

BATAC Correspondence Packet Summary List

(as of November 14th, 2025)

No.	Contact	Subject
1.	Dan Lieberman	Caltrain to be Compensated for Power Restored to the Grid by Electric Trains
2.	Dan Lieberman	California Legislature Passes Legislation Authorizing Ballot Measure to Address Bay Area Transit Emergency
3.	Dan Lieberman	Caltrain Celebrates First Anniversary of Electrified Service with Record Ridership, Cleaner Air and Faster Trains
4.	Dan Lieberman	Caltrain Outlines Cuts to Come Without External Funding
5.	Dan Lieberman	Caltrain Partners with ParkMobile
6.	Dan Lieberman	Caltrain to Eliminate Clipper Discount on Jan. 1
7.	Dan Lieberman	Survey Says: Riders Love Caltrain
8.	Randol White	Transit fashion meets community impact as SamTrans and Caltrain team with local work-training program for holiday sweater launch
9.	Brian	E-bike stolen from SB 122 local train on Tue 9/2/25 between SF and Mountain View
10.	Adrian	E-bike stolen from SB train today (9/2 around 10:40am) between SF and MTV

From: liebermand@samtrans.com on behalf of [Dan Lieberman](#)
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: CORRECTION: Caltrain to be Compensated for Power Restored to the Grid by Electric Trains
Date: Tuesday, October 7, 2025 4:44:55 PM

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



MEDIA ADVISORY

Oct. 7, 2025

Media Contact: Dan Lieberman, 650.622.2492 (cell)

Caltrain to be Compensated for Power Restored to the Grid by Electric Trains

What: Press Conference Announcing Local Solution for Caltrain Net Billing

When: Wednesday, Oct. 8, 2025, 11:00 a.m.

Where: San Jose Diridon Caltrain Station, 65 Cahill Road, San Jose, CA 95110

Who: Michelle Bouchard, Caltrain Executive Director

Assemblymember Diane Papan, California State Assembly, District

Mayor Matt Mahan, City of San Jose

Shalini Swaroop, Chief Operations Officer, Peninsula Clean Energy

Lori Mitchell, Director, San Jose Clean Energy

Why: Caltrain will now be compensated for the power its new electric trains return to the grid through regenerative braking, thanks to policy changes by its clean energy partners Peninsula Clean Energy (PCE) and San Jose Clean Energy (SJCE). Caltrain runs on 100% renewable energy supplied by PCE and SJCE, mostly solar and wind. Currently, Caltrain returns approximately 23% of the power it uses back to the power grid, which can be used by residents and businesses along its corridor.

Assemblymember Diane Papan authored AB 1372 to include the regenerative braking from electric trains as a renewable electrical generation facility, which would require power providers to compensate railroads that return power to the grid.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi and the first railroad to convert from diesel to electric power in a generation.

Follow Caltrain on [Facebook](#) and [Twitter](#).

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

This email was sent to batac@caltrain.com
San Mateo County Transit District, 1250 San Carlos Ave., San Carlos, California 94070, USA
[Unsubscribe](#)

From: liebermand@samtrans.com on behalf of [Dan Lieberman](#)
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: California Legislature Passes Legislation Authorizing Ballot Measure to Address Bay Area Transit Emergency
Date: Saturday, September 13, 2025 7:01:09 AM

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



NEWS

Sept. 13, 2025

Media Contact: Dan Lieberman, 650.622.2492

California Legislature Passes Legislation Authorizing Ballot Measure to Address Bay Area Transit Emergency

Senate Bill 63 (Wiener and Arreguin), If Passed by Voters, Would Generate Revenue to Support Bay Area Public Transit Systems and Close Caltrain's Projected Operating Deficit

The California Legislature passed legislation today authorizing a ballot measure to create a 14-year, sub-regional sales tax in five Bay Area counties to generate revenue to support Bay Area public transportation systems. If signed into law by Gov. Gavin Newsom, the bill, Senate Bill (SB) 63, introduced by State Senators Scott Wiener and Jesse Arreguin, will allow voters to decide on the revenue measure on the November 2026 ballot.

If voters qualify a measure for the ballot under SB 63 and a majority approve it, the measure will provide critical operating funding for Caltrain, Muni, BART and AC Transit. It will also support rider improvements, smaller bus and ferry services, and dedicate funds to return-to-source projects identified by individual counties. The regional measure is intended to establish a stable funding source that addresses the fiscal shortfalls many Bay Area transit agencies continue to face after the pandemic.

The passage of the legislation comes as Bay Area transit agencies face looming fiscal cliffs that threaten service. Caltrain projects an average annual deficit of about \$75 million beginning in fiscal year 2027. Without new funding, the agency would face difficult decisions, including drastic service reductions, station closures and cuts to service frequency. These challenges stem largely from shifting travel patterns that have changed

how people commute, leaving Caltrain with structural budget shortfalls.

While Caltrain has made [significant strides](#) to regain ridership, reduce costs and increase non-fare revenue, there remains a structural need for ongoing funding sources. Caltrain would receive an average of about \$75 million annually from the measure—a 7% allocation of the total funds generated—resulting in Caltrain’s operating deficit being fully funded and Caltrain maintaining its half-hourly service.

SB 63 would:

- Authorize a sales tax in five counties in the Bay Area including the three counties that Caltrain operates in: San Francisco, San Mateo, and Santa Clara;
- Dedicate percentages of revenue in each of Caltrain’s counties to cover the railroad’s operations deficit, allowing for the preservation of Caltrain’s service level;
- Establish accountability measures and efficiency reviews to ensure that transit agencies are acting responsibly and appropriately with the funds they are receiving;
- Allow voters to decide the future of transit in the Bay Area, if the new district’s legislative body places a measure on the ballot, or if the voters circulate petitions to qualify a measure for the ballot.

“SB 63 is critical for Caltrain and other Bay Area transit systems. We are grateful to the bill authors Senators Weiner and Arreguin as well as the Caltrain delegation for strengthening and passing this critical legislation,” said **Caltrain Executive Director Michelle Bouchard**. “Thanks to electrification, we’re seeing our ridership grow faster than ever before because of the faster, more frequent, and more reliable service. Without SB63, we risk having to make service cuts that would put those gains at risk and push more cars back onto already congested roads. SB63 offers a light at the end of the tunnel to keep riders moving, reduce traffic, and build the sustainable transit system our region needs.”

“In May, the Peninsula Corridor Joint Powers Board of Directors (Caltrain) voted to support SB 63 because of its vital ability to provide funding to support our transit operations,” said **Caltrain Board Chair Steve Heminger**. “Next year, voters will have the choice to establish sustainable funding mechanisms that will ensure Caltrain and other Bay Area transit systems are able to keep running reliably and safely while supporting our local and surrounding communities.”

The measure follows the launch of Caltrain’s new high-performance electric trains in September 2024 [offering a better experience](#) for Caltrain riders and providing [faster and more frequent service](#) that has generated strong support for the agency. Caltrain reported its [best ridership numbers](#) since the 2020 and has seen 11 straight months of ridership growth. Caltrain saw ridership grow to 9.1 million passengers over FY2025, up from 6.2 million in FY2024, with over 75% ridership growth from July 2024 to July 2025.

A January [poll](#) of Santa Clara, San Mateo, and San Francisco counties highlighted voters' overwhelming approval for Caltrain, with 82% of respondents reporting a favorable view of the transit agency. Those who are riders of Caltrain reported even stronger approval of the agency, with 91% of frequent riders reporting a favorable view.

Nearly two-thirds of respondents to the poll in San Francisco and San Mateo counties also reported they would support a Caltrain funding measure, with support at 65% and 63%, respectively. A majority of voters polled in Santa Clara County also supported a Caltrain measure.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi and the first railroad to convert from diesel to electric power in a generation.

Like us on Facebook at www.facebook.com/caltrain and follow on X [@Caltrain](#).

Free translation assistance is available.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

This email was sent to batac@caltrain.com

San Mateo County Transit District, 1250 San Carlos Ave., San Carlos, California 94070, USA

[Unsubscribe](#)

From: liebermand@samtrans.com on behalf of [Dan Lieberman](#)
To: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Caltrain Celebrates First Anniversary of Electrified Service with Record Ridership, Cleaner Air and Faster Trains
Date: Monday, September 22, 2025 9:02:40 AM

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



NEWS

Sept. 22, 2025

Media Contact: Dan Lieberman, 650.622.2492

Caltrain Celebrates First Anniversary of Electrified Service with Record Ridership, Cleaner Air and Faster Trains

Caltrain marked the first anniversary of its fully electrified service today, celebrating a transformative year that has delivered record ridership growth, cleaner air for communities, and faster, more frequent service for riders throughout the Peninsula.

Since the launch of electrified service in September 2024, Caltrain has recorded a dramatic surge in ridership. Over fiscal year 2025, Caltrain carried 9.1 million passengers, up from 6.2 million in FY 2024. Weekend ridership has more than doubled, and July 2025 alone saw ridership increase 78% compared to the same month the year prior, making it the second consecutive month with more than one million riders. Special event travel has also surged, with monthly San Francisco Giants ridership up by as much as 82% over last year, and Caltrain running popular themed trains for special events since last December. Youth ridership has also quadrupled since the introduction of the [\\$1 Youth Fare](#), which launched the same month as electrification.

"Electrification has completely transformed Caltrain," said Michelle Bouchard, Caltrain Executive Director. "We're delivering cleaner, faster, and more frequent service, and riders are responding in record numbers. This first year has shown what's possible when we invest in sustainable rail, and we're only just getting started."

Electrification has allowed Caltrain to expand service while cutting travel times:

- Express trains now travel between San Francisco and San Jose in just one hour.
- Local trains cover the same distance in 75 minutes, 33% faster than diesel service.
- Weekend service has doubled, with trains every 30 minutes.
- Every station on the line is now served by at least one train in each direction every thirty minutes, with 16 stations seeing trains every 20

minutes and 11 stations seeing one every 15 minutes.

These upgrades have expanded system capacity by 30%, providing more options for riders across the Peninsula and beyond.

The new fleet also enhanced the onboard experience for Caltrain riders. The new trains offer free Wi-Fi and charging outlets at nearly all seats, all while being cleaner and quieter than ever before.

The transition to electrified service has also produced immediate environmental benefits. Caltrain's electric fleet is returning 23% of its power supply to other trains or the grid, thanks to its new regenerative braking technology. Additionally, the new fleet is even more efficient than projected, costing \$3 million less than expected.

Caltrain has been celebrating this milestone for all of Transit Month, with passenger outreach efforts planned at San Francisco, Millbrae, Hillsdale, Redwood City, Palo Alto, Mountain View, Santa Clara and San Jose Diridon Stations for this week, offering opportunities for riders to receive Caltrain merchandise for speaking of their experiences onboard Caltrain. Additionally, Caltrain is releasing videos from elected officials, local leaders and riders sharing their support of Caltrain in honor of the anniversary.

"Today we celebrate one year of electrified Caltrain – using clean technology to connect more communities and economies throughout our state while laying crucial groundwork for high-speed rail," said Governor Gavin Newsom, one of [many elected officials](#) that celebrated Caltrain's anniversary. "I'm proud to back projects like this, showcasing California's leadership in driving innovation in a way that is future-proof and accessible for all."

The Caltrain Electrification Project also provided a major boost to the economy, supporting more than 33,000 jobs across 36 states through design, construction, and supply chain partnerships.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi and the first railroad to convert from diesel to electric power in a generation.

Like us on Facebook at www.facebook.com/caltrain and follow on X [@Caltrain](#).

Free translation assistance is available.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

This email was sent to batac@caltrain.com
San Mateo County Transit District, 1250 San Carlos Ave., San Carlos, California 94070, USA
[Unsubscribe](#)

From: liebermand@samtrans.com on behalf of [Dan Lieberman](#)
To: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Caltrain Outlines Cuts to Come Without External Funding
Date: Friday, November 7, 2025 9:24:58 AM

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



NEWS

Nov. 7, 2025

Media Contact: Dan Lieberman, 650.622.2492

Caltrain Outlines Cuts to Come Without External Funding

Elimination of weekend service and the end of half-hourly trains could be required to reduce budget shortfalls despite strong ridership recovery and high rider satisfaction

At its November Board meeting, Caltrain outlined the significant service cuts and operational impacts the agency would face if the proposed regional transit funding measure fails in November 2026 and no new external funding is available.

Transit agencies across the Bay Area are confronting structural budget shortfalls as post-pandemic travel patterns continue to reshape commuting behavior. Caltrain has responded on three fronts: cutting costs, monetizing resources, and adapting service. The agency has taken significant cost-cutting measures, including FTE freezes, crewing efficiencies, and reductions to professional services and other non-labor expenses. Caltrain is working on monetizing available resources and diversifying revenue through a non-fare revenue strategy portfolio that includes expanded advertising, property leasing, selling fiber optic cable and Transit Oriented Development. Finally, Caltrain has modernized and expanded service—boosting train frequency beyond traditional commute hours, improving reliability, and enhancing the rider experience following electrification. The preliminary FY25 budget end results are showing positive impacts from the cost efficiencies and more revenue than budgeted.

The focus on quality service is also paying off: ridership has risen 55% compared to September last year with weekend ridership doubling and four consecutive months of over one million riders. Rider satisfaction remains sky-high, with 91% of riders approving of the agency in a recent [poll](#) and results from a recent [rider satisfaction rating](#) are the highest they have ever been in the 27 years of surveying Caltrain riders.

The regional measure would establish a stable funding source for Caltrain and other Bay Area transit systems to maintain reliable, accessible service. If the measure fails, Caltrain would be forced to take actions to reduce the structural funding gap, unless new external funding sources are identified. These measures would not be undertaken lightly but would be unavoidable in the absence of new revenue.

Potential impacts in the scenario presented include:

- **Closing more than one-third of stations**
- **No weekend service**
- **Reducing service to once an hour**
- **Ending operations by 9 p.m.**
- **Cutting segments of service**

These impacts would significantly undermine the progress Caltrain has made in recent years to rebuild ridership, improve service reliability, and support clean air goals through electrification.

Significant service cuts would push tens of thousands of daily riders back into cars, increasing congestion, air pollution, and greenhouse gas emissions while making it harder to reach jobs, social events, and local businesses. Reduced transit frequency would also diminish the value of properties near stations and weaken the region's economic vitality.

"Caltrain has made tremendous strides in improving service, expanding ridership, and earning the trust of our riders and communities," said **Executive Director Michelle Bouchard**. "The regional funding solution would provide a sustainable funding source to continue those efforts, but should it fail to pass we will face a number of scenarios that will affect years of progress, affect tens of thousands of daily riders who depend on Caltrain, increase traffic, and adversely affect the Bay Area's economy."

Caltrain will continue to work through budget scenarios with the Board in early 2026, with additional details on savings and the downsides of service cuts - which include significant loss of riders and associated revenue.

Caltrain remains committed to transparency about its financial outlook and to working with regional partners to identify sustainable, long-term solutions that protect the service improvements, ridership increases, and environmental benefits the agency has worked hard to achieve.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi and the first railroad to convert from diesel to electric power in a generation.

Like us on Facebook at www.facebook.com/caltrain and follow on X [@Caltrain](https://twitter.com/Caltrain).

Free translation assistance is available.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

This email was sent to batac@caltrain.com
San Mateo County Transit District, 1250 San Carlos Ave., San Carlos, California 94070, USA
[Unsubscribe](#)

From: liebermand@samtrans.com on behalf of [Dan Lieberman](#)
To: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Caltrain Partners with ParkMobile
Date: Wednesday, November 5, 2025 3:10:40 PM

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



NEWS

Nov. 5, 2025

Media Contact: Dan Lieberman, 650.622.2492

Caltrain Partners with ParkMobile

ParkMobile allows riders to easily pay for station parking via app

Caltrain riders can now pay to park at a Caltrain through [ParkMobile](#), allowing easier access to Caltrain than ever before.

ParkMobile, already in use around the Bay Area, allows riders to simply input the station zone number (which can be found through the app, and will be posted on station signage and on station pages on the Caltrain website) as well as the number of the parking space. The app requires users to set up an account, which requires an email address, payment method and license plate number, which can be done easily thanks to Caltrain's on-board Wi-Fi.

Riders without a smartphone can still set up an account with ParkMobile and pay over the phone by calling the phone number listed on signs. Riders can also pay for parking at the Ticket Vending Machines located on the platform.

Caltrain made the switch to ParkMobile after decommissioning its Mobile App. Parking at Caltrain stations costs \$5.50 for the day.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi and the first railroad to convert from diesel to electric power in a generation.

Like us on Facebook at www.facebook.com/caltrain and follow on X [@Caltrain](#).

Free translation assistance is available.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

This email was sent to batac@caltrain.com

San Mateo County Transit District, 1250 San Carlos Ave., San Carlos, California 94070, USA

[Unsubscribe](#)

From: liebermand@samtrans.com on behalf of [Dan Lieberman](#)
To: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Caltrain to Eliminate Clipper Discount on Jan. 1
Date: Monday, November 10, 2025 2:44:16 PM

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



NEWS

Nov. 10, 2025

Media Contact: Dan Lieberman, 650.622.2492

Caltrain to Eliminate Clipper Discount on Jan. 1

As of Jan. 1, 2026, Caltrain will be eliminating the 55-cent discount on all Clipper fares. This change will align prices for all fare payment methods on Caltrain. It will apply to all Clipper prices, including the price of Monthly Passes, which is calculated based on the cost of 24 one-way fares for the number of zones purchased.

Caltrain is currently running its highest ever service levels, with 104 trains per weekday and more weekend service than ever before. Since the launch of electric service, Caltrain has seen substantial ridership gains, with the agency seeing four consecutive months with over one million riders.

Caltrain is [projecting](#) an average annual deficit of close to \$75 million between FY2027 and FY2035. This change in fares is projected to bring in additional revenue in the range of \$1-2 million a year for the agency, but will not be enough to close the projected deficit. Without an injection of funding from a regional sales tax measure or other external sources, Caltrain will need to explore significant service reductions, station closures and administrative cost reductions. The agency is reducing internal costs and exploring new revenue strategies to address the funding deficit, as well as working closely with regional and state partners to secure external funding.

For more information about Caltrain schedules and fares, call 1.800.660.4287 (TTY 650.508.6448) or visit www.caltrain.com.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi and the first railroad to convert from diesel to electric power in a generation.

Like us on Facebook at www.facebook.com/caltrain and follow on X [@Caltrain](https://twitter.com/Caltrain).

Free translation assistance is available.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

This email was sent to batac@caltrain.com
San Mateo County Transit District, 1250 San Carlos Ave., San Carlos, California 94070, USA
[Unsubscribe](#)

From: liebermand@samtrans.com on behalf of [Dan Lieberman](#)
To: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Survey Says: Riders Love Caltrain
Date: Friday, October 31, 2025 1:53:30 PM

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



NEWS

Oct. 31, 2025

Media Contact: Dan Lieberman, 650.622.2492

Survey Says: Riders Love Caltrain

2025 Customer Satisfaction Survey shows widespread exuberance over electric service

Caltrain released the results of its [2025 Customer Satisfaction Survey](#) at its Technology, Operations, Planning, and Safety (TOPS) Committee meeting, with the rail agency receiving a record high satisfaction rating of 4.41 out of 5, up from 4.02 in 2024. This is the first such survey designed to capture riders' opinions about the new and improved electric service, and it contains the best ratings in the 27-year history of the survey.

On-time train performance was a high point, with another score of 4.41, while improvements on board scored 4.42 and station improvements received 4.30.

Caltrain saw major improvements in fields such as:

	<u>2024</u>	<u>2025</u>
• Conductors	4.35	4.57
• Onboard Safety	4.33	4.52
• Cleanliness	3.82	4.51
• Train Arrival Predictions	4.01	4.37
• Station Safety	4.17	4.31
• Service Frequency	3.54	4.15
• Station Announcements	3.83	4.12
• Delay Information	3.56	3.97

Ninety-three percent of riders said they were satisfied with their overall experience, up from 78% in 2024. Fifty-two percent of riders say they are riding more often due to the benefits of electrified service. The key benefits that riders were most likely to cite were shorter travel times (55%), increased frequency (52%), cleanliness (43%), comfort (42%) and onboard Wi-Fi (37%).

These high ratings are reflected in Caltrain's ridership, which as of last month had grown 57% year-over-year, with weekend ridership doubling. Average

weekday ridership is now at approximately 41,000, with a total of 9.2 million riders in FY 2025.

The survey was conducted in May 2025. Surveys were conducted onboard and online in English, Spanish and Chinese during weekdays and weekends to provide a representative sample of riders, with 2,986 respondents surveyed. The next Customer Satisfaction survey is expected to occur in spring 2026, with results releasing next fall.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi and the first railroad to convert from diesel to electric power in a generation.

Follow Caltrain on [Facebook](#) and [X](#).

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

This email was sent to batac@caltrain.com
San Mateo County Transit District, 1250 San Carlos Ave., San Carlos, California 94070, USA
[Unsubscribe](#)

From: WhiteR@samtrans.com on behalf of [Randol White](#)
To: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Transit fashion meets community impact as SamTrans and Caltrain team with local work-training program for holiday sweater launch
Date: Thursday, November 6, 2025 7:50:18 AM

You don't often get email from whiter@samtrans.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.

Picture 1197198022, Picture



NEWS

Nov. 6, 2025

Media Contact: Randol White, 415-515-7624

Transit fashion meets community impact as SamTrans and Caltrain team with local work-training program for holiday sweater launch

The San Mateo County Transit District (District) is spreading holiday cheer with the launch of its 2025 holiday sweaters, now available through the [SamTrans Store](#) and [Caltrain Store](#).

These cozy new arrivals do more than showcase transit pride — they also support a partnership that's helping local residents gain job skills and independence.

Through a collaboration with San Mateo County's [Vocational Rehabilitation Services](#) (VRS), the VRS WorkCenter now manages all storage, packaging, and shipping for the SamTrans and Caltrain online stores.

"This collaboration represents the best of what public partnerships can do," said District Chief Communications Officer Emily Beach. "Every order helps local workers build experience while getting our riders and fans the merchandise they love."

Working with VRS

For more than four decades, VRS has connected residents to training, counseling, and employment opportunities that promote self-sufficiency and dignity. SamTrans and Caltrain rely on that expertise to deliver a smooth fulfillment process for their online stores.

"We appreciate partners like SamTrans and Caltrain who invest directly in the community by working with VRS," said Claire Cunningham, director of the San Mateo County Human Services Agency. "Their decision helps create real job opportunities and reflects the collaboration that makes San Mateo County stronger and more inclusive."

About the 2025 holiday sweaters

SamTrans holiday sweater: Wrap yourself in SamTrans spirit this holiday season. This festive design combines seasonal charm with timeless transit style. They're perfect for commutes, office parties, or casual weekends. Featuring a nod to the red, white, and blue of our buses, it's a conversation starter that never goes out of season.

Caltrain holiday sweater: Stay warm and show your Caltrain pride with our official holiday sweater. They're ideal for your daily ride, holiday gatherings, or weekend adventures. Comfortable, classic, and made for life along the corridor.

Both sweaters are available while supplies last, along with other fan-favorite transit merchandise and collectibles, exclusively through the [SamTrans Store](#) and [Caltrain Store](#).

Please note: **Sales and shipping are currently available only within California.**

###

About SamTrans: The bus agency operates 74 routes and two on-demand service areas. Funded in part by a half-cent sales tax, the district also provides administrative support for Caltrain and the San Mateo County Transportation Authority. SamTrans has provided bus service to San Mateo County customers since 1976. SamTrans was named the [2024 Outstanding Public Transportation System](#) by the American Public Transportation Association, recognizing the agency's excellence in safety, service, operations and innovation.

Check out our most recent [Next Stop](#) newsletter and [subscribe](#). Also, follow SamTrans on [Facebook](#), [Instagram](#), [Discord](#) and [X](#).

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi and the first railroad to convert from diesel to electric power in a generation.

Follow Caltrain on [Facebook](#) and [X](#).

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

This email was sent to bac@caltrain.com
San Mateo County Transit District (SamTrans, Caltrain and TA), 1250 San Carlos Avenue,
San Carlos, CA 94070, United States
[Unsubscribe](#)

From: Brian [REDACTED]
To: Caltrain BOD Public Support
Cc: Board (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Re: [Inform] E-bike stolen from SB 122 local train on Tue 9/2/25 between SF and Mountain View
Date: Wednesday, September 3, 2025 6:22:28 PM

Some people who received this message don't often get email from bscohen1@gmail.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.

Thank you! My report with the San Mateo County Sheriff was accepted and the report number is [REDACTED]. This is a slight revision from what I mentioned above in case it's necessary for tracking anything on your end.

On Wed, Sep 3, 2025 at 4:20 PM Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Brian Cohen,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you for reporting the theft of your e-bike on SB 122. We understand how upsetting this must be. Your detailed report, including the bike's serial number and timeline, will assist the Transit Police, San Mateo County Sheriff, and our internal review.

We appreciate your long-term support of Caltrain and your thorough feedback, which helps us improve safety and the experience for all bicyclists. Please reach out with any updates or questions.

Kind regards,

Your Caltrain BOD Public Support Team

From: Brian [REDACTED]
Sent: Wednesday, September 3, 2025 2:34:49 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Cc: Caltrain, Bac (@caltrain.com) <batac@caltrain.com>
Subject: [Inform] E-bike stolen from SB 122 local train on Tue 9/2/25 between SF and Mountain View

Some people who received this message don't often get email from bscohen1@gmail.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.

Hi Caltrain board, (cc Bicycle and Active Transportation Advisory Committee)

I'm sending this email to notify you of a theft of my e-bike that occurred this morning, Tue 9/22/25, on SB 122 local train during my commute from San Francisco to Mountain View. The following is a summary of my experience and I appreciate your attention either to follow up on the investigation of this incident or to improve the bicycle ridership experience in the future for myself and other caltrain riders. I have been riding caltrain as a regular bicycle commuter to my job in mountain view since 2016.

- **I purchased a ticket** at SF 4th & King and boarded 122 SB car #3232 around 10:15am with the train departing SF at 10:25.
- **I secured my bike** at the position shown. I engaged both a motor lock to disable e-assist and a physical wheel lock to prevent rolling the bike. The bike weighs 65-70lbs and must be carried with this wheel lock engaged.
- **I sat upstairs at the seats facing each other by the stairwell.** In hindsight not sitting with my bike was a mistake, but it's my habit I've developed riding in these new cars with limited seating by the bikes themselves.
- **I overheard two individuals walking by the stairs between cars mention "how heavy" something was.** This was around south SF and I didn't pay much mind to it until later when my bike was missing. One individual had a personal scooter and another was walking more gingerly.
- **Between San Antonio and Mountain View I came down and found my bike missing.**
- **The conductor was present as I discovered my bike missing and told me they hadn't seen a black bike** and they referred me to Caltrain Transit Police who then referred me to San Mateo County Sheriff online portal
- **I filed a report with this and more info** incl bike serial number (report tracking #T25001363)
- **I also submitted a Caltrain lost and found report**
- **I also made a r/caltrain [reddit post](#)**
- **I am also exploring the possibility that my insurance will cover this theft**

If you have any questions for me or information+advice about this incident that you can provide to me you can contact me at this email or at my phone 5203061071 (text first preferred). Thanks again for your attention and for your service to provide+improve public transit

- Brian



I secured my bike at the position shown by the red arrow. Per my usual protocol I disabled the e-motor (which requires a 4 digit code to unlock) and I engaged a physical wheel lock and took the physical wheel lock key with me.



My bicycle: note the wheel lock that is engaged in this photo which prevents rolling the bike away. The lock disengages when the key is re-inserted.



I have the key to unlock my bike, but my bike is missing.



My proof of payment for this trip



Car 3232 position shown relative to the train when I finally got off at sunnyvale station

From: Adrian [REDACTED]
To: Michael Meader
Cc: Bargar, Cliff [cliff.bargar@gmail.com]
Subject: Re: E-bike theft from SB train today (9/2 around 10:40 am) between SF & MTV
Date: Wednesday, September 3, 2025 1:36:11 AM
Attachments: C7CB4FD1-6894-4B81-96E8-8EC9E6D8667B.png

You don't often get email from [REDACTED] [Learn why this is important](#)

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

Update: according to a comment posted on the #caltrain Discord channel (<https://discord.com/channels/1037174936046944297/1037176579836624966/1412679775792795679>) it appears the stolen bike retails for \$5,250! See:

<https://www.specialized.com/us/en/turbo-vado-50-igh-step-through/p/275166>

It's shocking and extremely disappointing to think that our transit police might not even "accept" (whatever their online reporting system means by that word) the report of such a physically large & high-value grand theft from our trains for up to 5 business days!

Surely Caltrain and its riders should expect better than that, right?

Cliff, if the BATAC has already done so, I'd suggest a study session with staff and maybe a police rep to walk through how onboard bike theft reports are currently taken and acted upon (how quickly, how often, is video routinely reviewed and analyzed for suspect info, what happens next, etc.), and then also what might be improved.

I just can't help but remember all the staff reassurances back when the EMU bike car layout was being debated that cameras would be there to discourage and/or apprehend bike thieves.

Perhaps a few thefts are discouraged, but as criminologists (and common sense) tell us, the biggest crime deterrent is the perceived likelihood of getting caught.

In this case it means focusing on apprehension ... if word gets out that Caltrain bike thefts will be investigated and that thieves are likely to get busted, that's probably the best deterrent that we can hope for.

On Tue, Sep 2, 2025 at 22:48 Adrian [REDACTED] <adrian.brandt@gmail.com> wrote:

Here's an update from the victim following my suggestions.

See the screenshot below or view the whole thread at on Reddit here:

<https://www.reddit.com/r/caltrain/s/SpCcVILkb1>

Given the nature, impact, and value (well over \$1k for most eBikes) of onboard bike thefts and I'm frankly disappointed in what his experience was ... we have lots of room for process improvement with the sheriff's office.

How long are the onboard videos preserved and how often and how quickly do our transit police view them in connection with an onboard grand theft report filed via their (unfortunately very generic sounding) crime report web page?

**E-Bike stolen this morning on Southbound Caltrain from San Francisco**

49 upvotes • 11 comments



Happy_ [redacted] OP • 4h

Hey thanks for reaching out to clarify things, and for representing us on the Caltrain Citizens Advisory Committee.

> I want to clarify whether Caltrain's "Transit Police" (a Caltrain-contracted branch of the San Mateo Co. Sheriff's Department) at 877-SAF-RAIL (= 877-723-7245) told to contact the (city of?) "San Mateo police"?!?!?

The Transit Police (877-723-7245) is the number I called as it was listed on the back of the timetable booklet the conductor gave me, and to be more precise the dispatcher on the phone referred me to <https://www.smcsheriff.com/> to make an online crime report with San Mateo County Sheriff (so whoops, my bad, not the city of San Mateo Police). So, hopefully things are in the right hands. I didn't quite hear what the dispatcher's rationale was for making an online report instead of phone or in-person report, but I think they said something about timeliness and low priority of bike thefts.

The dispatcher also advised me to submit a caltrain lost and found report, which I did as well.

> Please call them ASAP and ask to make a detailed report

In the online form I gave all of date/time/start station/end station/train #/bike car # in my report. The online form didn't have a field to provide a photo upload so I guess I'll reach out if/when my report is "accepted" (the online form says it takes up to 5 business days iirc) and provide that additional information if it's of use. The online form was interesting because it auto-presents a form error if you select a location outside of san mateo county, so I ended up choosing South San Francisco station instead of 4th and King -- in part also due to my suspicion that that was about where it was stolen.

> To ensure Caltrain staff and the board hear of your theft, I suggest also sending a detailed message to board@caltrain.com with a cc to Caltrain's Bicycle and Active Transportation Advisory Committee (BATAC) at batac@caltrain.com

Will do!

... ↩ 🗨️ ⬆ 5 ⬇



Adrian_Bracket Now

Interesting. Filing a crime report on a web page avoids the dispatcher having to take dictation and accurately and completely transcribe a bunch of spoken details, so that seems OK. The form, however, sounds like SMC's Sheriff's Department generic crime reporting form and so probably doesn't allow or provide for any Caltrain-specific entries (train and car #) or station locations outside the county. And there ought to be an "upload image(s)" feature for stolen items or any other information (e.g. diagrams, etc.) that would be helpful to an investigation. That ought to be fixed. And the verbiage of taking up to 5 business days to be "accepted" suggests reports may not even be looked at for that long. I'm hoping that's just boilerplate CYA language and that reports are reviewed and investigated much more quickly, when appropriate. Very discouraging IMO ... especially since I'm not sure how long the onboard video recordings are kept. Much of this seems unacceptable to me. Lots of room for improvement. I hope Caltrain staff will agree when I raise these issues and work with the sheriff's office to make improvements. I've already suggested decals for how to quickly & properly report bike thefts be placed in bike cars.

[Join the conversation](#)

On Tue, Sep 2, 2025 at 18:17 Adrian [redacted] > wrote:

Hi Mike,

We ought to better get the word out on how to quickly report onboard bike thefts and what information should ideally be provided to our Transit Police.

Maybe a decal in bike cars advising to immediately call 877-SAF-RAIL with the date, train #, car # (provided on the decal), and from-to stations so our Transit Police can immediately know which video to review to find any images of the thief and where they detrained with the bike?

Here's a link to all the details as the victim posted to Reddit:

<https://www.reddit.com/r/caltrain/s/C27yySAah1>

Cheers!

Adrian