



JPB Board of Directors
Meeting of February 5, 2026

Correspondence as of February 4, 2026

#	<u>Subject</u>
---	----------------

- | | |
|----|--|
| 1. | Re: Serious Problem with Northbound Track – Staff Response |
| 2. | Re: Issue With Caltrain-Owned Parking Availability Despite Monthly Permit – Staff Response |
| 3. | Re: Serious Problem with Northbound Track |
| 4. | BART Board Workshop on Thursday, February 12 |
| 5. | Invite Visit to the Netherlands '26 |

From: [Caltrain BOD Public Support](#)
To: [Cynthia Thorp](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Serious Problem with Northbound Track
Date: Monday, February 2, 2026 3:23:28 PM

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 your concerns regarding the loud noise you have been hearing from northbound trains near the Scott Blvd. overpass between the Santa Clara and Lawrence stations.

Our Operations team conducted an investigation into the noise issue reported near the northbound Caltrain track in Santa Clara. After thorough inspections, it was confirmed that there is no defect in the track. The noise is attributed to track joints where MT1 connects with the Setout track, which naturally produce such sounds. The southbound trains do not generate the same noise because there is not a switch on MT2.

These areas are routinely traversed twice per week and inspected up to four times a week, with the switch receiving a monthly inspection. The track and its structures are in good shape, and there are no safety concerns at this location.

We appreciate your vigilance and your concern for safety. Please be assured that Caltrain takes track conditions and rider safety very seriously, and we will continue to monitor and maintain this area as part of our regular inspection program.

Thank you again for reaching out.

Kind regards,
Your Caltrain BOD Public Support Team

From: Cynthia Thorp <cindythorp123@gmail.com>
Sent: Wednesday, January 28, 2026 9:35 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Serious Problem with Northbound Track

You 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 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](mailto: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](mailto: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: [Caltrain BOD Public Support](#)
To: shajini_t@yahoo.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Issue With Caltrain-Owned Parking Availability Despite Monthly Permit
Date: Monday, February 2, 2026 3:32:29 PM

Dear Shajini Thayasingh,

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 experience and for bringing your concerns regarding parking availability to our attention.

Our Planning team is aware that parking at Diridon Station has been filling up earlier than usual, and we recognize the inconvenience this may cause for regular commuters. We appreciate you sharing specific details, including the situation on January 27, as this helps us better understand the impact on our customers.

We would also like to clarify that Caltrain does not advertise guaranteed parking for monthly permit holders at any time. While some transit agencies, such as BART, offer guaranteed parking programs, Caltrain's parking policies do not include a guaranteed space.

Regarding blocked or unavailable spaces, temporary closures may occur due to maintenance, construction, or operational needs. While we are not able to guarantee availability or provide reimbursement for alternative parking, your feedback has been shared with the appropriate teams to help inform future planning and communications around parking capacity and demand.

Please know that we continue to monitor parking demand and explore ways to better serve our customers at high-demand stations.

Kind regards,

Your Caltrain BOD Public Support Team

From: shajini Tayasingh <shajini_t@yahoo.com>
Sent: Tuesday, January 27, 2026 7:24:02 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Issue With Caltrain-Owned Parking Availability Despite Monthly Permit

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

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 Thayasingh

From: [Cynthia Thorp](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Serious Problem with Northbound Track
Date: Monday, February 2, 2026 5:38:23 PM

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 BOD Public Support Team,

Thank you so much for having your Operations team conduct thorough inspections of the track where I identified. This makes perfect sense that the noise is attributed to "track joints where MT1 connects with the Setout track." That would explain the metal-on-metal sound we hear in the Northbound trains but not the Southbound trains. We knew there was a difference in the sounds and were hoping it was not due to a safety problem with the track.

Also, after the deadly crash in Spain, we were especially concerned and wanted to follow up. We are reassured that these tracks and the switch are inspected regularly, so hopefully problems do not develop. We appreciate that you will "continue to monitor and maintain this area as part of our regular inspection program." I will inform my neighbors, as many of us have discussed what we hear directly behind our homes.

Thank you again for your attention to this potentially serious problem, and your detailed explanation.

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

On Mon, Feb 2, 2026 at 3:23 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 your concerns regarding the loud noise you have been hearing from northbound trains near the Scott Blvd. overpass between the Santa Clara and Lawrence stations.

Our Operations team conducted an investigation into the noise issue reported near the northbound Caltrain track in Santa Clara. After thorough inspections, it was confirmed that

there is no defect in the track. The noise is attributed to track joints where MT1 connects with the Setout track, which naturally produce such sounds. The southbound trains do not generate the same noise because there is not a switch on MT2.

These areas are routinely traversed twice per week and inspected up to four times a week, with the switch receiving a monthly inspection. The track and its structures are in good shape, and there are no safety concerns at this location.

We appreciate your vigilance and your concern for safety. Please be assured that Caltrain takes track conditions and rider safety very seriously, and we will continue to monitor and maintain this area as part of our regular inspection program.

Thank you again for reaching out.

Kind regards,
Your Caltrain BOD Public Support Team

From: Cynthia Thorp <cindythorp123@gmail.com>
Sent: Wednesday, January 28, 2026 9:35 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Serious Problem with Northbound Track

You 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 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: [Molly Burke](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Navdeep Dhaliwal](#); [Bradley Dunn](#); [Mark Nagales](#)
Subject: BART Board Workshop on Thursday, February 12
Date: Tuesday, February 3, 2026 4:54:05 PM
Attachments: [image001.png](#)

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

Dear Caltrain Board of Directors and staff,

BART is hosting our annual Board Workshop on Thursday, February 12th beginning at 9 am. As part of the workshop, our Board of Directors asked for detailed plans on an Alternative Service Framework if a November 2026 ballot measure fails and no other operating revenue source is identified. To develop this Framework and create a balanced budget, BART staff evaluated multiple aspects of BART service (e.g., routes, stations, headways, peak, evening and weekend service) and did the difficult work of calculating the service and staff reductions needed and support services cuts required to close the projected FY27 \$376M deficit.

BART staff will post the workshop materials on Thursday, February 5. The materials will outline very specific details, including naming stations that would need to be closed due to a lack of operating funds and the phased approach to triggering further cuts. This planning is a necessary and prudent step in preparing for a variety of financial scenarios and educating the public and stakeholders. More risk analysis is required, and the scenarios will continue to evolve. As soon as materials are available to the Board, we will share them with you.

The agenda for the workshop is:

1. 2026: A Defining Year for BART
 - a. The importance of BART to the region
 - b. Fiscal year 2027 budget strategy
 - c. Timeline lookahead at key milestones and board actions
2. Connect Bay Area Measure Fails FY27 Strategy
 - a. Budget framework and phasing approach
 - b. Service reductions and non-service budget actions
3. Grow Ridership and Build Confidence
 - a. Financial stability: efficiencies and cost savings
 - b. The New BART has arrived: focus on the customer

We welcome your participation in the workshop. You may join in person (2150 Webster Street, Oakland, CA 94612) or via Zoom videoconferencing (<https://us06web.zoom.us/j/89025424156>)

Written comments may be addressed to the BART Board in advance via email to Board.Meeting@BART.gov, using “public comment” as the subject line, before 3:00 p.m. on Wednesday, February 11th.

Molly M. Burke

Principal Representative, Government & Community Relations
San Francisco Bay Area Rapid Transit District (BART)
2150 Webster Street, 10th floor | Oakland, CA 94612
510-464-6172 office | 510-915-7968 cell



GOVERNMENT & COMMUNITY RELATIONS
DEPARTMENT

From: [Paul Hoekstra](#)
To: [Board \(@caltrain.com\)](#)
Subject: Invite Visit to the Netherlands "26
Date: Wednesday, February 4, 2026 12:23:22 PM
Attachments: [JPEG image](#)

Some people who received this message don't often get email from paul.hoekstra@smartcitymobilitycouncil.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,

I'm writing to personally invite you and your team to participate in the **Visit to the Netherlands** in September 2026, organized by the Smart City Mobility Council.

My name is Paul Hoekstra. I moved from the Netherlands to the United States in 1996 and spent many years focused on operational excellence in high-tech environments. Eight years ago, I transitioned into transportation and transit, with SFMTA as my first engagement in government, supporting the agency for over three years across multiple initiatives.

One of those initiatives was the Connected Corridor on Third Street. That project applied Dutch multi-modal traffic flow optimization in a U.S. context. The result: **73.2% reduction in red-light delay for light rail and a 21.2% speed increase**, while improving outcomes for all other modes. The results are documented in the SFMTA report (page 22):

<https://www.sfmta.com/media/43838/download?inline>

To better understand *why* and *how* the Netherlands consistently delivers these outcomes (higher throughput, reliable transit operations, safer streets, and lower operating costs using existing infrastructure), we organized a first Visit to the Netherlands two years ago. Twenty-eight U.S. public-sector participants joined, ranging from CalSTA, Fort Worth (TX), Pittsburg (PA), and SFMTA to agencies in Oregon and cities such as Dublin, Ohio.

Over four days, participants engaged directly with:

- National and regional government leaders
- Practitioners operating these systems day-to-day
- Researchers pushing the boundaries of policy, methods, and applied science
- Solution providers working within clearly defined public-sector frameworks

Equally important, a strong peer network was formed and remains active today.

Participation in the program itself is free. Attendees cover their own travel, lodging, and incidentals. Program details and registration are available here:

<https://smartcitymobilitycouncil.com/visit-to-the-netherlands/>

If this would be valuable for you or others on your team, or colleagues elsewhere in your organization, I encourage you to consider joining and to share the invitation as appropriate. I'm happy to answer questions directly by reply or phone.

Kind regards,
Paul

PS: We aim to exceed the impact of the first visit, though the bar is high...

“As we rethink transit and transportation, this trip provided not only a great overview of proven approaches but also real-world examples and conversations with practitioners. It brought a valuable perspective to the conversation in California.” — **Mark Tollefson, Undersecretary of Transportation, State of California**

“I've been attending conferences and professional events in the United States and abroad for 26 years now. This event in the Netherlands was by far the best.” — **Yanni Demitri, Director of Public Works / City Engineer, Culver City, California**

Paul Hoekstra | Founder

M +1 408 537-3416 | **E** paul.hoekstra@smartcitymobilitycouncil.com | **W** smartcitymobilitycouncil.com

