



JPB Board of Directors
Meeting of September 4, 2025

Correspondence as of August 15, 2025

<u>#</u>	<u>Subject</u>
----------	----------------

- | | |
|-----|--|
| 1. | Threats of violence towards my by foreman |
| 2. | Trains massively delayed |
| 3. | Chronic ADA and Life Safety Violations on Caltrain |
| 4. | Request to Reopen the Middle Gate at Bayshore Station for Improved Accessibility |
| 5. | RE: Chronic ADA and Life Safety Violations on Caltrain – <i>Staff Response</i> |
| 6. | Re: Trains massively delayed |
| 7. | Re: Caltrain policy Change and Customer feedback 01 August 2025 |
| 8. | Re: Idea for how to implement quiet car at zero cost - <i>Staff Response</i> |
| 9. | Re: Not Street Legal Dirt Bikes on CalTrain |
| 10. | Re: Idea for how to implement quiet car at zero cost |
| 11. | Re: Request to Reopen the Middle Gate at Bayshore Station for Improved Accessibility |

From: [Robert Baird](#)
To: [Board \(@caltrain.com\)](#)
Subject: Threats of violence towards my by foreman
Date: Friday, August 8, 2025 5:34:58 PM

You don't often get email from bairdrobert57@yahoo.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.

While working at the main repair yard in San Jose California as a coach cleaner a foreman named Denis Nichols pulled a knife out and threatened me with it ,and then threatened to have me sexually assaulted by other employees at the site. It happened in between 1 and 2 repair track at the San Joseaim repair yard by the SAP.

From: [John Kovac](#)
To: [Board \(@caltrain.com\)](#)
Subject: Trains massively delayed
Date: Friday, August 8, 2025 7:34:01 PM

[You don't often get email from jkovac@pacbell.net. 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.

Not even an attempt to explain on the Caltrain site. Train crews know nothing either. Time to go back to driving to work. You run a monopoly and you run it like a mom and pop grocery store. What a joke.

From: [Morgan Heller](#)
To: [Diana Riedel](#); [Tina Dubost](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Chronic ADA and Life Safety Violations on Caltrain
Date: Monday, August 11, 2025 5:08:43 PM
Attachments: [Video.mov](#)
[Video 1.mov](#)

You don't often get email from morganhella@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 Diana,

I appreciate the message.

I can assure you that the conductors are not addressing this issue when I am on your trains.

Scooters continue to block exits and occupy ADA priority seating while conductors stand or walk by. They see it and do not say anything.

Here is from Tuesday 8/5 on the NB 109 Train:

Here is from today 8/11 on the SB 420 train:

There's obviously a major disconnect between what you "instruct" Caltrain staff to do and what they actually do on the trains. I think you need to have some supervisors and board members do some ride-a-longs during the commute hour to see for yourself.

My videos and photos don't lie. This is one of dozens of reports I've filed with you and Tina.

Again, this is a safety and ADA compliance liability for Caltrain. If the simple instruction to staff isn't working, management needs to pivot to an intervention measure that does.

If there is an emergency, we need to evacuate with zero barriers. Disabled people need a place to sit, or a place for their chairs to go at all times. Scooters sticking out into the aisle ways are a constant tripping hazard for visually impaired people. Your train staff obviously doesn't take any of it seriously.

M

On Aug 1, 2025, at 12:05 PM, Diana Riedel <riedeld@samtrans.com> wrote:

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/UESD4YVJ>

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

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

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.



From: [P.J](#)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Request to Reopen the Middle Gate at Bayshore Station for Improved Accessibility
Date: Tuesday, August 12, 2025 7:08:58 AM

You don't often get email from im182cm@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 am a regular commuter who relies on Bayshore Station to start my day, and I'm reaching out to share the challenges I've faced due to the middle gate being locked for the past couple of years. This closure significantly impacts my commute and that of many others, and I hope you'll consider addressing this issue to improve accessibility for all riders.

Currently, with the middle gate locked, commuters are forced to use the stair bridge to cross the tracks, adding at least 15 minutes to our journey. For those of us with tight schedules, this detour feels like a frustrating and unnecessary burden, turning what should be a smooth commute into a time-consuming ordeal. As someone who often bikes to the station, the situation becomes even more challenging when the elevator is out of service. Carrying a bike up and down the stairs is physically demanding and disheartening, especially at the start of a long day.

I understand that maintaining a complex transit system like Caltrain comes with challenges, but reopening the middle gate would make a meaningful difference for commuters like me. It would save time, reduce physical strain, and show that Caltrain is listening to the needs of its riders. I respectfully urge you to prioritize repairing and reopening the middle gate to restore efficient and accessible service at Bayshore Station.

Thank you for your time and consideration. I truly value Caltrain's role in our community and hope this small but impactful change can be made to improve our daily experience.

Sincerely,
Philip

From: Tina Dubost <dubostc@samtrans.com>

Sent: Tuesday, August 12, 2025 9:59 AM

To: Morgan Heller <morganhella@gmail.com>; Diana Riedel <riedeld@samtrans.com>

Subject: RE: Chronic ADA and Life Safety Violations on Caltrain

Hi Morgan:

I'm so sorry that this keeps happening.

Please be assured that we do take this seriously and are trying to correct this problem.

I will continue to work with the Rail team.

Thank you for letting us know and thank you for riding Caltrain

Tina

From: Morgan Heller <morganhella@gmail.com>

Sent: Monday, August 11, 2025 5:08 PM

To: Diana Riedel <riedeld@samtrans.com>; Tina Dubost <dubostc@samtrans.com>

Cc: Board (@caltrain.com) <Board@caltrain.com>
Subject: Chronic ADA and Life Safety Violations on Caltrain

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

Hi Diana,

I appreciate the message.

I can assure you that the conductors are not addressing this issue when I am on your trains.

Scooters continue to block exits and occupy ADA priority seating while conductors stand or walk by. They see it and do not say anything.

Here is from Tuesday 8/5 on the NB 109 Train:

Here is from today 8/11 on the SB 420 train:

There's obviously a major disconnect between what you "instruct" Caltrain staff to do and what they actually do on the trains. I think you need to have some supervisors and board members do some ride-a-longs during the commute hour to see for yourself.

My videos and photos don't lie. This is one of dozens of reports I've filed with you and Tina.

Again, this is a safety and ADA compliance liability for Caltrain. If the simple instruction to staff isn't working, management needs to pivot to an intervention measure that does.

If there is an emergency, we need to evacuate with zero barriers. Disabled people need a place to sit, or a place for their chairs to go at all times. Scooters sticking out into the aisle ways are a constant tripping hazard for visually impaired people. Your train staff obviously doesn't take any of it seriously.

M

On Aug 1, 2025, at 12:05 PM, Diana Riedel <riedeld@samtrans.com> wrote:

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/UESD4YVJ>

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

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

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.



From: [Caltrain BOD Public Support](#)
To: jkovac@pacbell.net
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Trains massively delayed
Date: Tuesday, August 12, 2025 10:24:42 AM

Dear John Kovac,

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're sorry to hear about the delays experienced and understand how frustrating they can be. To investigate why no onboard announcements were made, we would need to know the location where you boarded, the direction of travel, the approximate time, or the train number. These details will help identify the specific circumstances.

On Friday evening, over a dozen manual alert posts and roughly 50 automated delay updates were issued for these incidents. These were shared on the Caltrain website, X (formerly Twitter), Discord, and BlueSky. Passengers subscribed to applicable train updates also received texts and emails, and the information was available through several third-party apps.

Caltrain appreciates the feedback.

Best regards,

Your Caltrain BOD Public Support Team

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

From: John Kovac <jkovac@pacbell.net>
Sent: Friday, August 8, 2025 7:34 PM
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Trains massively delayed

[You don't often get email from jkovac@pacbell.net. 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.

Not even an attempt to explain on the Caltrain site. Train crews know nothing either. Time to go back to driving to work. You run a monopoly and you run it like a mom and pop grocery store. What a joke.

From: [Caltrain BOD Public Support](#)
To: charles.frye1@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Caltrain policy Change and Customer feedback 01 August 2025
Date: Tuesday, August 12, 2025 10:31:41 AM

Dear Charles Frye,

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 and for taking the time to share your experience regarding the fare enforcement incident on Train 408. We sincerely regret the frustration and inconvenience you encountered.

Caltrain has a zero-tolerance policy for fare evasion, and all passengers are required to purchase valid fare before boarding—either at station Ticket Vending Machines or through the Caltrain Mobile app. Clipper card users must also follow all usage rules and ensure that the appropriate fare media or cash balance is available on their card prior to travel.

We understand your situation and appreciate your long-standing ridership. While we empathize with your efforts to resolve the issue in good faith, our conductors are required to enforce Caltrain's proof of payment policy consistently, regardless of circumstances.

Your suggestion to implement a grace period on the 1st of the month for monthly pass holders has been noted. Once again, we thank you for your feedback and hope that your future travels with Caltrain are uneventful.

Sincerely,
Sarah Nabong

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <Board@caltrain.com>
Sent: Friday, August 1, 2025 10:09 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Caltrain policy Change and Customer feedback 01 August 2025

From: Charles Frye II <charles.frye1@gmail.com>
Sent: Friday, August 1, 2025 5:09:14 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>; Canepa, David [dcanepa@smcgov.org] <dcanepa@smcgov.org>; waltonstaff@sfgov.org <waltonstaff@sfgov.org>; MTABoard@sfmta.com <MTABoard@sfmta.com>; Communications Division <communications@caltrain.com>; cacsecretary [@caltrain.com] <CACsecretary@caltrain.com>; LPMG <lpmg@caltrain.com>; Navdeep Dhaliwal

<dhaliwaln@caltrain.com>; Jason Baker <bakerj@caltrain.com>

Subject: Caltrain policy Change and Customer feedback 01 August 2025

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

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

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: [Caltrain BOD Public Support](#)
To: [Helene Grossman](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Idea for how to implement quiet car at zero cost
Date: Tuesday, August 12, 2025 10:41:01 AM
Attachments: [ChatGPT Image Aug 3, 2025, 11 31 19 AM.png](#)

Dear Helene Grossman,

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.

We appreciate your thoughtful idea of using onboard digital screens to announce and remind passengers about the quiet space. 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

Your Caltrain BOD Public Support Team

From: Helene Grossman <helenegrossman@gmail.com>
Sent: Monday, August 4, 2025 3:43:06 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Idea for how to implement quiet car at zero cost

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 had reached out in the past, encouraging Caltrain to consider a quiet car. I realize there could be operational logistics involved, but I had an idea for how Caltrain could implement a quiet car with no logistics implications and, in fact, for no cost at all!

Each car has a screen that shows different Caltrain messages—upcoming stops, reminders, etc. Caltrain could use this screen to announce and remind about the quiet car. For example:



Therefore, no physical signs are needed, and the cars remain fully interchangeable.

Further, no enforcement is needed beyond what is done today. Passengers could politely remind each other, and it would be easy enough for someone desiring to make a call to just move to the next car.

I hope you will consider this. It would make such a difference for those of us who desire a quiet commute and find ourselves having to move around from car to car in an attempt to avoid intrusive phone conversations. By the end of the week, I am so exhausted from this that I generally just drive instead.

Quiet cars are extremely popular on other train systems and would be an incredible gift that Caltrain could offer to its riders – at no cost.

Thanks so much for considering and for all your service to the community!

Sincerely,
Helene Grossman

From: Caltrain BOD Public Support
Sent: Tuesday, August 12, 2025 11:12 AM
To: deborah.goldeen@sonic.net
Cc: Board (@caltrain.com)
Subject: Re: Not Street Legal Dirt Bikes on CalTrain

Dear Deborah Goldeen,

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. We appreciate your detailed feedback and your ongoing efforts to improve safety and accessibility for all passengers.

To help us address this with the appropriate crew and review the situation further, could you please provide the train number, direction of travel, and the approximate time you took the photo on Wednesday, August 6? This information will allow us to follow up directly with the crew on duty at the time.

We will also be reminding all crew members that motorcycles and similar prohibited vehicles are not permitted onboard, and we appreciate you sharing your observations regarding certain types of fat tire bikes.

Thank you again for your feedback and for taking the time to document your concerns.

Best regards,

Sarah Nabong
Your Caltrain BOD Public Support Team

From: Deborah Goldeen <deborah.goldeen@sonic.net>
Sent: Friday, August 8, 2025 10:53:43 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>; Caltrain, Bac (@caltrain.com) <batac@caltrain.com>
Cc: Rodia, Nicole [nicolerodia@gmail.com] <nicolerodia@gmail.com>; Ellson, Penny <pennyellson12@gmail.com>; Sylvia.Star-Lack@paloalto.gov <Sylvia.Star-Lack@paloalto.gov>; City Mgr <citymgr@cityofpaloalto.org>
Subject: Not Street Legal Dirt Bikes on CalTrain

Some people who received this message don't often get email from deborah.goldeen@sonic.net.
[Learn why this is important](#)

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

Last month I sent email to city agencies and cycling advocates suggesting there be a width limit for tires. The email I sent to CalTrains bicycle advisory committee suggested that CalTrain enforce it's no motorcycles rule by not allowing "bikes" with fixed foot rests instead of pedals on trains. Many, but not all, of the *not street legal* dirt "bikes" have fixed foot rests. But as you can see from this photo, taken on Wednesday (8/6), the super fat tries and the bulky chassis that usually go with them, are a problem. These two bikes have pedals, so they cannot be immediately classified as a motorcycle, but it seems to me if I can't bring my cargo bike on CalTrain, super fat tired bikes shouldn't be allowed either.

For the record, neither of the fat tired bikes pictured here are street legal.

Deborah Goldeen, Birch St., Palo Alto

PS - I encountered this same youth yesterday when I was biking north on California Street (Mountain View). He asked me if I wanted to race, then took off riding in excess of 20 mph *on the sidewalk*.



From: [Helene Grossman](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Idea for how to implement quiet car at zero cost
Date: Tuesday, August 12, 2025 12:32:35 PM
Attachments: [ChatGPT Image Aug 3, 2025, 11 31 19 AM.png](#)

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

Dear Ms. Nabong and Caltrain Board,

This is great news! Thank you so much! This will be an incredible benefit to riders who wish to work, read, or just ride quietly during their commute. This will completely change the daily commute!

Really appreciate all you do to respond to suggestions and serve the community! Super excited that this is happening!

Many thanks,
Helene Grossman

On Tue, Aug 12, 2025 at 10:41 AM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Helene Grossman,

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.

We appreciate your thoughtful idea of using onboard digital screens to announce and remind passengers about the quiet space. 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

Your Caltrain BOD Public Support Team

From: Helene Grossman <helenegrossman@gmail.com>
Sent: Monday, August 4, 2025 3:43:06 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@[caltrain.com](mailto:Board@caltrain.com)) <Board@caltrain.com>
Subject: Idea for how to implement quiet car at zero cost

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 had reached out in the past, encouraging Caltrain to consider a quiet car. I realize there could be operational logistics involved, but I had an idea for how Caltrain could implement a quiet car with no logistics implications and, in fact, for no cost at all!

Each car has a screen that shows different Caltrain messages—upcoming stops, reminders, etc. Caltrain could use this screen to announce and remind about the quiet car. For example:



Therefore, no physical signs are needed, and the cars remain fully interchangeable.

Further, no enforcement is needed beyond what is done today. Passengers could politely remind each other, and it would be easy enough for someone desiring to make a call to just move to the next car.

I hope you will consider this. It would make such a difference for those of us who desire a quiet commute and find ourselves having to move around from car to car in an attempt to avoid intrusive phone conversations. By the end of the week, I am so exhausted from this that I generally just drive instead.

Quiet cars are extremely popular on other train systems and would be an incredible gift that Caltrain could offer to its riders – at no cost.

Thanks so much for considering and for all your service to the community!

Sincerely,
Helene Grossman

From: [Caltrain BOD Public Support](#)
To: m182cm@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Request to Reopen the Middle Gate at Bayshore Station for Improved Accessibility
Date: Thursday, August 14, 2025 1:38:44 PM

Dear Philip,

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 sharing your concerns about the middle gate at Bayshore Station. We appreciate hearing from regular commuters, and we understand the inconvenience the closure has caused, especially for those on tight schedules or traveling with bicycles.

The middle gate remains locked due to safety considerations. The trains operating today are significantly quieter than before, making it harder for pedestrians to detect an approaching train. Additionally, the curve just north of the station limits visibility, and attempting to cross four tracks at that location presents an extremely dangerous situation. For these reasons, the gate must remain closed to help prevent accidents.

Your feedback is valuable, and we will continue to explore ways to improve access and convenience at Bayshore Station while maintaining the highest safety standards for all passengers.

Thank you again for taking the time to reach out and for your continued support of Caltrain.

Best regards,

Sarah Nabong
Your Caltrain BOD Public Support Team

From: P J <im182cm@gmail.com>
Sent: Tuesday, August 12, 2025 7:09 AM
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Request to Reopen the Middle Gate at Bayshore Station for Improved Accessibility

You don't often get email from im182cm@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 am a regular commuter who relies on Bayshore Station to start my day, and I'm reaching out to share the challenges I've faced due to the middle gate being locked for the past couple of years. This closure significantly impacts my commute and that of many others, and I hope you'll consider addressing this issue to improve accessibility for all riders.

Currently, with the middle gate locked, commuters are forced to use the stair bridge to cross the tracks, adding at least 15 minutes to our journey. For those of us with tight schedules, this detour feels like a frustrating and unnecessary burden, turning what should be a smooth commute into a time-consuming ordeal. As someone who often bikes to the station, the situation becomes even more challenging when the elevator is out of service. Carrying a bike up and down the stairs is physically demanding and disheartening, especially at the start of a long day.

I understand that maintaining a complex transit system like Caltrain comes with challenges, but reopening the middle gate would make a meaningful difference for commuters like me. It would save time, reduce physical strain, and show that Caltrain is listening to the needs of its riders. I respectfully urge you to prioritize repairing and reopening the middle gate to restore efficient and accessible service at Bayshore Station.

Thank you for your time and consideration. I truly value Caltrain's role in our community and hope this small but impactful change can be made to improve our daily experience.

Sincerely,
Philip