



JPB Board of Directors
Meeting of February 5, 2026

Correspondence as of January 30, 2026

Subject

1. VTA's BART Phase II: February 2026 Construction Update
2. Re: ride caltrain to sap center- "late night" trains from san jose – *Staff Response*
3. Fwd: Florence Fang Community Farm
4. Public Safety Breakdown and Deteriorating Conditions at Redwood City Caltrain Station
 – *Staff Response*
5. Train fares
6. Issue With Caltrain-Owned Parking Availability Despite Monthly Permit
7. Defective Service of Process for Citation #32001593
8. Re: Train fares – *Staff Response*
9. Re: Defective Service of Process for Citation #32001593 – *Staff Response*
10. Re: Serious Problem with Northbound Track
11. Re: Florence Fang Community Farm | Lunar New Year/Black History Celebration | Saturday,
 February 21
12. Request Update on Middle Avenue Caltrain Crossing Project
13. RE: Florence Fang Community Farm | Lunar New Year/Black History Celebration | Saturday,
 February 21 – *Staff Response*
14. Re: Florence Fang Community Farm | Lunar New Year/Black History Celebration | Saturday,
 February 21
15. FW: Request Update on Middle Avenue Caltrain Crossing Project – *Staff Response*

From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Friday, January 23, 2026 11:40 AM
To: Board (@caltrain.com)
Subject: VTA's BART Phase II: February 2026 Construction Update

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**BART SILICON VALLEY
PHASE II EXTENSION PROJECT**

February 2026 Construction Update



[VTA's BART Silicon Valley Phase II Extension Project's February 2026 Construction Update](#) has just been published!

Learn about recent and upcoming construction activities around the Project site, including construction progress made in December 2025 and January 2026, as well as anticipated work in February 2026.

Have a question for us about Phase II?

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



BART SILICON VALLEY PHASE II EXTENSION PROJECT

vtabart@vtabsv.com

(408) 321-2345 BART Silicon Valley Hotline



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You are receiving this email because you opted in via our website.

Our mailing address is:

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

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From: Caltrain BOD Public Support
Sent: Monday, January 26, 2026 7:43 AM
To: Board (@caltrain.com)
Subject: Re: ride caltrain to sap center- "late night" trains from san jose

Dear Evan Crowe,

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 regarding late-night service for events at the SAP Center. We appreciate your thoughtful comparison and understand the frustration when late-running games make it difficult to rely on current departure times.

Our planning department has received your comments. For the regular schedule, there are no plans at this time to add additional late-night trains departing San Jose due to limited resources and operational constraints. That said, your suggestion has been noted and will be kept in mind for future service improvements as additional resources become available.

Thank you for your continued interest in Caltrain service and for sharing your perspective.

Kind regards,

Your Caltrain BOD Public Support Team

From: Evan Crowe <evancrowe@ymail.com>
Sent: Thursday, January 22, 2026 5:41:13 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: ride caltrain to sap center- "late night" trains from san jose

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Dear Board of Directors,
I recently saw the advertisement suggesting sharks fans ride the train to the SAP center: [SAP Center](#) | [Caltrain](#)



SAP Center | Caltrain

SAP Center Service

I agree it would be very convenient to ride the train to the SAP center given its approximate location, but was amused that the webpage was touting the 'late night' service from San Jose, but then explained that trains only leave at 1030 and 1130 and if the game runs late you could miss the train. In comparison, San Francisco has trains departing every half hour from 10pm- midnight. Please improve the late night service departing San Jose to an equivalent level of service that San Francisco has!

Thanks

Evan

From: [Allison Whitten](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Al Perez](#)
Subject: Fwd: Florence Fang Community Farm
Date: Monday, January 26, 2026 12:47:19 PM

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

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Hello!

I'm writing from Florence Fang Community Farm proudly located on Caltrain property at 1 Diana Street in Bayview (part of the AsianWeek foundation).

We would like to invite to Board of Directors to come and visit the farm any time to see the transformation.

In addition we are hosting an event on **Saturday February 21 in celebration of Lunar New Year and Black History Month from 11am - 1pm**. Last year we had some confusion in filing for permits with the entertainment council who recommended we reach out to Caltrain.

Can you please connect me with the proper Caltrain representative to assist? Our goal is to follow all rules!

Many thanks,
Allison Whitten
Food Pantry Manager & Program Coordinator
Florence Fang Community Farm
530.515.1074

----- Forwarded message -----

From: **Allison Whitten** <allisonw@asianweek.com>
Date: Mon, Jan 26, 2026 at 12:38 PM
Subject: Re: Florence Fang Community Farm
To: Al Perez <alsperez@gmail.com>
CC: Rice, Dylan (ADM) <dylan.rice@sfgov.org>, Liang, May (ADM) <may.k.liang@sfgov.org>, Weiland, Maggie (ADM) <maggie.weiland@sfgov.org>

Al

Thanks for your assistance. And for the team at the entertainment commission...many thanks to you as well.

We just want to make sure we follow all rules and regulations. We only host two major events a year. I have the date for our Fall Harvest Festival in October as well and I would love to get ahead of that event also.

Best,
Allison Whitten
Florence Fang Community Farm
530.515.1074

On Mon, Jan 26, 2026 at 12:23 PM Al Perez <alsperez@gmail.com> wrote:

Thanks for the quick response, Dylan!

I hope you had a great vacation, and was able to recharge your batteries!

Are you able to refer us to the folks at Caltrain, and help us determine where to file for an entertainment permit?

Thanks very mucho!

-AL

On Mon, Jan 26, 2026 at 10:56 AM Rice, Dylan (ADM) <dylan.rice@sfgov.org> wrote:

Hi Al! I'm back from vacay. Last year I informed Shilpa Sahoo at the farm that, because their event is located on Caltrain property (not CCSF property), they are not in our jurisdiction for permitting the outdoor entertainment/amp sound. Because of that, we (the EC) never issued them an entertainment permit.

Best,
Dylan

Dylan Rice

Project and Communications Manager

San Francisco Entertainment Commission

City and County of San Francisco

Pronouns: he/him/his

[49 South Van Ness, Suite 1482](#)

[San Francisco, CA 94103](#)

628-652-6033 Desk

628-652-6030 Main

Dylan.Rice@sfgov.org

www.SF.gov/EntertainmentCommission

[*Sign up for the Entertainment Commission e-mail list*](#)

Please be mindful that all correspondence and documents submitted to the Entertainment Commission are public records and, as such, are subject to the [Sunshine Ordinance](#) and can be requested by the public. If this happens, personal information such as Social Security numbers and phone numbers will be redacted.

From: Al Perez <alsperez@gmail.com>

Sent: Monday, January 26, 2026 10:45 AM

To: Liang, May (ADM) <may.k.liang@sfgov.org>; allisionw@asianweek.com

Cc: Weiland, Maggie (ADM) <maggie.weiland@sfgov.org>; Rice, Dylan (ADM) <dylan.rice@sfgov.org>

Subject: Re: Florence Fang Community Farm

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hello Team,

Happy Monday! I would like to circle back on this email to see if there is progress on the entertainment permit request?

What else is needed to complete this process?

Thank you for your assistance!

Best,

AL

On Tue, Jan 20, 2026 at 2:57 PM Al Perez <alsperez@gmail.com> wrote:

Hello May and Maggie!

I sent this email (see below) to Dylan earlier today, but it bounced back with an "Out of Office" message (returning on Friday, Jan 23).

I'm forwarding the email to you both, hopefully you can assist Allison Whitten with her one-time amplified sound permit.

See event flyer attached.

NOTE: They had an issue last time that they filed for an amplified sound permit because there was confusion about the agency responsible for their farm (State vs City?):

[1 Diana St, San Francisco](#)

But I believe they eventually got their permit from the Entertainment Commission at the 11th hour.

@ALLISON: please respond to this group email (copy May, Maggie and Dylan) with your specific questions.

Thank you May and Maggie for your kind assistance!

In community,

AL

----- Forwarded message -----

From: **Al Perez** <alsperez@gmail.com>

Date: Tue, Jan 20, 2026 at 2:43 PM

Subject: Fwd: Florence Fang Community Farm

To: <allisionw@asianweek.com>, Rice, Dylan (ADM) <dylan.rice@sfgov.org>

Hello Dylan!

Happy New Year and warm greetings!!

I hope all is well with you,

I would like to connect you with Allison Whitten, the *NEW* project manager for Florence Fang Community Farm.

They are ready to apply for a one-time amplified sound permit for their next event: LUNAR NEW YEAR / BLACK HISTORY MONTH CELEBRATION on Saturday, Feb 21, from 11am – 1pm.

Their address is [1 Diana Street, San Francisco, CA](#)

I believe they received a one-time amplified sound permit from the Entertainment Commission last October for their Fall Harvest Festival... But they encountered a hiccup last time, as their venue (Florence Fang Community Garden) might be on state property??

I copied Allison in this email so that she can answer any questions that you may have.

@ALLISON: please go ahead and complete the form online at:

<https://www.sf.gov/get-entertainment-permit-your-outdoor-event>

Feel free to ask any specific questions to Dylan via this link.

In community,

AL

----- Forwarded message -----

From: **Allison Whitten** <allisonw@asianweek.com>

Date: Tue, Jan 20, 2026 at 1:16 PM

Subject: Re: Florence Fang Community Farm

To: alsperez@gmail.com <alsperez@gmail.com>

Hi Al!

Following up on the above message. I would love to get to work on permitting for our Lunar New Year/Black History Celebration on Saturday, February 21 from 11:00 am - 1:00 pm.

Do you have connections you can introduce me to?

Thanks!

Best,

Allison Whitten

Food Pantry Manager & Program Coordinator

Florence Fang Community Farm

530.515.1074

On Wed, Jan 7, 2026 at 8:47 AM Allison Whitten <allisonw@asianweek.com> wrote:

Hi Al,

Happy New Year from the team from your Pal Al and the whole team at Florence Fang Community Farm!

I am reaching out for assistance with the permitting process for our Lunar New Year/Black History Celebration. The event is scheduled for Saturday, February 21, from 11:00 AM to 1:00 PM.

Could you please point me in the right direction for obtaining the necessary permits?

The tentative save-the-date flyer is attached for your reference. Any assistance is greatly appreciated. Thanks Al!

Best,

Allison Whitten

Food Pantry Manager & Program Coordinator

Florence Fang Community Farm

530.515.1074



BOARD OF DIRECTORS 2026

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EXECUTIVE DIRECTOR

January 26, 2026

Orlando Nell
10 Martin Ln
Woodside CA 94062-366

Subject: Public Safety Breakdown and Deteriorating Conditions at Redwood City Caltrain Station

Dear Mr. Nell

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 observations at the Redwood City Caltrain Station. We appreciate you bringing these concerns to our attention. Your feedback has been shared with the appropriate departments for review. We have also received a response directly from our Safety and Security team, which we would like to share with you.

"Thank you for your detailed letter outlining your concerns regarding public safety at the Redwood City Caltrain station and adjacent areas. We appreciate you taking the time to share your observations, including the positive improvements you noted earlier in the year following enforcement actions and the subsequent decline in conditions. Your feedback as a rider and community member is valuable and helps inform our ongoing efforts to maintain a safe and reliable transit system.

The Peninsula Corridor Joint Powers Board (JPB), which governs Caltrain, takes rider safety very seriously and shares your commitment to ensuring stations remain welcoming and secure throughout operating hours.

PENINSULA CORRIDOR JOINT POWERS BOARD
1250 San Carlos Avenue
San Carlos, CA 94070-1306 (650) 508-6200

We recognize that visible deterrence, proactive engagement, and consistent enforcement are critical to preventing issues such as open drug use, public drinking, loitering, and related behaviors. To clarify jurisdictional responsibilities:

- Caltrain station platforms, tracks, right-of-way, and related facilities fall under the primary jurisdiction of the Transit Police Bureau, operated by the San Mateo County Sheriff's Office under contract with the Peninsula Corridor Joint Powers Board (for Caltrain) and the San Mateo County Transit District (SamTrans). The Transit Police Bureau is responsible for law enforcement on Caltrain property, including patrols, investigations, and responses to incidents at stations like Redwood City. Transit PD is also responsible for law enforcement activities on the SamTrans buses.
- Adjacent commercial areas, such as the Safeway shopping center and nearby private property, are generally under the jurisdiction of the Redwood City Police Department. Enforcement of laws related to public intoxication, drug use, loitering private property, or vehicle-related concerns in these spaces is primarily handled by local municipal police, often in coordination with property owners or merchants.

The JPB and Caltrain do not have direct law enforcement authority outside Caltrain-owned property, or on the SamTrans buses, but we actively coordinate with local agencies to address spillover issues that impact station access and rider experience. This includes joint operations, information sharing, and advocacy for sustained multi-agency presence where needed.

If you have additional details, photos, or specific dates/times of incidents that could assist in our review, please feel free to provide them via our Customer Service line at 800.660.4287 or through the Caltrain website feedback form. For immediate emergencies or suspicious activity, we encourage calling the Transit Police non-emergency line at 877.SAF.RAIL (877.723.7245) or 911 as needed.

Below is a more detailed overview of some of the key measures implemented or supported in recent months, in coordination with our partners. These efforts reflect a multi-agency approach to enhance visibility, deterrence, cleanliness, and overall security at and around the station.

Installation of Additional Security Camera Infrastructure:

This was done to improve monitoring and deterrence. Caltrain and SamTrans have added enhanced surveillance capabilities at the Redwood City station. This includes the deployment of a new security camera tower (a tall, elevated structure equipped with multiple high-resolution cameras for broad coverage of platforms, parking areas, and access points). The tower complements existing fixed cameras and supports real-time monitoring by Transit Police. This upgrade was part of broader station safety enhancements rolled out in late 2025, aimed at increasing visibility during all operating hours—particularly in low-light conditions after sunset. Footage from these systems is used for incident investigations, proactive patrols, and coordination with law enforcement to identify patterns of concerning behavior.

Addressing Unhoused Individuals and Encampments:

Caltrain works closely with local jurisdictions to manage unhoused individuals on or impacting transit property, in full compliance with applicable laws and codes. At Redwood City, actions

have included coordinated outreach and, where necessary, removals of encampments or encampment-related items from Caltrain-owned areas (such as platforms, right-of-way, or adjacent parking lots). These efforts align with Redwood City's 2025 ordinance on encampments, which emphasizes connecting individuals to services and shelter before enforcement, while allowing for misdemeanor penalties if offers are repeatedly refused. Removals are conducted humanely, with prior notification and involvement from outreach teams (often through the City's MyRWC reporting system and nonprofit partners). Transit Police and Redwood City Police have collaborated on these operations to ensure safety for all parties and to prevent re-establishment in high-traffic transit zones.

Cleanup and Securing of the Adjacent Park Area:

The small park/green space immediately adjacent to the Caltrain parking lot (Little River Park) (often referred to in rider feedback as a spillover area for loitering and related issues) has undergone targeted cleanups and securing measures. In partnership with the City of Redwood City and property stakeholders near Sequoia Station, Caltrain-supported efforts have included regular removal of debris, graffiti abatement, landscaping maintenance, and installation of additional fencing or barriers to restrict unauthorized access after-hours. These steps help deter extended loitering and reduce intimidating behavior that can extend into station parking or platforms. The City has prioritized short-term enhancements at Sequoia Station (adjacent to Caltrain) to improve overall cleanliness and safety, including planned breezeway renovations and outdoor seating to encourage positive use of the space.

Closure of the Underground Parking Area:

Due to ongoing safety concerns—including poor visibility, vulnerability to criminal activity, and challenges in maintaining consistent patrols, the underground parking garage at the Redwood City station was temporarily closed to public use. This decision was made to prioritize rider and employee safety, prevent incidents in a low-visibility environment, and allow for assessment of potential upgrades (such as improved lighting, additional cameras, or access controls). Surface parking remains available, and patrons are directed to well-lit, monitored areas. We continue to evaluate long-term options for reopening with enhanced security features, in coordination with facility management and law enforcement input.

These measures build on the positive results from earlier 2025 enforcement surges and are part of Caltrain's broader strategic safety initiatives, including increased coordination with the San Mateo County Sheriff's Office (Transit Police Bureau) for visible foot patrols, data-driven responses, and joint operations with Redwood City Police. We also advocate for sustained multi-agency presence to address spillovers from adjacent private/commercial properties."

Thank you again for reaching out and for helping us improve the rider experience.

Sincerely,

Your Caltrain BOD Public Support Team

From: [Deston Swift](#)
To: [Board \(@caltrain.com\)](#)
Subject: Train fares
Date: Monday, January 26, 2026 5:58:40 PM

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Hello ,

I am new to commuting via cal train via bicycle to work. I live in SF and work in Belmont 4 days a week. Driving it uses it up a tank of gas which runs me about 50 dollars. To ride the train it also costs me 50 dollars for the week. How are you guys influencing people to make the environmentally beneficial decision if your rates aren't even cheaper than the cost of gas? It covers less distance than my car. I can drive to door to door for the exact same price in less time. Where's the incentive to get people out of their cars ? I want to help but you have to help me. Please help me understand the basis of your pricing if being cheaper than a tank of gas isn't something you're considering.

From: [shajini Tayasingh](#)
To: [Board \(@caltrain.com\)](#)
Subject: Issue With Caltrain-Owned Parking Availability Despite Monthly Permit
Date: Tuesday, January 27, 2026 11:24:12 AM

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Hello,

I am writing to report an ongoing issue with Caltrain-owned parking availability that has resulted in unexpected inconvenience and additional out-of-pocket expenses, despite holding a valid monthly parking permit.

On multiple recent mornings, the Caltrain-owned parking lots have been completely full well before 8:30 AM, even though parking availability is advertised to be guaranteed until 9:00 AM. This makes it difficult to rely on the permit as intended for regular commuters.

Additionally, on the morning of January 27, several Caltrain-owned parking spots were blocked off without prior notice. As a result, I was unable to park in any Caltrain-designated lot and was forced to park in the SAP Center lot and pay additional parking fees, despite already having a paid monthly permit.

Given these experiences, I would like to understand:

- Whether Caltrain is selling more monthly parking permits than available parking capacity
- How blocked or unavailable Caltrain-owned spots are accounted for when permits are sold
- What options exist for reimbursement or resolution when permit holders are unable to use Caltrain parking through no fault of their own

I rely on Caltrain for daily commuting and expect that a monthly parking permit ensures reasonable and consistent access to Caltrain-owned parking as advertised. I would appreciate clarification on this issue and guidance on how Caltrain plans to address these situations going forward.

Thank you for your time and attention. I look forward to your response.

Sincerely,
Shajini Tayasingh

From: [Avaneesh Narla](#)
To: [Board \(@caltrain.com\)](#)
Subject: Defective Service of Process for Citation #32001593
Date: Tuesday, January 27, 2026 3:11:09 PM
Attachments: [caltrain_citation.pdf](#)

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To Whom It May Concern,

I am writing to formally contest Citation #32001593 for Violation 3.03.1 (Inadequate Fare Media), which was allegedly issued on October 16, 2024. I was informed by pticket that my right to contest has expired. I reject this assertion on the grounds of Defective Service of Process.

I am contesting the validity of service under California Public Utilities Code § 99580(d). The agency failed to effect personal service at the time of the alleged violation and subsequently failed to mail notice to my current address of record, depriving me of statutory timeframes to contest.

Please find all details in the attached letter.

Sincerely,
Avaneesh

To: Caltrain Processing Center
ATTN: Administrative Review Dept. / Legal Compliance
P.O. Box 9003
Redwood City, CA 94065-9003

CC: Peninsula Corridor Joint Powers Board
c/o Board Secretary
1250 San Carlos Avenue
San Carlos, CA 94070-1306

Subject: Defective Service of Process for Citation #32001593

To Whom It May Concern,

I am writing to formally contest **Citation #32001593** for **Violation 3.03.1 (Inadequate Fare Media)**, which was allegedly issued on October 16, 2024. You have stated that my right to contest has expired. I reject this assertion on the grounds of **Defective Service of Process**.

Failure to Comply with California Public Utilities Code § 99580(d) - I contest the validity of service for Citation #32001503 based on the agency's failure to adhere to statutory service requirements. California Public Utilities Code § 99580(d) generally requires that a notice of violation be served by personal service upon the violator. In this instance, the conductor did not issue a paper citation at the time of the alleged violation. Furthermore, the agency subsequently failed to mail notice to my current address of record, depriving me of the statutory timeframes required to contest the citation.

Violation of Due Process Standards (Mullane v. Central Hanover Bank) - Under the standard established in Mullane v. Central Hanover Bank, 339 U.S. 306 (1950), due process requires that notice be "reasonably calculated, under all the circumstances, to apprise interested parties of the pendency of the action." The agency failed to meet this standard by relying on an obsolete address derived from a physical ID card rather than verifying my current address through the DMV database. As I have not lived at that address for three years, the method of service was not reasonably calculated to reach me.

Evidence of Available Correct Address - The agency's failure to locate me is particularly egregious given that the Franchise Tax Board, a different government agency, successfully

contacted me at my correct address of record on December 27, 2025. This proves that my current address was readily available in government databases. By failing to utilize these available records, pTicket (the vendor) caused the lack of notice that resulted in this delinquency.

Because service was defective, the statutory clock to contest this citation did not legally begin until I received actual notice on December 27, 2025. I therefore demand that the citation be reset to the initial review stage immediately.

Accordingly, I demand that you **reset this citation to the Initial Review stage** immediately. Once reset, this citation must be dismissed because I was a **valid Go Pass holder** on the date in question (Clipper Card Number 1216932393).

Sincerely,

Venkata Avaneesh Narla

Phone: 609 375 7165

Email: avaneesh.narla@gmail.com

From: [Caltrain BOD Public Support](#)
To: [Board \(@caltrain.com\)](#)
Subject: Re: Train fares
Date: Wednesday, January 28, 2026 10:33:57 AM

Dear Deston Swift,

A copy of this correspondence will also be shared with the Board. Thank you for sharing your feedback and for choosing to commute by Caltrain and bicycle. We understand your concerns about fare costs compared to driving.

Caltrain fares are based on distance and help cover the railroad's operating costs, and while savings versus gas can be one factor, many riders also value reduced traffic stress, lower vehicle wear, and environmental benefits. Your comments have been shared with our planning and policy teams for consideration as part of ongoing fare and service discussions.

We appreciate you taking the time to reach out and for riding Caltrain.

Kind regards,

Your Caltrain BOD Public Support Team

From: Deston Swift <swift2012deston@gmail.com>
Sent: Tuesday, January 27, 2026 1:58:24 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com)
Subject: Train fares

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Hello ,

I am new to commuting via cal train via bicycle to work. I live in SF and work in Belmont 4 days a week. Driving it uses it up a tank of gas which runs me about 50 dollars. To ride the train it also costs me 50 dollars for the week. How are you guys influencing people to make the environmentally beneficial decision if your rates aren't even cheaper than the cost of gas? It covers less distance than my car. I can drive to door to door for the exact same price in less time. Where's the incentive to get people out of their cars ? I want to help but you have to help me. Please help me understand the basis of your pricing if being cheaper than a tank of gas isn't something you're considering.

From: [Caltrain BOD Public Support](#)
To: avaneesh.narla@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Defective Service of Process for Citation #32001593
Date: Wednesday, January 28, 2026 3:01:42 PM

Dear Avaneesh Narla,

Thank you for reaching out and for providing the details regarding Citation #32001593.

We have reviewed the matter and can confirm that this citation has been dismissed, and no further action is required on your part. Thank you for bringing this to our attention, and we appreciate your understanding.

Kind regards,

Your Caltrain BOD Public Support Team

From: Avaneesh Narla <avaneesh.narla@gmail.com>
Sent: Tuesday, January 27, 2026 11:10:32 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Defective Service of Process for Citation #32001593

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To Whom It May Concern,

I am writing to formally contest Citation #32001593 for Violation 3.03.1 (Inadequate Fare Media), which was allegedly issued on October 16, 2024. I was informed by pticket that my right to contest has expired. I reject this assertion on the grounds of Defective Service of Process.

I am contesting the validity of service under California Public Utilities Code § 99580(d). The agency failed to effect personal service at the time of the alleged violation and subsequently failed to mail notice to my current address of record, depriving me of statutory timeframes to contest.

Please find all details in the attached letter.

Sincerely,
Avaneesh

From: [Cynthia Thorp](#)
To: [Caltrain BOD Public Support Board \(@caltrain.com\)](#)
Cc:
Subject: Re: Serious Problem with Northbound Track
Date: Wednesday, January 28, 2026 9:35:28 PM

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Dear Caltrain BOD Public Support Team and Caltrain Board,

I am writing to let you know that there has been no improvement in the startling sudden very loud explosive crashing sound of metal-on-metal just after every Northbound train comes out from the Scott Blvd. overpass in Santa Clara between the Santa Clara Caltrain Station at 1001 Railroad Ave, Santa Clara, and the Caltrain Lawrence Station at 137 San Zeno Way, Sunnyvale. My concern is that this disturbing type of explosive metal-on-metal noise may indicate a serious problem with the track, since the Southbound trains do not make a similar crashing metal-on-metal sound.

In light of the horrible train crash in Spain where one train appears to have derailed at a flaw in the track causing a crash with another train and 45 people died, will you be able to expedite the track inspection for the section behind my home identified above please?

I would like to know the result of the Northbound track inspection and what is being done to repair it. I look forward to your speedy response and attention to this potentially serious problem with the Northbound Caltrain track.

Thank you,
Cynthia Thorp
Nearby Resident to Caltrain Tracks
2201 Monroe St., Unit 1401
Santa Clara, CA 95050

On Wed, Dec 17, 2025 at 10:21 PM Cynthia Thorp <cindythorp123@gmail.com> wrote:

Dear Caltrain BOD Public Support Team,

Thank you for your reply and for understanding my concerns. I appreciate that you will have your Track Maintenance teams investigate the Northbound track and hopefully some repairs can be made to help the noise and possible danger. Thank you also for sharing this situation with the Board.

I will share your reply with my neighbors. I would be interested to know whether any issues are identified and corrected on the Northbound track.

Thank you,

Cynthia Thorp

Nearby Resident to Caltrain Tracks

2201 Monroe St., Unit 1401

Santa Clara, CA 95050

On Wed, Dec 17, 2025 at 3:41 PM Caltrain BOD Public Support

<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Cynthia Thorp,

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 this detailed report. We understand how concerning and disruptive it must be to consistently hear such a loud and unusual noise near your home, and we appreciate you bringing this to our attention.

Your observations about the location, direction of travel, and the difference between northbound and southbound trains are very helpful. We have shared this information with our Track Maintenance teams so they can review conditions in the area just north of the Scott Boulevard overpass and investigate whether there may be an issue affecting northbound operations.

If our teams identify any conditions that require corrective action, they will address them accordingly.

Thank you again for reaching out and for your concern for both rider safety and the surrounding community.

Sincerely,

Your Caltrain BOD Public Support Team

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

Sent: Tuesday, December 9, 2025 10:36 PM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Subject: FW: Serious Problem with Northbound Track

From: Cynthia Thorp <cindythorp123@gmail.com>

Sent: Wednesday, December 10, 2025 6:35:58 AM (UTC+00:00) Monrovia, Reykjavik

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

Subject: Serious Problem with Northbound Track

Some people who received this message don't often get email from cindythorp123@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,

There may be a serious problem with the Northbound Caltrain track in Santa Clara between the Santa Clara Caltrain Station at 1001 Railroad Ave, Santa Clara, and the Caltrain Lawrence Station at 137 San Zeno Way, Sunnyvale.

Just after the Northbound train comes under the Scott Blvd. Overpass in Santa Clara, there is a startling sudden very loud explosive crashing sound of metal-on-metal behind my condo. This same sound does not happen for the trains in the same location coming Southbound -- there is just the smooth sound of the train passing by.

The back patio of my condo at the CourtYard Santa Clara Condominium Complex, Unit 1401, Santa Clara faces the Caltrain tracks at this location just north of the Scott Blvd. Overpass. There is only a very low wall and the width of one tennis court (36 ft.) between my condo and the Caltrain tracks so I hear everything.

This startling sudden very loud explosive crashing sound of metal-on-metal happens 100% of the time with the Northbound trains and never with the Southbound trains. This leads me to believe there is a serious problem with the Northbound Caltrain track in this location.

Thank you in advance for investigating this potential problem, so you can avoid potential damage to the trains and/or avoid a more serious problem with Caltrain in this location. It would also be nice to reduce the startling sudden very loud explosive crashing sound of metal-on-metal that the Northbound trains make for the residents in my condo building.

Sincerely,
Cynthia Thorp
Nearby Resident to Caltrain Tracks
2201 Monroe St., Unit 1401
Santa Clara, CA 95050

From: [Allison Whitten](#)
To: [Michelle Bouchard](#); [Board \(@caltrain.com\)](#)
Cc: [Tony Thompson](#); [Carrolyn Kubota](#)
Subject: Re: Florence Fang Community Farm | Lunar New Year/Black History Celebration | Saturday, February 21
Date: Thursday, January 29, 2026 12:52:23 PM

Some people who received this message don't often get email from allisonw@asianweek.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 Michelle,

I am following up on my previous email to see if we can schedule a call with a member of your team to **discuss securing permission** for our **Lunar New Year and Black History Month celebration**. The event will take place on **Saturday, February 21, from 11:00 am to 1:00 pm at 1 Diana Street (Florence Fang Community Farm)**.

Additionally, we would welcome the opportunity to introduce you to our new Executive Director, Tony Thompson, and provide a tour of the farm for you and your team at your convenience.

I look forward to hearing from you.

Best,
Allison Whitten
Food Pantry Manager & Program Coordinator
Florence Fang Community Farm
530.515.1074

On Tue, Jan 27, 2026 at 1:02 PM Allison Whitten <allisonw@asianweek.com> wrote:
Dear Michelle,

My name is Allison Whitten, and I am a new member of the Florence Fang Community Farm team.

We are currently finalizing preparations for our free **Lunar New Year and Black History Month celebration on Saturday, February 21, from 11:00 am to 1:00 pm (flyer attached)**. We would like to invite you or another Caltrain representative to attend and potentially speak at the event.

Additionally, as the farm is located on Caltrain property, we recently contacted the Entertainment Commission regarding a permit for the event. They informed us that we require formal permission from Caltrain. Could you please advise us on the next steps to secure this authorization?

The farm has undergone several major changes recently, including the appointment of our new Executive Director, Tony Thompson. We would love to invite you to visit for a tour, to meet Tony, to see updates and discuss our future goals.

We look forward to connecting with you soon.

Best regards,

Allison Whitten
Food Pantry Manager & Program Coordinator
Florence Fang Community Farm
530.515.1074

From: [Mike Henson](#)
To: [Board \(@caltrain.com\)](#)
Subject: Request Update on Middle Avenue Caltrain Crossing Project
Date: Thursday, January 29, 2026 1:24:54 PM

Some people who received this message don't often get email from mike.henson@construction.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.

Good Day!

I am with Dodge Construction Network; we would like an update on the current status of this project.

At your convenience, please answer the following questions or confirm the following project details:

Project Title: Middle Avenue Caltrain Crossing Project

- Name of Engineer and location/city:
If no Engineer currently, when do anticipate selection:
- Construction cost estimate or cost range:
- Brief summary of the project's scope of work:
- Target Bid Date:
- Target Construction Start Date:
- Target Completion Date:

Thank you for taking the time to answer these questions. Have a good day.

MIKE HENSON

National Public Planning Researcher

P 944.326.3826 ext. 7364
mike.henson@construction.com
[construction.com](#)

DR: 202300280304



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From: [Michelle Bouchard](#)
To: [Allison Whitten](#); [Board \(@caltrain.com\)](#)
Cc: [Tony Thompson](#); [Carrolyn Kubota](#)
Subject: RE: Florence Fang Community Farm | Lunar New Year/Black History Celebration | Saturday, February 21
Date: Thursday, January 29, 2026 1:49:21 PM

I would love to attend. And will let you know if other team members will be joining. I cant tell you how much the community garden is my happy place. I am always so impressed by the activities and programs that you have developed.

Michelle

Michelle Bouchard, Executive Director
1250 San Carlos Ave, San Carlos, CA 94070
Office: 650.508.6420 Cell: 650.288.9870
Website: [Caltrain](#)



SAFETY
FIRST AND ALWAYS

From: Allison Whitten <allisonw@asianweek.com>
Sent: Thursday, January 29, 2026 12:52 PM
To: Michelle Bouchard <BouchardM@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>
Cc: Tony Thompson <tony@asianweek.com>; Carrolyn Kubota <carrolyn@asianweek.com>
Subject: Re: Florence Fang Community Farm | Lunar New Year/Black History Celebration | Saturday, February 21

You don't often get email from allisonw@asianweek.com. [Learn why this is important](#)

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Food Pantry Manager & Program Coordinator

Florence Fang Community Farm

530.515.1074

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Food Pantry Manager & Program Coordinator

Florence Fang Community Farm

530.515.1074

From: [Allison Whitten](#)
To: [Michelle Bouchard](#)
Cc: [Board \(@caltrain.com\)](#); [Tony Thompson](#); [Carrolyn Kubota](#)
Subject: Re: Florence Fang Community Farm | Lunar New Year/Black History Celebration | Saturday, February 21
Date: Thursday, January 29, 2026 1:52:44 PM

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Dear Michelle,

This is **wonderful** news! I know our Executive Director, Tony Thompson, will be thrilled to hear that you can attend. Official VIP invitations will be sent next week with further details.

May I copy you in an email to the SF Arts Commission? They are seeking formal permission from Caltrain for our event so they can proceed with issuing the necessary permits.

Best,
Allison Whitten
Food Pantry Manager & Program Coordinator
Florence Fang Community Farm
530.515.1074

On Thu, Jan 29, 2026 at 1:49 PM Michelle Bouchard <BouchardM@caltrain.com> wrote:

I would love to attend. And will let you know if other team members will be joining. I cant tell you how much the community garden is my happy place. I am always so impressed by the activities and programs that you have developed.

Michelle

Michelle Bouchard, Executive Director

1250 San Carlos Ave, San Carlos, CA 94070

Office: 650.508.6420 Cell: 650.288.9870

Website: [Caltrain](#)



SAFETY
FIRST AND ALWAYS

From: Allison Whitten <allisonw@asianweek.com>
Sent: Thursday, January 29, 2026 12:52 PM
To: Michelle Bouchard <BouchardM@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>
Cc: Tony Thompson <tony@asianweek.com>; Carolyn Kubota <carolyn@asianweek.com>
Subject: Re: Florence Fang Community Farm | Lunar New Year/Black History Celebration | Saturday, February 21

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Florence Fang Community Farm

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Best regards,

Allison Whitten

Food Pantry Manager & Program Coordinator

Florence Fang Community Farm

530.515.1074

From: [Adam Jung](#)
To: mike.henson@construction.com
Cc: [Board \(@caltrain.com\)](#)
Subject: FW: Request Update on Middle Avenue Caltrain Crossing Project
Date: Thursday, January 29, 2026 3:15:37 PM

Hi Mr. Henson,

I work with the San Mateo County Transit District's Contracts and Procurement Department. We provide procurement services for Caltrain. You recently wrote to the Caltrain Board about work on Middle Ave.

This work is in progress, though still in the design phase. It is being conducted through a Construction Manager/General Contractor (CMGC) contract (24-J-C-107) with Myers & Sons Construction LLC, of Sacramento California. If you are registered as a vendor on Planet Bids, you can search the solicitation number and find all of the original solicitation documents.

I hope this adequately answers your question.

Regards,

Adam

From: Mike Henson <Mike.Henson@construction.com>
Sent: Thursday, January 29, 2026 1:25 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Request Update on Middle Avenue Caltrain Crossing Project

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At your convenience, please answer the following questions or confirm the following project details:

Project Title: Middle Avenue Caltrain Crossing Project

- Name of Engineer and location/city:

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- Brief summary of the project's scope of work:

- Target Bid Date:

- Target Construction Start Date:

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Thank you for taking the time to answer these questions. Have a good day.

MIKE HENSON

National Public Planning Researcher

P 944.326.3826 ext. 7364

mike.henson@construction.com

construction.com

DR: **202300280304**



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