



JPB Board of Directors
Meeting of December 4, 2025

Correspondence as of December 3, 2025

**Subject**

1. Fwd: Railroad
2. Train leaving early
3. Re: Partnership with Caltrain
4. Customer Compliant Submission - 11-29-2025
5. Walk In Broadway Station On Google Street View
6. Re: Toilets not working!!!!!!! – *Staff Response*
7. Re: Railroad – *Staff Response*
8. Re: Train leaving early – *Staff Response*
9. December 4 Item #6 Public Comment (South County Connector Caltrain Service)
10. Re: Caltrain Customer Service Recording Form: 983261
11. Requesting a response from Caltrain Store
12. FW: : Work Order TG25-0028946 [On Private Property]
13. FW: : Work Order TG25-0028936 [On Private Property]

From: [Sean Irick](#)
To: [Board \(@caltrain.com\)](#)
Subject: Fwd: Railroad
Date: Friday, November 28, 2025 1:12:03 PM

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Hi, who do I contact regarding a teachnical issue to where the railroad noise like when the crossing gates go down goes on for 1 full day without stopping? There is no train in sight but the gates are down with loud noise and also no cars can cross the tracks. Its a big technical issue because of what i just mentioned.

Thanks
Sean

From: [Hugh OShaughnessy](#)
To: [Board \(@caltrain.com\)](#)
Subject: Train leaving early
Date: Sunday, November 30, 2025 1:59:00 PM

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Hi,

I recently have experienced multiple instances of trains leaving over 2-3 minutes early in some of these cases I have made it to the platform in time and in some I have not, and have had the unfortune of sitting and waiting another 30 minutes for a train. I'd much rather wait the 5 or so minutes for a train to be late than wait 30 minutes if a train leaves well before it's scheduled time. This really is unacceptable.

From: [Kylee Wilson](#)
To: [Board \(@caltrain.com\)](#)
Subject: Re: Partnership with Caltrain
Date: Monday, December 1, 2025 6:39:11 AM

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Hi Caltrain,

I wanted to follow up on my last note about collaborating with Caltrain. As a mom of four who grew my coffee shop by 70 percent and who creates cafe and family forward content, I think there are several natural ways we could work together. I am happy to discuss sponsored posts, UGC, ambassadorships, or one off partnerships and I can travel for the right project. Should we set up a quick call or chat about ideas and deliverables?

From: [Fried, Kevin](#)
To: [Board \(@caltrain.com\)](#); PRA
Cc: [Fried, Kevin](#)
Subject: Customer Compliant Submission - 11-29-2025
Date: Monday, December 1, 2025 9:01:05 AM
Importance: High

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

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Hello Board Members,

I hope this message finds you well. I am writing to submit a **formal complaint** of an incident that occurred with **two Caltrain employees** at the San Francisco Caltrain station (at 4th & Townsend) on the evening of 11/29/2025. If you have any questions, please feel free to call my mobile # at 415-609-1443.

Description of Caltrain Employees:

- Garret – Train conductor monitoring double door entry and collecting tickets / verifying payments before access to the Caltrain platform
- Maria – Customer service representative at double door platform entry

Overview of Compliant:

The following provides a detailed description of the incident that occurred at the SF Caltrain Station:

- At 9:15 PM on 11/29 our group of 5 riders (myself - 55, my wife - 55, my daughter – 27, my son – 24, my son's girlfriend – 23), arrived at the SF Caltrain station to take the Southbound train from SF to Hayward Park (Train #656 at 9:25 PM).
- Upon arriving at the station we “tagged on” the 5 riders and proceeded to the double door entry to Train #656.
- We were informed by Garret at the entry of the double doors that the restroom on the train was out of service (and the restrooms in the SF station were ALSO closed and out of service).
- We asked what alternative we had for a restroom as we expected to be able to use the Caltrain restroom before, or during, our trip to the Hayward Park station.
- Garret instructed 3 members of our group to go to the Safeway grocery store across 4th street (OUTSIDE the SF Caltrain station) to use their restroom. (Safeway is located at the corner of 4th St. and King).
- Garret said to our group... “I will hold the train, you have 8 minutes to return”.

- My wife, daughter, and my son proceeded to the front of the SF train station on 4th Street and crossed directly across 4th Street in a rush to return to the train station so that the train did not depart without our group.
- At this point, the situation took an unusual turn when Garret turned to me (as I was already inside the double doors and on the platform) and said... “Did you see that? Those people just ran across the street without using the crosswalk.”
- Garret was visibly upset and looking to tell everyone near him what he had just observed. The reaction and behavior Garret was exhibiting was more than odd, and NOT commensurate with the situation/circumstances.
- I ignored Garret’s initial comments as he continued his rant until he said... “I have to report that. They are not allowed to cross the street without using the crosswalk.” Again, this behavior was extremely odd and concerning from Garret who appeared to be acting as an SF Police Officer.
- When my wife, daughter, and son returned to the double doors to enter the platform, Garret stopped them (denying entry to the platform) and told them... “you are NOT allowed to cross the street directly, and I’m not allowing you on the train”. (IN EFFECT, PUNISHING OUR GROUP FOR OUR LACK OF USING A CROSSWALK WHERE THERE WERE **NO CALTRAIN TRACKS!!!**).
- At this point, I proceed back out of the platform and stood in the entry of the double doors demanding an explanation of why the rest of our group was being denied entry to the train.
- At this point Garret was still acting oddly and exhibiting a clear POWER TRIP. Garret refused to provide any explanation as to why the rest of the group was being denied entry. This continued for 5 mins while I demanded to speak with a Supervisor (and/or Garret’s boss).
- Garret said he was the Supervisor and there was NO ONE else to speak to.
- At this point, another employee (Maria) arrived at the double doors. I asked Maria the exact same question.... “why are we being denied entry?”. Maria did absolutely NOTHING to explain or deescalate the situation, which appeared to be the reason she arrived at the doors. She just let Garret continue to deny entry with no explanation.
- **To add insult to injury, Maria then explained that we could... “take the next train”. This was even more perplexing as we wanted to know “why we were being denied entry to the 9:25 train that was boarding other customers, and being told we could take the next train”. THE SIMPLE ANSWER IS WE DID NOTHING WRONG!!**
- NOTE that Maria’s comment regarding “taking the next train” was made AFTER I indicated I would be filing a complaint against her and Garret. Again, I find it interesting that Maria’s first comments to us were made after I said I’d be filing a complaint.
- Our group left the SF train station and were forced to take an Uber to the Hayward Park station.

Other information:

- I failed to video the interaction with Garret as I was completely dumbfounded at how this situation was playing out.
- I did record my interaction with Maria after stepping out of the double door entry to the platform.
- All of our interactions should be viewable on your security cameras.

Questions, resolution, and requested actions of the Caltrain Board and Management:

1. I am requesting this message be shared with Customer Service and appropriate Caltrain Management.
2. I would like to understand Garret's role, level of authority, and whether or not he is a "supervisor", or if he misrepresented his title and authority?
3. I am requesting a copy of ALL Caltrain rules, regulations, and policies that reference the use of crosswalks, including the following:
 - a. Caltrain's policies related to the use of crosswalks that cross Caltrain tracks.
 - b. Caltrain's policies related to crosswalks that DO NOT CROSS Caltrain tracks.
 - c. Caltrain's authority to enforce traffic laws of the City of San Francisco.
 - d. Caltrain's approach to enforcement of any crosswalk violations, including specific explanations of Caltrain's enforcement of San Francisco traffic laws OUTSIDE the train station.
 - e. All recent examples of enforcement actions taken against Caltrain riders related to potential violations of crosswalk rules in San Francisco (specifically, riders who have been prohibited from riding the train as a result of violating San Francisco's traffic rules).
4. I am requesting a written apology from Garret, including a reference to the rules that allowed him to deny us access to ride the train.
5. I am requesting a written response from the board that outlines:
 - a. Actions that will be taken in the next 60 days to reinforce the limits of conductor's authority to enforce SF traffic laws
 - b. Steps taken to train or retrain Garret and other conductors
 - c. Steps taken to train and/or retrain Maria on customer interaction and approach to resolving customer concerns/issues
6. A payment of \$34.14 (the difference between the cost of our Uber ride (details below) and the cost of the train ride from SF to Hayward Park).

Uber Receipt Details:

Nov 29, 2025 - 9:29 PM

Total \$62.64

Payments: American Express •••••26 \$62.64
11/30/25 8:31 AM

Again, please feel free to reach out to me with any questions. I look forward to your response.

Take care!

Kevin

Kevin Fried

Principal | Deloitte Consulting
Deloitte & Touche LLP
225 West Santa Clara Street, San Jose, CA 95113
Office: +1 408 704 2786 – Mobile: +1 415 609 1443
kefried@deloitte.com | www.deloitte.com

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v.E.1

From: [Josh Rixey](#)
To: [Board \(@caltrain.com\)](#)
Subject: Walk In Broadway Station On Google Street View
Date: Monday, December 1, 2025 2:00:11 PM

[Some people who received this message don't often get email from jrixey@instant360mailing.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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Hello Broadway Station,

I wanted to ask if Broadway Station would be open to including the inside on Google Street View as we're going to be in Burlingame.

Cheers,

Josh Rixey
Instant360
Schedule Director

From: [Caltrain BOD Public Support](#)
To: markjamescullen@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Toilets not working!!!!!!!
Date: Tuesday, December 2, 2025 9:59:04 AM

Dear Mark Cullen,

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 feedback. I'm very sorry to hear about your experience on Thanksgiving Day with the onboard toilets not working. That is understandably frustrating.

We appreciate you bringing this to our attention, and your comments have been shared with the appropriate team so we can address this and improve communication moving forward.

Thank you again for letting us know.

Kind regards,

Your Caltrain BOD Public Support Team

From: mark cullen <markjamescullen@gmail.com>
Sent: Friday, November 28, 2025 4:21:40 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Toilets not working!!!!!!!

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What a horrible experience thanksgiving day on Caltrain with no working toilets, just disgraceful can you not tell customers before they board toilet is out of service. What a terrible customer service.

From: [Caltrain BOD Public Support](#)
To: seanirick12@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Railroad
Date: Tuesday, December 2, 2025 10:29:16 AM

Dear Sean Irick,

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 us regarding the issue you experienced with prolonged railroad-crossing gate noise. To help us investigate this properly, could you please provide more details — including the date and approximate time when this occurred, and the exact crossing location?

You can submit this information through our feedback form here:

<https://www.caltrain.com/about-caltrain/contact-us#feedback>

Once we receive those specifics, we will forward them to the technical team for investigation.

Thank you for bringing this to our attention.

Kind regards,

Your Caltrain BOD Public Support Team

From: Sean Irick <seanirick12@gmail.com>
Sent: Friday, November 28, 2025 9:11:45 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Fwd: Railroad

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Hi, who do I contact regarding a technical issue to where the railroad noise like when the crossing gates go down goes on for 1 full day without stopping? There is no train in sight but the gates are down with loud noise and also no cars can cross the tracks. Its a big technical issue because of what i just mentioned.

Thanks
Sean

From: [Caltrain BOD Public Support Board \(@caltrain.com\)](#)
To: [Board \(@caltrain.com\)](#)
Subject: Re: Train leaving early
Date: Tuesday, December 2, 2025 10:39:33 AM

Dear Hugh OShaughnessy,

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 sharing your experience with us. I'm very sorry to hear that you've encountered multiple instances of trains departing earlier than scheduled. We understand how frustrating it can be to miss a train.

Your feedback has been shared with our operations team so they can review the specific departures and ensure schedule adherence is being followed.

To help avoid situations like this in the future, we do recommend arriving at the platform at least 5 minutes before the scheduled departure time. This helps account for any minor operational adjustments and ensures you're in position when the doors close.

Thank you again for bringing this to our attention. We appreciate you taking the time to let us know.

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Sunday, November 30, 2025 1:59 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Train leaving early

From: Hugh OShaughnessy <hughosh12@icloud.com>
Sent: Sunday, November 30, 2025 9:58:43 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com)
Subject: Train leaving early

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Hi,

I recently have experienced multiple instances of trains leaving over 2-3 minutes early in some of

these cases I have made it to the platform in time and in some I have not, and have had the unfortune of sitting and waiting another 30 minutes for a train. I'd much rather wait the 5 or so minutes for a train to be late than wait 30 minutes if a train leaves well before it's scheduled time. This really is unacceptable.

From: [Council Member Zachary Hilton](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Public Comment](#)
Subject: December 4 Item #6 Public Comment (South County Connector Caltrain Service)
Date: Tuesday, December 2, 2025 12:50:51 PM
Attachments: [CM Zach Hilton South County Caltrain Service-6.pdf](#)

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Caltrain Board,

Public comment letter attached for December 4 Item #6 Public Comment **(South County Connector Caltrain Service)**

Thank you.

Zach Hilton
Gilroy City Council Member
www.zachhilton.com
#HiltonForCouncil @zachhilton_ca



ZACH HILTON

Gilroy City Council Member

Livable Gilroy for All

December 2, 2025

Caltrain South County Connector

I've seen the **October South County Connector** ridership numbers (**Monday-Friday 4 Trains North in morning and 4 Trains South in evening**) Gilroy 136 riders/day, San Martin 34 riders/day, Morgan Hill 143 riders/day, Blossom Hill 80 riders/day, Capitol 56 riders/day. It's not fiscally responsible to fund Caltrain South County Connector at **\$15 million for 449 riders/day M-F** when they aren't serving the current commute travel patterns and while VTA is facing a fiscally constrained FY26 and FY27 Transit Operating Budget. Caltrain is heading into a deficit for FY27 too. These five stations south of Tamien are not electrified and Caltrain doesn't own the tracks, Union Pacific Railroad does. South County Caltrain service doesn't have the impact needed to relieve congestion on U.S. Route 101 today or historically.

My concern is that frequent/daily Gilroy VTA bus service will be cut in order to keep Caltrain service. All while VTA is facing a fiscally constrained FY26 and FY27 Transit Operating Budget and Caltrain is heading into a deficit for FY27 too. The demographic of riders I am currently hearing from that use VTA vs South County Caltrain are contrasted between those whose incomes need frequent/daily public transportation on VTA for their jobs, groceries, healthcare, and aging in place, may be sacrificed for those with significantly more means that are attending private prep-schools and commuting an average of 3 days a week on Caltrain.

We continue to talk about this at our South County VTA agenda preparation meetings with VTA staff and Caltrain staff. Caltrain and VTA aren't focused just on Gilroy and Morgan Hill. We are focused on moving the most people on mass transit from Gilroy to Diridon. We track and budget the ridership/cost from both agencies and have been comparing them for a long time. When ridership is low, services get cut, that's a given.

Seated capacity for each of the 4 diesel trains that make up the **South County Connector** as configured currently (3 cars, including 1 bike car) is 394-415, with space for 24 bikes. Each car has between 114 and 144 seated capacities and the standing room capacity ranges from 472-498. **Total max seated capacity of the South County Connector service is 1,660.** Standing room max capacity 1,992. Caltrain FY26 cost of South County Connector from a calculation in April is \$14,451,619.

More trains or increased frequency will increase that cost. That's not worth it for the current or future budget cycle. Caltrain operations should not be funded from VTA Transit funds, 2000 Measure A funds, or 2016 Measure B Caltrain Corridor Capacity. There are no grants that would be beneficial in funding this current level of service and ridership. Caltrain is currently using Federal funds to operate the South County Connector and that is about to run out.

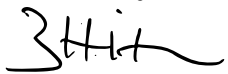
Gilroy isn't the starting point for traffic any longer. San Benito County and Monterey County drivers contribute to it as well. In 2023 **Caltrans Average Annual Daily Traffic (AADT) at Cochrane in Morgan Hill was 142,000 vehicles per day** and in 2019 Caltrans Average Annual Daily Traffic (AADT) at Cochrane in Morgan Hill was 148,000 vehicles per day.

Per the [1996 Restated Joint Powers Agreement](#) (JPA Sections A and B) make VTA "responsible for all net operating costs of the Gilroy service" and "obtaining all Gilroy Service capital projects". It does not obligate Caltrain or VTA to operate service to Gilroy, though it assumed there would always be a market.

The State provided funding for one battery powered train (not four) which will serve as a pilot and it is supposed to run on the electrified system from Diridon to SF. The last update I received is this is not going to happen in FY26 or FY27.

VTA, Caltrain, and South County communities do minimal to increase Caltrain South County Connector ridership, so the expectation that ridership on Caltrain will increase is not a reality today. It's not fiscally responsible to fund \$15 million for 449 riders/day M-F.

Sincerely,



Zach Hilton

Gilroy City Council Member

www.zachhilton.com

#HiltonForCouncil @zachhilton_ca

From: [Sandra Shen](#)
To: [Sarah Nabong; Board \(@caltrain.com\)](#)
Subject: Re: Caltrain Customer Service Recording Form: 983261
Date: Wednesday, December 3, 2025 12:46:24 AM
Attachments: [image001.png](#)

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

Dear Caltrain team, Nabong,

I am writing to report an observation regarding the recent frequency of ticket verification that my child and I have experienced while riding Caltrain.

In the two and a half years we have resided in the Bay Area, we had never encountered a ticket check before filing a recent complaint regarding **Caltrain noise at Mountain View Station (Caltrain Customer Service Recording Form: 983261)**. Coincidentally, since submitting that complaint, I have noticed that starting in October of this year, my child and I have encountered ticket verification on approximately half of our rides.

Initially, we found the verification activity new and interesting, and understood it to be a normal part of train operations. However, we have gradually started to find the increasing frequency of checks unusual, despite boarding at different times and stations.

The incident that prompted me to write this letter occurred on Tuesday, November 18th, around 4:00 PM. My child and I boarded the train at the Redwood City Station. Just a few minutes after we boarded, the conductor approached us for a ticket check and then he didn't keep checking other people's tickets, he left the car. This particular event, combined with the overall increase, has led us to feel we may be targeted.

While I sincerely hope this is a misunderstanding, I felt it should be to formally report to Caltrain and document the situation we have encountered.

Thank you for your attention to this matter.

Best regards,
Sandra Shen

On Wed, Sep 3, 2025 at 2:03 PM Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Sandra Shen,

Thank you for your follow-up regarding train horn noise at Mountain View Station. We understand your concerns and appreciate the detailed observations you've provided.

At Mountain View Station, there are two pedestrian crossings in addition to the Castro Street crossing. The horn use during those hours is part of normal operating procedures.

The last northbound train departs at 23:48, and the last southbound train departs at 01:04.

Please see our **Sounding Whistle Rule** below, as the train numbers you noted fall within peak operating times:

Rule 5.8.2 – Sounding Whistle

- The whistle may be used at any time as a warning, regardless of any whistle prohibitions.
- When other employees are working in the immediate area, the required whistle signal must be sounded before moving.
- Required whistle signals are illustrated by “o” for short sounds and “—” for longer sounds.
- (7) — — o — : When approaching public crossings at grade with the engine in front, this signal must be sounded according to the following:
 - At speeds over 45 MPH, begin the signal at or about the crossing sign, but not more than 1/4 mile before the crossing.
 - At 45 MPH or less, begin the signal at least 15 seconds, but not more than 20 seconds, before entering the crossing.
 - If there is no crossing sign, begin the signal at least 15 seconds, but not more than 20 seconds, before the crossing, and not more than 1/4 mile away.
 - If movement starts less than 1/4 mile from a crossing, the signal may be sounded less than 15 seconds before the crossing when it is clear no traffic is approaching, no traffic is stopped at the crossing, or when gates are fully lowered.
 - The signal must be prolonged or repeated until the engine completely occupies the crossing(s).

We will continue to monitor operations in this area for any unusual occurrences.

Thank you again for reaching out and sharing your concerns.

Sincerely,

Sarah Nabong

From: Sandra Shen <sandrashen030@gmail.com>
Sent: Tuesday, September 02, 2025 10:06 PM
To: Sarah Nabong <nabongs@samtrans.com>
Subject: Re: Caltrain Customer Service Recording Form: 983261

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

Dear Caltrain Customer Service,

Thank you for your reply. I am writing to file a formal complaint regarding the persistent and excessive train horn noise at the Mountain View station. This letter follows up on my initial complaint filed yesterday, September 1, 2025.

It was an interesting coincidence that on my morning and evening commutes to and from San Francisco today, September 2, I observed Caltrain horns sounding loudly at every station I passed. This is a noticeable change from my observations over the past several months, during which the horn usage at the Mountain View station has been uniquely and disproportionately loud compared to other stops along the line.

To substantiate this claim, **I have an audio recording from my ride on the afternoon of May 2, 2025, which clearly demonstrates the quiet passage of the train through other stations. I am prepared to provide this recording upon your request.**

My use of the term "unusual" to describe the horn noise in Mountain View is based on the following specific observations:

Discrepancy with Other Stations: Through extensive travel on Caltrain, I have consistently noted that the frequency and volume of horn blasts at Mountain View are significantly greater than at other stations.

Consistent Blasting: The horns are sounded loudly both when trains are approaching and departing the Mountain View station, a practice that does not seem standard across the network.

Unnecessary Warnings: Horns are frequently used even when there are no pedestrians or vehicles near the tracks.

Irregular Patterns: The horn patterns often deviate from the standard Federal Railroad Administration (FRA) regulated sequences. This is particularly noticeable late at night, often

between 9:30 PM and 12:30 AM, when residents are subjected to repeated, continuous blasts.

This issue is not an isolated experience. A brief review of Google Maps comments for the **Madera apartment** complex adjacent to the station will reveal numerous complaints from residents about the disruptive train noise, corroborating my concerns. [

[https://www.google.com/search?](https://www.google.com/search?q=madera+apartment&rlz=1CALBTX_enUS1081&oq=madera+apartment&gs_lcrp=EgZjaHJvbWUyBggAEEUYOTIGCAEQRRg8MgYIAhBFGDwyBggDEEUYPNIBCDQ5MTlqMGo3qAIAAsAIA&sourceid=chrome&ie=UTF-8&zx=1756873904660&no_sw_cr=1#lrd=0x808fb730e668015f:0x11beaa2c7b394aa7,1,...&topic=mid:/m/07jdr)

[q=madera+apartment&rlz=1CALBTX_enUS1081&oq=madera+apartment&gs_lcrp=EgZjaHJvbWUyBggAEEUYOTIGCAEQRRg8MgYIAhBFGDwyBggDEEUYPNIBCDQ5MTlqMGo3qAIAAsAIA&sourceid=chrome&ie=UTF-8&zx=1756873904660&no_sw_cr=1#lrd=0x808fb730e668015f:0x11beaa2c7b394aa7,1,...&topic=mid:/m/07jdr](https://www.google.com/search?q=madera+apartment&rlz=1CALBTX_enUS1081&oq=madera+apartment&gs_lcrp=EgZjaHJvbWUyBggAEEUYOTIGCAEQRRg8MgYIAhBFGDwyBggDEEUYPNIBCDQ5MTlqMGo3qAIAAsAIA&sourceid=chrome&ie=UTF-8&zx=1756873904660&no_sw_cr=1#lrd=0x808fb730e668015f:0x11beaa2c7b394aa7,1,...&topic=mid:/m/07jdr)]

While the noise level was at its most severe between April 2023 and the end of 2024, and despite some recent improvement, the problem persists. The long-term exposure to this excessive noise has had a significant negative impact on my family's health and quality of life. My children and I frequently suffer from headaches, and our sleep is consistently disturbed.

We respectfully request that Caltrain treat the residents of Mountain View with the same consideration afforded to those near other stations. We urge you to investigate the horn usage protocols at the Mountain View station and take immediate action to mitigate this excessive and disruptive noise.

Thank you for your attention to this critical issue. I look forward to your response and a resolution.

Sincerely,

Sandra Shen

Sarah Nabong <nabongs@samtrans.com> 於 2025年9月2日 週二 上午10:50寫道:

Dear Sandra Shen,

Thank you for taking the time to share your detailed concerns regarding train horn use at Mountain View Station. We understand how disruptive this can be for nearby residents, especially during late evening and early morning hours, and we appreciate you bringing this to our attention.

Train horns are regulated by the Federal Railroad Administration (FRA) and must be sounded at designated times as a safety requirement, particularly when approaching stations, grade crossings, or in situations where engineers identify potential hazards. That said, your observations about the frequency and intensity of horn use at Mountain View Station are

important, and we want to ensure operations are both safe and considerate of the surrounding community.

We will be sharing your feedback with our Operations team for review. As part of this process, we will ask them to look into the timing, frequency, and manner of horn use at Mountain View compared to other stations, and to confirm that procedures are being followed appropriately.

Thank you again for reaching out. Feedback like yours helps us identify where improvements may be possible.

Regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



From: [Graiwing](#)
To: [Board \(@caltrain.com\)](#); [info@caltrainstore.com](#)
Subject: Requesting a response from Caltrain Store
Date: Wednesday, December 3, 2025 1:13:00 PM
Attachments: [1bcea0b7-6511-4692-ac65-8740d0714a25-1_all_188356.png](#)

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

Dear Caltrain Board,

I have attempted twice without success to receive a reply from the Caltrain Store about the status of an order placed on November 5th.

This is for order#01325 for the Holiday Sweater. I understand the outside shipping notification from the store is three weeks from the order date.

Can you please contact the store and provide an update on this order?

Thanks Sincerely,

William Warrior

650-248-8368

Devoted Caltrain passenger since before it was called Caltrain

6:20

caltrainstore.com

[Continue shopping](#)

#01325

Pending fulfillment

November 5, 2025 at 7:44 AM

LOG IN WITH AN ACCOUNT

Tracking updates



Your order is confirmed. You'll receive an email when shipping information is available.

Order summary



2025 Caltrain Holiday Sweater

SQ3428872 Qty: 1
Color: Large

\$40.99

Subtotal

\$40.99

Shipping

\$11.40

Tax

\$4.77

Total

\$57.16

Customer

CONTACT

William Warrior



From: Kristen Aiu <kaiu@cityofsanmateo.org>
Sent: Wednesday, December 3, 2025 1:42 PM
To: Board (@caltrain.com)
Subject: FW: : Work Order TG25-0028946 [On Private Property]

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Hello Caltrain,

Can you please assist with a graffiti complaint on a light pole that is located on a Caltrain parking lot?

Best,
Kristen Aiu
Senior Code Enforcement Officer
City of San Mateo
(650) 522-7152, kaiu@cityofsanmateo.org

From: San Mateo <do-not-reply@app-order.com>
Sent: Monday, November 24, 2025 6:03 AM
To: Code Enforcement <codeenforcement@cityofsanmateo.org>
Subject: : Work Order TG25-0028946 [On Private Property]

TG25-0028946

Status: On Private Property

Created By: mySanMateo

Assigned To: GPC Tech

Created: 11/21/2025 11:12

Surface:

Cleaning Method:

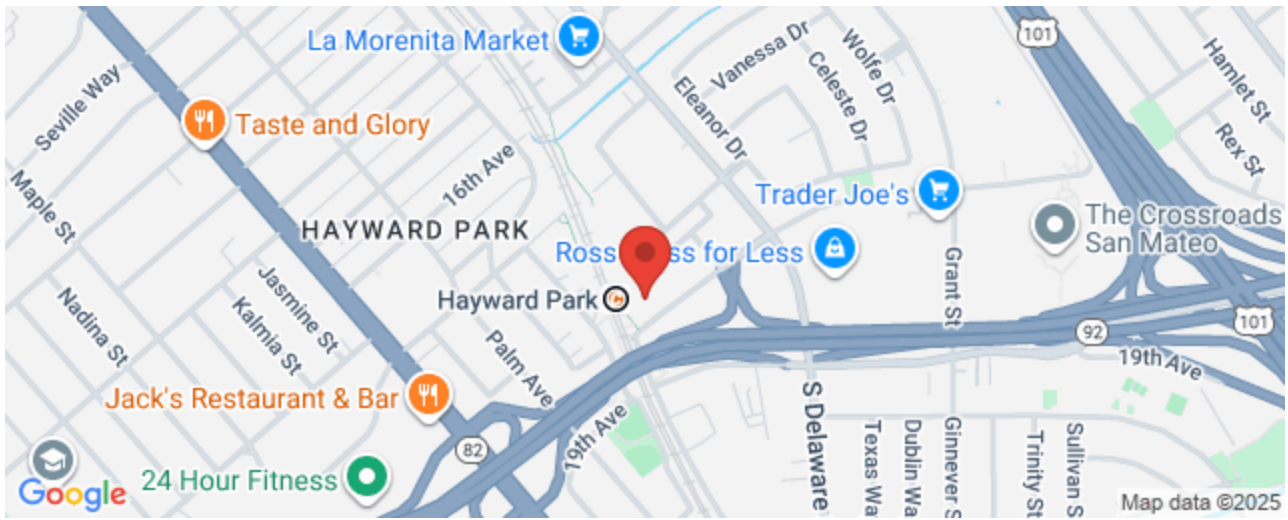
Square Feet Cleaned:

Ownership:

Second Story: false

Address

401 Concar Dr, San Mateo CA 94402 (37.553200,-122.308815)



Photos:



Dispatch Note: anonymous, Caltrain parking lot, pacific, ,

Tech Note:

San Mateo PD#:

San Mateo Job#:

Reporter

How Reported:

Name:

Phone Number:

Email:

Urgent: false

Sq. Ft. Cleaned:

District:

Cost:

Response Time:

Response Days:

Tech Time: 0

Tag:

Activity	Note	User	Assigned To	Due	Completed	Time
Private Property		Hector Moran	11/24/25			

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From: Kristen Aiu <kaiu@cityofsanmateo.org>
Sent: Wednesday, December 3, 2025 1:43 PM
To: Board (@caltrain.com)
Cc: jonnew@gmail.com
Subject: FW: : Work Order TG25-0028936 [On Private Property]

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

Hi Caltrain,

Can you please assist with the complaint below? Thanks!

Best,
Kristen Aiu
Senior Code Enforcement Officer
City of San Mateo
(650) 522-7152, kaiu@cityofsanmateo.org

From: San Mateo <do-not-reply@app-order.com>
Sent: Thursday, November 20, 2025 11:49 AM
To: Code Enforcement <codeenforcement@cityofsanmateo.org>
Subject: : Work Order TG25-0028936 [On Private Property]

TG25-0028936

Status: On Private Property

Created By: mySanMateo

Assigned To: GPC Tech

Created: 11/20/2025 08:35

Started: 11/20/2025 11:48

Surface:

Cleaning Method:

Square Feet Cleaned:

Ownership:

Second Story: false

Address

2 N B St, San Mateo CA 94401 (37.567943,-122.324003)



Photos:









Dispatch Note: Jon, Caltrain platform, railroad, jonnew@gmail.com,

Tech Note:

San Mateo PD#:

San Mateo Job#:

Reporter

How Reported:

Name:

Phone Number:

Email:

Urgent: false

Sq. Ft. Cleaned:

District:

Cost:

Response Time:

Response Days:

Tech Time: 0

Tag: Private,Property

Activity	Note	User	Assigned To	Due	Completed	Time
Private Property	Cal Train property graffiti on platform going northbound to San Francisco	Hector Moran	11/20/25			

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