



JPB Board of Directors
Meeting of December 4, 2025

Correspondence as of November 14, 2025

Subject

1. Grateful to you - very annoyed with Clipper
2. For Public Record – Appreciation and Follow-Up on Caltrain Board Meeting
3. Re: Morgan Hill Station
4. Re: Grateful to you - very annoyed with Clipper – Staff Response
5. Train seat design
6. Train driver intentionally didn't pick up travelers
7. Item 7 VTA's BART Silicon Valley Phase II Extension Project – October 2025 Update
8. Continuing to Celebrate the 2025 Best of San Mateo Area Winners!

From: [Christine Miller](#)
To: [Board \(@caltrain.com\)](#)
Subject: Grateful to you - very annoyed with Clipper
Date: Friday, November 7, 2025 10:56:11 AM

Some people who received this message don't often get email from ctm@trautmiller.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 Caltrain Board:

I live in Bay Meadows near the Hillsdale Station. Using the Caltrain Mobile App and having access to your beautiful train service is one of the reasons I love living in my neighborhood. I have nothing but praise for your train service and employees. A+.

I have spent the last hour trying to figure out the Clipper Mobile app. My heart sank when I realized what I had lost in convenience and ease of use in comparison to Caltrain Mobile. I imagine many people are having the same experience.

The Clipper website, system and customer service remind me of the 1970s.

With respect and gratitude for all you do

Christine T. Miller
2901 E Kyne Street
Apt 320
San Mateo, CA 94403

From: [Audrey Brook](#)
To: [Public Comment](#)
Cc: [Board \(@caltrain.com\)](#); [James Dal Bon](#)
Subject: For Public Record – Appreciation and Follow-Up on Caltrain Board Meeting
Date: Monday, November 10, 2025 10:02:29 AM

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Dear Board Clerk and Members of the Caltrain Board,

This message is being sent to both the Public Comment inbox and the Caltrain Board of Directors for inclusion in the public record and for the Board's review.

Thank you for the opportunity to speak at the recent Caltrain Board meeting on November 6, 2025.

I appreciate the Board's attention to my concerns regarding governance, HR process, and accountability.

I understand that personnel matters cannot be discussed in open session; however, the issues I raised reflect broader questions of organizational fairness, transparency, and stewardship of public resources.

I trust the Board will continue to evaluate these matters at the policy level to ensure Caltrain upholds the values of equity and accountability expected by the public.

Please include this correspondence in the public record and forward it for the Board's consideration at the next scheduled meeting.

Thank you for your time and consideration.

Sincerely,

Audrey Brook

Resident of San Mateo County

From: [Caltrain BOD Public Support](#)
To: jkelly5762@aol.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Morgan Hill Station
Date: Tuesday, November 11, 2025 8:04:45 AM

Dear John Kelly,

Your message to the Caltrain Board of Directors was forwarded to me for response. A copy of this correspondence will also be shared with the Board. Thank you for contacting Caltrain and for taking the time to share your detailed feedback about the signage at the Morgan Hill Station. We appreciate you bringing this to our attention and apologize for the ongoing confusion this may have caused for new riders.

We've shared your observation with our facilities team to review the directional signage at this location and make any necessary corrections.

Thank you again for your attention to detail and for helping us improve the rider experience.

Best regards,

Your Caltrain BOD Public Support Team

From: jkelly5762 <jkelly5762@aol.com>
Sent: Thursday, November 6, 2025 1:14:09 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Morgan Hill Station

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Dear Caltrain board,

I ride your trains two days a week from Morgan Hill to Millbrae, and then hop on Bart to my job at SFO.

I'd like to bring to your attention an annoying issue at the Morgan Hill station. For regular riders, it's not an issue, but for people new to the area, it could be puzzling. I like Caltrain to be completely professional, and I'm sure this would bother you, as well.

If you stand at the boarding area and look across the tracks to the signs posted on the fence, you will see one that reads "San Francisco, North," with an arrow pointing north. That's perfect. But below that it reads "San Jose, Gilroy, South," with an arrow pointing south.

Of course, San Jose should be north, not south, as your sign states. If you need a picture, I can take one and send to you.

I've brought this up a couple of times with no response. I think I wrote to the guy who sends out your newsletter.

Anyway, thanks for listening.

John Kelly

Sent via the Samsung Galaxy S25 Ultra, an AT&T 5G smartphone

From: [Caltrain BOD Public Support](#)
To: ctm@trautmiller.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Grateful to you - very annoyed with Clipper
Date: Tuesday, November 11, 2025 3:11:50 PM

Dear Christine Miller,

Thank you for your kind words about Caltrain and our employees, we truly appreciate your support and are glad to hear you're enjoying the service.

Regarding your comments about the Clipper Mobile app, please note that Clipper is managed by the Metropolitan Transportation Commission (MTC). Like you, Caltrain is a customer of the Clipper system and does not operate or manage it directly. However, we've shared your feedback with MTC so they are aware of your experience and concerns.

Thank you again for taking the time to reach out and for riding with Caltrain.

Kind regards,

Your Caltrain BOD Public Support Team

From: Christine Miller <ctm@trautmiller.com>
Sent: Friday, November 7, 2025 10:56 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Grateful to you - very annoyed with Clipper

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Christine T. Miller
2901 E Kyne Street
Apt 320
San Mateo, CA 94403

From: [B Mad](#)
To: [Board \(@caltrain.com\)](#)
Subject: Train seat design
Date: Wednesday, November 12, 2025 1:48:48 PM

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

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Hello,

Whoever approved the torcher chamber seats for the new trains should be fired. Or better yet, tied to one and made to sit in it for eternity.

From: collin.masterson
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Train driver intentionally didn't pick up travelers
Date: Wednesday, November 12, 2025 7:12:26 PM

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The driver on the northbound 155 pulled into the station, then immediately after the southbound arrived as well. There were passengers waiting to cross that the driver saw and left before the rails (intentionally or not) opened and the flashing lights stopped.

Either way they were pulling off knowing legally we could not board without violating the policy against crossing while the lights were flashing, or wasn't looking for people at station crossing points.

Best regards,
Collin Masterson

From: [Roland Lebrun](#)
To: [Baltao, Elaine \[board.secretary@vta.org\]](#)
Cc: [BART Board](#); [Board \(@caltrain.com\)](#); [cacsecretary \(@caltrain.com\)](#); [MTC Commission](#)
Subject: Item 7 VTA's BART Silicon Valley Phase II Extension Project – October 2025 Update
Date: Thursday, November 13, 2025 8:47:51 AM
Attachments: [Item 7 VTA's BART Silicon Valley Phase II Extension Project – October 2025 Update.pdf](#)

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Dear Chair Mahan and Directors,

Please allow me to start by reiterating that staff's current practice of **dropping a 27-slide deck at 3.00 PM on the day prior to the meeting** is not conducive to meaningful public participation because members of the public only have one hour to submit written comments to meet the 4PM posting deadline.

This month's comments are focused on highlighting potentially **significant schedule and cost savings** achieved through a reduction of the Newhall portal back to its original (2007) size.

- Cost savings (\$140M vs. \$535M) 9/12/24 Oversight Committee
- **Significantly shorter portal construction timeline (8 months vs 2+ years)**
- **Double (47 feet/day) tunneling rates (item 9 on today's agenda)**
- **No conflicts with Caltrain, Los Gatos Creek or Guadalupe bridges**
- Significantly reduced dewatering eliminates impacts on adjacent infrastructure (HS1/CTRL lessons learned)

November 13 BART Silicon Valley Phase II Oversight Committee
Item 7 BART Silicon Valley Phase II Extension Project – October 2025 Update

Dear Chair Mahan and Directors,

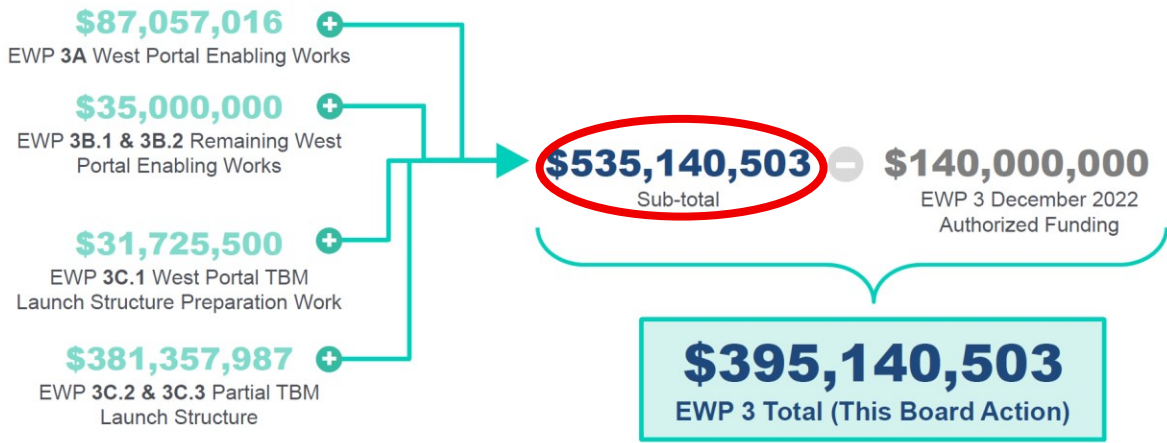
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FTA/PMOC is concerned that the additional cost saving ideas to be evaluated under Level 4 have not been identified and narrowed down to viable options

EWP 3 – Cost Summary



[EWP 3 Additional Funding Authorization Sep BSVII Oversight 09.12.2024 \(002\)](#)

Early Works Package 3C Cost Summary

Original Budget (\$Million) (A)	Current Budget (\$Million) (B)	Approved Scope Change (\$Million) (B-A)
\$398.823	\$409.083	\$10.259

Costs in \$Millions (Invoice 39)

Current Budget changed in period by \$10.26M incorporating executed Change Order 14 related to confinement walls.

Change Orders currently under discussion due to delayed execution related to UPRR Mitigation and Reimbursement Agreement

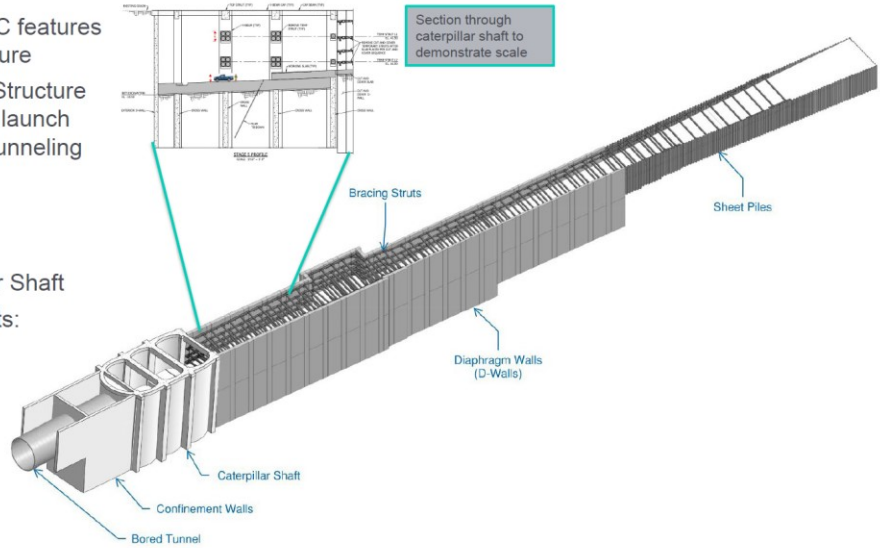
Contract Allowances are monitored monthly with CMS progress verification and Contractor's Schedule of Value submittal reviews

Why are we focusing on Package 3C instead of Package 3 (\$550M) as a whole?

West Portal/TBM Launch Structure Overview

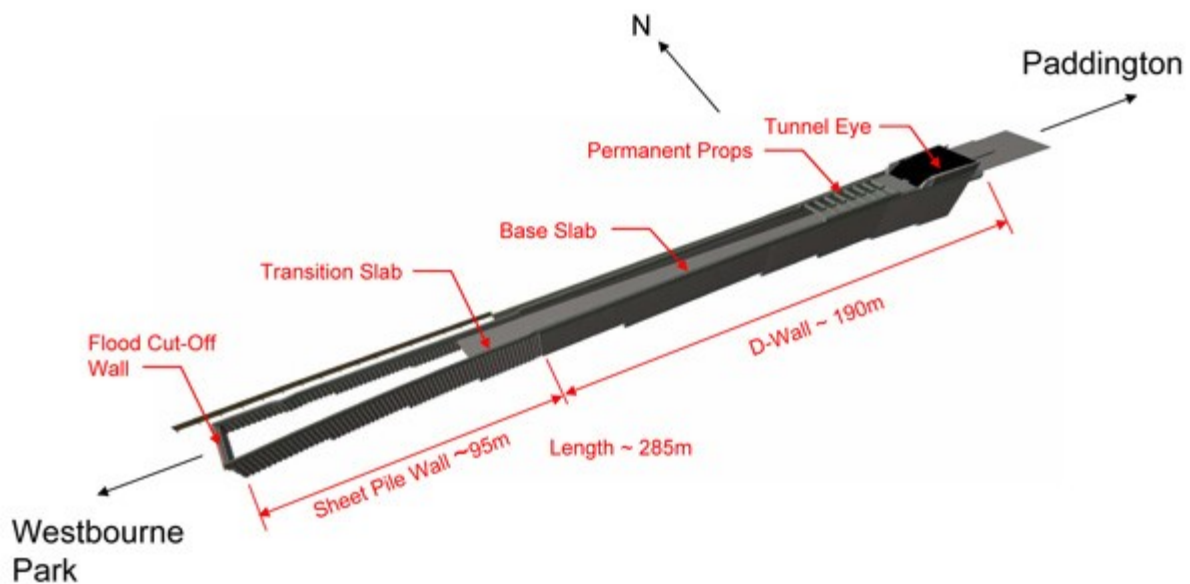


- Early Work Package (EWP) 3C features the West Portal Launch Structure
- When completed the Launch Structure will house the TBM assembly, launch and operations for the BSVII tunneling scope.
- The Launch Structure:
 - 1,316 feet long ramp
 - 82 feet deep at Caterpillar Shaft
- The Launch Structure elements:
 - Sheet Piles
 - Diaphragm Slurry Walls
 - Caterpillar Shaft
 - Bracing Struts
 - Concrete Working Slabs



Royal Oak Portal (SKANSKA/Costain JV)

- 935 feet long ramp
- 49 feet deep at the tunnel eyes
- NO CATERPILLAR SHAFT
- **NO SETTLEMENT OF ADJACENT RAILWAY TRACKS**
- **COMPLETED IN 8 MONTHS AT A COST OF \$130M**



Similar cost/schedule savings (+/- \$400M) at the west Portal)

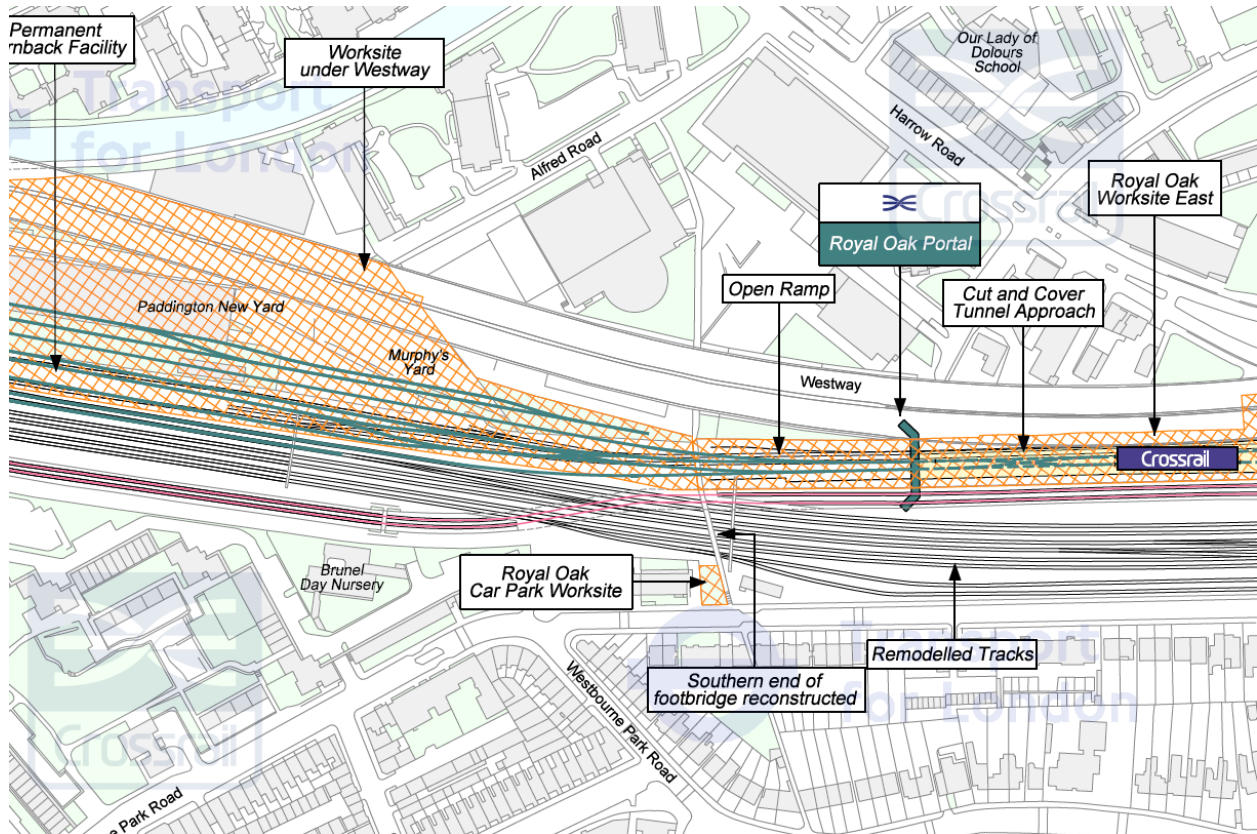
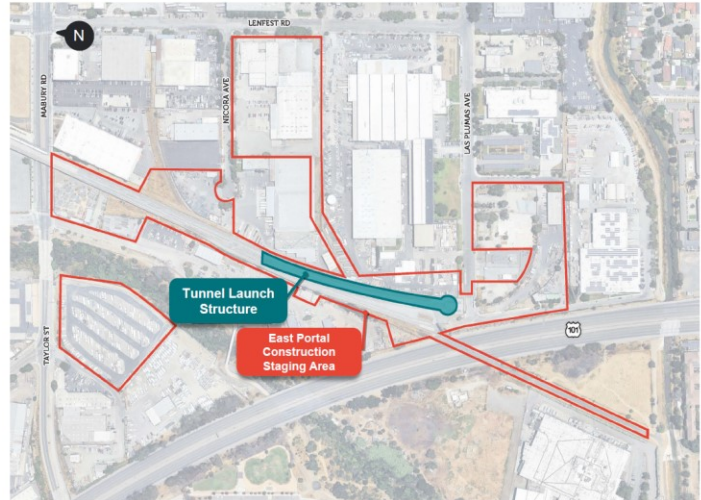
Scenario 1a: New East Portal Launch Structure & Additional TBM



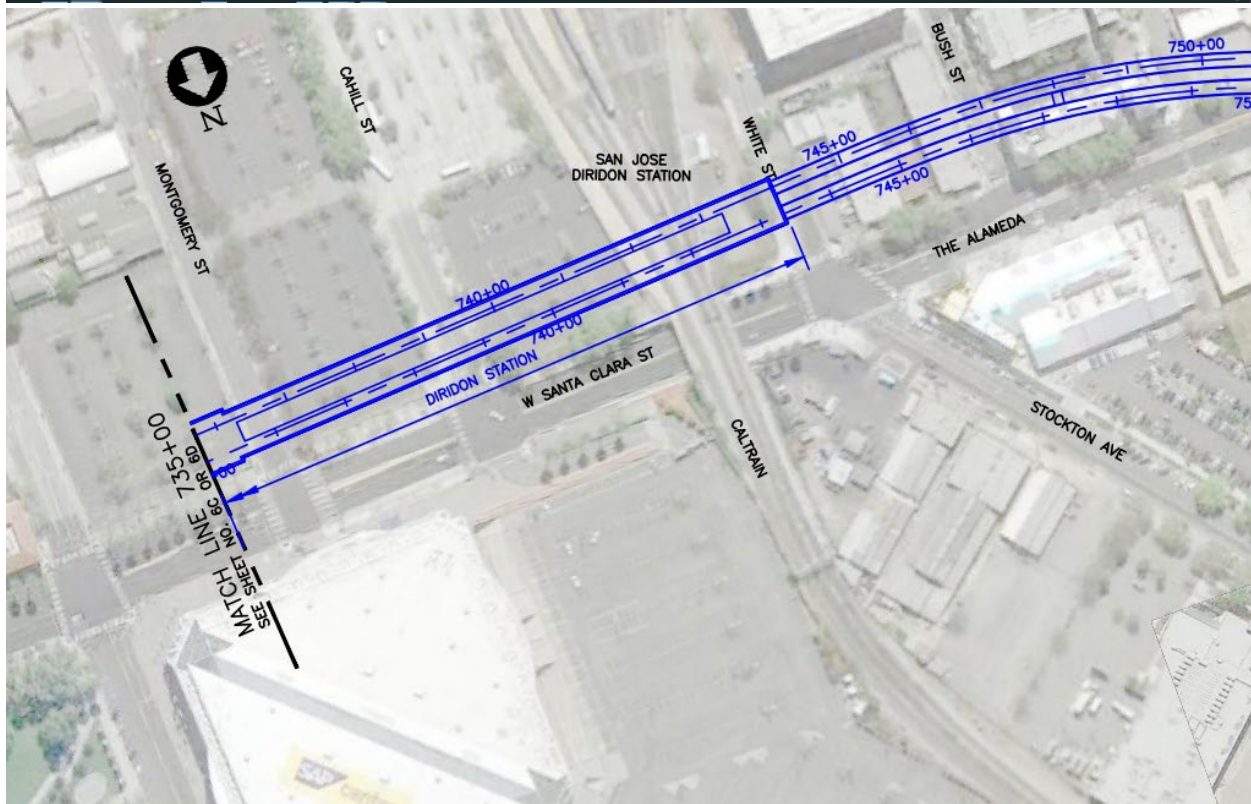
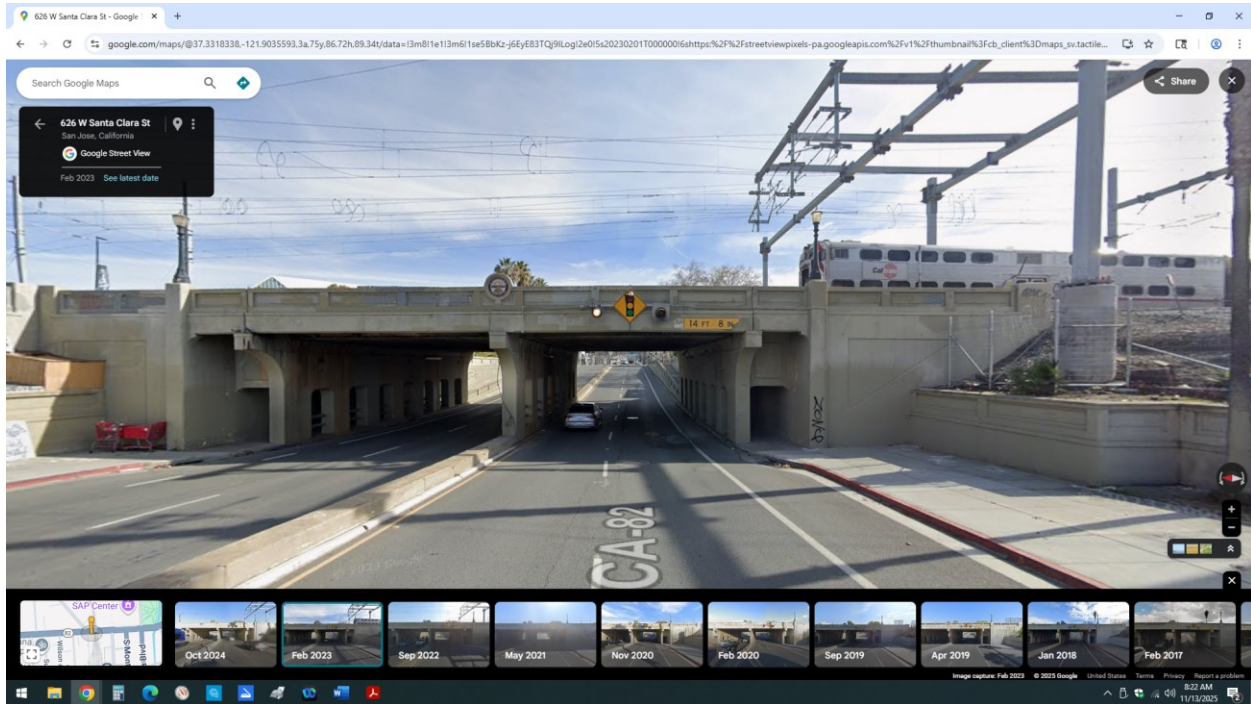
Overview:

- Design, procurement, and fabrication of an additional 40' TBM
- East Portal becomes a Launch Shaft rather than a reception shaft
- Changes to East Portal:
 - Larger temporary excavation for assembly and launching the TBM.
 - Increased temporary power for TBM
 - Larger staging area (additional ROW)
 - More tunnel spoil off-haul traffic
 - Site would have similar operations as the West Portal Launch Structure and surrounding site

Environmentally Cleared East Portal Construction Staging Area and Tunnel Launch Structure



Elimination of impacts on Caltrain, Guadalupe and Los Gatos Bridges caused by the single-bore realignment to West Santa Clara Street.



Respectfully presented for your consideration.
Roland Lebrun

From: Best of San Mateo <sales@bestofsanmateo.org>
Sent: Friday, November 14, 2025 12:04 PM
To: Board (@caltrain.com)
Subject: 📧 Continuing to Celebrate the 2025 Best of San Mateo Area Winners!

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Continuing to Celebrate the 2025 Best of San Mateo Area Winners!

We're excited to share the **2025 Best of San Mateo Area Digital Magazine** — a curated, community-powered celebration of the outstanding businesses,

nonprofits, and organizations that make our region such a vibrant place to live, work, and thrive.

Thanks to thousands of votes from local residents, over **500 businesses** were nominated and recognized across a wide range of categories — from food and wellness to schools, nonprofits, retail, and professional services. This digital magazine honors the winners and Top 5 finalists you voted for — and offers a fresh opportunity to celebrate them once again.

Why this matters:

This isn't just a recap. It's a community-wide spotlight on the people and places that fuel our economy, care for our families, and strengthen our neighborhoods. Whether you're a long-time customer or discovering a new favorite, now's the time to show your support.

- ✓ Explore local gems
- ✓ Support recognized businesses
- ✓ Share the magazine and show your San Mateo pride

[Click here to read the 2025 Best of San Mateo Digital Magazine](#)

Support Local. Celebrate Local. San Mateo Strong.

Thank you for making this celebration possible — and for continuing to lift up our local community.

With appreciation,

The Best of San Mateo Area Team

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