



JPB Board of Directors
Meeting of August 7, 2025

Correspondence as of August 1, 2025

Subject

1. Letter to the Caltrain Board re: Scrutiny of Project Leadership and Fiscal Responsibility
2. RE: [EXTERNAL] Train Horn Complaint at 2am in Mountain View – *California Public Utilities Commission Program and Project Supervisor (Rail Crossings and Engineering Branch – Rail Safety Division) response*
3. Silent cars... Please!
4. Front carriage as silent car
5. Silent cars
6. Quiet Cars!
7. Silent car on express trains
8. Silent Cars
9. Hillsdale Station safety and cleanliness
10. Quiet car
11. Silent cars
12. RE: Complaint Regarding Employee Conduct on 07/11/2025 – [Train # 541] – *Staff response*
13. Caltrain e-News - July 2025
14. Re: Hillsdale Station safety and cleanliness – *Staff response*
15. RE: Silent cars – *Staff response*



16. RE: Quiet car – *Staff response*
17. RE: Silent cars – *Staff response*
18. RE: Silent car on express trains – *Staff response*
19. RE: Quiet Cars! – *Staff response*
20. RE: Silent cars – *Staff response*
21. RE: Silent cars... Please! – *Staff response*
22. FW: Quiet car
23. Caltrain policy Change and Customer feedback 01 August 2025
24. RE: Scooter Blocking Exit Door - Caltrain NB 405 Limited 7/15 – *Staff response*



BOARD OF DIRECTORS 2025

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MICHELLE BOUCHARD
EXECUTIVE DIRECTOR

July 25, 2025

Re: Open Letter to the Caltrain Board: Scrutiny of Project Leadership and Fiscal Responsibility

To Board of Directors, Peninsula Corridor Joint Powers Board:

On June 9, 2025, an anonymous individual, who identified themselves as a Caltrain rider, sent an open letter to the Board of Directors raising concerns about management of Caltrain projects, and particularly the Guadalupe River Bridge Project. The letter specifically questions the selection of individuals to lead the project, Caltrain's vetting and qualifications process for these positions, and adherence to procurement policies.

After the Guadalupe River Bridge Project experienced environmental and construction challenges, resulting in schedule delays and cost increases, I asked Sherry Bullock, an experienced engineer with excellent qualifications who most recently helped to successfully re-set and complete the electrification project, to manage the Guadalupe River Bridge Replacement Project. Ms. Bullock brings 30 years of expertise in engineering, procurement, construction, systems integration, startup, and project management. Ms. Bullock is a certified Project Management Professional (PMP) and began her career with Bechtel, where she successfully delivered a variety of Engineering, Procurement, Construction and Management (EPCM) projects, both domestically and internationally. Over the past 18 years, Ms. Bullock has focused on the transportation industry, leading the delivery of complex, high-profile infrastructure programs.

After she took over as the Program Director for Caltrain's Modernization Program in 2021, she played a pivotal role in the PCEP global re-set, renegotiated commercial terms with the design-build contractor, re-baselined the project schedule and budget, and introduced innovations in delivery strategy and system integration, including managing risk and incentivizing contract performance.

Under Ms. Bullock's leadership, the PCEP team overcame significant technical and institutional challenges to deliver the \$2.4 billion PCEP project on time and within the re-baselined budget. Ms. Bullock's success in re-setting the PCEP project is among the reasons I asked her to take over the Guadalupe Bridge Project. In addition to her PCEP and other work experience, she brings strong leadership skills, close attention to detail, and a problem-solving approach to the Guadalupe River Bridge Project. Since coming on board, she led the team in successfully negotiating change orders with the project contractor, including risk contingency and incentives, obtaining revised permits from multiple resource agencies, and establishing a revised timeline, budget, and funding plan for the project. As Caltrain's Executive Director, I have full confidence in Ms. Bullock's qualifications and leadership to complete the project on the new timeline and budget.

The anonymous rider also raises concerns about the procurement. Caltrain has adhered to its procurement policies and processes to bring Ms. Bullock on as a subcontractor through a competitively bid on-call contract.

PENINSULA CORRIDOR JOINT POWERS BOARD

1250 San Carlos Avenue

San Carlos, CA 94070 (650) 508-6200

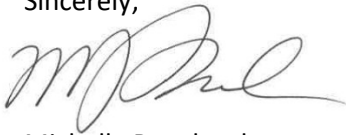
July 25, 2025

Page 2 of 2

Finally, the anonymous rider also falsely states that the March 2022 collision between a Caltrain train and hi-rai construction vehicles on the track during the project led to a fatality. While injuries occurred as a result to an error made by the roadway-worker-in-charge, there were no fatalities resulting from the incident.

We will be happy to answer any further questions the Board has about the project and project management at the August Board meeting.

Sincerely,

A handwritten signature in black ink, appearing to read 'MBouchard', with a stylized, flowing script.

Michelle Bouchard
Executive Director

PENINSULA CORRIDOR JOINT POWERS BOARD

1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306 (650) 508-6200

From: [Bond, Matthew](#)
To: [Dian Yu](#); [code.enforcement@mountainview.gov](#); [Board \(@caltrain.com\)](#); [city.council@mountainview.gov](#)
Subject: RE: [EXTERNAL] Train Horn Complaint at 2am in Mountain View
Date: Monday, July 28, 2025 3:07:32 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

You don't often get email from matthew.bond@cpuc.ca.gov. [Learn why this is important](#)

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David,

Both State and Federal law require the use of the train horn at all rail crossings unless a Quiet Zone has been established under Federal guidelines. Please see below for additional background information. It is a complicated process to establish a Quiet Zone, which must be done by the local roadway agency (the City of Mountain View). There is no quick or easy solution for the train horn. Eliminating the train horn at crossings has been shown to increase the number of collisions, and therefore additional safety measures to be implemented in order to qualify, which requires both time and funding. The first step would be to contact the roadway agency and bring them on board. It would ultimately be up to them to pursue the project. However, a Quiet Zone may not be effective at this crossing, since trains would likely still need to blow their horns at the station pedestrian crossings.

1. Train Horn

The Federal Railroad Administration's (FRA's) Final Rule on the Use of Locomotive Horns at Highway/Rail Grade Crossings (FRA's Final Train Horn & Quiet Zone Rule), codified in the Code of Federal Regulations, Title 49, Part 222 (49 CFR Part 222), became effective in 2005. It requires that the train horn be sounded on approach to each public crossing at least ¼ mile in advance of the crossing, and up to the time the train occupies the crossing. Additionally, California Public Utilities Code section 7604 requires train horn sounding at private and pedestrian at-grade rail crossings. Those rules do stipulate the decibel level and sound pattern of the horn; however, broad discretion is afforded to the locomotive engineer to deviate from the prescribed horn-sounding pattern if they judge there is a need for additional warning to pedestrians, animals, automobiles, etc.

2. Quiet Zone Authority

Since the adoption of the FRA's Final Train Horn & Quiet Zone Rule, local agencies may

establish FRA quiet zones which meet criteria specified by the Final Rule. A local agency may not prohibit the sounding of train whistles within its limits unless they follow the requirements for establishing a “quiet zone (QZ)” in the FRA’s Final Rule.

The FRA's Final Rule permits the establishment of "Quiet Zones (QZ)" at locations where Supplemental Safety Measures (SSMs) are placed at the crossing(s) to allow for the silencing of the train horn, some or all of the time, without having a negative impact on safety. The Rule was established to craft the best compromises possible to ensure safety and mitigate the noise pollution.

The FRA's Final Rule is based on a Florida study that revealed that there was a more than 170% increase in grade crossing accidents at highway-rail grade crossings where the train horn was just silenced with no other actions (i.e. where SSMs had not been installed to mitigate the increased risk from the absence of the train horn.

3. Quiet Zone Establishment

A QZ is typically requested and undertaken by the local roadway agency (e.g., city or county), in accordance with the requirements of 49 CFR Part 222. In this case, most likely the roadway agency would need to implement and find the funds necessary for the installation of SSMs, sometimes at a cost of hundreds of thousands of dollars, which represents a serious challenge to many candidate locations. Work with your community members, public officers and elected officers to gain support and make the FRA quiet zone possible.

The QZ establishment process is detailed in 49 CFR Part 222. See the FRA’s link (item 4.b below) on “How to Create a Quiet Zone” for more details.

4. For More Information

You can review:

a. the FRA’s Train Horn Rule and Quiet Zones website at:

<https://www.fra.dot.gov/Page/P0889>;

b. the FRA link on “How to Create a Quiet Zone”:

<http://www.fra.dot.gov/eLib/Details/L03055>; and

c. California Public Utilities Commission web site: <http://www.cpuc.ca.gov/crossings>

Please feel free to give me a call to discuss any of the information above.

Thank you,

Matthew Bond, PE, TE

Program and Project Supervisor

Rail Crossings & Engineering Branch - Rail Safety Division

California Public Utilities Commission

320 W 4th St, Suite 500 | Los Angeles, CA 90013

Cell (213) 407-9544

From: Dian Yu <dianbyu@gmail.com>

Sent: Thursday, July 24, 2025 9:57 AM

To: Bond, Matthew <Matthew.Bond@cpuc.ca.gov>; code.enforcement@mountainview.gov;
Board@caltrain.com; city.council@mountainview.gov

Subject: [EXTERNAL] Train Horn Complaint at 2am in Mountain View

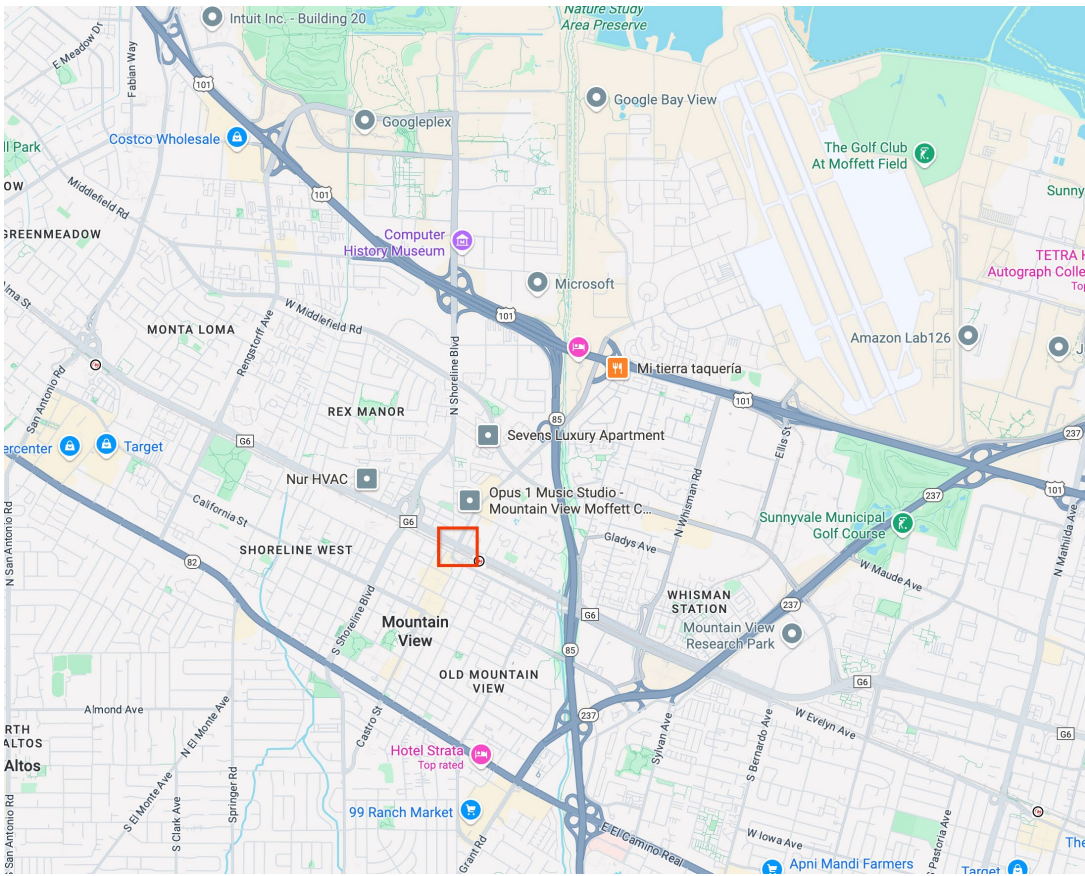
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To Whom It May Concern,

I, along with my neighbors residing near the intersection between Moffett Blvd and Central Expressway (labeled in the map below), have experienced excessive train horns at night, typically after midnight (around 2 AM). While we understand these horns are used for safety concerns, their loudness after quiet hours (commonly defined as 10 PM) is a public health hazard that could lead to more severe safety issues.

We would like to request a review of the current train horn policy in this area, particularly regarding the volume and frequency of horns during nighttime hours, and explore potential solutions to mitigate the disturbance while maintaining safety.

Sincerely,
David



From: [Andy Lieberman](#)
To: [Board \(@caltrain.com\)](#)
Subject: Silent cars... Please!
Date: Tuesday, July 29, 2025 7:48:38 PM

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Please institute some silent cars on caltrain at least during commute hours.

Thanks!
Andy Lieberman

From: [Stephen Inoue](#)
To: [Board \(@caltrain.com\)](#)
Subject: Front carriage as silent car
Date: Tuesday, July 29, 2025 8:45:58 PM

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Caltrain,

Please do a test where during busy commute hours the front carriage is a quiet carriage with conductors enforcing no phone calls, playing music/videos with sound out loud. It would help those that want minimal distractions avoid the more socially sharing folks.

Thanks! - Stephen Inoue
Sent from my iPhone

From: [Dan Chilson](#)
To: [Board \(@caltrain.com\)](#)
Subject: Silent cars
Date: Tuesday, July 29, 2025 8:46:45 PM

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Would be nice? Separate the commuters in their laptops from the rowdy baseball fans? Makes a lot of sense! Let's do it

-Dan

From: [Amelia Schmidt](#)
To: [Board \(@caltrain.com\)](#)
Subject: Quiet Cars!
Date: Tuesday, July 29, 2025 9:04:35 PM

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Hello!

I am a daily rider between 22nd St and Palo Alto. I love riding Caltrain, with a significant caveat being the volume of some passengers on my commute home from work. It is baseball season, and Giants fans are quite noisy which is unfortunate when I just want to chill and relax on my commute after a long day.

I think devoted quiet cars for people like me would be an excellent solution to this issue!

Thank you for your consideration,
Amelia Schmidt

From: [David Lovato](#)
To: [Board \(@caltrain.com\)](#)
Subject: Silent car on express trains
Date: Tuesday, July 29, 2025 9:34:13 PM

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Hi there,

We really need a silent car like other long haul trains have for commuting. It should be on the express trains and probably like the northernmost car everytime. Would help a lot with people who are trying to read or work while there's high schoolers partying on the train on the way to a concert or game.

Thanks,
David Lovato

David Lovato
dalovato1@gmail.com

From: [Sandra Patino](#)
To: [Board \(@caltrain.com\)](#)
Subject: Silent Cars
Date: Tuesday, July 29, 2025 9:38:36 PM

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Dear Caltrain Board Members,

I am a commuter that travels from SF to Mountain View 5 days a week.

I love the efficiency of the new trains and the fact that I can sit back and read books instead of being stuck in traffic. That said, there have been times where I wish I was driving instead. Events like Giants games (several times a week) draw very large and loud crowds. This makes the noise level of the train extremely overwhelming, even with noise cancelling headphones! I don't fault the riders, as they are just having fun. But as a daily commuter, it is very intense.

I believe we are still missing silent cars in our train system. Plenty of cities around the world have designated silent car in their trains.

I hope you consider adding silent cars to the trains as it will improve the quality of life for many commuters like myself.

Thank you for taking the time to read this email.

Best,
Sandra

From: [Amy Lee](#)
To: [Board \(@caltrain.com\)](#)
Subject: Hillsdale Station safety and cleanliness
Date: Tuesday, July 29, 2025 10:00:38 PM

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Hello Caltrain,

I was at Hillsdale Station today (7/29) at 5:25pm. There was a group of 4 people, standing in a circle, using drugs in the bike ramp north of E 28th Ave. This was at the hairpin turn of the ramp. Their activity, debris (including an unoccupied wheel chair) made for a tight squeeze for customers walking and biking to and from the station. Their activity may also explain why various lighting equipment and clipper card readers are visibly damaged, and why there's stains all over the walls.

I ask that Caltrain please work with local authorities to keep this area more for customer use, and to repair and clean the area.

Thank you.

From: [Matthew Dworkin](#)
To: [Board \(@caltrain.com\)](#)
Subject: Quiet car
Date: Tuesday, July 29, 2025 10:15:37 PM

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I just wanted to write a quick note to express my support for a quiet car on Caltrain! I'm a regular rider as I commute via Caltrain five days per week. I believe a quiet car would be an excellent net positive!

Matthew Dworkin

From: [Chris](#)
To: [Board \(@caltrain.com\)](#)
Subject: Silent cars
Date: Tuesday, July 29, 2025 10:15:58 PM

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Hello,

Silent cars on Caltrain please...Auk is smarter than Americans.

Regards,
Chris
Sent from my iPhone

From: [Sarah Nabong](#)
To: krinjalbasnet@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: Complaint Regarding Employee Conduct on 07/11/2025 – [Train # 541]
Date: Wednesday, July 30, 2025 4:00:11 PM
Attachments: [image001.png](#)

Dear Krinjal Basnet,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well.

Thank you for contacting Caltrain and sharing your experience regarding the citation issued on July 11, 2025.

We have reviewed your case, and in the interest of justice, your citation has been dismissed. Since you submitted an official appeal, you will receive a separate notification in the mail from TurboData confirming the dismissal of the citation.

We appreciate your cooperation and understand that oversights can happen. Your feedback about the interaction with the fare enforcement officer has been noted and will be shared with the appropriate team to help improve communication and professionalism in the future.

Thank you for being a valued Caltrain customer and for your thoughtful input. If you have any further questions or concerns, please do not hesitate to reach out.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



From: krinjal basnet <krinjalbasnet@gmail.com>
Sent: Friday, July 11, 2025 5:20 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Complaint Regarding Employee Conduct on 07/11/2025 – [Train # 541]

You don't often get email from krinjalbasnet@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 Customer Service,

I hope this message finds you well. I am writing to formally submit a complaint regarding an incident involving a Caltrain fare enforcement officer that occurred on 07/11/2025, sometime around 3:50 PM, while I was commuting on the [541 from route Palo Alto to Hillsdale].

I am a full-time employee working in Palo Alto and have been commuting via Caltrain since March through the **Palo Alto Caltrain Pass Program**, which provides me with a **yearly pass**. I consistently tag my Clipper card each day before boarding the train and have never had any issues or violations until this day. Unfortunately, on this particular occasion, I was rushing to catch the train and genuinely forgot to tag my card. This was an honest mistake and the first time such an oversight has occurred.

When the fare enforcement officer approached me, I immediately cooperated and explained the situation in good faith. I shared that I do have an active yearly pass through my employer and that I tag every morning. I also mentioned that I had simply missed tapping in due to being in a hurry.

Despite my explanation and clean record, the officer proceeded to write a citation without offering any chance to verify my pass history or even issue a warning. What shocked me most was that **she did not inform me that this was a \$75 citation**. I believed it was a warning slip until I reviewed the notice later and realized the seriousness of the fine. Her communication was abrupt, and she seemed determined to issue the ticket without listening to what I had to say.

While I understand and respect the role of fare enforcement, I felt the situation was handled without empathy or professionalism. As a regular, fare-paying passenger, it was disheartening to be treated as if I were deliberately avoiding payment. I was cooperative throughout and simply hoped for a chance to explain the context and receive a warning for what was clearly an isolated incident.

I am bringing this to your attention because I believe respectful and transparent communication is crucial especially in public service roles where passengers should feel heard and treated fairly. I would appreciate it if this incident could be reviewed internally and addressed appropriately.

Notice number: 52003305.

Thank you for your time and understanding.

Best,

Krinjal Basnet

From: Dan Lieberman <lieberman@samtrans.com>
Sent: Thursday, July 31, 2025 9:37 AM
To: Board (@caltrain.com)
Subject: Caltrain e-News - July 2025

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ALL **ABOARD**
e-News

• July 2025 | [View online](#) •

Everyone is Jumping On Caltrain, Are You?

In this issue, we're excited to share updates on Caltrain's award-winning safety record, another stellar month for ridership, Pride service and much more. Just remember, the best way to read the eNews is onboard Caltrain while taking advantage of our complimentary Wi-Fi.





Caltrain Receives APTA Commuter Rail Safety Gold Award

Caltrain was awarded the highest safety honor by the American Public Transportation Association for its many efforts to make the railroad safer.

[Learn More about Caltrain's Safety Award](#)

Caltrain Ridership Up 76% in June

In the largest monthly increase seen since the launch of electric service, Caltrain saw a massive 76% increase in ridership in June 2025 vs. 2024.



[Learn More about Ridership](#)



Caltrain's Bouchard Named Commuter Rail Coalition Chair

Caltrain Executive Director Michelle Bouchard was voted chair of the Commuter

Rail Coalition, the national advocacy group for commuter rail agencies and operators, in recognition of her many years in the field.

[Learn More about the Commuter Rail Coalition](#)

Caltrain Raises Fares 25 Cents

Caltrain raised its base fare by 25 cents, after increases were delayed due to ridership concerns.



[Learn More about Fares](#)



Thousands Ride to Pride

San Francisco Pride came to town, and Caltrain showed out, with over 10,000 riders heading up to catch the festivities.

[Learn More about Pride](#)

Summer of Caltrain Still Has More to Offer

Camp Caltrain is sold out, but there's still time to sign up for Family Tai Chi at Burlingame. There's also plans in the works for fans of BayFC, so be sure to take advantage of these free family events courtesy of Caltrain.



Learn More about the Summer of Caltrain

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UPCOMING EVENTS

- August 7 - [Caltrain Board Meeting](#) - San Carlos Station
- August 8-10 - [Outside Lands](#) - San Francisco Station
- August 29-31 - [Monster Jam](#) - San Jose Diridon Station



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Redevelopment Program](#)

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Editor: Dan Lieberman

LiebermanD@Samtrans.com

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From: [Caltrain BOD Public Support](#)
To: theamylee8888@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Hillsdale Station safety and cleanliness
Date: Thursday, July 31, 2025 5:05:24 PM

Dear Amy Lee,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you for bringing this to our attention. I've shared your comments with both our Transit Police and our Safety & Security Department for their review and follow-up.

For future incidents like this, we strongly encourage you to report them directly to the Transit Police at **1-877-723-7245**, which allows for a faster response and documentation of activity in real time.

We appreciate your concern for keeping Caltrain stations safe, clean, and accessible for all passengers. Your feedback is an important part of helping us maintain a welcoming environment.

Best regards,

Sarah Nabong
Your Caltrain BOD Public Support Team

From: Amy Lee <theamylee8888@gmail.com>
Sent: Tuesday, July 29, 2025 10:00 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Hillsdale Station safety and cleanliness

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Hello Caltrain,

I was at Hillsdale Station today (7/29) at 5:25pm. There was a group of 4 people, standing in a circle, using drugs in the bike ramp north of E 28th Ave. This was at the hairpin turn of the ramp. Their activity, debris (including an unoccupied wheel chair) made for a tight squeeze for customers walking and biking to and from the station. Their activity may also explain why various lighting equipment and clipper card readers are visibly damaged, and why there's stains all over the walls.

I ask that Caltrain please work with local authorities to keep this area more for customer use, and to repair and clean the area.

Thank you.

From: [Sarah Nabong](#)
To: [Chris](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Silent cars
Date: Thursday, July 31, 2025 5:12:37 PM

Dear Chris,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you for reaching out with your suggestion regarding a quiet car. We truly appreciate your interest in helping make the train experience more comfortable for all passengers.

I'd like to share that we are actively working toward implementing a designated quiet space onboard. While it may not be branded specifically as a "Quiet Car," the intention and guidelines will be the same. At the moment, we're working through internal processes and approvals to launch this pilot program, and we aim to roll it out in the coming months.

The good news is that this initiative is already underway, and we're excited about it too. We'll be sure to keep riders updated as we move closer to launch.

Thank you again for your input and your patience as we continue working to enhance the rider experience.

Best regards,

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Websites: Caltrain | SamTrans | TA

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

From: Chris <ckollmann6@gmail.com>
Sent: Tuesday, July 29, 2025 10:15 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Silent cars

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Hello,

Silent cars on Caltrain please...Auk is smarter than Americans.

Regards,
Chris
Sent from my iPhone

From: [Sarah Nabong](#)
To: [Matthew Dworkin](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Queit car
Date: Thursday, July 31, 2025 5:16:08 PM

Dear Matthew Dworkin,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well.

Thank you for reaching out with your suggestion regarding a quiet car. We truly appreciate your interest in helping make the train experience more comfortable for all passengers, and we especially value feedback from regular riders like yourself.

I'd like to share that we are actively working toward implementing a designated quiet space onboard. While it may not be branded specifically as a "Quiet Car," the intention and guidelines will be the same. Currently, we are working through internal processes and approvals to launch this pilot program, and we aim to roll it out in the coming months.

The good news is that this initiative is already underway, and we're excited about it too. We'll be sure to keep riders updated as we move closer to launch.

Thank you again for your input and continued ridership.

Best regards,

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Websites: Caltrain | SamTrans | TA

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

From: Matthew Dworkin <matthew.dworkin@gmail.com>
Sent: Tuesday, July 29, 2025 10:15 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Queit car

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I just wanted to write a quick note to express my support for a quiet car on Caltrain! I'm a regular rider as I commute via Caltrain five days per week. I believe a quiet car would be an excellent net positive!

Matthew Dworkin

From: [Sarah Nabong](#)
To: [Sandra Patino](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Silent Cars
Date: Thursday, July 31, 2025 5:19:37 PM
Attachments: [image001.png](#)

Dear Sandra Patino,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you for taking the time to share your experience as a daily commuter and your thoughtful suggestion regarding a quiet car. We truly appreciate your interest in helping make the train experience more comfortable for all passengers.

I'd like to share that we are actively working toward implementing a designated quiet space onboard. While it may not be branded specifically as a "Quiet Car," the intention and guidelines will be the same. Currently, we are working through internal processes and approvals to launch this pilot program, and we aim to roll it out in the coming months.

The good news is that this initiative is already underway, and we're excited about it too. We'll be sure to keep riders updated as we move closer to launch.

We truly value your feedback—it helps shape improvements that benefit all riders—and we thank you again for your input and continued ridership.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



From: Sandra Patino <sandra.patino01@gmail.com>
Sent: Tuesday, July 29, 2025 9:38 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Silent Cars

You don't often get email from sandra.patino01@gmail.com. [Learn why this is important](#)

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Dear Caltrain Board Members,

I am a commuter that travels from SF to Mountain View 5 days a week.

I love the efficiency of the new trains and the fact that I can sit back and read books instead of being stuck in traffic. That said, there have been times where I wish I was driving instead. Events like Giants games (several times a week) draw very large and loud crowds. This makes the noise level of the train extremely overwhelming, even with noise cancelling headphones! I don't fault the riders, as they are just having fun. But as a daily commuter, it is very intense.

I believe we are still missing silent cars in our train system. Plenty of cities around the world have designated silent car in their trains.

I hope you consider adding silent cars to the trains as it will improve the quality of life for many commuters like myself.

Thank you for taking the time to read this email.

Best,
Sandra

From: [Sarah Nabong](#)
To: [David Lovato](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Silent car on express trains
Date: Thursday, July 31, 2025 5:25:23 PM
Attachments: [image001.png](#)

Dear David Lovato,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you for reaching out with your suggestion regarding a quiet car. We truly appreciate your interest in helping make the train experience more comfortable for all passengers—especially for those commuting daily and looking for a quieter space to read or work.

I'd like to share that we are actively working toward implementing a designated quiet space onboard. While it may not be branded specifically as a "Quiet Car," the intention and guidelines will be the same. Currently, we're working through internal processes and approvals to launch this pilot program, and we aim to roll it out in the coming months.

The good news is that this initiative is already underway, and we're excited about it too. We'll be sure to keep riders updated as we move closer to launch.

Thank you again for your thoughtful input and your patience as we continue working to enhance the rider experience.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



From: David Lovato <dalovato1@gmail.com>
Sent: Tuesday, July 29, 2025 9:34 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Silent car on express trains

You don't often get email from dalovato1@gmail.com. [Learn why this is important](#)

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Hi there,

We really need a silent car like other long haul trains have for commuting. It should be on the express trains and probably like the northernmost car everytime. Would help a lot with people who are trying to read or work while there's high schoolers partying on the train on the way to a concert or game.

Thanks,
David Lovato

David Lovato
dalovato1@gmail.com

From: [Sarah Nabong](#)
To: [Amelia Schmidt](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Quiet Cars!
Date: Thursday, July 31, 2025 5:27:39 PM
Attachments: [image001.png](#)

Dear Amelia Schmidt,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well.

Thank you for reaching out with your suggestion regarding a quiet car. We truly appreciate your interest in helping make the train experience more comfortable for all passengers—especially for daily commuters like yourself traveling between 22nd Street and Palo Alto.

I'd like to share that we are actively working toward implementing a designated quiet space onboard. While it may not be branded specifically as a "Quiet Car," the intention and guidelines will be the same. Currently, we're working through internal processes and approvals to launch this pilot program, and we aim to roll it out in the coming months.

The good news is that this initiative is already underway, and we're excited about it too. We'll be sure to keep riders updated as we move closer to launch.

Thank you again for your thoughtful input and your patience as we continue working to enhance the rider experience.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



From: Amelia Schmidt <akschmidt17@gmail.com>
Sent: Tuesday, July 29, 2025 9:04 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Quiet Cars!

You don't often get email from akschmidt17@gmail.com. [Learn why this is important](#)

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Hello!

I am a daily rider between 22nd St and Palo Alto. I love riding Caltrain, with a significant caveat being the volume of some passengers on my commute home from work. It is baseball season, and Giants fans are quite noisy which is unfortunate when I just want to chill and relax on my commute after a long day.

I think devoted quiet cars for people like me would be an excellent solution to this issue!

Thank you for your consideration,
Amelia Schmidt

From: [Sarah Nabong](#)
To: [Dan Chilson](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Silent cars
Date: Thursday, July 31, 2025 5:30:32 PM
Attachments: [image001.png](#)

Dear Dan Chilson,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well.

Thank you for reaching out with your suggestion regarding a quiet car. We truly appreciate your enthusiasm and your interest in helping make the train experience more comfortable for all passengers.

We couldn't agree more—it makes a lot of sense to provide a quieter space where commuters can focus, unwind, or work, separate from the excitement of game-day crowds. I'm happy to share that we are actively working toward implementing a designated quiet space onboard. While it may not be branded specifically as a "Quiet Car," the intention and guidelines will be the same.

We're currently working through internal processes and approvals and aim to launch this pilot program in the coming months. The good news is that the initiative is already underway, and we're excited about it too! We'll be sure to keep riders updated as we move closer to launch.

Thank you again for your input and support as we continue working to enhance the rider experience.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



From: Dan Chilson <chilsond891@gmail.com>
Sent: Tuesday, July 29, 2025 8:46 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Silent cars

You don't often get email from chilsond891@gmail.com. [Learn why this is important](#)

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Would be nice? Separate the commuters in their laptops from the rowdy baseball fans? Makes a lot of sense! Let's do it

-Dan

From: [Sarah Nabong](#)
To: [Andy Lieberman](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Silent cars... Please!
Date: Thursday, July 31, 2025 5:36:45 PM
Attachments: [image001.png](#)

Dear Andy Lieberman,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well.

Thank you for reaching out with your suggestion regarding a quiet car. We truly appreciate your interest in helping make the train experience more comfortable for all passengers.

I'd like to share that we are actively working toward implementing a designated quiet space onboard. While it may not be branded specifically as a "Quiet Car," the intention and guidelines will be the same. At the moment, we're working through internal processes and approvals to launch this pilot program, and we aim to roll it out in the coming months.

The good news is that this initiative is already underway, and we're excited about it too. We'll be sure to keep riders updated as we move closer to launch.

Thank you again for your input and your patience as we continue working to enhance the rider experience.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



From: Andy Lieberman <andylieberman@gmail.com>
Sent: Tuesday, July 29, 2025 7:48 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Silent cars... Please!

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

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Please institute some silent cars on caltrain at least during commute hours.

Thanks!

Andy Lieberman

From: [Sarah Nabong](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: Queit car
Date: Friday, August 1, 2025 7:51:42 AM

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

From: Matthew Dworkin <matthew.dworkin@gmail.com>
Sent: Friday, August 01, 2025 7:50 AM
To: Sarah Nabong <nabongs@samtrans.com>
Subject: Re: Queit car

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Great, thanks for the response!

Matthew Dworkin

On Jul 31, 2025, at 5:16 PM, Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Matthew Dworkin,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well.

Thank you for reaching out with your suggestion regarding a quiet car. We truly appreciate your interest in helping make the train experience more comfortable for all passengers, and we especially value feedback from regular riders like yourself.

I'd like to share that we are actively working toward implementing a designated quiet space onboard. While it may not be branded specifically as a "Quiet Car," the intention and guidelines will be the same. Currently, we are working through internal processes and approvals to launch this pilot program, and we aim to roll it out in the coming months.

The good news is that this initiative is already underway, and we're excited about it too. We'll be sure to keep riders updated as we move closer to launch.

Thank you again for your input and continued ridership.

Best regards,

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Websites: Caltrain | SamTrans | TA

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

From: Matthew Dworkin <matthew.dworkin@gmail.com>
Sent: Tuesday, July 29, 2025 10:15 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Queit car

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

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I just wanted to write a quick note to express my support for a quiet car on Caltrain! I'm a regular rider as I commute via Caltrain five days per week. I believe a quiet car would be an excellent net positive!

Matthew Dworkin

From: [Charles Frye II](#)
To: [Board \(@caltrain.com\)](#); [Canepa, David \[dcanepa@smcgov.org\]](#); [waltonstaff@sfgov.org](#); [MTABoard@sfmta.com](#); [Communications Division](#); [cacsecretary \[@caltrain.com\]](#); [LPMG](#); [Navdeep Dhaliwal](#); [Jason Baker](#)
Subject: Caltrain policy Change and Customer feedback 01 August 2025
Date: Friday, August 1, 2025 10:09:31 AM

Some people who received this message don't often get email from charles.frye1@gmail.com. [Learn why this is important](#)

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Dear Caltrain Customer Service, Board of Directors and other prominent executives,

My name is Charles Frye. I'm writing to formally express my frustration and concern following an incident that occurred this morning, despite already reaching out by phone to your service center.

I was ordered off Train 408 by a conductor during fare checks, despite being a long-time monthly pass holder and attempting to rectify an honest mistake in real-time. I have been commuting with Caltrain regularly for well over a year and have always ensured my pass is loaded on time. Unfortunately, today I forgot to load my August monthly pass before boarding.

When the conductor asked for proof of fare, I explained the situation, showed her my Clipper balance of \$102, and offered to immediately purchase a fare through the Caltrain mobile app. Despite these good faith efforts, she insisted on either issuing me a citation or having me disembark at the next station. I attempted to clarify that this was an uncharacteristic oversight and asked for some leniency, especially since I clearly had the funds to pay.

Nevertheless, I was forced to get off the train at San Antonio just one stop away from my final destination, Mountain View. This was not only embarrassing but completely unnecessary, especially considering I had been on board since Millbrae and was actively trying to comply.

While I understand and respect Caltrain's zero-tolerance policy regarding unpaid fares, I believe a rigid approach like this particularly at 8:25 a.m. on the very first day of the month is counterproductive and alienating for regular, paying customers. There was no grace period offered, no consideration for my long-standing ridership, and no flexibility shown even when I offered to pay immediately.

Adding to my frustration is the fact that I've often observed other riders both minors and adults traveling without proof of payment and not being forced off the train mid-journey. The lack of consistency in enforcement, coupled with how this situation was handled, felt unnecessarily punitive and unfair.

The conductor in question was a Caucasian woman, middle-aged, wearing glasses, with brown hair. She was conducting fare inspections around 8:25 a.m.

I would strongly urge Caltrain to consider implementing a reasonable grace period especially on the 1st of the month for monthly pass holders. A 24-hour window to correct accidental lapses would go a long way in supporting your loyal commuter base and preventing incidents

like this in the future.

Thank you for taking the time to hear my concerns. I hope to see a more compassionate and balanced approach from Caltrain moving forward.

Sincerely,

A loyal Caltrain commuter,

Charles Frye

From: Margaret Tseng
To: Diana Riedel
Cc: Board (@caltrain.com)
Subject: RE: Scooter Blocking Exit Door - Caltrain NB 405 Limited 7/15
Date: Friday, August 1, 2025 12:15:15 PM

From: Diana Riedel <riedeld@samtrans.com>
Sent: Friday, August 1, 2025 12:05 PM
To: Morgan Heller <morganhella@gmail.com>
Subject: RE: Scooter Blocking Exit Door - Caltrain NB 405 Limited 7/15

Morgan Heller,

Thank you for continuing to share your observations and concerns regarding scooters on board Caltrain.

We understand your frustration and share your commitment to ensuring a safe and accessible environment for all riders. Caltrain policy clearly states that **scooters and bicycles must not block aisles or doorways**. As outlined on our website, non-folding scooters must be secured in the bike car, parked parallel to bike racks, and **must not protrude into walkways or exits**. You can find full details here:

[Scooter Rules](#)
[Bike Car Guidelines](#)

We have taken several steps to address this issue:

- **TASI staff have been reminded** of the importance of enforcing these safety policies.
- **Conductors are instructed** to intervene when they observe scooters or bikes blocking aisles or exits.
- **Courtesy announcements and signage** such as "Safety First: Please keep aisles clear of clutter" are currently displayed on the onboard Passenger Information System (PIS).

In addition, our Communications team is currently reviewing multiple topics for inclusion in the onboard announcements rotation, and we've prioritized this issue for consideration.

For those interested in ongoing efforts and community input, we also invite you to join our **#caltrain-bikes Discord channel** for discussion around bike and scooter courtesy, good ridership practices, and upcoming social campaigns:
<https://discord.gg/4JESD4VYJ>

We appreciate your continued feedback and will share your concerns with the appropriate teams to support ongoing safety and awareness efforts. Please continue to alert onboard staff if you observe an immediate safety hazard.

Kind regards,

Diana Riedel
San Mateo County Transit District
Accessibility Specialist
1250 San Carlos Avenue
San Carlos, CA 94070-1306
Phone: 650-551-6125
riedeld@samtrans.com

From: Morgan Heller <morganhella@gmail.com>
Sent: Tuesday, July 15, 2025 7:11 AM
To: Diana Riedel <riedeld@samtrans.com>; Tina Dubost <dubostc@samtrans.com>; Board (@caltrain.com) <Board@Caltrain.com>
Subject: Scooter Blocking Exit Door - Caltrain NB 405 Limited 7/15

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Hi Tina and Diana,

Please see the passenger with their scooter both in the aisle and blocking the entrance/exit door.

The scooter issue is becoming increasingly dangerous on Caltrain. The operators never say anything to passengers who block exit passage ways.

If there were an emergency and we needed to evacuate, these scooters would prevent a safe a quick exit.

Caltrain has been made aware many times. At this point it is a liability for you.

