



JPB Board of Directors
Meeting of November 6, 2025

Correspondence as of October 24, 2025

<u>#</u>	<u>Subject</u>
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|-----|---|
| 1. | Problem |
| 2. | SB 63 Financial Efficiency Oversight Committee – Request for Board Representation |
| 3. | Re: Exploring UGC Partnership Opportunities |
| 4. | Fwd: Public comment re: fare increase plan |
| 5. | Improving the Rider Experience on the New Caltrain Electric Fleet |
| 6. | Re: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area – <i>Staff response</i> |
| 7. | Re: Podcast to share with Caltrain crews members – <i>Staff response</i> |
| 8. | Re: Train track decimals are high – <i>Staff response</i> |
| 9. | Re: Improving the Rider Experience on the New Caltrain Electric Fleet – <i>Staff response</i> |
| 10. | RE: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area – <i>Corresponder's response to Staff response</i> |

From: [Bella Ramos](#)
To: [Board \(@caltrain.com\)](#)
Subject: Problem
Date: Friday, October 17, 2025 1:20:05 PM

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The TV screen is broken

NEXT STOP

San Antonio

CONNECTIONS



From: [Andrew Fremier](#)
To: [Board \(@caltrain.com\)](#); [Medina, Rico \[rmedina@sanbruno.ca.gov\]](#)
Cc: [Michelle Bouchard](#); [Alix Bockelman](#); [Shruti Hari](#); [Matt Maloney](#); [Theresa Romell](#); [Rebecca Long](#)
Subject: SB 63 Financial Efficiency Oversight Committee – Request for Board Representation
Date: Friday, October 17, 2025 5:40:00 PM
Attachments: [SB 63 Oversight Committee - Caltrain 10.17.2025.pdf](#)

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

Dear Chair Heminger and Vice Chair Medina,

Please find attached a letter regarding the establishment of the SB 63 (Wiener/Arreguín) Financial Efficiency Oversight Committee and the role of your board's representative on this committee.

As outlined in the letter, we request that you or your designee serve on this committee, which will guide an independent financial efficiency review of the region's major transit agencies. Please provide the name and contact information for your designee by December 1.

We appreciate your continued partnership as we implement this new legislative requirement related to SB 63 and advance a sustainable and efficient regional transit system. If you have any questions, please contact my staff Shruti Hari, Assistant Director, at shari@bayareametro.gov

Best regards,
Andrew Fremier

Andrew B. Fremier

Executive Director

afremier@bayareametro.gov

(415) 778 5240 - Office

BAY AREA METRO | BayAreaMetro.gov

Association of Bay Area Governments

Metropolitan Transportation Commission

Bay Area Metro Center

375 Beale Street, Suite 800

San Francisco, California 94105



**METROPOLITAN
TRANSPORTATION
COMMISSION**

Bay Area Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105
415.778.6700
www.mtc.ca.gov

Sue Noack, Chair
Cities of Contra Costa County

*Stephanie Moulton-Peters,
Vice Chair*
Marin County and Cities

Margaret Abe-Koga
Santa Clara County

Eddie Abu
San Francisco Bay Conservation
and Development Commission

David Ambuehl
California State
Transportation Agency

Candace Andersen
Contra Costa County

Marilyn Ezzy Ascraft
Cities of Alameda County

Pat Burt
Cities of Santa Clara County

David Canepa
San Mateo County

Victoria Fleming
Sonoma County and Cities

Dorene M. Giacomini
U.S. Department of Transportation

Alicia John-Baptiste
San Francisco Mayor's Appointee

Barbara Lee
Oakland Mayor's Appointee

Matt Mahan
San Jose Mayor's Appointee

Amber Manfree
Napa County and Cities

Mitch Masburn
Solano County and Cities

Myrna Melgar
City and County of San Francisco

Nate Miley
Alameda County

Gina Papan
Cities of San Mateo County

Belia Ramos
Association of Bay Area
Governments

Libby Schaaf
U.S. Department of Housing
and Urban Development

Andrew B. Fremier
Executive Director

Alix Bockelman
Chief Deputy Executive Director

Sent via electronic mail

October 17, 2025

Mr. Steve Heminger
Chair, Peninsula Corridor Joint Powers Board of Directors

Mr. Rico Medina
Vice Chair, Peninsula Corridor Joint Powers Board of Directors

RE: SB 63 Oversight Committee

Dear Chair Heminger and Vice Chair Medina,

On behalf of the Metropolitan Transportation Commission, I'm writing to share that SB 63 (Wiener/Arreguin) requires the chair of Caltrain — or the chair/president's designee — to serve on an Oversight Committee that will guide an independent financial efficiency review of BART, SF Muni, AC Transit, and Caltrain. MTC's role is to staff the committee and procure the independent third party to conduct the review.

The Oversight Committee's first charge is time sensitive. The SB 63-mandated financial efficiency review consists of two phases, with an April 1, 2026 deadline for the consultant to complete the Phase 1 analysis. The consultant will identify the following: 1) cost-saving measures implemented by each subject operator since January 1, 2020 and 2) "early action strategies" each agency could implement to increase or improve service and enhance the customer experience using existing resources, including an analysis of real property assets and redevelopment opportunities. The committee is responsible for reviewing and adopting the final Phase 1 analysis.

By July 1, 2026, each transit agency must then commit — via a formal policy or budget action — to implement a suite of strategies drawn from the Phase 1 findings, with each agency selecting which strategies to adopt.

If the regional transit measure authorized by SB 63 is successful, the committee will oversee Phase 2, which will identify additional cost-savings measures operators could implement to reduce one-time and ongoing administrative, capital and operating costs. The Oversight Committee's work will conclude following the committee's assessment and approval of each subject transit agency's SB 63-mandated implementation plan.

You or your designee will serve alongside fellow transit agency representatives, independent transit experts, and representatives from MTC and the State. Specifically, the Oversight Committee will have 11 members — 9 voting and 2 ex-officio. The voting

members are one representative from each of the four subject transit agencies, four independent transit experts appointed by MTC, and one representative of the Commission (its chair or another commissioner designated by the chair if the chair is not from one of

the five counties included in the geography of the Public Transit Revenue Measure District). The ex-officio members are one representative from the California State Transportation Agency and one representative from the California Department of Finance.

Given the statutory timelines, we'd like to identify committee members promptly so MTC can perform due diligence regarding the consultant procurement for Phase 1. We anticipate the first official meeting of the Oversight Committee will occur after January 1, 2026, SB 63's effective date, however we would like to finalize the membership this fall. Please provide your designee's name and contact information at your earliest convenience, ideally no later than December 1. Should you have questions about this process, please contact Shruti Hari, Assistant Director, the project manager for the Financial Efficiency Study at shari@bayareametro.gov or 415-778-5360.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Fremier".

Andrew Fremier
Executive Director
Metropolitan Transportation Commission
Cc: General Manager

From: [Jinjara Mitchell](#)
To: [Board \(@caltrain.com\)](#)
Subject: Re: Exploring UGC Partnership Opportunities
Date: Monday, October 20, 2025 2:07:07 PM

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

Hi Caltrain,

I hope this message finds you well. I wanted to follow up on my previous email to explore potential collaboration opportunities with Caltrain. Are you available for a quick call or meeting?

Best,
Jinjara Mitchell

From: [Jordan Hefcart](#)
To: [Public Comment](#)
Subject: Fwd: Public comment re: fare increase plan
Date: Monday, October 20, 2025 10:40:38 PM

You don't often get email from jhefcart@berkeley.edu. [Learn why this is important](#)

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Dear Joint Powers Board,

I write to express my deep concerns at the proposed rate increase plan, which doubles down on a long history of Caltrain punishing those who follow the rules while simultaneously providing extensive incentives for fare evasion. The zone system, the inconsistent ticket checking, and the automatic penalty applied to those who forget to tag off makes those of us who routinely pay our fare feel disrespected and exploited - and yet we are the people this fare increase hurts the most. Meanwhile, the planned increases only further exacerbate the structural incentives for fare evasion.

Before raising rates, please put some energy into fixing the structural problems that are hurting both Caltrain's financial sustainability and its most loyal riders. Abolish the zone system in favor of precise trip-length accounting. Equip train doors with automatic tag on/off sensors. And stop issuing citations to good-faith riders who have active passes but get tripped up by (frequent) tag/on off errors.

If Caltrain continues to force its base of regular paying riders to shoulder a disproportionate share of the costs of the service rather than fixing the many problems that are eating into Caltrain's operating budget, we will find other modes of transportation.

Sincerely,
Jordan Hefcart

--

Jordan Hefcart (they/them)
(310) 741 - 8416 | jhefcart@berkeley.edu
Berkeley Law JD '25

From: [Kevin Haney](#)
To: [Board \(@caltrain.com\)](#)
Subject: Improving the Rider Experience on the New Caltrain Electric Fleet
Date: Thursday, October 23, 2025 6:59:28 AM

Some people who received this message don't often get email from kevin.haney@stanford.edu. [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,

As a regular Caltrain commuter between San Francisco and the Mid-Peninsula (typically Palo Alto or Redwood City), I want to first commend Caltrain on the launch of the new electric fleet. These trains represent a major step forward in sustainability, technology, and comfort compared to the old diesel models.

However, after riding regularly over the past year, I have observed several recurring issues that negatively affect the experience for daily riders. I hope the Board will take these concerns into account and work with operations and maintenance teams to address them.

Issue	Description and Impact	Suggested Action
1. Door Malfunctions and Delays	Doors are frequently “out of service,” or fail to close properly, causing departure delays—particularly from San Francisco. For example, Train #502 was delayed again this morning due to a door issue. These incidents appear to be occurring system-wide. (There have also been numerous other non-door related delays, all attributed to ‘computer problems’)	Review door system reliability and preventive maintenance schedules with the train manufacturer and operations vendor to identify recurring failure points.
2. Inoperative Digital Displays	The passenger-information displays showing stops and time are often dark or frozen. These are crucial for riders working or reading during their commute. Conductors often cite “computer issues.”	Audit onboard system reliability and prioritize maintenance or firmware updates for the passenger-information system.
3. Incorrect Stop Announcements in Tunnels	When entering tunnels—especially approaching San Francisco—the GPS system misreads location and makes incorrect stop announcements (e.g., “Next stop: Sunnyvale”). This is confusing for	Implement a software fix to suppress or pause automated announcements during tunnel segments, using

passengers unfamiliar with the route.

known GPS dead-zones.

**4. Excessive
Automated
Announcements**

While well-intentioned for safety and accessibility, the frequency and tone of automated messages can be disruptive for regular commuters seeking a quiet, productive ride.

Re-evaluate the announcement schedule, volume, and frequency—balancing safety with rider comfort and peace of mind. We need more quiet on the train!

In short, these are not isolated nuisances but daily frustrations that collectively diminish the quality of what should be a first-rate regional rail experience. Addressing them would demonstrate Caltrain's continued commitment to reliability, comfort, and respect for its core commuter base.

Thank you for your attention and for your ongoing work modernizing the Caltrain system. I appreciate your consideration of these concerns and look forward to seeing continued improvements on this vital service.

Respectfully,

Kevin Haney

Caltrain Commuter

Kevin Haney

Sr Project Manager, Project Management Office (PMO), Office of the CIO

Stanford | University IT

505 Broadway | Cardinal Hall, 4th Floor | Redwood City, CA 94063

kevin.haney@stanford.edu | 650.391.8910

From: [Caltrain BOD Public Support](#)
To: ikhan@avanath.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area
Date: Thursday, October 23, 2025 11:03:02 AM
Attachments: [image760740.png](#)

Dear Irfana Khan,

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 bringing this matter to our attention and for providing detailed information and photos. We understand your concerns regarding safety, community impact, and the potential for ongoing unauthorized use of the equipment.

At this time, we do not have a confirmed timeline for removal. However, I have forwarded your report to our Right of Way team, who will assess the situation and determine the appropriate next steps.

We appreciate your patience and will continue to monitor the matter.

Kind regards,

Your Caltrain BOD Public Support Team

From: Irfana Khan <ikhan@avanath.com>
Sent: Friday, October 10, 2025 6:59:34 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Cc: Kelly McBride <kmcbride@avanath.com>; Leonardo Caminero <LCaminero@avanath.com>; Ellen Guccione <eguccione@Avanath.com>; Nicole Gray <NGray@avanath.com>
Subject: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area

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

Dear Peninsula Corridor Joint Powers Board,

I am writing to formally request the removal of an abandoned and vandalized train cargo located adjacent to our residential parking area near 420 Berry Street (SF). Attached are the pictures of the car for reference.

This train car has been left unattended for an extended period and is in a visibly deteriorated and vandalized state. It presents several serious concerns:

- **Public Safety Risk:** The train car has previously been occupied by individuals experiencing homelessness. During that time, residents reported incidents of rock-throwing from the train car, resulting in damage to vehicles parked nearby.
- **Visual Blight:** The condition of the train car is unsightly and negatively impacts the appearance and perceived safety of our community.
- **Potential for Recurrence:** Its continued presence may invite further unauthorized occupation or vandalism, increasing risks to residents and property.

We respectfully request that Caltrain take immediate action to remove this abandoned equipment and secure the area to prevent future incidents.

Please confirm receipt of this complaint and advise on the timeline for resolution. If additional documentation or site details are needed, I am happy to provide them.

Thank you for your attention to this matter.

Sincerely,
Irfana Khan

Irfana Khan
Regional Manager

Avanath Capital
D +19495280985
W avanath.com

avanath+
LIFESTYLE WITHIN REACH

From: [Caltrain BOD Public Support](#)
To: akita550@hotmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Podcast to share with Caltrain crews members
Date: Thursday, October 23, 2025 11:09:03 AM

Dear Jackie Leonard-Dimmick,

Thank you for taking the time to share this meaningful message. We truly appreciate your thoughtfulness and consideration for the well-being of Caltrain engineers, conductors, and staff. Incidents involving individuals on the tracks are deeply affecting for everyone involved, and your willingness to share uplifting and inspiring resources is both kind and generous.

Thank you again for your care and for being part of our Caltrain community.

Warm regards,

Your Caltrain BOD Public Support Team

From: jackie leonard-dimmick <akita550@hotmail.com>
Sent: Friday, October 10, 2025 9:16:33 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Podcast to share with Caltrain crews members

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Peninsula JPB Board of Directors:

Could you please get this email into the right hands?

Thank you.

Jackie Leonard-Dimmick

Caltrain:

I am sure many of your engineers and conductors have experienced confrontations between the engine of the train and a person on the tracks. I have been on the train twice when this has happened. It is not a pleasant experience for anyone. I would like to share a podcast that I recently listened to (many times), of an experience a family had during the floods of the 4th of July in Texas. It is sad, but it is very uplifting and inspiring. Please, listen to it, and share it with the crew members of Caltrain - and anyone else you think it would be of help to.

This is a podcast. One must subscribe. I do not. Someone sent me this one. If you do not receive the vocal, please let me know, and I will try again.

Thank you.

Also, you might want to listen to a CD by Andrew Brewis entitled "HOME" I think about it a lot as I wait for my train, or see another train passing in the opposite direction. "Home is the

consciousness of Love." The train has become "home" to me and I have seen a lot of love on it. Andrew has a number of concerts on YouTube - and Facebook. In September, he began rotating between inspirational concerts and 1920s and 30ss music - one each month - if you are interested.

Thank you.

Jackie Leonard-Dimmick

From: JSH-Online Sharing <share@jsh-online.com>
Sent: Wednesday, October 1, 2025 2:38 PM
To: akita550@hotmail.com <akita550@hotmail.com>
Subject: Akita550@hotmail.com

[Dealing with the unthinkable](#)

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From: [Caltrain BOD Public Support](#)
To: ria1200@msn.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Train track decimals are high
Date: Thursday, October 23, 2025 11:58:46 AM

Dear Robert Silva,

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 reaching out and sharing your concern. Without a photo we cannot confirm with 100% certainty that this is our track. However, based on your description of the area (“coming and going near SAP”), it is most likely a mix of Caltrain and Union Pacific (UPRR) tracks.

For reference:

- **MT-1** is owned and maintained by **UPRR**
- **MT-2 and MT-3** are owned and maintained by **Caltrain**

I have shared your feedback with our maintenance team to investigate the condition of Caltrain-owned tracks in that area. If you are able to provide a photo, that would help us further confirm the exact location and ownership so we can coordinate accordingly.

Thank you again for bringing this to our attention.

Best regards,

Your Caltrain BOD Public Support Team

From: Robert Silva <ria1200@msn.com>
Sent: Thursday, October 16, 2025 8:33 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Train track decimals are high

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Greetings,

I live nearby the Diridon Station, the tracks bend a bit coming and going near the SAP

arena. The train tracks squeak so loud and would like to request oiling or greasing them, appreciate your assistance on this matter.

R,

Robert

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From: [Caltrain BOD Public Support](#)
To: kevin.haney@stanford.edu
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Improving the Rider Experience on the New Caltrain Electric Fleet
Date: Thursday, October 23, 2025 12:32:18 PM

Dear Kevin Haney,

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 your detailed feedback and for being a regular Caltrain commuter. We sincerely appreciate your recognition of the positive advancements made with the introduction of our new electric fleet, and we also value the time you took to outline the issues currently impacting your experience.

We understand how recurring delays, onboard system malfunctions, and excessive announcements can affect the reliability and comfort of your commute. Your concerns regarding door malfunctions, passenger information displays, incorrect announcements in tunnels, and the frequency of automated messages have been shared with the appropriate departments for review.

We are committed to improving the passenger experience and appreciate your continued support and ridership.

Thank you again for your thoughtful and constructive input.

Sincerely,

Your Caltrain BOD Public Support Team

From: Kevin Haney <kevin.haney@stanford.edu>
Sent: Thursday, October 23, 2025 1:59:10 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Improving the Rider Experience on the New Caltrain Electric Fleet

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Dear Caltrain Board of Directors,

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However, after riding regularly over the past year, I have observed several recurring issues that negatively affect the experience for daily riders. I hope the Board will take these concerns into account and work with operations and maintenance teams to address them.

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2. Inoperative Digital Displays	The passenger-information displays showing stops and time are often dark or frozen. These are crucial for riders working or reading during their commute. Conductors often cite “computer issues.”	Audit onboard system reliability and prioritize maintenance or firmware updates for the passenger-information system.
3. Incorrect Stop Announcements in Tunnels	When entering tunnels—especially approaching San Francisco—the GPS system misreads location and makes incorrect stop announcements (e.g., “Next stop: Sunnyvale”). This is confusing for passengers unfamiliar with the route.	Implement a software fix to suppress or pause automated announcements during tunnel segments, using known GPS dead-zones.
4. Excessive Automated Announcements	While well-intentioned for safety and accessibility, the frequency and tone of automated messages can be disruptive for regular commuters seeking a quiet, productive ride.	Re-evaluate the announcement schedule, volume, and frequency—balancing safety with rider comfort and peace of mind. We need more quiet on the train!

In short, these are not isolated nuisances but daily frustrations that collectively diminish the quality of what should be a first-rate regional rail experience. Addressing them would demonstrate Caltrain’s continued commitment to reliability, comfort, and respect for its core

commuter base.

Thank you for your attention and for your ongoing work modernizing the Caltrain system. I appreciate your consideration of these concerns and look forward to seeing continued improvements on this vital service.

Respectfully,

Kevin Haney

Caltrain Commuter

Kevin Haney

Sr Project Manager, Project Management Office (PMO), Office of the CIO
Stanford | University IT

505 Broadway | Cardinal Hall, 4th Floor | Redwood City, CA 94063

kevin.haney@stanford.edu | 650.391.8910

From: [Irfana Khan](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#); [Kelly McBride](#); [Leonardo Caminero](#); [Ellen Guccione](#); [Nicole Gray](#)
Subject: RE: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area
Date: Thursday, October 23, 2025 2:09:56 PM
Attachments: [image001.png](#)
[image149128.png](#)

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

Good afternoon,

Thank you for your response and for forwarding my message to the Right of Way team. I appreciate your acknowledgment of the concerns raised and your commitment to monitoring the situation.

As this matter continues to impact the surrounding community, I would be grateful if you could provide an estimated timeline for when the assessment and potential removal might take place. Understanding the expected timeframe will help us better communicate with affected residents and plan accordingly.

Thank you again for your attention to this issue. I look forward to any updates you can share.

Irfana Khan
Regional Manager

Avanath Capital
D +19495280985
W [avanath.com](#)



From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Thursday, October 23, 2025 11:03 AM
To: Irfana Khan <ikhan@avanath.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area

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Kind regards,

Your Caltrain BOD Public Support Team

From: Irfana Khan <ikhan@avanath.com>

Sent: Friday, October 10, 2025 6:59:34 PM (UTC+00:00) Monrovia, Reykjavik

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

Cc: Kelly McBride <kmcbride@avanath.com>; Leonardo Caminero <LCaminero@avanath.com>; Ellen Guccione <eguccione@Avanath.com>; Nicole Gray <NGray@avanath.com>

Subject: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area

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rock-throwing from the train car, resulting in damage to vehicles parked nearby.

- **Visual Blight:** The condition of the train car is unsightly and negatively impacts the appearance and perceived safety of our community.
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Please confirm receipt of this complaint and advise on the timeline for resolution. If additional documentation or site details are needed, I am happy to provide them.

Thank you for your attention to this matter.

Sincerely,
Irfana Khan

Irfana Khan
Regional Manager

Avanath Capital
D [+19495280985](tel:+19495280985)
W avanath.com

avanath₊
LIFESTYLE WITHIN REACH