



JPB Board of Directors
Meeting of November 6, 2025

Correspondence as of October 31, 2025

Subject

1. Re: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area – *Staff response*
2. Formal Complaint Regarding Unprofessional Conduct and Train 106 Delay on October 21, 2025
3. Question and request
4. BSVII Project: October 2025 Construction Notice (Santa Clara Street Bridge Investigation Update)
5. Re: Bike Cars Inadequate to Meet Demand
6. Explanation Regarding Notice of Violation No. 52004312
7. VTA's BART Phase II: November 2025 Construction Update
8. RE: Caltrain Bayshore Elevator out of service for 1+ months – Staff response
9. Cal Train Horn Noise – Burlingame
10. Re: Bike Cars Inadequate to Meet Demand – *Staff response*
11. Re: Formal Complaint Regarding Unprofessional Conduct and Train 106 Delay on October 21, 2025 – *Staff response*
12. Re: Proposed Fair changes – *Staff response*
13. Re: Explanation Regarding Notice of Violation No. 52004312 – *Staff response*
14. Re: Train track decimals are high
15. Re: Train track decimals are high

From: [Caltrain BOD Public Support](#)
To: [Irfana Khan](#)
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 5:32:22 PM
Attachments: [image001.png](#)
[image149128.png](#)

Dear Irfana Khan,

Thank you for your follow-up and for your patience as we work through this process.

At this time, we are still in the assessment phase with our Right of Way team. We have a legal requirement to have the locomotive and passenger cars inspected by the proper regulatory agencies before they can be transported off the property, so once we are able to schedule those inspections, we will have a better idea of a timeline for removal.

Thank you again for your continued engagement.

Best regards,

Your Caltrain BOD Public Support Team

From: Irfana Khan <ikhan@avanath.com>
Sent: Thursday, October 23, 2025 2:08 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Kelly McBride <kmcbride@avanath.com>; Leonardo Caminero <LCaminero@avanath.com>; Ellen Guccione <eguccione@Avanath.com>; Nicole Gray <NGray@avanath.com>
Subject: RE: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area

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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

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

Some people who received this message don't often get email from ikhan@avanath.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 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](tel:+19495280985)
W avanath.com

avanath+

LIFESTYLE WITHIN REACH

From: [Emily Wei](#)
To: [Board \(@caltrain.com\)](#)
Subject: Formal Complaint Regarding Unprofessional Conduct and Train 106 Delay on October 21, 2025
Date: Monday, October 27, 2025 5:30:43 AM

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Dear Members of the Caltrain Board of Directors:

I am writing to formally complain about the unacceptable and unprofessional behavior of several Caltrain employees, which resulted in a delay of Train 106, scheduled to depart San Francisco station at 6:25 am on October 21, 2025. The incident demonstrated a lack of collaboration and teamwork among staff.

I arrived at the San Francisco station at 6:03 am to board Train 106, which was scheduled to depart at 6:25 am and make all local stops. Normally, Caltrain employees open the train doors and begin ticket checks about ten minutes before departure. However, at 6:23 am—two minutes before departure—passengers were still waiting outside with no employees opening the doors.

I observed two Caltrain employees, both appearing professional and dressed in business casual attire, standing near the doors of Train 106. They were aware that the employees who were responsible for opening the doors were late, yet made no effort to assist or locate someone who could open the doors in their absence. The employees eventually arrived at approximately 6:23 am and informed the train operator to open the doors, which delayed the train's departure.

It was disappointing to witness this lack of teamwork and initiative. Multiple employees stood by, fully aware of the situation, but failed to collaborate or take action to ensure passengers could board on time. Such behavior reflects poorly on Caltrain's customer service standards—especially at a time when public support and ridership are crucial to addressing Caltrain's financial challenges.

Having recently traveled on trains in Taiwan, I was struck by the contrast in professionalism and efficiency. Taiwan's system prioritizes customer service and punctuality—qualities that Caltrain must also uphold to maintain public trust and support.

I respectfully request that the Caltrain Board of Directors review this incident and evaluate how poor employee collaboration and customer service can negatively impact Caltrain's public image and financial sustainability.

Thank you for your attention in this matter. I look forward to hearing how Caltrain plans to address these issues and improve the professionalism and teamwork of its employees.

Sincerely,
Emily Wei
emily.wei@gmail.com

From: [Robert Stawski](#)
To: r.stawski@interia.pl
Subject: Question and request
Date: Monday, October 27, 2025 3:19:32 PM

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Ladies and Gentlemen,

I've been interested in railways since childhood. I even wanted to be a train driver, and one of my greatest experiences and a dream come true was a 10-hour journey in a locomotive.

After returning from the hospital after a long stay following my accident, I started collecting various trinkets related to trains, railways, and related industries.

I would be very grateful if you would give me free gadgets and souvenirs related to your company. I would be happy with anything that would expand my collection.

Thank you for your time, and best regards.

Robert Stawski

ul. Grójecka 69/27

02-094 Warsaw

Poland

From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Monday, October 27, 2025 4:40 PM
To: Board (@caltrain.com)
Subject: BSVII Project: October 2025 Construction Notice (Santa Clara Street Bridge Investigation Update)

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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.

Monday, November 3 – Wednesday, November 5

Work hours: 9 a.m. to 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/

Project Information

VTa'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.

Have a question for us about Phase II?

Visit www.vtabart.org or email us vtabart@vtabsv.com



BART SILICON VALLEY PHASE II EXTENSION PROJECT

vtabart@vtabsv.com

(408) 321-2345 BART Silicon Valley Hotline



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Our mailing address is:

Valley Transportation Authority

2830 De La Cruz Blvd

1st Floor

Santa Clara, CA 95050

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From: [Sidney A Stevens](#)
To: [Board \(@caltrain.com\)](#)
Subject: Re: Bike Cars Inadequate to Meet Demand
Date: Tuesday, October 28, 2025 9:00:27 AM

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

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Good Morning,

Adding on to keep you informed of the persistence of the issue. I'm taking the Southbound 412 today, and again there aren't enough spaces on the bike racks to accommodate all the riders.

Best,
Sidney Stevens

From: Sidney A Stevens <sidneyas@stanford.edu>
Sent: Thursday, October 23, 2025 8:53:14 AM
To: Board@Caltrain.com <Board@Caltrain.com>
Subject: Re: Bike Cars Inadequate to Meet Demand

Good morning,

I just want to clarify one detail from my last email, we were at the 22nd street station in southern San Francisco, not the South San Francisco station.

Best,
Sidney Stevens

From: Sidney A Stevens <sidneyas@stanford.edu>
Sent: Thursday, October 23, 2025 8:38 AM
To: Board@Caltrain.com <Board@Caltrain.com>
Subject: Bike Cars Inadequate to Meet Demand

Good Morning,

This morning conductors on the Southbound #510 train departing from South San Francisco denied entry to over 10 bike passengers, stating that they were too full.

Consistently since the Caltrain electrification, these rapid trains have been inadequate to meet cyclist ridership. Why doesn't Caltrain add one additional bike car to the meet cyclist demand?

Best,
Sidney Stevens

From: MUELLER, TAMARA <tamara.mueller1@swiss.com>
Sent: Tuesday, October 28, 2025 2:42 PM
To: Board (@caltrain.com)
Subject: Explanation Regarding Notice of Violation No. 52004312

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Explanation Regarding Notice of Violation No. 52004312

Dear Sir or Madam,

I am writing to respectfully explain the situation regarding the above-mentioned Notice of Violation, which we received on 27 Oct. 2025 while traveling on the Caltrain.

Yesterday, my travel companion and I purchased two tickets from a Caltrain ticket machine before boarding the train. We were in a rush and unfortunately made a mistake at the ticket machine. We took two pieces of paper from the dispenser, assuming both were our tickets. However, after boarding the train and looking more closely, we realized that one of the papers was not a ticket, but a refund receipt left in the machine by a previous passenger.

This means that we had only one valid ticket in hand, even though we had paid for two.

You can see on the attached photo that the total charge was USD 8.00, which corresponds exactly to two tickets at USD 4.00 each. The valid ticket also shows a value of USD 4.00.

When the conductor checked our tickets, we explained the situation immediately, but we were advised to send an email with the full explanation and documentation so that this could be reviewed.

We sincerely apologize for the misunderstanding — it was an honest mistake caused by the stress and the identical appearance of the two slips. We kindly ask you to review this case and consider canceling the fine, as we did, in fact, purchase the required two tickets.

Please find attached photos of:

- The valid ticket (USD 4.00) (which also is showing the total charge of USD 8.00)
- The refund receipt mistakenly taken from the machine
- Notice of Violation 52004312

Thank you very much for your understanding and for taking the time to review our explanation.

Kind regards,

Viola Müller

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Violation

Date: 10/27

Issued to:

CODE: 3.03

FARE EVASION

PENALTY

Train# 13



Von meinem iPhone gesendet

From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Tuesday, October 28, 2025 4:00 PM
To: Board (@caltrain.com)
Subject: VTA's BART Phase II: November 2025 Construction Update

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BART SILICON VALLEY
PHASE II EXTENSION PROJECT

November 2025 Construction Update



VTA's BART Silicon Valley Phase II Extension Project's November 2025 Construction Update has just been published!

Learn about upcoming construction activities around the Project site, including construction progress made in October and anticipated work in November.

Have a question for us about Phase II?

Visit www.vtabart.org or email us vtabart@vtabsv.com



BART SILICON VALLEY
PHASE II EXTENSION PROJECT

vtabart@vtabsv.com

(408) 321-2345 BART Silicon Valley Hotline



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Valley Transportation Authority
2830 De La Cruz Blvd
1st Floor
Santa Clara, CA 95050

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From: [Tina Dubost](#)
To: [Sana A](#)
Cc: [Diana Riedel](#); [Board \(@caltrain.com\)](#)
Subject: RE: Caltrain Bayshore Elevator out of service for 1+ months
Date: Tuesday, October 28, 2025 5:50:55 PM

Dear Sana:

I'm pleased to say that the Caltrain Bayshore station elevator has been operational since 10/20/2025.

We apologize for the inconvenience caused by the elevator outage.

Thank you for taking the time to contact us and thank you for riding Caltrain.

Tina Dubost

Manager, Accessible Transit Services

From: Sana A <sanahmd8@gmail.com>
Sent: Tuesday, October 7, 2025 9:04 AM
To: Tina Dubost <dubostc@samtrans.com>
Cc: Diana Riedel <riedeld@samtrans.com>; Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Caltrain Bayshore Elevator out of service for 1+ months

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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> 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

From: Sana A <sanahmd8@gmail.com>
Sent: Thursday, September 18, 2025 9:22 AM
To: Diana Riedel <riedeld@samtrans.com>; Board (@[caltrain.com](https://www.caltrain.com))
<BoardCaltrain@samtrans.com>; Tina Dubost <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

From: [Dan Fiore](#)
To: [Board \(@caltrain.com\)](#)
Subject: Cal Train Horn Noise - Burlingame
Date: Tuesday, October 28, 2025 7:14:08 PM

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

Hello,

I recently moved to Burlingame and wanted to file a formal complaint about the excessive blowing of train horn when Cal Train passes through Burlingame. I understand the horn is necessary for safety reasons but it seems some conductors blow it in rapid succession more than others especially later in the evening (after 7pm) or early morning (around 6am).

Is there a way to limit how many horn blasts are done in succession when passing through residential neighborhoods?

Dan Fiore
Burlingame Resident

From: [Caltrain BOD Public Support](#)
To: sidneyas@stanford.edu
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Bike Cars Inadequate to Meet Demand
Date: Wednesday, October 29, 2025 3:12:33 PM

Dear Sidney Stevens,

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 the clarification regarding your boarding location, and for sharing your concerns about bike capacity on train #510.

Caltrain understands that biking is an essential part of many riders' commutes, and we are actively investing in station-based bike facilities to support this. Currently, we offer:

- **On-demand eLockers:** Over 500 eLockers are available at 24 stations. These are secure, convenient, and cost just 5 cents per hour for standard lockers and 8 cents per hour for XL spaces. First-time users of the BikeLink app receive **100 free hours**, and a step-by-step instructional video is available on our website.
- **Controlled-access bike rooms:** Available at San Francisco, Palo Alto, and Mountain View stations, with additional locations planned.

Regarding your suggestion to add more bike cars to trains: Caltrain completed a robust public outreach and planning process prior to the launch of electrified service. This resulted in a Board-approved design that caps each trainset at 72 onboard bike spaces—more than any other public transit system we are aware of. Currently, Caltrain is not planning to add additional bike cars.

Our focus is on following best practices used by bike-friendly cities worldwide by expanding secure bike parking at stations, which is the most effective way to support growing bike demand while maintaining train reliability and capacity for all riders.

We appreciate your feedback and your continued use of Caltrain.

Best regards,
Your Caltrain BOD Public Support Team

From: Sidney A Stevens <sidneyas@stanford.edu>
Sent: Tuesday, October 28, 2025 4:00:14 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@Caltrain.com>
Subject: Re: Bike Cars Inadequate to Meet Demand

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sidneyas@stanford.edu. [Learn why this is important](#)

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Good Morning,

Adding on to keep you informed of the persistence of the issue. I'm taking the Southbound 412 today, and again there aren't enough spaces on the bike racks to accommodate all the riders.

Best,
Sidney Stevens

From: Sidney A Stevens <sidneyas@stanford.edu>
Sent: Thursday, October 23, 2025 8:53:14 AM
To: Board@Caltrain.com <Board@Caltrain.com>
Subject: Re: Bike Cars Inadequate to Meet Demand

Good morning,

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Best,
Sidney Stevens

From: Sidney A Stevens <sidneyas@stanford.edu>
Sent: Thursday, October 23, 2025 8:38 AM
To: Board@Caltrain.com <Board@Caltrain.com>
Subject: Bike Cars Inadequate to Meet Demand

Good Morning,

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Consistently since the Caltrain electrification, these rapid trains have been inadequate to meet cyclist ridership. Why doesn't Caltrain add one additional bike car to the meet cyclist demand?

Best,
Sidney Stevens

From: [Caltrain BOD Public Support](#)
To: emily.wei@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Formal Complaint Regarding Unprofessional Conduct and Train 106 Delay on October 21, 2025
Date: Wednesday, October 29, 2025 3:47:21 PM

Dear Emily Wei,

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 detailed feedback regarding your experience on October 21 with Train 106. We appreciate you bringing these concerns to our attention and understand how frustrating it must have been to encounter a delay due to staff communication and coordination issues, especially so close to the scheduled departure time.

Your report has been forwarded to the appropriate department for review so that we may evaluate the situation and determine any necessary corrective actions. Feedback such as yours is critical in helping us improve our operations and ensure our teams are working together effectively to deliver a reliable and respectful experience for all passengers.

Thank you again for reaching out and for your continued support of Caltrain.

Sincerely,

Your Caltrain BOD Public Support Team

From: Emily Wei <emily.wei@gmail.com>
Sent: Monday, October 27, 2025 12:30:00 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Formal Complaint Regarding Unprofessional Conduct and Train 106 Delay on October 21, 2025

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Dear Members of the Caltrain Board of Directors:

I am writing to formally complain about the unacceptable and unprofessional behavior of several Caltrain employees, which resulted in a delay of Train 106, scheduled to depart San Francisco station at 6:25 am on October 21, 2025. The incident demonstrated a lack of collaboration and teamwork among staff.

I arrived at the San Francisco station at 6:03 am to board Train 106, which was scheduled to depart at 6:25 am and make all local stops. Normally, Caltrain employees open the train doors and begin ticket checks about ten minutes before departure. However, at 6:23 am—two minutes

before departure—passengers were still waiting outside with no employees opening the doors.

I observed two Caltrain employees, both appearing professional and dressed in business casual attire, standing near the doors of Train 106. They were aware that the employees who were responsible for opening the doors were late, yet made no effort to assist or locate someone who could open the doors in their absence. The employees eventually arrived at approximately 6:23 am and informed the train operator to open the doors, which delayed the train's departure.

It was disappointing to witness this lack of teamwork and initiative. Multiple employees stood by, fully aware of the situation, but failed to collaborate or take action to ensure passengers could board on time. Such behavior reflects poorly on Caltrain's customer service standards—especially at a time when public support and ridership are crucial to addressing Caltrain's financial challenges.

Having recently traveled on trains in Taiwan, I was struck by the contrast in professionalism and efficiency. Taiwan's system prioritizes customer service and punctuality—qualities that Caltrain must also uphold to maintain public trust and support.

I respectfully request that the Caltrain Board of Directors review this incident and evaluate how poor employee collaboration and customer service can negatively impact Caltrain's public image and financial sustainability.

Thank you for your attention in this matter. I look forward to hearing how Caltrain plans to address these issues and improve the professionalism and teamwork of its employees.

Sincerely,
Emily Wei
emily.wei@gmail.com

From: [Caltrain BOD Public Support Board \(@caltrain.com\)](#)
To: [Board \(@caltrain.com\)](#)
Subject: Re: Proposed Fair changes
Date: Wednesday, October 29, 2025 3:52:36 PM

Dear Robert Neff,

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 thoughtful feedback and for your kind words about the new service—we're glad to hear you're enjoying it!

We appreciate your suggestion regarding distance-based fares and the use of Clipper for more precise fare calculation.

We have shared your comments with our Planning team for consideration as part of ongoing evaluations of fare policy and modernization efforts. Rider input is a key part of that process, and feedback like yours helps guide future improvements.

Thank you again for taking the time to share your perspective and for riding Caltrain.

Sincerely,

Your Caltrain BOD Public Support Team

From: Robert Neff <rmrneff@sonic.net>
Sent: Tuesday, October 28, 2025 6:20 PM
To: Public Comment <publiccomment@caltrain.com>
Subject: Proposed Fair changes

You don't often get email from rmrneff@sonic.net. [Learn why this is important](#)

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Hello caltrain,

I think Caltrain should get away from the Zone Fair system and let people with clipper cards especially just pay by the distance They Ride caltrain.

For example if I ride from San Antonio to Lawrence it is much more expensive though a shorter distance than if I ride from Sunnyvale to Palo Alto. It is much more expensive to

go through two zones than just one. To serve Santa Clara County residents who want to use Caltrain for just a few stops, avoiding a two Zone Fare on a short trip would make Caltrain much more attractive.

With electronic Fare systems, like clipper, it should be easy to implement a simple per distance Fare.

Robert Neff

I love the new service!

From: Caltrain BOD Public Support
Sent: Wednesday, October 29, 2025 4:59 PM
To: tamara.mueller1@swiss.com
Cc: Board (@caltrain.com)
Subject: Re: Explanation Regarding Notice of Violation No. 52004312

Dear Viola Muller,

Thank you for contacting us and for providing a detailed explanation along with supporting documentation regarding Notice of Violation No. 52004312.

We understand the situation you described and appreciate your prompt communication. As all citation reviews and appeals are handled through our processing agency, we kindly ask that you submit your explanation and documentation directly through pticket for official consideration.

Please visit www.pticket.com and enter your citation number and requested information to begin the review process.

Thank you again for reaching out, and we appreciate your cooperation.

Kind regards,
Your Caltrain BOD Public Support Team

From: MUELLER, TAMARA <tamara.mueller1@swiss.com>
Sent: Tuesday, October 28, 2025 9:41:44 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Explanation Regarding Notice of Violation No. 52004312

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Explanation Regarding Notice of Violation No. 52004312

Dear Sir or Madam,

I am writing to respectfully explain the situation regarding the above-mentioned Notice of Violation, which we received on 27 Oct. 2025 while traveling on the Caltrain.

Yesterday, my travel companion and I purchased two tickets from a Caltrain ticket machine before boarding the train. We were in a rush and unfortunately made a mistake

at the ticket machine. We took two pieces of paper from the dispenser, assuming both were our tickets. However, after boarding the train and looking more closely, we realized that one of the papers was not a ticket, but a refund receipt left in the machine by a previous passenger.

This means that we had only one valid ticket in hand, even though we had paid for two.

You can see on the attached photo that the total charge was USD 8.00, which corresponds exactly to two tickets at USD 4.00 each. The valid ticket also shows a value of USD 4.00.

When the conductor checked our tickets, we explained the situation immediately, but we were advised to send an email with the full explanation and documentation so that this could be reviewed.

We sincerely apologize for the misunderstanding — it was an honest mistake caused by the stress and the identical appearance of the two slips. We kindly ask you to review this case and consider canceling the fine, as we did, in fact, purchase the required two tickets.

Please find attached photos of:

- The valid ticket (USD 4.00) (which also is showing the total charge of USD 8.00)
- The refund receipt mistakenly taken from the machine
- Notice of Violation 52004312

Thank you very much for your understanding and for taking the time to review our explanation.

Kind regards,

Viola Müller

VIEW: 026

Date: 27 OCT

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Station:

TVM: 02

Date: 27

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Redemption inf

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NEW

Caltrain
PATIENT

indicated until the date



indicated until the last

Additional zones shown
when accompanying

alone. present proof of age,

for a citation and fine,
be amended from time to time.

any manner.

caltrain.com

Caltr

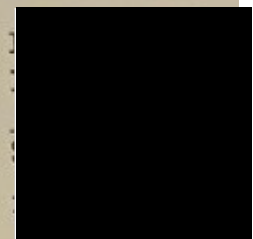
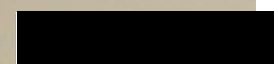
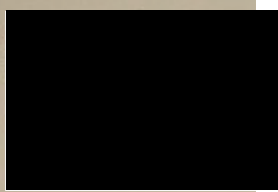
Pe

Jo

No

Violation

Date: 10/27



CODE: 3.03

FARE EVAS

PENALTY

Train# 13



Von meinem iPhone gesendet

From: [Robert Silva](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Train track decimals are high
Date: Wednesday, October 29, 2025 7:03:28 PM

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From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Thursday, October 23, 2025 11:58:43 AM
To: ria1200@msn.com <ria1200@msn.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Train track decimals are high

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: [Robert Silva](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Train track decimals are high
Date: Wednesday, October 29, 2025 7:21:32 PM

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Please tap link below to view video indicating location of trains squeaking loudly nearby the SAP center.

The parking garage below for the Vespaio apartments is much louder, concert walls, when the train passes by.

https://www.dropbox.com/scl/fi/uncsp3br3xuw91luvm0cy/VID_20251029_185819300-2.mp4?rlkey=a11z2utbhs6nb3dfgedlzd360&st=8agp6nf5&dl=0

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