

JPB Board of Directors Meeting of August 7, 2025

Correspondence as of July 11, 2025

- <u>#</u><u>Subject</u>
- 1. BSVII Project: July 2025 West Portal Construction Notice (Sheet Pile Wall Construction)
- 2. Re: Train Horns *Staff response*
- 3. Re: Croix de CalTrain Staff response
- 4. Caltrain workers using gas leaf blowers to blow debris into the bike lane at SF station
- 5. Re: Caltrain workers using gas leaf blowers to blow debris into the bike lane at SF station - Staff response
- 6. Re: Error in Chinese Translation of "Welcome Aboard" Message *Staff response*
- 7. Caltrain Customer Service Recording Form: 971978 *Staff response*
- 8. Leaf blower on populated train station platform
- 9. Media Release Time for VTA to Change Course on BART Extension
- 10. Question About Shade Structures

### Lauryn Ko

From:	VTA BART Phase II <vtabart@vtabsv.com></vtabart@vtabsv.com>
Sent:	Thursday, July 3, 2025 3:22 PM
То:	Board (@caltrain.com)
Subject:	BSVII Project: July 2025 West Portal Construction Notice (Sheet Pile Wall Construction)

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# Sheet Pile Wall Construction West Portal at Newhall Yard & Maintenance Facility

As early as Thursday, July 10, 2025 – April 2026 From 7 a.m. – 7 p.m. (12 hours)



### **Construction Activities**

- Construction of underground retaining walls will require sheet piles (long metal panels) to be driven underground.
- Sheet piles will be driven into the ground using vibratory and impact hammers.
- Construction of the sheet pile walls includes the use of large machinery and truck hauling.

### What to Expect

- Increased noise and vibration from sheet pile wall construction activities; will be actively monitored to stay below thresholds.
- Work will also take place six days a week (Monday through Saturday) from 7 a.m. - 7 p.m.
- Large trucks will be utilizing Newhall Street.
- Noise curtains have been installed adjacent to the work area.

Sign up for construction updates at <u>www.vtabart.org</u>



VTA's BART Silicon Valley Phase II Extension (Phase II Project) is a six-mile, fourstation extension of BART from Berryessa / North San José Station (opened 2020) through downtown San José to the City of Santa Clara. The Phase II Project is planned to include an approximately five-mile subway, three stations with underground platforms (28th Street/Little Portugal, Downtown San José, and Diridon), one groundlevel station (Santa Clara), a train yard and maintenance facility, and additional facilities.



- Maintain a safe following distance
- Plan your trip ahead
- Slow down and follow posted speed limits
- Be aware of your surroundings
- Pay attention to safety signs

### Have a question for us about Phase II?

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



vtabart@vtabsv.com (408) 321-2345 BART Silicon Valley Hotline



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Dear Brandon Welsh,

Thank you for reaching out, and please accept our sincere apologies for the delayed response. 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 understand your concern regarding train horn noise, and we appreciate you taking the time to share your feedback. In response to community input, Caltrain has implemented a reduction in train horn decibel levels.

We'd like to check in—have you noticed any improvement recently? Your input is important to us as we continue to monitor and evaluate the impact of these adjustments.

Thank you again for bringing this to our attention.

Kind regards, Sarah Nabong

Your Caltrain BOD Public Support Team

-----Original Message-----From: Brandon Welsh <brandon.l.welsh@gmail.com> Sent: Wednesday, October 23, 2024 5:31 AM To: Board (@caltrain.com) <Board@caltrain.com> Subject: Train Horns

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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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Please accept our apologies for the delayed response as we gathered information from our Rail Operations team. 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 truly appreciate your long-standing support of Caltrain and your commitment as both a loyal passenger and a lifelong railfan. We understand your concerns regarding the postgame boarding experience following the recent Giants game.

Since that date, we have implemented modifications to our boarding process and have not experienced any boarding delays following San Francisco Giants games. These adjustments aim to improve crowd management while maintaining safety and efficiency during highvolume events.

That said, we recognize there is always room for improvement, and your feedback is invaluable in helping us enhance the rider experience. We've shared your comments with our operations team for continued review as we monitor and refine post-event procedures.

Thank you again for reaching out.

Warm regards,

Sarah Nabong Your Caltrain BOD Public Support Team

From: Malcolm Robinson <calmotomal@gmail.com> Sent: Thursday, May 1, 2025 2:32:52 AM (UTC+00:00) Monrovia, Reykjavik To: Public Comment; Board (@caltrain.com) Subject: Croix de CalTrain

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I have been taking Caltrain to a few Giants games a year for 25 years. Last Monday's win against the Brewers was the first time I experienced CalTrain's new postgame boarding process: requiring Giants fans to stand in long lines, in the cold and wind, for 30 minutes before boarding.

In past years, after a short walk to the station you could board the next departure right away. Station agents would guide you to the next train south, you board and find a seat and get settled in until departure.

Now we cue up without shelter, with the line backed up to the 4th St. curb, then it turned along the curb to Townsend. CalTrain won't board passengers until, seemingly, just before departure now.

Caltrain has co-advertising with the Giants, and it should be a no-brainer transport option. Why would you make us stand so long in the cold and damp? There must an improvement in boarding process to take better care of your customers. Otherwise I recommend another option.

At Candlestick Park, after you weathered an extra inning game, attendants would hand you the Croix de Candlestick for withstanding the weather and hanging tough. I recommend CalTrain give chilled Giants fans an award, the Croix de CalTrain. Veni Vidi Gelui. I came, I saw, I froze.

I would have written earlier, except I have been sick in bed with a severe chest cold, quarantined in our spare bedroom the last week. It's not so bad, it's my Train Room.

Rgds,

Malcolm Robinson, Lifelong Railfan

Sent from my iPhone

From:	Helene Grossman
То:	Caltrain BOD Public Support
Cc:	Board (@caltrain.com)
Subject:	Caltrain workers using gas leaf blowers to blow debris into the bike lane at SF station
Date:	Saturday, July 5, 2025 10:20:03 PM

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Dear BOD Public Support team (and cc to Board):

Thank you for responding to my query about gas leaf blowers at the Palo Alto Caltrain station.

In addition, I'd like to bring your attention to a recurring issue at the San Francisco 4th and King station, where cleaning crews continually use gas-powered leaf blowers. I raised this issue via an email to the Board on 2/3/25. More recently, I observed a crew using gas-powered leaf blowers (GLBs) to blow debris and trash from the sidewalk into the bike lane. Here is a <u>video</u>.

I don't understand why the City/Caltrain would pay crews to litter the bike lane and create a hazard for cyclists. Moreover, it is against City regulations for City employees/contractors to use GLBs (Healthier, Cleaner, Quieter Communities Act), so this crew was in violation. Further, it pollutes the air and creates horrendous noise for Caltrain passengers just wishing to do their daily commute in peace.

I contacted the City, but they responded that these employees/contractors are hired by Caltrain.

Therefore, could you please ask crews to stop littering the bike lane, violating SF regulations, and creating both air pollution and noise pollution for passengers & the community?

Beyond this – given Caltrain's investment in electrification and commitment to clean energy and lower noise for the communities it serves, could Caltrain make a commitment to stop using toxic, polluting, and loud equipment (which is not legal to sell in CA anymore), and instead switch to environmentally friendly and quiet equipment at all stations?

Many thanks!

### Helene Grossman

On Thu, May 8, 2025 at 11:10 AM Caltrain BOD Public Support <<u>CaltrainBODPublicSupport@caltrain.com</u>> wrote:

Dear Helene Grossman,

Thank you for bringing this to our attention. 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 sincerely apologize for the use of a gas-powered leaf blower at the Palo Alto Caltrain station on the evening of April 29, 2025. We understand and share your concerns regarding both compliance with local ordinances and alignment with Caltrain's sustainability commitments.

We have spoken with the company contracted and have made it clear that this violation is unacceptable. They have assured us that this will not happen again.

We appreciate your vigilance and your advocacy for a cleaner, quieter, and more responsible transit environment.

Thank you again for your feedback.

Sincerely,

Your Caltrain BOD Public Support Team

From: Helene Grossman <<u>helenegrossman@gmail.com</u>>
 Sent: Wednesday, April 30, 2025 6:03:15 AM (UTC+00:00) Monrovia, Reykjavik
 To: Board (@<u>caltrain.com</u>) <<u>Board@caltrain.com</u>>
 Subject: Caltrain using Gas Leaf Blowers at Palo Alto station at night, in violation of local ordinance

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Dear Caltrain Board of Directors,

I am writing again regarding Caltrain's use of gas-powered leaf blowers (GLBs) at its stations. I previously raised this issue concerning the San Francisco 4th and King station. Today at 7:30 pm, I observed a GLB in use at the Palo Alto Caltrain station, directly violating Palo Alto's longstanding ordinance, which prohibits GLBs in residential areas entirely and restricts their use in commercial areas after 6 pm.

Caltrain should respect and comply with the ordinances of the cities it serves. Moreover, the

sale of gas-powered leaf blowers is now banned throughout California due to their significant environmental impact, including pollution, smog contribution, and extreme noise generation. It is puzzling and disappointing to see Caltrain continue employing these outdated and harmful devices.

Recently, Caltrain invested \$2.5 billion in electrifying its trains to modernize service, enhance environmental sustainability, and reduce noise. Continuing to use GLBs contradicts this commendable initiative, undermines Caltrain's stated goals, and negatively impacts both rider and community experiences.

I kindly request Caltrain immediately discontinue using gas-powered leaf blowers at all stations to align with your commitments to sustainability, public health, and community standards. For reference, here are video recordings of the incident—though captured from across the street amid traffic, they clearly demonstrate the use and nuisance caused by these devices (video1, video2)

Thank you for your attention. I look forward to your response and to seeing Caltrain lead by example in sustainability and environmental stewardship.

Sincerely,

Helene Grossman

Dear Helene Grossman,

Thank you for your message and for bringing this concern to our attention once again. 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 understand and share your concerns regarding the use of gas-powered leaf blowers, especially in light of local regulations and Caltrain's broader commitment to sustainability.

This issue has been addressed by our Operations team, who are actively working with the vendor to transition from gas-powered to electric leaf blowers at Caltrain stations, including San Francisco 4th & King. We have also reiterated expectations regarding proper debris management to ensure cleaning crews are not creating safety hazards by blowing debris into bike lanes or public walkways.

We appreciate your continued advocacy and your commitment to holding all of us accountable to cleaner and more community-friendly practices. Thank you again for taking the time to share your feedback.

Kind regards, Sarah Nabong

Your Caltrain BOD Public Support Team

From: Helene Grossman <helenegrossman@gmail.com>
Sent: Sunday, July 6, 2025 5:19:31 AM (UTC+00:00) Monrovia, Reykjavik
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <Board@caltrain.com>
Subject: Caltrain workers using gas leaf blowers to blow debris into the bike lane at SF station

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Dear BOD Public Support team (and cc to Board):

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raised this issue via an email to the Board on 2/3/25. More recently, I observed a crew using gas-powered leaf blowers (GLBs) to blow debris and trash from the sidewalk into the bike lane. Here is a <u>video</u>.

I don't understand why the City/Caltrain would pay crews to litter the bike lane and create a hazard for cyclists. Moreover, it is against City regulations for City employees/contractors to use GLBs (Healthier, Cleaner, Quieter Communities Act), so this crew was in violation. Further, it pollutes the air and creates horrendous noise for Caltrain passengers just wishing to do their daily commute in peace.

I contacted the City, but they responded that these employees/contractors are hired by Caltrain.

Therefore, could you please ask crews to stop littering the bike lane, violating SF regulations, and creating both air pollution and noise pollution for passengers & the community?

Beyond this – given Caltrain's investment in electrification and commitment to clean energy and lower noise for the communities it serves, could Caltrain make a commitment to stop using toxic, polluting, and loud equipment (which is not legal to sell in CA anymore), and instead switch to environmentally friendly and quiet equipment at all stations?

Many thanks!

### Helene Grossman

On Thu, May 8, 2025 at 11:10 AM Caltrain BOD Public Support <<u>CaltrainBODPublicSupport@caltrain.com</u>> wrote:

Dear Helene Grossman,

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We sincerely apologize for the use of a gas-powered leaf blower at the Palo Alto Caltrain station on the evening of April 29, 2025. We understand and share your concerns regarding both compliance with local ordinances and alignment with Caltrain's sustainability commitments.

We have spoken with the company contracted and have made it clear that this violation is unacceptable. They have assured us that this will not happen again. We appreciate your vigilance and your advocacy for a cleaner, quieter, and more responsible transit environment.

Thank you again for your feedback.

Sincerely,

Your Caltrain BOD Public Support Team

From: Helene Grossman <<u>helenegrossman@gmail.com</u>>
 Sent: Wednesday, April 30, 2025 6:03:15 AM (UTC+00:00) Monrovia, Reykjavik
 To: Board (@<u>caltrain.com</u>) <<u>Board@caltrain.com</u>>
 Subject: Caltrain using Gas Leaf Blowers at Palo Alto station at night, in violation of local ordinance

You don't often get email from <u>helenegrossman@gmail.com</u>. <u>Learn why</u> this is important

Dear Caltrain Board of Directors,

I am writing again regarding Caltrain's use of gas-powered leaf blowers (GLBs) at its stations. I previously raised this issue concerning the San Francisco 4th and King station. Today at 7:30 pm, I observed a GLB in use at the Palo Alto Caltrain station, directly violating Palo Alto's longstanding ordinance, which prohibits GLBs in residential areas entirely and restricts their use in commercial areas after 6 pm.

Caltrain should respect and comply with the ordinances of the cities it serves. Moreover, the sale of gas-powered leaf blowers is now banned throughout California due to their significant environmental impact, including pollution, smog contribution, and extreme noise generation. It is puzzling and disappointing to see Caltrain continue employing these outdated and harmful devices.

Recently, Caltrain invested \$2.5 billion in electrifying its trains to modernize service, enhance environmental sustainability, and reduce noise. Continuing to use GLBs contradicts this commendable initiative, undermines Caltrain's stated goals, and negatively impacts both rider and community experiences.

I kindly request Caltrain immediately discontinue using gas-powered leaf blowers at all stations to align with your commitments to sustainability, public health, and community standards. For reference, here are video recordings of the incident—though captured from across the street amid traffic, they clearly demonstrate the use and nuisance caused by these devices (video1, video2)

Thank you for your attention. I look forward to your response and to seeing Caltrain lead by example in sustainability and environmental stewardship.

Sincerely,

Helene Grossman

Dear Ryan Yeung,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you very much for your thoughtful and detailed message, and please accept our sincere apologies for the delay in response.

We appreciate you bringing the issue with the Chinese translation of our "Welcome Aboard" message to our attention. Your insights were incredibly helpful, and we're pleased to let you know that the translation has been corrected.

Should you notice any remaining incorrect translations or similar issues, please don't hesitate to reach out. We truly value your feedback and your effort to help us better serve our diverse rider community.

Best regards,

Sarah Nabong

Your Caltrain BOD Public Support Team

-----Original Message-----From: Ryan Yeung <ryanyeungryan@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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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 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:	Sarah Nabong
То:	"boycedaveboyce@gmail.com"
Subject:	Caltrain Customer Service Recording Form: 971978
Date:	Monday, July 7, 2025 3:20:00 PM
Attachments:	image001.png

Dear David Boyce,

Thank you for bringing this to our attention.

We've notified the appropriate teams to address the issue at the Palo Alto station. Your concerns about the timing and impact of maintenance activities have been shared, and we're working to

ensure a more considerate approach moving forward.

We appreciate your feedback and your continued use of Caltrain.

Sincerely,

Sarah Nabong, Customer Service Representative 2 1250 San Carlos Ave San Carlos, CA 94070 Websites: <u>Caltrain | SamTrans | TA</u> <sup>3logos\_eSig3</sup>

From:	Board (@caltrain.com)
То:	Board (@caltrain.com)
Subject:	FW: Leaf blower on populated train station platform
Date:	Monday, July 7, 2025 4:29:04 PM

From: David Boyce <boycedaveboyce@gmail.com> Sent: Monday, July 7, 2025 2:56 PM To: Board (@caltrain.com) <Board@caltrain.com>; city.council@paloalto.gov; spurewal@smcgov.org; boardoperations@cob.sccgov.org Subject: Leaf blower on populated train station platform

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Hello, local officials. This is a copy of a complaint I sent to Caltrain this afternoon. I hope something can be done to remedy this situation, assuming it wasn't a one-off or a mistake.

Thanks for reading ...

\*\*\*\*\*\*

When did it become acceptable to have a maintenance man use a leaf blower in an open-air train station during commute hours? Where in the world would that be okay? Paris? Moscow? Dushanbe? A Tokyo suburb?

Palo Alto? Yes! This morning from around 8:15 am (when I got there) to 9 am. People were everywhere.

Having biked through this train station morning and evening for some 20 years, this is unprecedented. I can recall two or three nights of detouring around a crew, but that was understandable. It had to be done, so they did it after hours.

And the guy using the blower this morning? Clueless about the dust cloud. He was in his own world. That I've not seen before. It's a universal rule, in my experience, that crews pause to let bikes pass.

But blowing dust around in the midst of seated people??? Never acceptable. This is shameful.

If you're now going to do this during times when the station is populated, WHAT IS THE SCHEDULE? Post the damn thing, prominently, so we can all know and remember to bring our dust masks!

Dave Boyce Menlo Park

## ATTENTION: This email came from an external own senders ot open attachments or click on links from View as Webpage MEDIA RELEASE For Immediate Release July 8, 2025 Media Contact: Rob Means, 408-230-2585 SouthBayPA.org Time for VTA to Change Course on BART Extension What would you do? If you were on the Board of the Valley Transportation Authority (VTA), and you saw \$5B of your \$12B budget just disappear, what would you do? Without \$5B of federal government funding to burrow a massive BART underground tunnel system to connect East San Jose (Berryessa BART) with Diridon Station (Caltrain) in Downtown San Jose, VTA is at a crossroads. The South Bay Progressive Alliance (SBPA) looked into redirecting funds from the BART Burrow (Silicon Valley BART Extension Phase II) to other transit solutions that offer a much better return on investment (ROI). Bus Rapid Transit (BRT), Light Rail Transit (LRT), and Personal Rapid Transit (PRT or podcars) were compared using multiple factors. Like a wise investor, VTA could cut their losses, and stop spending \$10M each week on the BART extension. VTA could also take steps to ease the transition by supporting alternative technologies. VTA's Vision - Innovate the way Silicon Valley moves - inspires their workers, and those of us who value public transit. It's time for VTA to innovate and evolve.

#### Learn more at https://southbaypa.org/prt/

About SBPA: As an independent, politically unaffiliated organization, SBPA works to elect local corporate-free candidates, enact progressive policies, and build institutions and a society based on democracy, equity, cooperation, compassion and sustainability. Learn more about SBPA and its mission at SouthBayPA.org



South Bay Progressive Alliance (SBPA) | 1421 Yellowstone Av | Milpitas, CA 95035 US

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From:	Board (@caltrain.com)
То:	Board (@caltrain.com)
Subject:	FW: Question About Shade Structures
Date:	Tuesday, July 8, 2025 2:25:10 PM

From: Killian Sullivan <killian.p.sullivan@gmail.com> Sent: Tuesday, July 8, 2025 2:24 PM To: Board (@caltrain.com) <Board@caltrain.com> Subject: Question About Shade Structures

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Howdy,

I am a big fan of the new trains and the strides forward you all have been taking. I ride the train regularly for my commute. Going to work 3-4 days a week by train instead of car.

Yesterday on the platform on California Ave in Palo Alto it was baking hot in the afternoon commute, and we're not that far into summer yet. Many people were sheltering from the sun inside the pedestrian underpass, and only came upstairs to the platform when someone called down that the train was arriving. A few of us were debating the merits of some sort of shade structure like shade sails or solar power arches that would do double duty. So I figured I would send an email and just ask if anything like that has been considered.

Several stations do have nearby trees that provide shade in the morning and later in the day. But during the height of summer, even at 5pm the sun is still shining very nearly straight down.

Anyway, I know you all have a lot on your plate with various planned improvements, but I would love to hear if anything is in the works, or if it's something for the city to handle, etc.

Cheers Killian