographic, aligns with the left-leaning echo chambers on Bluesky, which has seen a surge in progressive users post-2024 election. This siloing is dangerous for Caltrain, as it risks distorting objective decision-making, amplifying groupthink, and disconnecting staff from riders with diverse perspectives. The 2024 election underscored the Peninsula's complex political landscape, with increased Republican support partly driven by JD Vance's connections to Silicon Valley. Vance, a venture capitalist with ties to tech giants like Peter Thiel and investments in firms such as Narya Capital, resonated with voters seeking pragmatic, tech-driven solutions, including among the Bay Area's diverse tech workforce. Such shifts, evident in national exit polls, highlight a broad spectrum of public sentiment—yet Bluesky's hostility toward conservative or tech-aligned voices may obscure these realities. When Caltrain's communications reflect such biases, it alienates riders, undermining its role as a unifying public service for the Peninsula's diverse communities.

This bias is hypocritical given Caltrain's commitment to diversity and inclusion. The agency promotes equitable access and cultural sensitivity, yet the "billionaire free" tweet suggests tolerance for ideological conformity, contradicting these values. True diversity includes ideological diversity, ensuring all riders—regardless of political or economic perspectives—feel respected. By testing tweets on a platform known for its left-leaning skew, Caltrain risks endorsing a one-sided narrative, inconsistent with its mission to serve a pluralistic ridership.

Equally alarming is Bluesky's role in radicalizing users to accept political violence and extreme rhetoric, such as equating political opponents to Nazis, which normalizes hostility and justifies harm. The case of Luigi Mangione, the alleged killer of UnitedHealthcare CEO Brian Thompson in December 2024, illustrates this danger. Mangione, whose manifesto decried health insurance "parasites," was celebrated on Bluesky as a folk hero, with users creating fan content like playlists and the "

@weloveluigi

" account glorifying his actions, as noted in a Commentary Magazine report. The platform's echo chamber fosters a culture where violence against perceived enemies—often labeled as "Nazis" or "fascists"—is seen as justified. For example, journalist Jesse Singal faced death threats on Bluesky, with one user stating, "if you think jesse singal shouldnt be shot ur in need of getting shot urself." This rhetoric mirrors the trend of dehumanizing opponents, which can radicalize individuals like Mangione, whose actions resonated with Bluesky's anti-corporate sentiment. Caltrain's engagement with such a platform risks endorsing this toxic culture, which is antithetical to civil discourse and public safety.

Further, Bluesky's reputation for inadequate content moderation, particularly regarding CSAM, compounds these concerns. A 2024 Brazilian investigation by Nucléo identified 125 Portuguese-language accounts sharing encoded CSAM, fueling criticism that Bluesky's decentralized moderation fails to address illegal content effectively. While Bluesky reported only eight confirmed CSAM cases on a single day in November 2024, compared to two for all of 2023, the perception of leniency—amplified by critics on X—raises serious questions about the platform's safety. Caltrain's association with a platform linked to such issues risks tarnishing its reputation, especially among families who rely on its services.

The financial stakes of this bias are dire. Caltrain relies on voter-approved tax plebiscites, such as sales tax measures, to fund operations and electrification projects. Perceived ideological bias, as evidenced by the "billionaire free" tweet, risks alienating Peninsula voters, particularly those in tech-heavy, economically diverse communities who align with figures like Vance and value fiscal pragmatism. If voters perceive Caltrain as pandering to a narrow, progressive ideology, they may reject future tax renewals, jeopardizing critical funding. For example, the 2020 Measure RR, a 1/8-cent sales tax, passed narrowly in some counties; similar measures could fail if trust erodes. Additionally, federal agencies, now under pressure to cut the national debt following 2024's fiscal debates, are scrutinizing discretionary grants. The Department of Transportation, which provided \$647 million for Caltrain's electrification in 2017, may prioritize agencies that demonstrate impartiality and broad public support over those entangled in polarizing platforms like Bluesky. Public trust in institutions is already fragile, with 2024 Gallup polls showing only 26% of Americans trust federal entities, partly due to perceived politicization. Caltrain cannot afford to be seen as "going woke" and risk "going broke" when funding is at stake.

Testing tweets on Bluesky suggests a lack of oversight to ensure communications are inclusive and aligned with safe, reputable platforms. This is particularly concerning given Caltrain's diverse ridership, including tech professionals and others who align with figures like Vance. I respectfully demand that Caltrain implement the following changes to ensure a balanced, impartial, and safe approach to social media, addressing the hypocrisy in overlooking ideological diversity, the risks of radicalizing platforms,

and the threat to funding:

- **Adopt a Neutrality Policy for Communications:** Establish guidelines requiring social media content to be free of ideological bias, ensuring messages respect the diverse political and economic views of Caltrain's ridership.
- **Diversify Platform Engagement:** Engage across platforms with broader ideological representation (e.g., X, which maintains a more balanced user base) and robust content moderation, avoiding those that foster radicalization or fail to address illegal content like CSAM.
- **Enhance Staff Training:** Train communications staff on the risks of ideological siloing, the importance of ideological diversity, the dangers of platforms that normalize political violence, and the financial risks of alienating voters and federal funders.
- **Transparent Review Process:** Institute a review process for social media content and platform selection, involving diverse stakeholders to vet messages for bias and ensure platforms meet high safety and accountability standards.
- **Public Accountability:** Issue a public statement acknowledging the concerns raised by the "billionaire free" tweet, addressing the hypocrisy in overlooking ideological diversity, clarifying Caltrain's stance on using platforms linked to radicalization and moderation issues, and outlining steps to protect funding by rebuilding trust.

These steps are critical to restoring confidence that Caltrain's communications reflect the needs of all riders, including the Peninsula's tech-driven communities, and are conducted on platforms that prioritize safety, civility, and inclusivity. A balanced approach will strengthen Caltrain's role as a trusted public service, ensuring its commitment to diversity extends to ideas while safeguarding its financial stability amid voter and federal scrutiny.

I appreciate your attention to this matter and request a response within 30 days outlining how Caltrain will address these concerns. Please contact me at anthony.blueline@gmail.com if further discussion is needed. Thank you for your commitment to serving the Peninsula's diverse communities.

Sincerely,
Anthony Taylor



Caltrain
@Caltrain

Caltrain electric vehicles: 100% billionaire free.

Ride one today!



8:24 AM · 3/12/25 · **1M** Views



617



441



3.4K



156



3/12 8:09 AM

Is this a bad idea? I know it will do well...



I put it on bluesky last week.

Dan Lieberman 3/12 8:10 AM

DL

I'm not the person to ask

From: [Public Comment](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: May 1st Caltrain Board Meeting public comment
Date: Monday, May 19, 2025 4:43:21 PM

-----Original Message-----

From: Aaron Posternack <aaron.posternack@gmail.com>
Sent: Wednesday, April 30, 2025 8:03 PM
To: Public Comment <publiccomment@caltrain.com>
Subject: May 1st Caltrain Board Meeting public comment

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<<https://aka.ms/LearnAboutSenderIdentification>>

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

Dear Caltrain Board members,

My name is Aaron Posternack and I primarily use Caltrain, BART, and Muni. Funding transit is critical because transit helps connect people to their jobs, provides a viable and compelling alternative to driving, saves people money, and saves the environment. Mountain View needs high-quality, frequent transit connections because it has a significant amount of jobs and residents looking to commute to and from work. Additionally, it provides a way for seniors, children, and other people without access to a car to get around the region rapidly with ease. Overall, transit makes our region more accessible and affordable to travel around.

With that being said, I strongly support a regional measure to fund transit across the Bay Area, preventing cuts and perhaps even supporting service expansions.

I strongly support regional coordination among agencies, including the measures of SB 63 to stipulate fare, scheduling, and wayfinding coordination. This would help my community and I because some of us rely on multiple transit agencies. In the case of Mountain View, which acts as a transfer point between VTA and Caltrain services, having unified signage would clarify any transfers between agencies, and full fare integration would make journeys far less expensive.

Fare integration is a massive benefit and crucial for riders and transit agencies alike. Making trips more economical for more people is key to winning back transit riders and expanding into new markets. For example, if I want to go to Valley Fair, fare integration would make this journey far more economically viable for more people. I would not be forced to make a tradeoff between paying significantly more to take Caltrain and transfer to VTA buses to the mall, or spending significantly more time on VTA buses because I do not wish to pay for faster service. The same

could be said for people, who say, work at Valley Fair and other major employment centers which may be reached faster using multiple agencies than just using a single agency.

Scheduling coordination is critical, as more people will see transit as a compelling option since their journey times would be reduced. For example, coordination would mean that trips to San Francisco involving BART and Caltrain via Millbrae would be a lot easier, and I currently avoid doing the transfer at Millbrae precisely because of the lack of schedule coordination. Additionally, schedule coordination would make feeder buses to Caltrain far more effective, because bus riders will not have to wait for a long time before the train arrives. Many people may avoid transit because the transfers are super annoying due to a lack of schedule coordination. Scheduling integration, similar to what is done in Switzerland, wins over people who may be on the fence on using and depending on public transit.

And finally, wayfinding integration is imperative for retaining new riders, particularly those who may use two or more transit agencies. For example, the MTC wayfinding pilot at El Cerrito del Norte Station makes it far easier to understand where connecting buses are and most importantly, makes transit feel like one connected system. In Mountain View, having a single wayfinding standard will immediately make transferring between the VTA light rail and buses to Caltrain far less jarring and more seamless. A trip from say, Whisman to Palo Alto would be far more legible, particularly for those who may not use transit as often as the traditional 9-5 commuter. Overall, wayfinding integration will make the transit system far less confusing and user-friendly.

The aforementioned fare, scheduling, and wayfinding integration is a huge opportunity for agencies to connect communities and make transit more accessible and easy to understand. I strongly encourage the Board to adopt these measures and back SB 63. Thank you for your time.

Best Regards,

Aaron Posternack

From: [Public Comment](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: Supporting Seamless Regional Transit and Better Bike Access
Date: Monday, May 19, 2025 4:43:36 PM

-----Original Message-----

From: daniel@fdr.io <daniel@fdr.io>
Sent: Thursday, May 1, 2025 1:18 PM
To: Public Comment <publiccomment@caltrain.com>
Subject: Supporting Seamless Regional Transit and Better Bike Access

You don't often get email from daniel@fdr.io. Learn why this is important
<<https://aka.ms/LearnAboutSenderIdentification>>

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Dear Caltrain Board,

My name is Daniel Farina. I live on the southwest side of San Francisco and regularly use BART and Caltrain with my bicycle to reach destinations in San Mateo County. I urge you to support funding that enables seamless fare and schedule coordination with BART, especially during off-peak daytime hours, and that improves bicycle access and routes to stations. These changes would make regional transit more practical and appealing for riders like me.

Thank you,

Daniel

From: Caltrain BOD Public Support
Sent: Thursday, May 22, 2025 3:30 PM
To: Board (@caltrain.com)
Subject: Re: Theft while on CalTrain

Customer contacted us through the Caltrain.com feedback form; a response was sent on 11/8/24.

Thank you for reaching out, and we're very sorry to hear about the theft of your bike accessories on Train 149. We understand how concerning this situation is.

We also understand your concern about the limited seating in the bike car and the inability to lock bikes. We'll continue to review this situation as part of our ongoing efforts to improve the rider experience.

Thank you for bringing this to our attention. We appreciate your feedback.

945222	Caltrain	Administration and Shared Services	Multiple Caltrain Departments	11/07/2024	K
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Thanks,
Sarah

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Thursday, May 22, 2025 2:45 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Theft while on CalTrain

From: Loana Lumina-Hsu <Lumina-HsuL@samtrans.com>
Sent: Thursday, May 22, 2025 9:45:12 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com)
Cc: Jason Dayvault; Margaret Tseng
Subject: RE: Theft while on CalTrain

No, there was no PRA submitted to or logged in NextRequest. Video footage for trains are only retained for 5 days and we will not have footage from November 2024.

Loana Lumina-Hsu, she/her/siya
Deputy District Secretary
Executive Administration | District Secretary's Office

SamTrans | TA | Caltrain
1250 San Carlos Ave, San Carlos, CA 94070-3006
Email: Lumina-HsuL@samtrans.com
Phone: (650) 508-6466 | Cell : (650) 740-6264

-----Original Message-----

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Thursday, May 22, 2025 2:41 PM
To: Loana Lumina-Hsu <Lumina-HsuL@samtrans.com>
Cc: Jason Dayvault <DayvaultJ@caltrain.com>
Subject: FW: Theft while on CalTrain

Hi Loana.

For the missed email below due to it landing in the junk email folder, would you please check your PRAs to see if his request was ever logged and responded?

Thanks,

Margaret

-----Original Message-----

From: Jason Dayvault <DayvaultJ@caltrain.com>
Sent: Thursday, May 22, 2025 2:29 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: RE: Theft while on CalTrain

I'm not sure who's in charge of security footage - Hogan? Meader?

All the best,
Jason

Jason Dayvault, Business Operations Project Manager (he/him)
1250 San Carlos Ave, San Carlos, CA 94070
Office: 650.508.6392 Cell: 650.730.7415
Website: Caltrain

-----Original Message-----

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Tuesday, May 20, 2025 12:07 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: FW: Theft while on CalTrain

-----Original Message-----

From: Peter Khoury <peat@curious-peter-george.com>
Sent: Thursday, November 7, 2024 9:04 PM
To: MTABoard@sfmta.com; Board (@caltrain.com) <Board@Caltrain.com>; waltonstaff@sfgov.org
Subject: Theft while on CalTrain

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On CalTrain Thursday November 7th on the southern most Bike Car of the train 149 I had almost all the accessories stolen off of my bike. My gloves my ear muffs my rear taillight disappeared. Another rider had her helmet and lights stolen too.

Please tell me that you have security cameras on board so that you can tell who stole the gear and so that conductors can keep an eye out for them.

It's problematic having so few seats in the bike car. I was traveling between Lawrence and 22nd St and I was up in the upper car. It makes me worried for my bike and I'd like to lock it up but I understand that that's not allowed which also seems problematic.

Thanks,
Peter Khoury
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