



JPB Board of Directors  
Meeting of October 9, 2025

Correspondence as of October 8, 2025

<u>#</u>	<u>Subject</u>
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| 1. | FW: Recommendation: Replace Fare Evasion Fines with Onboard Ticket Sales at Elevated Fare |
| 2. | BSVII Project: October 2025 Construction Notice (Santa Clara Street Bridge Investigation) |
| 3. | Poem About Bay Area Public Transit  |
| 4. | Re: Caltrain Bayshore Elevator out of service for 1+ months                               |

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**From:** Board (@caltrain.com)  
**Sent:** Friday, October 3, 2025 9:11 AM  
**To:** Board (@caltrain.com)  
**Subject:** FW: Recommendation: Replace Fare Evasion Fines with Onboard Ticket Sales at Elevated Fare

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

From: John Guo <jrsyguo@gmail.com>  
Sent: Thursday, October 2, 2025 2:53 PM  
To: Board (@caltrain.com) <Board@caltrain.com>  
Subject: Recommendation: Replace Fare Evasion Fines with Onboard Ticket Sales at Elevated Fare

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Dear Caltrain Board Members,

I write as a concerned citizen and long-time Caltrain commuter (3-zone monthly pass) to recommend a revision to Caltrain's current fare enforcement policy that would both improve rider experience and support the agency's financial & ridership goals. Specifically, I propose that conductors be authorized to sell one-way tickets onboard at an elevated fare that is higher than the price of a pre-purchased ticket, instead of the current approach of issuing a fine.

Disadvantages of the current fine-based approach

- \* **Lack of Enforcement:** In practice, fines are rarely enforced even when fare evasion is caught, as (i) excuses are often casually accepted, (ii) conductors seem awkward to "create a scene" by putting their foot down, and (iii) offenders can become aggressive or otherwise weasel their way out of one. This means conductors do not want to enforce fares, and Caltrain does not collect the majority of the fines it is due.
- \* **Rider Experience:** Issuing substantial fines for fare issues due to malfunctioning ticket machines, not understanding how, or simple honest mistakes generates animosity between passengers and Caltrain. This reduces Caltrain's appeal as a safe and comfortable transit experience.
- \* **Equity Concerns:** The existing fine is substantively greater than a one-way fare and has a disproportionate impact on lower-income riders. This conflicts with broader regional goals of making public transit more equitable and accessible.

On the contrary, allowing conductors to sell passengers one-way tickets onboard at an elevated fare creates several advantages.

Advantages of the Onboard Ticket Sale Model

- \* **Improved Conductor/Rider Experience:** As onboard purchases would be structured as ordinary (if slightly more expensive) fare, there are no more expensive fines for not having a ticket, thereby minimizing rider animosity at being

found without a ticket. By removing potentially antagonistic interactions, conductors feel safer to conduct ticket inspections more frequently and to enforce fare evasion.

\* Retain Advance Purchasing Incentive Structure: By effectively offering a discount to purchasing in advance (vs. purchasing onboard), riders continue to be incentivized to purchase Caltrain tickets in advance, reducing the volume burden on conductors for onboard ticket sales.

\* Increased Ticket Revenues: As conductors feel safer to increase ticket enforcement (as described above), Caltrain would realize increased ticket revenues from fare dodgers, thereby improving farebox recovery – critical as Caltrain grapples with budgetary shortfalls.

Of note, this approach is already utilized in New York's LIRR / Metro-North (see website <<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.mta.info%2Ffares-tolls%2Flirr-metro-north%2Fbuy-tickets&data=05%7C02%7CBoardCaltrain%40samtrans.com%7C182fbad6e7b047a6c3c008de02978020%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638951046878522682%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoitWFPbClldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=p%2F0%2BrSw%2B0WCZRujT60O91t5fTApNkbHDpEz8DhWBAbQ%3D&reserved=0>> ).

I respectfully urge the Board to study and adopt an onboard elevated fare policy as a replacement for the current fine-based approach. As a first step, you could connect with counterparts at LIRR/Metro-North to learn from their experience. If this approach has been studied and rejected before, I would be eager to understand why. To the extent this concerned rider can facilitate this process in any way, please do let me know as well.

Thank you for your consideration.

Sincerely,  
John Guo (San Francisco)

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**From:** VTA BART Phase II <vtabart@vtabsv.com>  
**Sent:** Friday, October 3, 2025 4:46 PM  
**To:** Board (@caltrain.com)  
**Subject:** BSVII Project: October 2025 Construction Notice (Santa Clara Street Bridge Investigation)

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**BART SILICON VALLEY**  
PHASE II EXTENSION PROJECT

## Construction Notice



### Santa Clara Street Bridge Investigation

*W. Santa Clara St. between Stockton Ave./White St. and Cahill St.*

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**As early as Thursday, October 16, 2025, for 3 days from 9 a.m. – 3:30 p.m.**



## Construction Activities

- A bridge investigation will be conducted, requiring closure of the left westbound lane underneath the Santa Clara Street bridge, where a single hole will be excavated for testing.
- Engineers will document, measure, and visually inspect the bridge's foundation.
- Once complete, the hole will be backfilled, and pavement will be fully restored.

## What to Expect

- Some noise and vibration may be experienced adjacent to the work area from excavation activities.
- A single westbound lane closure on W. Santa Clara Street during work activity. Trucks and equipment will only be in this lane.

**Construction schedules are subject to change. Sign up for construction updates at [vtabart.org](http://vtabart.org)!**

## Project Information

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

## Roadway Safety Tips

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

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## Have a question for us about Phase II?

Visit [www.vtabart.org](http://www.vtabart.org) or email us [vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)



# BART SILICON VALLEY PHASE II EXTENSION PROJECT

[vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)

(408) 321-2345 BART Silicon Valley Hotline



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**From:** [Erol Cetinok](#)  
**To:** [contact@goldengate.org](mailto:contact@goldengate.org); [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Poem About Bay Area Public Transit  
**Date:** Friday, October 3, 2025 5:23:22 PM

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Hi!

My name is Erol, and I am a high schooler from the South Bay. Recently, my friend and I decided to take a day trip to Sausalito and we took both the Caltrain and the Ferry to Sausalito. I decided to write a poem about our trip and thought it would be worth sharing. Enjoy!

Thanks,  
Erol Cetinok

California Re-Public

The clicking of the track wakes the sleepy city.  
The city opens one eye then the other.  
We ride its breath, we ride its pulse, we ride its metal bones—  
Commuters sit idle, sit sleepy, sit alert, all riding the steel-backed serpent into the day.

The motorcyclist is dozing, slouched in his chair.  
The Olympian is wounded, her glory resting in a sling.  
The student types with fury, deadlines pounding in his chest.  
The mother and daughter whisper softly, faces shadowed in the morning light.  
The ticket attendant paces—forward, back, and forward again.  
The cyclist reads the news while staring through the window.  
These travelers, these strangers, these stories—ride the train to the city,  
Ride the train to the start of their days.

The flap sign clicks like a metronome—click, click, click—  
And time shifts forward effortlessly.  
They drink coffee, fumble for clipper cards, adjust scarves, and speak softly—  
Their voices hushed by the Monday fog.

The businessman is gazing, bag clutched, asking the bay for answers.  
The artist is color embodied, block earrings dangling.  
The bikepacker is silent, already elsewhere,  
The runner passes without slowing,  
The fisherman flicks his line again and again and again.  
The orange-vested technicians kneel on the roof, speaking to the machines.  
The all wait for the ferry,  
The ferry that waits for no one but carries everyone.

The ferry hums.  
The whirl vibrates through soles, through knees, through spines.  
The captain, dressed in formal dress, glides us forward.  
The ferry attendant smiles and untethers us—gently—  
And we go gently.



The water pushes us back but we push harder  
Behind us, the Port of San Francisco slides farther away,  
Seagulls wheel like spinning dreidels,  
Alcatraz drifts past—its silence louder than the engine.  
Grey clouds hang low—  
The city a ship itself, swallowed by its own wake.

The couples giggle, their joy brushing off on strangers.  
The finance guy readjusts his hat, seeking warmth,  
The engineer types, the ferry his office,  
The pondering man beside me says nothing,  
But we are thinking the same.

The ferry carries us,  
And we carry it,  
Each a small fragment of the whole,  
Each tide in this sea of perpetual motion.

The sun lifts, indifferent and gentle  
Diesel and sea air mingle—  
A flag ripples, and no one salutes it,  
But all look at it.

Behind us,  
The billboards sell future, the gull that flies aimlessly  
Ahead,  
Angel Island waits like a dream, a distant past  
Sausalito warms in the rising light.

And later—  
They will all do the same in reverse,  
Retrace their paths in the golden light of afternoon,  
Return to homes they left while still dark.

They will descend into their homes once more,  
Folding into apartments, houses, empty chairs,  
And rest—  
Briefly, silently—  
Before their journey begins again.

**From:** [Sana A](#)  
**To:** [Tina Dubost](#)  
**Cc:** [Diana Riedel](#); [Board \(@caltrain.com\)](#)  
**Subject:** Re: Caltrain Bayshore Elevator out of service for 1+ months  
**Date:** Tuesday, October 7, 2025 9:04:32 AM

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Hi Tina,

Following up on this, as the elevator is still out. Do you anticipate that it will be inactive all of Oct? Hoping the parts can arrive and repair can occur soon.

Thanks,  
Sana

On Fri, Sep 19, 2025 at 3:06 PM Tina Dubost <[dubostc@samtrans.com](mailto:dubostc@samtrans.com)> wrote:

Dear Sana:

We apologize for the elevator outage at the Caltrain Bayshore station.

We understand the inconvenience caused by the elevator being out of service and sincerely apologize for the disruption. Please be assured that we are actively monitoring the situation. The repair requires parts that are subject to manufacturing, shipping, and installation timelines outside of our control. We remain in daily contact with the repair contractor. We are pushing to get this repaired as quickly as possible and have also expressed the urgency.

We posted signs at the stations and on the Caltrain website to inform riders about elevator outages. Stations have public announcements about elevator outages. Customers may also subscribe to elevator service alerts through our Caltrain alerts service. (The web site is: <https://www.caltrain.com/text-alerts>) They will receive notifications if an elevator is out of service.

We appreciate your patience and understanding as we work toward a resolution. Rest assured, we are committed to restoring service as soon as possible.

Thank you for riding Caltrain and thank you for taking the time to let us know about the problem.

Tina Dubost

Manager, Accessible Transit Services

Office: 650-508-6247

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**From:** Sana A <[sanahmd8@gmail.com](mailto:sanahmd8@gmail.com)>

**Sent:** Thursday, September 18, 2025 9:22 AM

**To:** Diana Riedel <[riedeld@samtrans.com](mailto:riedeld@samtrans.com)>; Board (@[caltrain.com](https://caltrain.com))  
<[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>; Tina Dubost <[dubostc@samtrans.com](mailto:dubostc@samtrans.com)>

**Subject:** Caltrain Bayshore Elevator out of service for 1+ months

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Hi,

Flagging that the Bayshore elevators have been out of service for several weeks - does the Facilities Dept have an ETA on when it will be fixed?

Just today I saw someone who was coming to the station in a wheelchair, and she upset that she wasn't able to get to the other side - it's imperative that elevators are functioning, esp. for folks who has accessibility issues.

Would really appreciate your attention to this - I'm happy to correspond with the Facilities Dept directly if that is a better approach.

Is there something that can take place long-term, such as an overhaul of the elevator to prevent it from constantly being out of service? This has happened at least three times and it's always out for several weeks.

Thanks for your help.

| Sana