



JPB Board of Directors
Meeting of October 9, 2025

Correspondence as of October 3, 2025

Subject

1. FW: Concern Regarding Treatment by Conductor Melanie on Recent Train Ride
2. Failure to Enforce
3. In opposition of the retirement of the Caltrain app
4. Re: Early train departures – *Staff response*
5. Re: Safety Concerns at Diridon Caltrain Station – *Staff response*
6. FW: Caltrain App Discontinuation
7. Re: Zone System – *Staff response*
8. Caltrain e-News - September 2025
9. Urgent: Continuity Plan for Caltrain Mobile Parking as moovel Contract Ends
10. RE: Urgent: Continuity Plan for Caltrain Mobile Parking as moovel Contract Ends – *Staff response*
11. *RE: Urgent: Continuity Plan for Caltrain Mobile Parking as moovel Contract Ends – Correspondent's Reply to Staff response*
12. Later trains
13. FW: caltrain from sf - denied boarding
14. Caltrain from Gilroy to Madera
15. Re: caltrain from sf - denied boarding – *Staff response*
16. Re: Later trains – *Staff response*

From: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: FW: Concern Regarding Treatment by Conductor Melanie on Recent Train Ride
Date: Friday, September 26, 2025 8:56:45 AM

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

From: Paige Rehn <jpsrehn@gmail.com>
Sent: Thursday, September 25, 2025 9:05 PM
To: Board (@caltrain.com) <board@caltrain.com>
Cc: Geoff <gdshort0323@aol.com>
Subject: Concern Regarding Treatment by Conductor Melanie on Recent Train Ride

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Dear Caltrain Board,

I am writing to formally raise a concern about the treatment my family and I received from one of your conductors, Melanie, during a recent trip home on an early train following a San Francisco Giants game.

While traveling with my two small children (a 2-year-old and a 3-month-old) and our stroller, we were seated in an area of the train that appeared appropriate and safe. Conductor Melanie approached us and instructed us—quite abruptly and rudely—to move to the “bike train.” There is no visible signage on board that indicates strollers are prohibited in certain areas, nor that they must be placed in the bike car. The train was not crowded, so this enforcement felt unnecessary and targeted.

What was most concerning was being forced into an environment that felt unsafe. The bike train was dirty, uncomfortable, and occupied by individuals who were openly using substances and pacing back and forth. As a mother with two very young children, I felt exposed, anxious, and vulnerable in that space.

The lack of clarity in rules about stroller placement, combined with the unprofessional and dismissive manner in which we were treated, has left us questioning the family-friendliness and safety standards of Caltrain. We expect better—especially as loyal riders who want to rely on public transit for safe family travel.

I respectfully request that this incident be reviewed and that appropriate action be taken regarding Conductor Melanie's conduct. At a minimum, clearer public guidance on stroller policies should be made available to passengers, and families should not be forced into unsafe environments when safer alternatives are available.

Thank you for your time and attention to this matter. I look forward to hearing what steps will be taken to address this.

Sincerely,

Paige Downing

Sent from my iPhone

From: [AM](#)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Failure to Enforce
Date: Monday, September 29, 2025 7:09:18 AM

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

Hello,

Just wanted to bring to your attention that the train conductors fail to enforce rules where people feel like this is their home., see pic. I see this lady every travel day sitting like this.



[Sent from Yahoo Mail for iPhone](#)

From: [Brooke Jordan](#)
To: [Board \(@caltrain.com\)](#)
Subject: In opposition of the retirement of the Caltrain app
Date: Monday, September 29, 2025 11:27:08 PM

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

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Hi there,

I'm writing to express my dismay that the Caltrain app is being retired on 10/31/25 without a comparable alternative. I live in Foster City and I exclusively use the Caltrain app to purchase parking and train trips, and as someone with dyslexia it is extremely helpful for me to be able to type in my parking spot number as I'm standing there staring at it.

While Clipper is an alternative for purchasing trips, having to purchase parking on the platform will clog up payments, make things less convenient for riders, and open riders up to more frustrating mistakes where they're penalized for paying for the wrong spot.

I urge you to rethink the retirement of the Caltrain app until an alternative app can provide ALL of the comparable services.

Best,
Brooke Jordan

From: [Caltrain BOD Public Support](#)
To: [Scott Yarbrough](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Early train departures
Date: Tuesday, September 30, 2025 7:31:23 AM

Dear Scott Yarbrough,

Your message to the Caltrain Board of Directors was forwarded to me for response. A copy of this correspondence will also be shared with the Board. Thank you for sharing your feedback with us regarding train 106 at 22nd Street. We understand how frustrating it can be when a train departs before the scheduled time, especially during the morning commute.

We have documented your report and shared it with our Rail Operations team to review. While we strive to ensure our trains depart on time, they should not leave ahead of schedule, and your experience has been noted for follow-up.

We appreciate your continued ridership and your kind words about our conductors. Your input helps us identify areas where we can improve service reliability for all passengers.

Thank you again for taking the time to reach out.

Sincerely,

Your Caltrain BOD Public Support Team

From: Scott Yarbrough <yarbrough.scott@gmail.com>
Sent: Thursday, September 25, 2025 1:42:57 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Early train departures

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

Your conductors are usually great when it's time to close the train doors, but this morning the 106 left 22nd Street before the scheduled 6:30 departure time while I was running to get on. The 106 train is empty since it follows a baby bullet that departs 6 minutes before and before another limited service train that doesn't arrive at 22nd Street until 23 minutes later. I love a train that get me to work reliably, as long as it doesn't leave before it's scheduled departure time.

From: [Caltrain BOD Public Support](#)
To: mralph10@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Safety Concerns at Diridon Caltrain Station
Date: Tuesday, September 30, 2025 7:48:37 AM

Dear Marilyn Ralph,

Your message to the Caltrain Board of Directors was forwarded to me for response. A copy of this correspondence will also be shared with the Board. Thank you for taking the time to share your recent experience at Diridon Station. We are very sorry to hear about this incident and understand how concerning it must have been.

Your feedback has been documented and shared with our Security team for review. Safety is a top priority for Caltrain, and we take reports like yours seriously as we work with our partners to improve the rider experience at our stations.

If you ever feel unsafe or encounter threatening behavior in the future, we encourage you to contact the Caltrain Transit Police at **1-877-723-7245** or dial **911** in an emergency. This will allow officers to respond quickly and address the situation directly.

Thank you again for bringing this matter to our attention. Your input is invaluable as we continue working to provide a safe and welcoming environment for all passengers.

Sincerely,

Your Caltrain BOD Public Support Team

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

From: Marilyn Ralph <mralph10@gmail.com>
Sent: Wednesday, September 24, 2025 5:31 PM
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Safety Concerns at Diridon Caltrain Station

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Dear Caltrain Board,

I am a San Jose resident who regularly uses the Diridon Caltrain station. On 9/24/2025 at 6:55am, I was chased by an individual clearly under the influence of drugs as I entered the station. This was a frightening and unsafe experience.

Unfortunately, it is common to see drug use and loitering at the station and in the adjacent Cahill park, yet there is little to no visible security presence. Riders and nearby residents should not have to fear for their safety when using public transit.

I urge you to take action by increasing security and/or police presence at Diridon Station to ensure the safety of all passengers.

Thank you for your attention to this urgent matter.

Sincerely,

Marilyn Ralph MD, dipABLM

From: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: FW: Caltrain App Discontinuation
Date: Tuesday, September 30, 2025 8:35:38 AM

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

From: Ben Gelb <ben@gelbnet.com>
Sent: Tuesday, September 30, 2025 8:10 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Caltrain App Discontinuation

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To whom it may concern:

I have heard you are discontinuing the Caltrain app for purchasing tickets. This is horrible. I use it every day to pay for parking at Sunnyvale station. I have a Clipper BayPass from my employer (OpenAI) that covers fares, but I have to pay for parking daily. Having to use the machine every day will be hugely annoying. Can you please reconsider discontinuing app-based payment or providing some alternative efficient means of paying for parking? This is truly an enormous step backwards in terms of service.

I would be very happy to pay for a Monthly parking permit and this would make using the machine much more palatable!! But I am currently not allowed to do so because I use Clipper BayPass rather than a Caltrain monthly pass. If you can allow me to purchase a monthly permit that would be wonderful.

Thanks,
Ben Gelb
Sunnyvale
703-472-0211

From: [Caltrain BOD Public Support](#)
To: ser84@caa.columbia.edu
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Zone System
Date: Tuesday, September 30, 2025 9:37:20 AM

Dear Steve Rock,

Your message to the Caltrain Board of Directors was forwarded to me for response. A copy of this correspondence will also be shared with the Board. Thank you for taking the time to share your thoughts about Caltrain's zone-based fare system. We understand your concerns and appreciate the detailed feedback you provided about how the current structure impacts riders.

Your comments regarding the fairness of zone pricing compared to a distance-based model have been noted and shared with our Fares and Operations teams. While Caltrain's current fare system was designed to simplify ticketing and validation, we recognize that technology and rider expectations continue to evolve. Feedback like yours is important as we evaluate future fare policies and improvements.

We greatly value your continued ridership and your willingness to share constructive input to help us improve the rider experience.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <Board@caltrain.com>
Sent: Thursday, September 25, 2025 10:57 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Zone System

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The zone system for fares is unjust and outdated. It might have simplified ticketing when everything was done by hand with paper. Now with clipper cards and credit card payment and electronic ticket checking there is no justification for it.

The system is unfair since someone going the long distance from Redwood City to Millbrae within one zone pays much less than the going very short distance from Lawrence to Sunnyvale or Menlo Park to Redwood City (2 zones).

Please change your fare system so it is based on distance rather than the arbitrary zones.

I do not have anything to gain by the change, since I mostly go from Cal Ave to SF, or Millbrae

Steve Rock

ser84@caa.columbia.edu

From: Dan Lieberman <lieberman@samtrans.com>
Sent: Tuesday, September 30, 2025 3:31 PM
To: Board (@caltrain.com)
Subject: Caltrain e-News - September 2025

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ALL **ABOARD**
e-News

• September 2025 | [View online](#) •

One Year Later

Caltrain's electrified service marked its first anniversary this month, and we've been celebrating throughout Transit Month. In this issue, we highlight this milestone, share updates on our growing ridership, spotlight Rail Safety Month outreach, and more.





Year One Verdict: Electric Service is Great!

Caltrain celebrated the first anniversary of electric service, and our riders and local leaders were excited to talk about the transformative change.

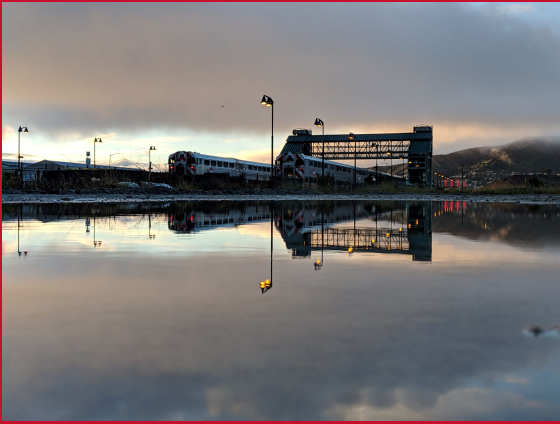
[Learn More about the Anniversary of Electric Service](#)

Third Straight Month of a Million Riders

Caltrain's ridership surpassed one million for the third consecutive month, driven by strong weekday travel and record-breaking weekend turnout.



[Learn More about Caltrain Ridership](#)



SB 63 Passes Legislature

Senate Bill 63, which would authorize a regional ballot measure tax to support Bay Area public transportation systems, passed the State legislature and awaits the Governor's signature.

[Learn More about SB 63](#)

Transit Month Celebrates Transit Across Bay Area

Caltrain joined transit agencies across the Bay Area in celebrating the vital role transit plays in the lives of millions.



[Learn More about Transit Month](#)



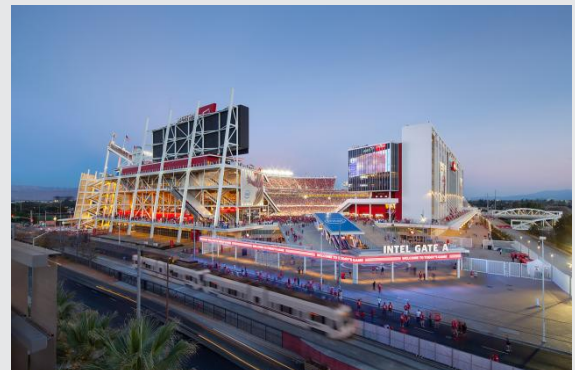
Caltrain Highlights Improvements for Rail Safety Month

Caltrain earned APTA's Gold Safety Award this year and continues to invest in safer crossings for everyone. As we near the end of Rail Safety Month, it's a great opportunity to recognize these efforts and remind our riders that safety is always our top priority.

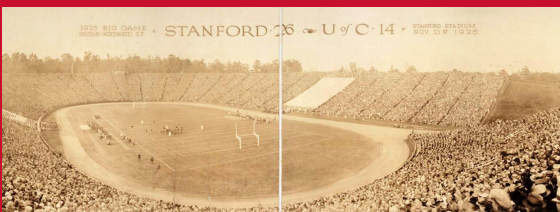
[**Learn More about Rail Safety Month**](#)

Caltrain to Levi's is Always a Touchdown

The 49ers regular season has started, and Caltrain remains the best way for fans to catch the gridiron action firsthand.



[**Learn More about 49ers Service**](#)



Caltrain Serves Stanford Football

The Stanford Cardinal have taken to the field for their season, and as has been the case for over a century, there's no better way to get there than by train.

[Learn More about Stanford Service](#)

Themed Trains Deliver Fans to Valkyries & Bay FC

Caltrain ran themed trains for both Bay FC and the Golden State Valkyries this month, delighting fans with free swag giveaways and convenient, affordable service.



[Learn More about the Valkyries Train](#)

••• Get ***All Aboard*** sent to your inbox | [Subscribe](#)•••

UPCOMING EVENTS

- October 3-19 - [Flop Festival](#) - Bayshore Station
- October 5-13 - [Fleet Week](#) - Stanford Station
- October 9 - [Caltrain Board Meeting](#) - Mountain View Station



Join our team!

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- [Senior Engineer, Transit Asset Management](#)

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Editor: Dan Lieberman

LiebermanD@Samtrans.com

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From: [Denys Kurylenko](#)
To: [Board \(@caltrain.com\)](#)
Subject: Urgent: Continuity Plan for Caltrain Mobile Parking as moovel Contract Ends
Date: Wednesday, October 1, 2025 7:58:13 AM

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

Dear Caltrain Board Members,

I'm writing as a regular rider to express concern about the looming expiration of the moovel contract that underpins the Caltrain mobile app. As of now, there appears to be no clearly communicated alternative for mobile parking payment, which many riders rely on daily.

I'm aware that ParkMobile, LLC has been developing a solution for Caltrain; however, it is unclear whether a contract has been executed, what the launch timeline is, and how continuity of service will be ensured between vendors.

Could you please share:

1. **Contract Status & Timeline:** Has a contract with ParkMobile (or any successor) been executed? If so, what is the target launch date and rollout plan?
2. **Continuity Measures:** What interim provisions will prevent gaps in mobile parking payments if the moovel app sunsets before the replacement is live?
3. **Rider Communication:** When and how will riders be notified (in-app notices, station signage, website, social media) and given step-by-step guidance to transition?
4. **Operational Readiness:** Have enforcement, station signage, and customer support scripts been updated to avoid citations or confusion during any transition period?

Mobile parking is a small but critical part of a reliable rider experience. Clear guidance and a seamless handoff will help avoid avoidable citations, missed trains, and loss of rider trust.

Thank you for your attention and for any prompt update you can provide to the riding public.

Sincerely,

Denys Kurylenko

Mountain View, CA

From: [Bruce Thompson](#)
To: [Board \(@caltrain.com\)](#); [Sarah Nabong](#); [Brent Tietjen](#); [denys.kurylenko@gmail.com](#)
Cc: [Casey Fromson](#); [Jason Dayvault](#)
Subject: RE: Urgent: Continuity Plan for Caltrain Mobile Parking as moovel Contract Ends
Date: Wednesday, October 1, 2025 9:19:16 AM

Denys,

Thanks for your inquiry, please see below for answers to your questions.

1. Contract Status & Timeline: Has a contract with ParkMobile (or any successor) been executed? If so, what is the target launch date and rollout plan? **The contract has been executed as of 10/1 with a target launch date of 11/1, however there may be a gap in service based on ParkMobile's execution.**
2. Continuity Measures: What interim provisions will prevent gaps in mobile parking payments if the moovel app sunsets before the replacement is live? **Parking can be purchased at all TVM's (Ticket Vending Machines) at Caltrain stations in the event there is a period in which ParkMobile is not available on 11/1.**
3. Rider Communication: When and how will riders be notified (in-app notices, station signage, website, social media) and given step-by-step guidance to transition? **Caltrain's communications team has a plan in place to communicate the changes please see below.**

Date	Activity	Details
Oct. 1	Caltrain.com Alert Banner	Post banner announcing Caltrain Mobile App retirement and transition to ParkMobile.
Oct. 1	VMS Messaging	Launch messaging on all station platform signs to notify riders of upcoming app retirement.
Oct. 1-6	Take Ones Distribution	Place printed Take Ones on all trains and platforms to inform riders about the transition.
Oct. 1-6	Ancillary Webpage Updates	Update all Caltrain webpages referencing the Caltrain Mobile App with retirement details and ParkMobile launch info.
Oct. 16	Push Notification #1	First reminder to Caltrain Mobile App users about upcoming retirement and ParkMobile transition.
Oct. 22-30	Conductor Announcements	Make onboard announcements across all trains to remind riders of the transition timeline and alternative payment options.
Oct.	Push	Second reminder notification to reinforce awareness and

23 Notification #2 timeline.

Oct. Push
29 Notification #3 Third reminder notification ahead of final transition date.

Oct. Final Push
30 Notification Final reminder notification to all app users about retirement and ParkMobile activation.

4. Operational Readiness: Have enforcement, station signage, and customer support scripts been updated to avoid citations or confusion during any transition period?

Enforcement communications are underway, a station signage plan is being worked on collaboratively with ParkMobile, and customer service is aware of the change with management will providing scripts. Regarding citations, daily parking permits will be available at the TVM's, customers are expected to still purchase permits during this time.

Please let us know if you have any additional questions or concerns,
Bruce



[Book time to meet with me](#)

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Sent: Wednesday, October 1, 2025 8:35 AM

To: Bruce Thompson <ThompsonB@samtrans.com>; Sarah Nabong <nabongs@samtrans.com>; Brent Tietjen <TietjenB@caltrain.com>

Cc: Casey Fromson <Fromsonc@caltrain.com>; Jason Dayvault <DayvaultJ@caltrain.com>

Subject: FW: Urgent: Continuity Plan for Caltrain Mobile Parking as moovel Contract Ends

From: Denys Kurylenko <denys.kurylenko@gmail.com>

Sent: Wednesday, October 1, 2025 7:58 AM

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

Subject: Urgent: Continuity Plan for Caltrain Mobile Parking as moovel Contract Ends

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

Dear Caltrain Board Members,

I'm writing as a regular rider to express concern about the looming expiration of the moovel contract that underpins the Caltrain mobile app. As of now, there appears to be no clearly communicated alternative for mobile parking payment, which many riders rely on daily.

I'm aware that ParkMobile, LLC has been developing a solution for Caltrain; however, it is unclear whether a contract has been executed, what the launch timeline is, and how continuity of service will be ensured between vendors.

Could you please share:

1. Contract Status & Timeline: Has a contract with ParkMobile (or any successor) been executed? If so, what is the target launch date and rollout plan?
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4. Operational Readiness: Have enforcement, station signage, and customer support scripts been updated to avoid citations or confusion during any transition period?

Mobile parking is a small but critical part of a reliable rider experience. Clear guidance and a seamless handoff will help avoid avoidable citations, missed trains, and loss of rider trust.

Thank you for your attention and for any prompt update you can provide to the riding public.

Sincerely,

Denys Kurylenko

Mountain View, CA

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Dear Bruce and Caltrain Board Members,

Thank you again for the detailed information on the ParkMobile transition. The proactive communication plan and interim options are very helpful.

I'd like to follow up on one specific point: monthly parking for Clipper BayPass riders.

Currently, TVMs do not recognize BayPass as a valid monthly pass, so BayPass riders cannot purchase monthly parking permits the same way traditional Monthly Pass holders can.

Could you clarify:

- Whether Caltrain plans to enable monthly parking sales for Clipper BayPass users in the new ParkMobile system?
- If not directly available to riders, would there be an option for employers participating in BayPass to purchase or sponsor monthly parking permits on behalf of their employees?
- If this functionality is planned, will it be available at the November 1 launch, or is it part of a future phase?

This would help address a significant gap for BayPass participants and ensure parity with existing monthly pass benefits.

Thank you again for your time and for working to make the rider experience seamless.

Sincerely,

Denys Kurylenko

Mountain View, CA

On Wed, Oct 1, 2025 at 9:19 AM Bruce Thompson <ThompsonB@samtrans.com> wrote:

Denys,

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[Book time to meet with me](#)

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Sent: Wednesday, October 1, 2025 8:35 AM
To: Bruce Thompson <ThompsonB@samtrans.com>; Sarah Nabong <nabongs@samtrans.com>; Brent Tietjen <TietjenB@caltrain.com>
Cc: Casey Fromson <Fromsonc@caltrain.com>; Jason Dayvault <DayvaultJ@caltrain.com>
Subject: FW: Urgent: Continuity Plan for Caltrain Mobile Parking as moovel Contract Ends

From: Denys Kurylenko <denys.kurylenko@gmail.com>
Sent: Wednesday, October 1, 2025 7:58 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Urgent: Continuity Plan for Caltrain Mobile Parking as moovel Contract Ends

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

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Sincerely,

Denys Kurylenko

Mountain View, CA

From: [Anders Eklund](#)
To: [Board \(@caltrain.com\)](#)
Subject: Later trains
Date: Thursday, October 2, 2025 9:07:45 AM

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Hi,

I would much appreciate if you could run later trains on fridays and saturdays, to 2 or 3 am, so that I can attend events that start around 10 pm in another city.

- Anders

From: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: FW: caltrain from sf - denied boarding
Date: Thursday, October 2, 2025 11:13:48 AM

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

From: Israel Sundseth <israelsundseth@hellopebl.com>
Sent: Thursday, October 2, 2025 10:41 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: caltrain from sf - denied boarding

Some people who received this message don't often get email from israelsundseth@hellopebl.com. Learn why this is important <<https://aka.ms/LearnAboutSenderIdentification>>

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Once again, the employees have no SOP for boarding - they were scanning clipper passes one at a time and closed the doors with maybe 60 people remaining in the station because of how SLOW they are. (7:25 a train left everyone stranded.) The employees have inconsistent communication and very bad attitudes, treating passengers as if they're stealing by default.

If you can't get better readers (they don't work like the clipper readers that are installed, your phone must be unlocked, do a face scan, etc) then at least have more than one employee with a handheld device limiting boarding. It's embarrassing for the flagship station and lags behind almost every other major transit system in the country, not to mention the world.

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From: [Courtney A Kane](#)
To: [Board \(@caltrain.com\)](#)
Subject: Caltrain from Gilroy to Madera
Date: Thursday, October 2, 2025 12:21:26 PM

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

Dear Sirs:

I would like you to consider having service extended from Gilroy to Madera.

Yes CHSRA is thinking about developing service to Gilroy, but I don't see that being accomplished until 2085.

You guys have proven the abilities to get the job done from San Francisco to Gilroy. Take it the next step and connect to Madera.

When you get to Madera, CHSRA can go straight to Sacramento, then loop back along I-80 and create a new crossing over/under San Francisco Bay to San Francisco.

Which direction CHSRA gets to downtown San Francisco? Does it matter you are already there.

Thank you for your time.

Courtney Kane

Courtneyksf@gmail.com

1770 Post Street 111

San Francisco, CA 94115

From: [Caltrain BOD Public Support](#)
To: israelsundseth@hellopebl.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: caltrain from sf - denied boarding
Date: Thursday, October 2, 2025 2:28:57 PM

Dear Israel Sundseth,

Your message to the Caltrain Board of Directors was forwarded to me for response. A copy of this correspondence will also be shared with the Board. Thank you for sharing your recent experience with us. We regret to hear about the challenges you encountered with boarding at San Francisco Station, including delays, communication issues, and difficulty with handheld readers. We understand how frustrating this must have been, especially when trying to board in a timely manner.

Your comments have been documented and shared with our Rail Operations team for review. We continue to look for ways to improve the boarding process, including communication, equipment reliability, and staff consistency. Feedback like yours is valuable in helping us identify areas where service can be improved.

We appreciate you taking the time to bring this to our attention.

Sincerely,

Your Caltrain BOD Public Support Team

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

From: Israel Sundseth <israelsundseth@hellopebl.com>
Sent: Thursday, October 2, 2025 10:41 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: caltrain from sf - denied boarding

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must be unlocked, do a face scan, etc) then at least have more than one employee with a handheld device limiting boarding. It's embarrassing for the flagship station and lags behind almost every other major transit system in the country, not to mention the world.

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From: [Caltrain BOD Public Support](#)
To: andek034@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Later trains
Date: Thursday, October 2, 2025 2:41:03 PM

Dear Anders Eklund,

Your message to the Caltrain Board of Directors was forwarded to me for response. A copy of this correspondence will also be shared with the Board. Thank you for taking the time to share your feedback with us. We appreciate your suggestion regarding later Friday and Saturday service, as we understand how important convenient schedules are for those attending evening events.

Your comments have been shared with our Scheduling team for consideration as we continue to review and plan service improvements. Feedback like yours is very helpful in identifying the needs of our riders.

Thank you again for reaching out and for riding Caltrain.

Sincerely,

Your Caltrain BOD Public Support Team

From: Anders Eklund <andek034@gmail.com>
Sent: Thursday, October 2, 2025 4:07:29 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Later trains

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

Hi,

I would much appreciate if you could run later trains on Fridays and Saturdays, to 2 or 3 am, so that I can attend events that start around 10 pm in another city.

- Anders