



JPB Board of Directors
Meeting of April 2, 2026

Correspondence as of April 1, 2026

Subject

1. Please don't ban family bikes from Caltrain!
2. Ongoing delays and cancellations
3. Outreach regarding Beneficial Reuse of Excavated Material in Tidal Marsh Restoration Project (Beneficial Reuse Project) in South San Francisco Bay in Santa Clara County, California
4. Re: Please don't ban family bikes from Caltrain! – *Staff Response*
5. Re: Ongoing delays and cancellations– *Staff Response*
6. Re: Proposal regarding lithium battery safety and e-scooters in public transit– *Staff Response*
7. Re: Trains should leave terminus every 15 min– *Staff Response*
8. Re: Lost pers on March 23rd at 9:00 p.m. a ladyon purse– *Staff Response*
9. Re: Feedback on South County Connector Survey and Service Frequency– *Staff Response*
10. Re: WiFi connection problems North of San Carlos– *Staff Response*
11. Question about Wi-Fi Terms of Use
12. Administrative Review Status, Velzy
13. Please don't ban family bikes from Caltrain!
14. **Honoring Manuel Reyes @ CalTrain**
15. Re: Please don't ban family bikes from Caltrain! – *Staff Response*
16. Clipper charge
17. Re: Administrative Review Status, Velzy– *Staff Response*



18. Re: Clipper charge– *Staff Response*

From: [Daniel Leaverton](#)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Please don't ban family bikes from Caltrain!
Date: Friday, March 27, 2026 10:39:29 PM

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

Caltrain Board of Directors,

I'm writing to urge you to reconsider the proposed bicycle policy that would ban bikes with fat tires, child seats, cargo attachments, baskets, and panniers from Caltrain trains.

I understand that bike car crowding during peak commute hours is a real problem, and I ask that you focus solutions just on that problem. A blanket ban on these bike types is the wrong approach. It would force parents who drop children off at school before commuting to choose between their family's morning routine and their train. It would exclude riders who carry tools, food, or equipment by bike. These are not fringe cases. They represent exactly the kind of multimodal, sustainable transportation choices Caltrain should be encouraging.

Before implementing any ban, I ask the board to seriously evaluate these alternatives:

- Targeted restrictions: Apply the restrictions to the most crowded peak hour express trains — not every service on the line. Evaluate the policy after 6 months to see how it's working and adjust if necessary.
- Off-peak access for all bikes: Allow all family bikes and bikes with attachments on off-peak trains.
- Real-time capacity data: Give riders the tools to make informed decisions by publishing bike car availability and bike bumps so they can choose a less crowded train or an alternative
- Promote existing alternatives: Invest in outreach for BikeLink lockers at origin stations and Baywheels trips for riders who have that option — freeing up bike car space for those who don't

Parents who bike their kids to school and then commute to work are doing exactly what we should want more people to do: using sustainable, human-powered transportation integrated with transit. A policy that penalizes them for it sends the wrong message.

I urge you to delay any vote on this proposal until these alternatives have been fully evaluated and presented to the public. Caltrain riders deserve space for bikes, no matter how they get around. Please provide flexibility when possible to allow for the greatest benefit for the most people.

Thank you for your consideration.

Daniel Leaverton
daniel.leaverton@gmail.com

Berkeley, California 94702

From: [Benjamin Elkins](#)
To: [Board \(@caltrain.com\)](#)
Subject: Ongoing delays and cancellations
Date: Monday, March 30, 2026 8:05:17 AM

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

Dear BoD

3/30/26 NB 409 - Yet another cancellation with significant delays after it. What is the excuse today? Issues with signaling gates? Another breakdown of the brand new trains?

I get it when the causes are outside of Caltrain's control but I am less understanding when it seems to be a failure due to poor preventative maintenance. The total lack of information about why cancellations/delays keep happening along with their frequency, which seems to be increasing, is very frustrating. You are going to lose customers if this keeps happening.

I would advise that as the BoD you provide more transparency on the frequency and causes of delays (preventable vs not) and be clear about a Caltrain is doing to improve. As I have written previously, on time performance during commute hours should also receive more attention. Very few of your passengers are riding midday trains so their on time performance means much less to us.

I love having a good commuter rail. These performance issues frustrate me personally and make me worry about the long term viability of Caltrain.

Benjamin Elkins
benjamin.elkins@gmail.com

From: [LyonsMedina, Allison](#)
To: [Board \(@caltrain.com\)](#)
Cc: ["Barr, Chris J"](#); ["Pelz, Mark"](#); ["Schwadron, Margo J"](#); ["Swan McCleary, Samantha"](#); ["Bode, Alex"](#); ["Rene Noriega"](#)
Subject: Outreach regarding Beneficial Reuse of Excavated Material in Tidal Marsh Restoration Project (Beneficial Reuse Project) in South San Francisco Bay in Santa Clara County, California
Date: Monday, March 30, 2026 12:25:45 PM
Attachments: [Caltrain Peninsula Corridor Joint Powers Board \(JPB\).pdf](#)

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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/Peninsula Corridor Joint Powers Board (JPB),

We invite you to review the attached letter regarding the proposed Beneficial Reuse of Excavated Material in Tidal Marsh Restoration Project in South San Francisco Bay. This outreach seeks your input on any known historic resources that may be present in or near the project area. The letter provides an overview of the proposed project, identifies agency roles and responsibilities, and includes maps for reference.

Please feel free to contact us with any information, questions, or concerns.

Best,



ALLISON LYONS MEDINA, Senior Historic Preservation Planner
+1.213.312.1701 main
+1.818.422.6597 mobile
[icf.com](#) | [LinkedIn](#)

My working hours are typically 8:30 a.m. - 3:30 p.m. Pacific Time, Monday through Friday. My calendar is always up-to-date.

As a courtesy, please allow two business days for document revision requests.



United States Department of the Interior

FISH AND WILDLIFE SERVICE
San Francisco Bay National Wildlife Refuge Complex
1 Marshlands Road
Fremont, California 94555



March 30, 2026

Caltrain/Peninsula Corridor Joint Powers Board (JPB)
1250 San Carlos Ave.
San Carlos, CA 94070-1306

SUBMITTED VIA EMAIL

Dear Caltrain/Peninsula Corridor Joint Powers Board (JPB) staff,

The U.S. Fish and Wildlife Service (USFWS) and the Santa Clara Valley Transportation Authority (VTA), in cooperation with Santa Clara Valley Water District (Valley Water), propose the Beneficial Reuse of Excavated Material in Tidal Marsh Restoration Project (Beneficial Reuse Project) in South San Francisco Bay in Santa Clara County, California. The Beneficial Reuse Project would place excavated or other “fill” material into several former salt production ponds around South San Francisco Bay to raise the pond bottoms, with the purpose of accelerating the timeline for tidal marsh habitat restoration.

The Beneficial Reuse Project would include the transport and placement of approximately 4.4 million cubic yards of excavated material from VTA’s BART Silicon Valley-Phase II Extension Project (BSVII Project) for the purpose of raising the deeply subsided pond bottoms at Pond A4 in the City of Sunnyvale and at Ponds A8S (and indirectly A8)¹ and A12/A13 in the neighborhood of Alviso in the City of San José in Santa Clara County (Figure 1). Pond A4 is owned by Valley Water, whereas Ponds A8/A8S and A12/A13 are within the Don Edwards San Francisco Bay National Wildlife Refuge (Refuge) owned by the USFWS. The material would be transported from the BSVII Project to the various ponds via rail (Figure 2) and/or truck (Figure 3).

As the Beneficial Reuse Project is receiving federal funding, USFWS is acting as the lead agency responsible for Section 106 of the National Historic Preservation Act (NHPA) and National Environmental Policy Act (NEPA) compliance with the preparation of an Environmental Impact Statement (EIS). VTA is acting as the lead agency for California Environmental Quality Act (CEQA) compliance with preparation of an Environmental Impact Report (EIR).

¹ Pond A8 would not receive material directly as a result of the Beneficial Reuse Project. However, some portion of the material placed into Pond A8S would eventually flow into Pond A8 through several existing breaches in the berm that formerly separated them. Pond A8 would thus indirectly and slowly receive material and the associated benefits of that material.

* Antioch Dunes * Don Edwards San Francisco Bay * Ellicott Slough *
* Farallon Islands * Marin Islands * Salinas River * San Pablo Bay *

ICF has been retained to conduct an inventory and evaluation of potential historic properties within the project area on behalf of VTA and USFWS. ICF will determine whether such properties are eligible for listing in the National Register of Historic Places and/or the California Register of Historical Resources. ICF's study is part of the environmental review process for the Beneficial Reuse Project and is being conducted for compliance with Section 106 of the NHPA and CEQA.

This letter is being sent to gather feedback from you regarding historic architectural properties, and to invite you and your organization to participate in the environmental process as it relates to historic resources for the Beneficial Reuse Project. ICF will be visiting a variety of repositories as a part of our research and any associated research requests will come under a separate inquiry.

Please let us know if you, your organization, or other members of the public have concerns related to known historic resources in the area or wish to continue to receive information about historic resource investigations related to the Beneficial Reuse Project by responding via email to Allison Lyons Medina at ICF by email to Allison.LyonsMedina@icf.com within the next 30 days.

If you or any of your colleagues have any questions or concerns regarding this project, please contact Alex Bode at VTA via e-mail at Alex.Bode@vta.org or Margo Schwadron at USFWS by e-mail at margo_schwadron@fws.gov.

Sincerely,

Signed by:



AEC218CFE8264B6...

Chris Barr

Acting Complex Manager

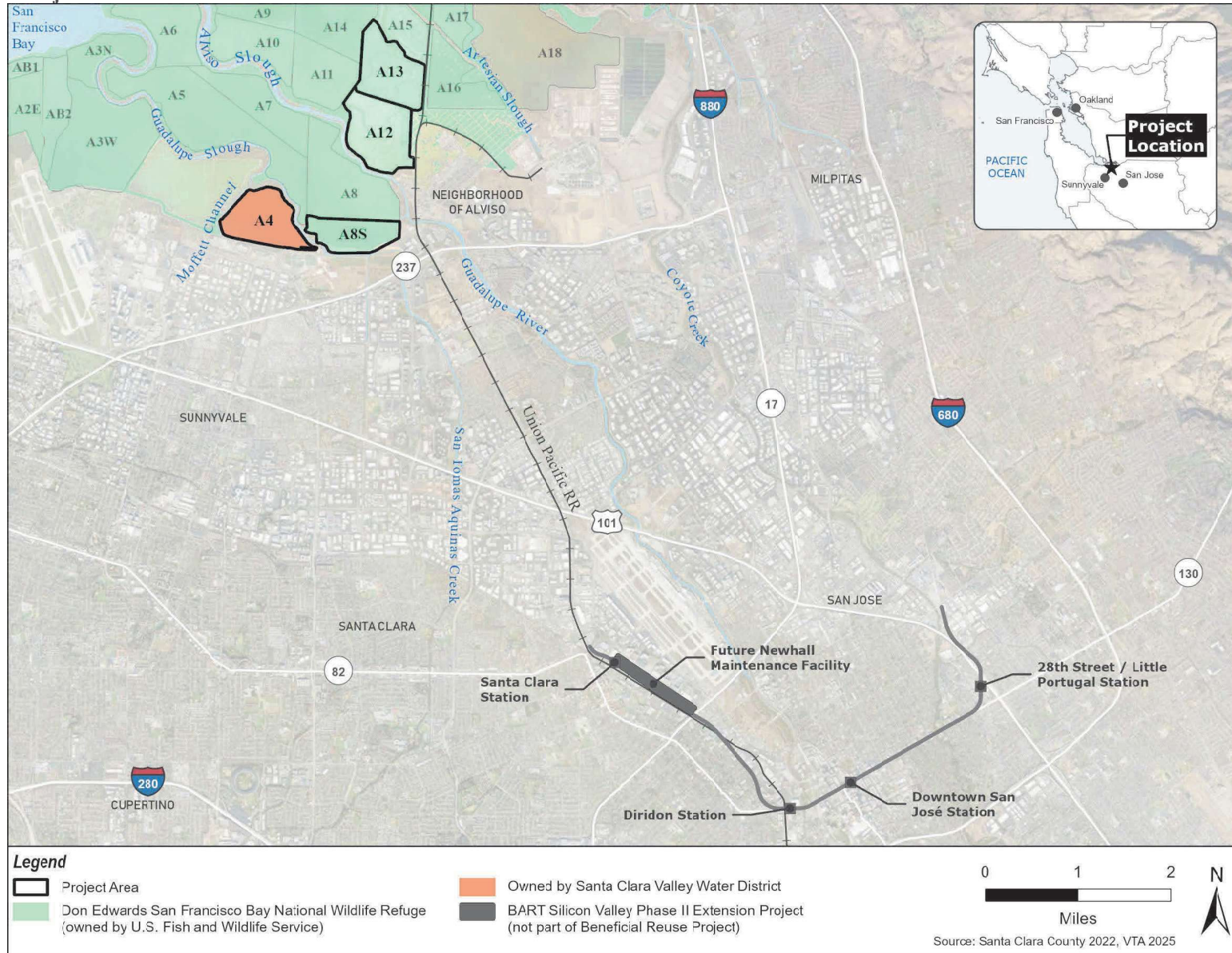
San Francisco Bay National Wildlife Refuge Complex

U.S. Fish and Wildlife Service

CC: Chris Barr, Acting Complex Manager (USFWS)
Mark Pelz, NEPA Point of Contact (USFWS)
Margo Schwadron, Section 106 Specialist (USFWS)
Samantha Swan McCleary, Environmental Project Manager (VTA)
Alex Bode, Cultural Resources Lead (VTA)
Rene Noriega, Project Manager (VTA)

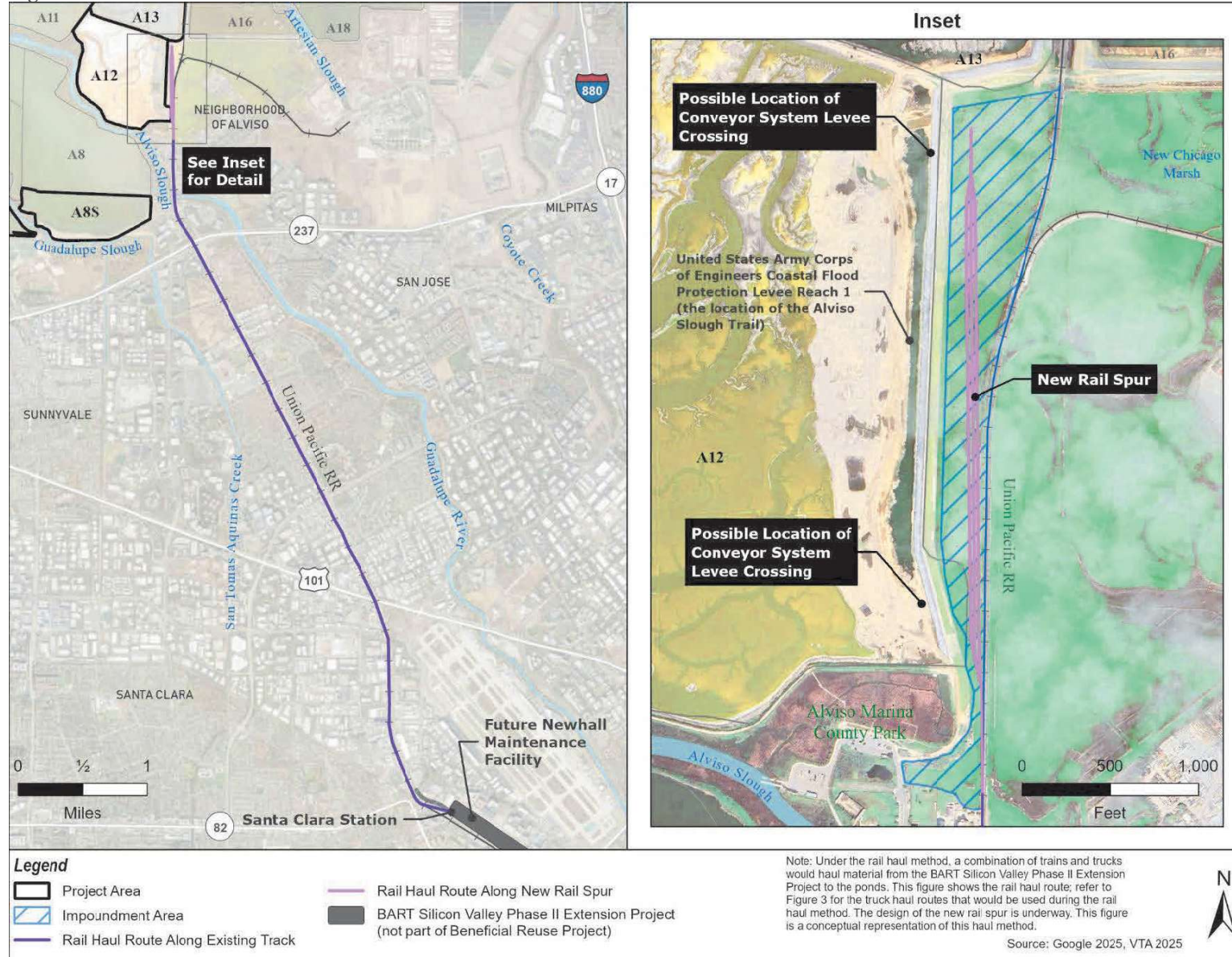
Enclosures: Figure 1 Project Location
Figure 2 Rail Haul Method
Figure 3 Truck Haul Method

Figure 1. Project Location



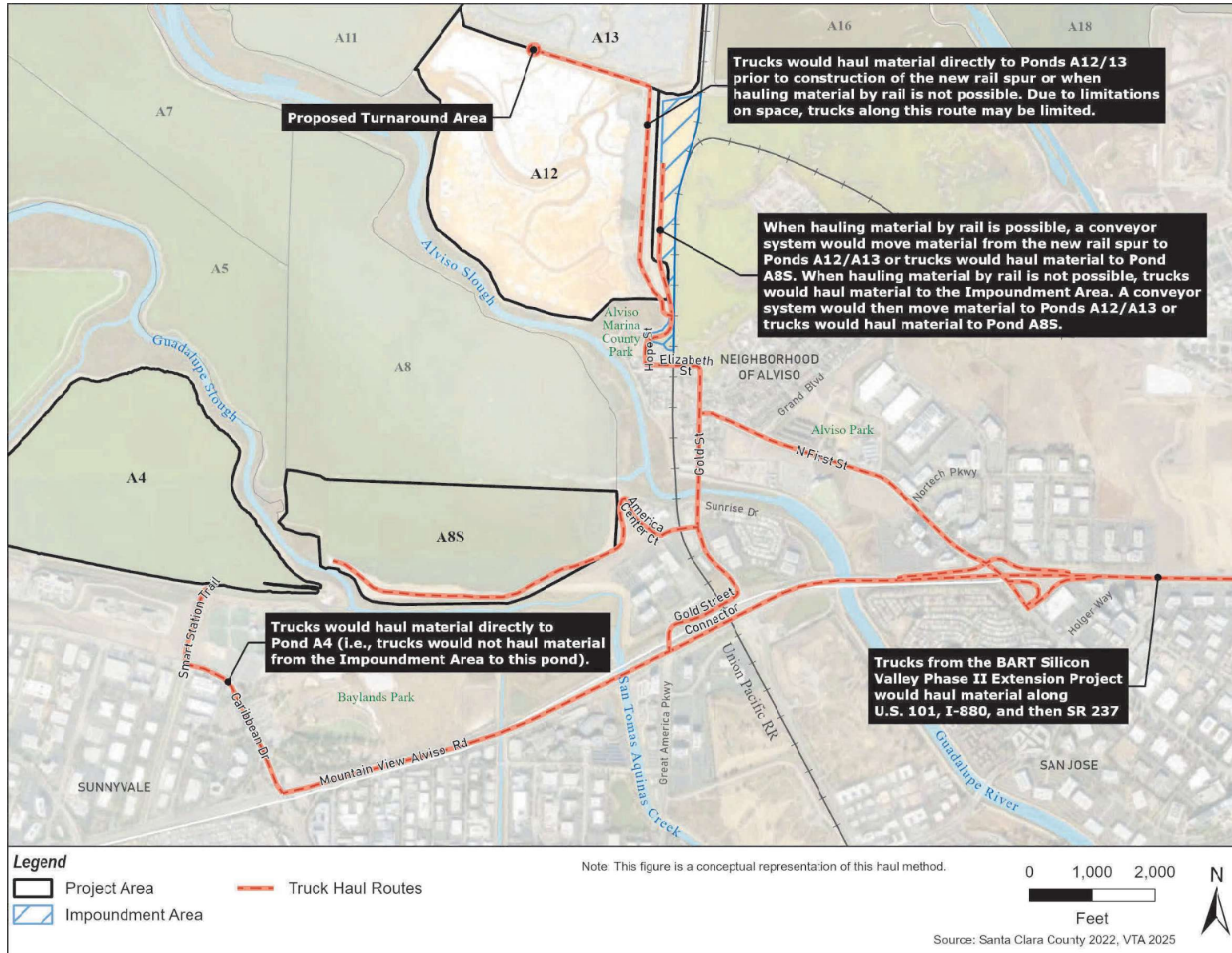
* Antioch Dunes * Don Edwards San Francisco Bay * Ellicott Slough *
 * Farallon Islands * Marin Islands * Salinas River * San Pablo Bay *

Figure 2. Rail Haul Method



* Antioch Dunes * Don Edwards San Francisco Bay * Ellicott Slough *
 * Farallon Islands * Marin Islands * Salinas River * San Pablo Bay *

Figure 3. Truck Haul Method



* Antioch Dunes * Don Edwards San Francisco Bay * Ellicott Slough *
 * Farallon Islands * Marin Islands * Salinas River * San Pablo Bay *

From: [Caltrain BOD Public Support](#)
To: daniel.leaverton@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Please don't ban family bikes from Caltrain!
Date: Monday, March 30, 2026 1:47:20 PM

Dear Daniel Leaverton,

Thanks for contacting Caltrain about the bikes-on-board rules. Caltrain is proud to carry more bikes on board than any other heavy rail system in the United States and wants all bike-riding passengers to feel comfortable using Caltrain. In addition to bikes on board, Caltrain has hundreds of secure bike parking spaces throughout the corridor, including a free bike valet in San Francisco, on-demand e-lockers available at all stations for pennies an hour, and controlled access bike rooms at select stations.

In response to concerns from cyclists regarding oversized bikes, Caltrain introduced an update to its oversized bike policy regarding devices with similarities to motorcycles. These new rules shed light on some existing rules that had not been enforced since the pandemic, including a ban on child seats and side (pannier) bags. After hearing from customers like you, Caltrain will take a step back from enforcing those rules until we have an opportunity to work with the community and create a pilot program that meets the needs of our riders.

A draft pilot program related to bikes on board will be discussed at the April 21st [Bicycle and Active Transportation Committee](#). This will be the next opportunity for the public to comment, and we welcome you to join that meeting in person or virtually. For more information on the latest updates, please visit <https://www.caltrain.com/bike-scooter-rules-update-pilot>. You can also submit a comment to BATAC@samtrans.com

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Friday, March 27, 2026 10:39 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Please don't ban family bikes from Caltrain!

From: Daniel Leaverton <noreply@adv.actionnetwork.org>
Sent: Saturday, March 28, 2026 5:39:19 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@Caltrain.com>

Subject: Please don't ban family bikes from Caltrain!

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

Caltrain Board of Directors,

I'm writing to urge you to reconsider the proposed bicycle policy that would ban bikes with fat tires, child seats, cargo attachments, baskets, and panniers from Caltrain trains.

I understand that bike car crowding during peak commute hours is a real problem, and I ask that you focus solutions just on that problem. A blanket ban on these bike types is the wrong approach. It would force parents who drop children off at school before commuting to choose between their family's morning routine and their train. It would exclude riders who carry tools, food, or equipment by bike. These are not fringe cases. They represent exactly the kind of multimodal, sustainable transportation choices Caltrain should be encouraging.

Before implementing any ban, I ask the board to seriously evaluate these alternatives:

- Targeted restrictions: Apply the restrictions to the most crowded peak hour express trains — not every service on the line. Evaluate the policy after 6 months to see how it's working and adjust if necessary.
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Parents who bike their kids to school and then commute to work are doing exactly what we should want more people to do: using sustainable, human-powered transportation integrated with transit. A policy that penalizes them for it sends the wrong message.

I urge you to delay any vote on this proposal until these alternatives have been fully evaluated and presented to the public. Caltrain riders deserve space for bikes, no matter how they get around. Please provide flexibility when possible to allow for the greatest benefit for the most people.

Thank you for your consideration.

Daniel Leaverton

daniel.leaverton@gmail.com

Berkeley, California 94702

From: [Caltrain BOD Public Support](#)
To: benjamin.elkins@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Ongoing delays and cancellations
Date: Monday, March 30, 2026 1:54:09 PM

Dear Benjamin Elkins,

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 northbound Train 409 on March 30, 2026. We understand how frustrating repeated delays and cancellations—especially during commute hours, and we appreciate your candid input.

For this particular trip, there was a mechanical issue that caused the train to depart approximately 14 minutes late out of the San Jose Diridon Caltrain Station. We recognize that delays like this, especially when they occur frequently.

We also understand your concerns about the need for clearer and more transparent communication regarding the causes of delays and cancellations. Your feedback has been shared with our operations team for review.

Providing reliable service during commute times remains a priority, and we are actively working to improve both performance and communication for our riders.

We truly value your continued support for Caltrain and your thoughtful feedback.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Monday, March 30, 2026 8:05 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Ongoing delays and cancellations

From: Benjamin Elkins <benjamin.elkins@gmail.com>
Sent: Monday, March 30, 2026 3:04:59 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Ongoing delays and cancellations

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Dear BoD

3/30/26 NB 409 - Yet another cancellation with significant delays after it. What is the excuse today? Issues with signaling gates? **Another breakdown of the brand new trains?**

I get it when the causes are outside of Caltrain's control but I am less understanding when it seems to be a failure due to poor preventative maintenance. The total lack of information about why cancellations/delays keep happening along with their frequency, which seems to be increasing, is very frustrating. You are going to lose customers if this keeps happening.

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I love having a good commuter rail. These performance issues frustrate me personally and make me worry about the long term viability of Caltrain.

Benjamin Elkins
benjamin.elkins@gmail.com

From: [Caltrain BOD Public Support](#)
To: andreacreix4@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Proposal regarding lithium battery safety and e-scooters in public transit
Date: Monday, March 30, 2026 2:01:49 PM

Dear Andrea Creix,

Thanks for contacting Caltrain about the bikes-on-board rules. Caltrain is proud to carry more bikes on board than any other heavy rail system in the United States and wants all bike-riding passengers to feel comfortable using Caltrain. In addition to bikes on board, Caltrain has hundreds of secure bike parking spaces throughout the corridor, including a free bike valet in San Francisco, on-demand e-lockers available at all stations for pennies an hour, and controlled access bike rooms at select stations.

In response to concerns from cyclists regarding oversized bikes, Caltrain introduced an update to its oversized bike policy regarding devices with similarities to motorcycles. These new rules shed light on some existing rules that had not been enforced since the pandemic, including a ban on child seats and side (pannier) bags. After hearing from customers like you, Caltrain will take a step back from enforcing those rules until we have an opportunity to work with the community and create a pilot program that meets the needs of our riders.

A draft pilot program related to bikes on board will be discussed at the April 21st [Bicycle and Active Transportation Committee](#). This will be the next opportunity for the public to comment, and we welcome you to join that meeting in person or virtually. For more information on the latest updates, please visit <https://www.caltrain.com/bike-scooter-rules-update-pilot>. You can also submit a comment to BATAC@samtrans.com

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Thursday, March 26, 2026 9:21 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Proposal regarding lithium battery safety and e-scooters in public transit

From: Andrea Creix <andreacreix4@gmail.com>
Sent: Thursday, March 26, 2026 9:18 AM
To: Board (@caltrain.com) <board@caltrain.com>

Subject: Proposal regarding lithium battery safety and e-scooters in public transit

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Dear Caltrain team,

I am writing to share a proposal for consideration regarding current restrictions on electric scooters and personal mobility devices in public transportation.

These restrictions are fully understandable given the safety concerns surrounding lithium-ion battery thermal runaway and fire risks in enclosed, high-occupancy transit environments. In recent years, however, certified containment solutions have been developed to significantly mitigate these risks.

One example is the ICE BAG; (<https://scooterfireproof.com>), a certified fire-containment bag designed to limit the spread and impact of a potential battery fire in buses, trains, and stations, while also providing a safe storage solution for e-scooters at home and in other indoor environments where fire prevention is critical.

In this context, I would like to suggest exploring the possibility of allowing electric scooters under specific safety conditions, such as:

- Mandatory use of certified fire-containment systems
- Prohibition of charging or handling devices during transit
- Clear technical safety requirements for devices and containment solutions
- Public awareness initiatives promoting responsible use

This approach could help transit agencies evaluate new safety tools while supporting California's sustainability goals and improving first- and last-mile connectivity for riders.

Thank you for your time and consideration. I remain available to provide any additional information if helpful.

Kind regards,

Andrea Creix

From: [Caltrain BOD Public Support](#)
To: mkh521@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Trains should leave terminus every 15 min
Date: Monday, March 30, 2026 2:05:58 PM

Dear Mary Hanley,

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 your feedback and for commuting between San Mateo Caltrain Station and San Francisco Caltrain Station. We're glad you're enjoying the increased service.

We understand your concern about trains being bunched together and the longer wait times that can result. Your suggestion to better space departures—especially at terminal stations—has been shared with our planning team.

We appreciate your input.

Sincerely,
Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, March 25, 2026 9:58 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Trains should leave terminus every 15 min

From: Mary Hanley <mkh521@gmail.com>
Sent: Thursday, March 26, 2026 4:58:16 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Trains should leave terminus every 15 min

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

Hi there,

I commute from San Mateo to San Francisco daily.

I love that there's 4 trains an hour at commute hour. It's great! However, they're bunched together. So often, I'll miss a train and need to wait closer to 25 min than 15 min.

I understand it can't be every 15 min everywhere because of the timing of bullet vs local trains.

But in the terminuses, I don't see why trains can't depart every 15 min. Please consider adjusting the times of the bullet train departures to be more evenly distributed between local trains.

Thanks for the consideration,
Mary Hanley

From: [Caltrain BOD Public Support](#)
To: mattpete999@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Lost pers on March 23rd at 9:00 p.m. a ladyon purse
Date: Monday, March 30, 2026 2:21:40 PM

Dear Matt Peterson,

Thank you for reaching out and for sharing your experience. We're sorry to hear about the situation you encountered and the interaction with the conductor on Train 168.

We understand how concerning it must have been, especially while trying to assist with a lost item and seeking clear information. Conductors should always communicate professionally and provide assistance to the best of their ability, and we regret that this was not your experience.

Please note that train crews may not always have real-time visibility into other train movements or be able to confirm details about separate trains. However, your concerns regarding the employee's demeanor and communication have been shared with the appropriate team for review.

We appreciate you bringing this to our attention.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Monday, March 23, 2026 10:25 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Lost pers on March 23rd at 9:00 p.m. a ladyon purse

From: Matt Peterson <mattpete999@gmail.com>
Sent: Tuesday, March 24, 2026 5:24:51 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Lost pers on March 23rd at 9:00 p.m. a ladyon purse

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I mean this man seems overwhelmed he doesn't need to talk to me angrily he can calm down

and try to help but the way he was angry I just walked away after he told me he's the only conductor on this train which brings me to the other end of the train because I know that the train operator on 168 would know if he was numbered coming northbound

On Mon, Mar 23, 2026, 10:23 PM Matt Peterson <mattpete999@gmail.com> wrote:

Lost her purse at South San Francisco northbound I'm now on the 168 there is one conductor here he said that he doesn't know if his train would have been 161. My concern is not of the personal more it's of the train driver knowing what number train he's on cuz I can't ask him and this conductor is a real a***** when I first met him a couple years ago why does he not know the number train he's on northbound

From: [Caltrain BOD Public Support](#)
To: colin.james22@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Feedback on South County Connector Survey and Service Frequency
Date: Monday, March 30, 2026 2:45:18 PM

Dear Colin James,

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 your thoughtful feedback. We certainly appreciate hearing from the public about potential areas for improvement, and we've collected over 700 responses since launching the survey last week.

Your comments on the survey structure, clarity, and the need for increased service frequency in South County have been shared with our planning team for review.

We appreciate your continued support of Caltrain.

Sincerely,
Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <Board@caltrain.com>
Sent: Thursday, March 19, 2026 7:33 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Feedback on South County Connector Survey and Service Frequency

From: Colin James <colin.james22@gmail.com>
Sent: Thursday, March 19, 2026 2:33:06 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Feedback on South County Connector Survey and Service Frequency

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

Dear Peninsula Corridor Joint Powers Board,

I am writing to provide feedback on the recent survey regarding potential changes to the South County Connector morning service.

I want to start by saying that I am a long-time Caltrain rider and a strong supporter of the system. When I previously lived in San Mateo, I rode Caltrain daily. More recently, I made the

decision to move to Morgan Hill as my family expanded, and one of the key factors in that decision was the availability of Caltrain service. Today, I commute from Morgan Hill to Mountain View and pay \$258 per month for that service.

I also work in local government as a Recreation Manager and regularly rely on surveys and community input to inform decisions. I understand how challenging it can be to balance competing needs, gather meaningful feedback, and make service decisions within real constraints. With that perspective in mind, I wanted to share some candid feedback.

I found the structure of this survey to be frustrating and not very useful for providing meaningful input.

The survey asks riders to evaluate replacing an existing train with a new departure time, but it does not clearly identify which train would be removed or how the full schedule would be impacted across all stations. Without that information, it is not possible to make an informed decision. For many riders, even small changes in departure times can significantly disrupt work schedules, childcare arrangements, and daily routines. These are not flexible variables.

Additionally, the survey forces respondents into a limited set of choices that do not reflect how riders actually think about service changes. There is no option to indicate that the proposal depends on which train is being replaced, or that maintaining existing options is critical. As a result, the feedback collected may not accurately represent rider needs.

More importantly, the premise of replacing trains rather than adding service is concerning. For South County riders, the core issue is not choosing between slightly different departure times in the morning. The issue is having enough reliable options throughout the day to make the system workable.

There is a clear need for increased frequency, both in the morning and in the afternoon and evening commute periods. Replacing one train with another simply shifts the inconvenience from one group of riders to another. It does not improve the overall service or create the flexibility that riders need.

If the intent of the survey is to understand rider preferences, I would suggest a different approach. Rather than asking riders to choose between broad outcomes, each proposed schedule change should be presented individually with a simple yes or no response. For example, a question could be framed as: "Would you ride a train departing Gilroy at approximately 7:50am?" Yes or No. This type of question would allow Caltrain to gather more precise, actionable data and better understand which changes are viable and which are not.

Changing established train times can have a significant negative impact on riders who have built their daily routines around the current schedule. What riders in South County need is more options and greater frequency across the full commute window, not fewer.

I strongly encourage Caltrain to revisit both the structure of this survey and the underlying approach to service changes. Providing clearer, more complete information and focusing on expanding service rather than redistributing it would result in more meaningful input and better outcomes for riders.

I appreciate the opportunity to provide feedback and hope it is taken into consideration as

future decisions are made.

Sincerely,

Colin James

colin.james22@gmail.com

(408)781-4087

From: [Caltrain BOD Public Support](#)
To: cheesesurfer@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: WiFi connection problems North of San Carlos
Date: Monday, March 30, 2026 2:50:41 PM

Dear SC,

Thank you for bringing this to our attention. We're sorry to hear about the ongoing WiFi connectivity issues you've experienced north of San Carlos Caltrain Station.

Your report was shared with our technical team so they can investigate potential system issues in that area. We're happy to report that the issue has been resolved.

We appreciate your patience and thank you for sharing your feedback.

Sincerely,
Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Friday, March 20, 2026 5:22 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: WiFi connection problems North of San Carlos

From: S C <cheesesurfer@gmail.com>
Sent: Saturday, March 21, 2026 12:22:03 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: WiFi connection problems North of San Carlos

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

This week the Caltrain WiFi work is from San Carlos South, but shows that it is active but does not connect north of San Carlos. Is there a systems issue? It's been happening multiple days this week.

From: [Eugene Volokh](#)
To: [Public Comment](#)
Cc: [Eugene Volokh](#)
Subject: Question about Wi-Fi Terms of Use
Date: Monday, March 30, 2026 11:05:04 PM
Attachments: [image001.png](#)

You don't often get email from volokh@stanford.edu. [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 Madam or Sir: I noticed, when riding your train today, that your Terms of Use require me not “to view, transmit, [or] receive” any material “that is defamatory, objectionable, unlawful or promotes or encourages illegal activity” (see below). What material would count as “objectionable”? Thanks,

Eugene Volokh

Senior Fellow, Hoover Institution, Stanford University,

<https://www.hoover.org/profiles/eugene-volokh>

Distinguished Professor of Law Emeritus, UCLA, <http://www.law.ucla.edu/volokh>

Writer, Reason Magazine site, <http://reason.com/volokh>

Welcome to Caltrain's free Wi-Fi service

Top of Form

Consult the Terms and Conditions of use of the Wi-Fi network.

Bottom of Form

- Caltrain WiFi Terms and Conditions

+

WiFi Terms and Conditions

Caltrain offers WiFi Internet connectivity service (service) to patrons at no cost provided that all patrons are of legal age and have read and agreed to these terms and conditions (Terms and Conditions). Caltrain reserves the right to change or terminate the service or change these Terms and Conditions at any time. By clicking "I agree" below, you are entering into a binding agreement (Agreement) and you are representing that:

1. You have read, understand and agree to this Agreement; and
2. You are at least 18 years of age.

If you do not agree to the terms of this Agreement, you may not connect to or use the Wi-Fi. Your electronic acceptance of the Agreement by entering "I agree" has

the same effect as if you had actually signed this Agreement. The effective date of this Agreement is the date that you enter "I agree."

Terms and Conditions of Use

Caltrain provides the WiFi as a free service to all members of the public with WiFi enabled devices (Users) within the train. In providing this free WiFi service, Caltrain may restrict your access to certain sites considered by Caltrain to be illegal, malicious or inappropriate. By using the WiFi, you acknowledge that you are subject to, and agree to abide by all state and federal rules, laws and regulations applicable to Internet use, and this Agreement.

The Internet is a public communications network and Caltrain is not responsible for the accuracy, timeliness, quality, nature, character, or privacy of content that is accessed or transmitted by patrons using the Internet via the Caltrain network.

You agree not to utilize WiFi to view, transmit, receive, upload, download, or monitor any materials or other communications, in any format, that: (i) infringes on another's intellectual property rights, rights of privacy, rights of publicity, or other rights; (ii) is obscene, threatening, abusive, harassing, tortuous, defamatory, libelous, harmful, fraudulent, or prohibited by law; or (iii) interfere with the operation, use or enjoyment of the WiFi, Caltrain's network security, or any other Caltrain service, system or property. Examples of prohibited activities without limitation and may be updated include:

3. Modifying, adapting, translating, or reverse engineering any portion of the Caltrain WiFi;
4. Attempting to break security, access, tamper with or use any unauthorized areas of the Caltrain WiFi;
5. Attempting to collect or maintain any information about other users of the Caltrain WiFi (including usernames and/or email addresses) or other third parties for unauthorized purposes;
6. Creating or transmitting unwanted electronic communications such as "spam," or bulk commercial messages to other users or otherwise interfering with other user's enjoyment of the service;
7. Engaging in any activity that infringes or misappropriates the intellectual property, publicity, privacy or other proprietary rights of others, including patents, copyrights, trademarks, service marks, trade secrets, or any other proprietary right of any third party, or that is defamatory, objectionable, unlawful or promotes or encourages illegal activity;

8. The transfer of technology, software, or other materials in violation of applicable export laws and regulations, including but not limited to the U.S. Export Administration Regulations and Executive Orders;
9. Distribution of any Internet viruses, worms, pingings, flooding, mail bombing, denial of service attacks, defects, Trojan horses or other items of a destructive nature;
10. Accessing illegally or without authorization computers, accounts, equipment or networks belonging to another party, or attempting to penetrate security measures of another system. This includes any activity that may be used as a precursor to an attempted system penetration, including but not limited to port scans, stealth scans or other information gathering activity; or
11. Using Caltrain WiFi for any unlawful, harassing, abusive, criminal or fraudulent purpose.

Caltrain has the right to monitor, intercept and disclose any transmissions over or using our facilities and services, and to provide User information, or use records, and other related information under certain circumstances to third parties (for example, in response to lawful process, orders, subpoenas, or warrants, or to protect our rights, users or property).

You understand and agree that there are security, privacy and confidentiality risks inherent in all WiFi communications and associated technologies and that Caltrain does not make any assurances, representations, or warranties relating to such risks. Caltrain is not responsible for providing security measures for patron software or hardware or use of the Internet. You are solely responsible for providing all appropriate antivirus and firewall software, and other desired or necessary protections for your devices. You understand that third parties may access your device or files or monitor your connection to the WiFi.

You understand and agree that the infrastructure providing the WiFi is owned by Caltrain and you do not have an expectation of privacy in connection with your use of the WiFi. You agree your access to the WiFi may be monitored, suspended or terminated by Caltrain at its sole discretion, at any time, and for any reason, including but not limited to, violation of Caltrain policies, Caltrain's internet usage guidelines, violation of this Agreement, violation of any law, and excessive bandwidth consumption.

Disclaimer of Warranties

The WiFi is provided on an "as is" and "as available" basis. CALTRAIN HEREBY DISCLAIMS ANY AND ALL EXPRESS, IMPLIED, OR STATUTORY WARRANTIES OF ANY KIND RELATED TO THE WIFI, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, TITLE, NON-INFRINGEMENT, AND FITNESS FOR USE. CALTRAIN disclaims any warranty and makes no guarantee regarding: (i) the availability of the WiFi; (ii) the speed at which information may be transmitted or received via the WiFi; (iii) that the WiFi will be compatible with your equipment or any software which you use; (iv) that the WiFi is secure, free of viruses or other harmful code; (v) that unauthorized third parties will not access your computer or files or otherwise monitor your connection; or (vi) that problems will be corrected, even if Caltrain is on notice of such problems. You agree that no oral or written information provided by Caltrain, its directors, officers, employees, or agents shall create any warranty.

Limitation of Liability

YOU AGREE THAT YOUR USE OF THE WIFI IS AT YOUR OWN RISK. CALTRAIN, ITS DIRECTORS, OFFICERS, EMPLOYEES AND AGENTS SHALL HAVE NO LIABILITY FOR ANY AND ALL DIRECT OR INDIRECT LIABILITY OR COSTS ARISING OUT OF OR RELATED TO THIS AGREEMENT OR YOUR USE OF THE WIFI, INCLUDING ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES, OR ANY DAMAGES RELATED TO LOST PROFITS, LOSS OF BUSINESS, BUSINESS INTERRUPTION, OR LOSS OF DATA, CONFIDENTIALITY OR SECURITY.

Indemnification

You agree to indemnify and save harmless Caltrain, its officers, directors, employees, and agents from, and, if requested, shall defend and promptly reimburse them for, any all losses, claims, damages, injury, settlements, costs, expenses (including without limitation reasonable attorney's fees) and liabilities of any nature arising out of or in any way connected to your use of the WiFi or any breach of this Agreement.

No Class Actions

You may only resolve disputes with us on an individual basis, and may not bring a claim as a plaintiff or a class member in a class, consolidated, or representative action. Class arbitrations, class actions, private attorney general actions, and consolidation with other arbitrations are not allowed.

Agreement to these Terms and Conditions is required to use this service. To agree, please click on the "Accept and Get Connected" button to begin service.

- [Privacy Policy](#)

+

POWERED BY  Noted Credit

From: [James Velzy](#)
To: [Board \(@caltrain.com\)](#)
Subject: Administrative Review Status, Velzy
Date: Tuesday, March 31, 2026 11:27:32 AM
Attachments: [feedback.pdf](#)
[2021FDF1-6416-4AB7-B5C9-F4F3554F57F8.PNG](#)
[IMG_3594.png](#)

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

I am writing to check the status of my Administrative Review Request. The status has not been updated since October 2025. Attached is a photo of the citation, my feedback submission and a screenshot of my Clipper card the day of the citation. See below:

===== PERSONAL INFORMATION =====

Date/Time : 10/13/2025 12:04:43 PM

Last Name : VELZY
First Name : JAMES
Home Address : 120 DIMOND ST
SANTA CRUZ CA 95060
US
Phone : 279-300-6130 ext:

E-Mail: cowslikeus@gmail.com

===== CITATION INFORMATION =====

Citation/Ticket Number: 51000612
License/Vin: 91JVE216 CA
Issue date : 10/08/2025 13:10:00
Reason for contesting:

I loaded \$20 on my Clipper card app to ride from San Jose Diridon to Millbrae. I tapped my iPhone to a kiosk reader outside the train, it made a beep noise, and I did not see an error message on the screen. I tried to pay once the attendant told me I hadn't tapped on. I was not attempting to evade a fare; I am just unfamiliar with the use of these Clipper card readers, and I guess my tap didn't go through. I will be sure to double-check the app and the reader before entering the train going forward.



Feedback

Thank you for taking the time to provide us with your comments. Your feedback will be forwarded to the appropriate staff to handle. Below you will find the details of your submission. Please refer to the tracking number in any follow-up communications relating to this specific issue.

We rely on passenger and community input to make Caltrain a better service. Thanks again for being part of the process.

Caltrain Customer Service

Tracking Number: 1008421
First Name: James
Last Name: Velzy
Email: cowslikeus@gmail.com
Phone: 2793006130
Category: Other

Comment:

I am writing to check the status of Administrative Review Request. The status has not been updated since October of 2025. Please see below.
 ===== PERSONAL INFORMATION ===== Date/Time :
 10/13/2025 12:04:43 PM Last Name : VELZY First Name : JAMES Home
 Address : 120 DIMOND ST SANTA CRUZ CA 95060 US Phone : 279-300-
 6130 ext: E-Mail: cowslikeus@gmail.com ===== CITATION
 INFORMATION ===== Citation/Ticket Number: 51000612
 License/Vin: 91JVE216 CA Issue date : 10/08/2025 13:10:00 Reason for
 contesting: I loaded \$20 on my Clipper card app to ride from San Jose
 Diridon to Millbrae. I tapped my iPhone to a kiosk reader outside the train,
 it made a beep noise, and I did not see an error message on the screen. I
 tried to pay once the attendant told me I hadnt tapped on.I was not
 attempting to evade a fare; I am just unfamiliar with the use of these
 Clipper card readers, and I guess my tap didnt go through. I will be sure to
 double-check the app and the reader before entering the train going
 forward.

Caltrain on social media!





My Clipper Card (0442)

Last updated today at 12:06 PM



View Card Details

Ready for use on this device



The cash value balance and passes shown may not match what is on your card. [Learn More](#)

CASH VALUE

\$14.50

✘ Autoload Off

[Set Up Autoload](#) →

LOAD CASH VALUE OR PASSES

Manage Autoload



Home



Cards



Trip Tools



Settings



Peninsula Corridor
Joint Powers Board
Notice of Violation

Violation Number 51000612
Date: 10/08/2025 Time: 01:10 PM Wed

Issued to:
JAMES MAKAI VELZY
120 DIMOND ST
SANTA CRUZ CA 95060

DOB: 02/16/1991 Age: 34

ID Number: E2438229 State: CA
ID Type: DL In Possession: Y

Sex: M Hair: BLONDE Eyes: HAZEL Ht: 5'10" Wt: 170 Race: 0

Violation Per PJPB Ordinance No. 2

CODE: 3.03.1
FARE EVASION WITH INADEQUATE FARE MEDIA

PENALTY: \$75.00

Train# 124 Car# 317
Station: SUNNYVALE
County: SANTA CLARA

Issued by: MORENO, C Badge/ID#: 814
Comments:
DID NOT TAG ON

Received by:

YOU MUST RESPOND WITHIN 21 DAYS OF THIS
VIOLATION BY PAYING THE PENALTY OR REQUESTING
A REVIEW. FAILURE TO RESPOND WITHIN 21 DAYS
WILL RESULT IN INCREASED PENALTIES.

TO PAY OR APPEAL:

WEB: WWW.PTICKET.COM/CALTRAIN



Mail: (Check or Money Order; NO CASH)

CALTRAIN
PO BOX 9003
REDWOOD CITY CA 94065

In Person:

SUITE-150, SAN JOSE

From: [Christy Zaragoza](#)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Please don't ban family bikes from Caltrain!
Date: Tuesday, March 31, 2026 2:42:08 PM

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

Caltrain Board of Directors,

I'm writing to urge you to reconsider the proposed bicycle policy that would ban bikes with fat tires, child seats, cargo attachments, baskets, and panniers from Caltrain trains.

I understand that bike car crowding during peak commute hours is a real problem, and I ask that you focus solutions just on that problem. A blanket ban on these bike types is the wrong approach. It would force parents who drop children off at school before commuting to choose between their family's morning routine and their train. It would exclude riders who carry tools, food, or equipment by bike. These are not fringe cases. They represent exactly the kind of multimodal, sustainable transportation choices Caltrain should be encouraging.

Before implementing any ban, I ask the board to seriously evaluate these alternatives:

- Targeted restrictions: Apply the restrictions to the most crowded peak hour express trains — not every service on the line. Evaluate the policy after 6 months to see how it's working and adjust if necessary.
- Off-peak access for all bikes: Allow all family bikes and bikes with attachments on off-peak trains.
- Real-time capacity data: Give riders the tools to make informed decisions by publishing bike car availability and bike bumps so they can choose a less crowded train or an alternative
- Promote existing alternatives: Invest in outreach for BikeLink lockers at origin stations and Baywheels trips for riders who have that option — freeing up bike car space for those who don't

Parents who bike their kids to school and then commute to work are doing exactly what we should want more people to do: using sustainable, human-powered transportation integrated with transit. A policy that penalizes them for it sends the wrong message.

I urge you to delay any vote on this proposal until these alternatives have been fully evaluated and presented to the public. Caltrain riders deserve space for bikes, no matter how they get around. Please provide flexibility when possible to allow for the greatest benefit for the most people.

Thank you for your consideration.

Christy Zaragoza
cbillings512@gmail.com

San Francisco, California 94122

From: [Alex Reyes](#)
To: [Board \(@caltrain.com\)](#); [Public Comment](#)
Cc: [Dan Lieberman](#)
Subject: ****Honoring Manuel Reyes @ CalTrain****
Date: Tuesday, March 31, 2026 3:48:53 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
Importance: High

Some people who received this message don't often get email from alex@djallexreyes.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 everyone

How are you? I'm doing well My name is Alex Reyes I'm sending this email from Fremont CA because I want to request permission from CalTrain to honor my father by having a plaque honorary resolution naming a train etc to honor my father please allow me to explain so we can all be on the same page

My fathers name is Manuel Reyes he passed away on Apr 12 2022 to colon cancer he was an on air radio personality since 1984 but sent the past 20+ years with @ KZSF La Kaliente 1370 AM for the past he lived with his family in Fremont when my parents immigrated from Mexico back they lived for a short time in Redwood City so I hope we can honor his memory I got permission and blessing from my mother Margarita If you want to learn more click on the following link below

<http://manuelreyes.djallexreyes.com>

ListenI honestly dont know the process to to make this a reality and his legacy just want to propose this idea so I will respect the decision you will have my full and complete cooperation I have been working very hard since 2022 to get something done but was unsuccessfull my schedule is very flexible so hope to meet with leadership but I also want my legacy added allow me to explain my accomplishments

DJ Alex Reyes Entertainment celebrates 25yrs in the entertainment industry the owner Alejandro"Alex" Reyes has Cerebral Palsy (CP) but despite his disability and challenge he has defined the odds and proved that people with disabilities can die anything if they put their mind to it

Alejandro "Alex" Reyes has worked in Government he's a former councilman for the California State Council Developmental Disabilities proudly representing the Bay Area from 2022-2025 during his time in office he and the council worked on making changes including passing

**SB639 Elimination of Minimum wage for the disabled now its equal pay
AB248 Banning the offensive R word from state Law (Wish it was federalized)
Big changes to the Rehab act espacially for people with disabilities**

I want you all to please contact me to discuss the mater thanks



Alex Reyes Owner
DJ Alex Reyes Entertainment
PO Box 3396 Fremont CA 94536

City of Fremont CA Business Lic# 085869

Cell: 510-754-5383 Email alex@djalexreyes.com

Website www.djalexreyes.com

Follow DJ Alex Reyes Entertainment on



@djalexreyesent

From: [Caltrain BOD Public Support](#)
To: cbillings512@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Please don't ban family bikes from Caltrain!
Date: Tuesday, March 31, 2026 6:11:44 PM

Dear Christy Zaragoza,

Thanks for contacting Caltrain about the bikes-on-board rules. Caltrain is proud to carry more bikes on board than any other heavy rail system in the United States and wants all bike-riding passengers to feel comfortable using Caltrain. In addition to bikes on board, Caltrain has hundreds of secure bike parking spaces throughout the corridor, including a free bike valet in San Francisco, on-demand e-lockers available at all stations for pennies an hour, and controlled access bike rooms at select stations.

In response to concerns from cyclists regarding oversized bikes, Caltrain introduced an update to its oversized bike policy regarding devices with similarities to motorcycles. These new rules shed light on some existing rules that had not been enforced since the pandemic, including a ban on child seats and side (pannier) bags. After hearing from customers like you, Caltrain will take a step back from enforcing those rules until we have an opportunity to work with the community and create a pilot program that meets the needs of our riders.

A draft pilot program related to bikes on board will be discussed at the April 21st [Bicycle and Active Transportation Committee](#). This will be the next opportunity for the public to comment, and we welcome you to join that meeting in person or virtually. For more information on the latest updates, please visit <https://www.caltrain.com/bike-scooter-rules-update-pilot>. You can also submit a comment to BATAC@samtrans.com

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Tuesday, March 31, 2026 2:42 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Please don't ban family bikes from Caltrain!

From: Christy Zaragoza <noreply@adv.actionnetwork.org>
Sent: Tuesday, March 31, 2026 9:41:58 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@Caltrain.com>

Subject: Please don't ban family bikes from Caltrain!

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

Caltrain Board of Directors,

I'm writing to urge you to reconsider the proposed bicycle policy that would ban bikes with fat tires, child seats, cargo attachments, baskets, and panniers from Caltrain trains.

I understand that bike car crowding during peak commute hours is a real problem, and I ask that you focus solutions just on that problem. A blanket ban on these bike types is the wrong approach. It would force parents who drop children off at school before commuting to choose between their family's morning routine and their train. It would exclude riders who carry tools, food, or equipment by bike. These are not fringe cases. They represent exactly the kind of multimodal, sustainable transportation choices Caltrain should be encouraging.

Before implementing any ban, I ask the board to seriously evaluate these alternatives:

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- Promote existing alternatives: Invest in outreach for BikeLink lockers at origin stations and Baywheels trips for riders who have that option — freeing up bike car space for those who don't

Parents who bike their kids to school and then commute to work are doing exactly what we should want more people to do: using sustainable, human-powered transportation integrated with transit. A policy that penalizes them for it sends the wrong message.

I urge you to delay any vote on this proposal until these alternatives have been fully evaluated and presented to the public. Caltrain riders deserve space for bikes, no matter how they get around. Please provide flexibility when possible to allow for the greatest benefit for the most people.

Thank you for your consideration.

Christy Zaragoza

cbillings512@gmail.com

San Francisco, California 94122

From: [Jewel Hediger](#)
To: [Board \(@caltrain.com\)](#)
Subject: Clipper charge
Date: Wednesday, April 1, 2026 7:39:09 AM

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

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

Hi Caltrain!

On 3/30/26, I rode the train from Mountain View to Sunnyvale but it seems my clipper card scan in Sunnyvale did not pick up so I was charged over \$10. Would there be any way to refund the difference?

My clipper card number is 6370017030003432654.

Thank you! Jewel

From: [Caltrain BOD Public Support](#)
To: cowslikeus@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Administrative Review Status, Velzy
Date: Wednesday, April 1, 2026 10:56:26 AM

Dear James Velzy,

Thank you for your message regarding Citation #51000612. This citation has been dismissed in the interest of justice.

We apologize for the delay in resolution and appreciate your patience.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <Board@caltrain.com>
Sent: Tuesday, March 31, 2026 11:27 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Administrative Review Status, Velzy

From: James Velzy <cowslikeus@gmail.com>
Sent: Tuesday, March 31, 2026 6:26:29 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Administrative Review Status, Velzy

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

I am writing to check the status of my Administrative Review Request. The status has not been updated since October 2025. Attached is a photo of the citation, my feedback submission and a screenshot of my Clipper card the day of the citation. See below:

===== PERSONAL INFORMATION =====

Date/Time : 10/13/2025 12:04:43 PM

Last Name : VELZY
First Name : JAMES
Home Address : 120 DIMOND ST

SANTA CRUZ CA 95060
US

Phone : 279-300-6130 ext:

E-Mail: cowslikeus@gmail.com

===== CITATION INFORMATION =====

Citation/Ticket Number: 51000612

License/Vin: 91JVE216 CA

Issue date : 10/08/2025 13:10:00

Reason for contesting:

I loaded \$20 on my Clipper card app to ride from San Jose Diridon to Millbrae. I tapped my iPhone to a kiosk reader outside the train, it made a beep noise, and I did not see an error message on the screen. I tried to pay once the attendant told me I hadnt tapped on.I was not attempting to evade a fare; I am just unfamiliar with the use of these Clipper card readers, and I guess my tap didnt go through. I will be sure to double-check the app and the reader before entering the train going forward.

From: [Caltrain BOD Public Support](#)
To: arcticjewel@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Clipper charge
Date: Wednesday, April 1, 2026 11:04:12 AM

Dear Jewel Hediger,

Thank you for reaching out. For Clipper card fare adjustments and refund requests, we recommend contacting Clipper Customer Service directly, as they manage all card transactions and fare corrections.

You can reach them here: <https://www.clippercard.com>

They'll be able to review your trip and assist with any applicable refund.

Thank you for riding Caltrain.

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, April 1, 2026 7:39 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Clipper charge

From: Jewel Hediger <arcticjewel@gmail.com>
Sent: Wednesday, April 1, 2026 2:38:50 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com)
Subject: Clipper charge

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

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

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My clipper card number is 6370017030003432654.

Thank you! Jewel