



JPB Board of Directors
Meeting of November 6, 2025

Correspondence as of October 10, 2025

Subject

1. Re: Caltrain App Discontinuation – *Staff response*
2. Re: In opposition of the retirement of the Caltrain app – *Staff response*
3. Ongoing Excessive Train Horn Noise Near [REDACTED] Street, San Francisco
4. Tickets question
5. Re: Recommendation: Replace Fare Evasion Fines with Onboard Ticket Sales at Elevated Fare – *Staff response*

From: [Caltrain BOD Public Support](#)
To: ben@gelbnet.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Caltrain App Discontinuation
Date: Wednesday, October 8, 2025 2:29:06 PM

Dear Ben Gelb,

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 contacting Caltrain.

We understand your concern about the upcoming retirement of our Caltrain Mobile app, and we have logged your feedback for the proper parties to review.

However, please note that, beginning **October 31, 2025**, Caltrain will retire the Caltrain Mobile App currently used for mobile tickets and parking payments. All [Caltrain Mobile Ticket Refund](#) requests should be submitted as soon as possible, but no later than **October 31, 2025**.

As part of this transition, ParkMobile will be introduced soon after as the new way to pay for parking at all applicable Caltrain stations. Caltrain Ticket Vending Machines (TVMs) will continue to be available at every station for parking payments and fare purchases. Riders can also use the machines to load cash value to Clipper cards or purchase Adult Clipper cards.

Stay up to date and find out more info at [**caltrain.com/fares/how-buy**](https://caltrain.com/fares/how-buy)

Kind regards,

Your Caltrain BOD Public Support Team

-----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

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

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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: brookeelizabethjordan@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: In opposition of the retirement of the Caltrain app
Date: Wednesday, October 8, 2025 2:34:50 PM

Dear Brooke Jordan,

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 contacting Caltrain.

We understand your concern about the upcoming retirement of our Caltrain Mobile app, and we have logged your feedback for the proper parties to review.

However, please note that, beginning **October 31, 2025**, Caltrain will retire the Caltrain Mobile App currently used for mobile tickets and parking payments. All [Caltrain Mobile Ticket Refund](#) requests should be submitted as soon as possible, but no later than **October 31, 2025**.

As part of this transition, ParkMobile will be introduced soon after as the new way to pay for parking at all applicable Caltrain stations. Caltrain Ticket Vending Machines (TVMs) will continue to be available at every station for parking payments and fare purchases. Riders can also use the machines to load cash value to Clipper cards or purchase Adult Clipper cards.

Stay up to date and find out more info at caltrain.com/fares/how-buy

Kind regards

Your Caltrain BOD Public Support Team

From: Brooke Jordan <brookeelizabethjordan@gmail.com>
Sent: Tuesday, September 30, 2025 6:26:48 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: In opposition of the retirement of the Caltrain app

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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: [Mimi Zade](#)
To: [Jason Baker](#); [Navdeep Dhaliwal](#); [Board \(@caltrain.com\)](#)
Subject: Ongoing Excessive Train Horn Noise Near [REDACTED] Street, San Francisco
Date: Thursday, October 9, 2025 8:34:37 AM

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Hi there,

I'm writing in again because I've complained once before about the Caltrain horn noise when new trains started to operate last year. I live in the [REDACTED] Street building and have been here for a few years, so I know what the usual train sounds are like, but lately, it's been much worse.

After my last complaint back in October 2024, things got better for a while and the noise wasn't so bad. But over the past 2–3 weeks, the horn volume has noticeably increased again. The honks sound longer, louder, and almost aggressive, it's been really disruptive, especially at night and early in the morning.

What's causing these changes? It's become very disturbing again, and I'd really appreciate it if someone could look into what's going on.

Thanks for your time,

From: [beatrice campion](#)
To: [Board \(@caltrain.com\)](#)
Subject: Tickets question
Date: Friday, October 10, 2025 9:29:14 AM

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Hi,
my sister will be in Redwood for just a week and she would go everyday to SF or nerby.
Ita possibile to buy just a “tickets week” or is there some deals for week and not for the whole month?

If no, how you can pay inside the bus or train?

Thanks a lot
Sent from my iPhone

From: Caltrain BOD Public Support
Sent: Friday, October 10, 2025 9:39 AM
To: jrsyguo@gmail.com
Cc: Board (@caltrain.com)
Subject: Re: Recommendation: Replace Fare Evasion Fines with Onboard Ticket Sales at Elevated Fare

Dear John Guo,

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 thoughtful feedback and recommendations regarding Caltrain's fare enforcement policy. We appreciate your detailed suggestions and the perspective you've provided as a long-time commuter.

Caltrain is currently evaluating various strategies to improve fare compliance, rider experience, and equity across our system. Your input regarding an onboard elevated fare option—as used by other commuter rail systems—will be shared with our Fare Policy and Operations teams.

We value hearing from our riders and are grateful for your engagement in helping us identify ways to enhance our service and policies.

Sincerely,

Your Caltrain BOD Public Support Team

-----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://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.mta.info%2Ffares-tolls%2Fflirr-metro-north%2Fbuy-tickets&data=05%7C02%7CCaltrainBODPublicSupport%40caltrain.com%7C0c42a5c4d93c41a5438108de02978243%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638951046900493907%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoitWFBpCisldUljoyfQ%3D%3D%7C0%7C%7C%7C&sd ata=C9RUVhjeQ4z6jkwpmnCn1lRpgS4ihlpx5O9nHoPq4VA%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)