



JPB Board of Directors
Meeting of May 7, 2026

Correspondence as of April 24, 2026

Subject

1. Senator Becker & Assembly member Berman support expedited Quiet Zones - please see their letters to CPUC and FRA attached.
2. Summer Intern Application Status
3. Please fix the hazardous sidewalk at Diridon
4. FW: Stopgap safety improvements at dangerous intersection.
5. Single Tracking Alert: Service reduced to only one track through the Transbay Tube Sunday, April 26 for critical lighting work
6. Re: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area – *Staff Response*
7. Re: Caltrain delays and policy violations– *Staff Response*
8. Re: Question about Bayshore Caltrain Station– *Staff Response*
9. Re: Churchill Closure discussion - A search for a solution and grace for all of us in this time of shock and grief. – *Staff Response*
10. Re: Please don't ban cargo bikes from Caltrain! – *Staff Response*
11. Re: Stopgap safety improvements at dangerous intersection. – *Staff Response*
12. Re: Please fix the hazardous sidewalk at Diridon– *Staff Response*
13. Re: Concerns Regarding Boarding Process at 4th & King Station– *Staff Response*
14. Re: Churchill Closure discussion Support Option B - expedited installation of Quiet Zones corridor wide. Please expedite Quiet Zone construction corridor wide. – *Staff Response*
15. Elizabeth Warren- Request for additional South County service– *Staff Response*



16. Re: Senator Becker & Assembly member Berman support expedited Quiet Zones - please see their letters to CPUC and FRA attached. – *Staff Response*
17. Re: San Jose Diridon station_Pedestrian lane– *Staff Response*
18. Re: Formal Complaint & Citation Review Request - Unprofessional and Discriminatory Conduct By Fare Inspector– *Staff Response*
19. Re: Please fix the hazardous sidewalk at Diridon– *Staff Response*
20. Bay Area Council email and Air District– *Staff Response*
21. Bay Area Council email and Air District– *Staff Response*
22. Re: Complaint about flooding on the Caltrain Land behind my house– *Staff Response*
23. Public Comment - Bullet Trains after the Giants Games
24. Board Correspondence - Orlando Nell - Re: Formal Complaint Regarding Fare Enforcement Inconsistencies, Clipper Card System Malfunction, and Refusal of Federally Issued Identification – *Staff Response*
25. Formal Complaint: Unsafe Boarding Conditions at Millbrae Station (Approx. 8:38 AM Train 510)
26. 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 – *Staff Response*

From: [John Melnychuk](mailto:John.Melnychuk)
To: Vicki.Veenker@palocalto.gov; Stone, Greer; [Burt, Pat \[Pat.burt@cityofpalocalto.org\]](mailto:Burt, Pat [Pat.burt@cityofpalocalto.org]); Lauing, Ed; Lu, George; lythcott-Haims Julie; Reckdahl, Keith
Cc: ed.Shikada@palocalto.gov; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); Brandt Adrian
Subject: Senator Becker & Assembly member Berman support expedited Quiet Zones - please see their letters to CPUC and FRA attached.
Date: Thursday, April 16, 2026 9:13:18 AM
Attachments: [26_0304_FINAL_CPUC_CalTrain_Palo_Alto_Quiet_Zone_Support_Letter.pdf](#)
[26_0304_FINAL_FAR_CalTrain_Palo_Alto_Quiet_Zone_Support_Letter.pdf](#)
[3.16.26_CPUC_CalTrain_Quiet_Zone.docx](#)
[3.16.26_CalTrain_Quiet_Zone.docx](#)

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

Dear Mayor Veenker, Vice Mayor Stone and Council members,

Please find attached letters of support from our Senator Becker and Assemblyman Berman regarding Quiet Zone installation. Both of them have sent letters to the CPUC and to the FRA asking those agencies to assist Palo Alto in expediting installation.

I approached Senator Becker's office and Assembly member Berman's office asked them to help our city improve rail safety, and to support your efforts also.

Mr. Bhatia of our Transportation Department assisted Becker's and Berman's staff in fact-checking for the letters.

This follows my letter yesterday to Council member Burt in in which I provided, at his request, contact details for officials Ade Sogsbean, CPUC and Frank (Eric) Walker of the FRA. They will oversee Palo Alto's submission to create Quiet Zones. Mr. Walker a veteran of FRA told me that he had witnessed **a 9 month timeline as the fastest beginning submission to operating Quiet Zone**. Mr. Sogsbean long time veteran of CPUC **explained his office is waiting for Palo Alto's submission and committed to expediting it because our situation is so very dangerous**. Mr. Sogsbean explained to me that in his experience the number one factor causing delay in construction of Quiet Zones is municipal slowness in funding, and not-interagency red-tape...

Additionally, I mentioned Ms. Stephanie Anzia, a top national expert in Quiet Zone Construction. She is one of five experts who advises the FRA on Quiet Zones. She helped Atherton to create Quiet Zones which began operating in 2016. She has personally surveyed our geography and offers to informally advise the city. She helped Quiet Zones Palo Alto with sound maps showing how far railway generated horn blasting disrupts the neighborhoods in the city and she warned us to avoid wayside horns.... Months later City consultants Kimley Horn affirmed her recommendations to avoid wayside horns with a recommendation for a Quad Gates approach as "best practice."

I hope these letters lead to expedited treatment of our urgent need to install Quiet Zones for a city-wide safety benefit that has no negative impact on risk anywhere in our borders.

Thank you for working on this issue. I appreciate the extraordinary steps you are taking in

leadership to make meaningful improvements for us.

With respect,

John Melnychuk
Fairmeadow, Palo Alto

STATE CAPITOL
P.O. BOX 942849
SACRAMENTO, CA 94249-0023
(916) 319-2023
FAX (916) 319-2124

DISTRICT OFFICE
721 COLORADO AVE, SUITE 101 PALO
ALTO, CA 94303
(650) 324-0224
FAX (650) 324-7932

WEBSITE
www.assembly.ca.gov/berman



MARC BERMAN
ASSEMBLYMEMBER, TWENTY-THIRD DISTRICT

March 3, 2026

California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

RE: Support for the City of Palo Alto's Railroad Quiet Zone Application

Dear Honorable Commissioners:

I am writing in support of the City of Palo Alto's Railroad Quiet Zones application due to its ability to offer improved public well-being and increased safety benefits for the community. Studies suggest that the proposed quad-gate installation, pavement markings and new signage that is required for Quiet Zones will improve the safety of the multiple rail crossings for all users.

Quiet Zones are a federally authorized, safety-compliant solution to various recognized issues in the area such as stress and sleep disruption. The City of Palo Alto has demonstrated readiness and strong community support to implement the required safety measures. As a City priority, the City Council has approved the \$4 million to see this project to completion.

I respectfully request that the California Public Utilities Commission approve the requested Quiet Zones in Palo Alto. Prompt action will help with the public's well-being while improving automotive rail crossings with upgraded safety.

Thank you for your consideration. Please contact my staff member Helen Wolter at helen.wolter@asm.ca.gov if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "M. Berman".

Marc Berman
Assemblymember, 23rd District

STATE CAPITOL
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FAX (916) 319-2124

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WEBSITE
www.assembly.ca.gov/berman



MARC BERMAN
ASSEMBLYMEMBER, TWENTY-THIRD DISTRICT

March 4, 2026

Federal Railroad Administration
Mr. Karl Alexy
Associate Administrator for Railroad Safety and Chief Safety Officer
1200 New Jersey Avenue SE
Washington, D.C., 20590

RE: Support for the City of Palo Alto's Railroad Quiet Zone Application

Dear Mr. Alexy:

I am writing in support of the City of Palo Alto's Railroad Quiet Zones application due to its ability to offer improved public well-being and increased safety benefits for the community. Studies suggest that the proposed quad-gate installation, pavement markings and new signage that is required for Quiet Zones will improve the safety of the multiple rail crossings for all users.

Quiet Zones are a federally authorized, safety-compliant solution to various recognized issues in the area such as stress and sleep disruption. The City of Palo Alto has demonstrated readiness and strong community support to implement the required safety measures. As a City priority, the City Council has approved the \$4 million to see this project to completion.

I respectfully request that the California Public Utilities Commission approve the requested Quiet Zones in Palo Alto. Prompt action will help with the public's well-being while improving automotive rail crossings with upgraded safety.

Thank you for your consideration. Please contact my staff member Helen Wolter at helen.wolter@asm.ca.gov if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "M. Berman".

Marc Berman
Assemblymember, 23rd District

CAPITOL OFFICE
1021 O STREET
SUITE 6520
SACRAMENTO, CA 95814
(916) 651-4013

DISTRICT OFFICE
3525 ALAMEDA DE LAS PULGAS
MENLO PARK, CA 94025
(650) 233-2724

SENATOR.BECKER@SENATE.CA.GOV
SD13.SENATE.CA.GOV

California State Senate

SENATOR
JOSH BECKER

THIRTEENTH SENATE DISTRICT



STANDING COMMITTEES
NATURAL RESOURCES & WATER
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HUMAN SERVICES
CHAIR
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COMMUNICATIONS
INSURANCE
REVENUE & TAXATION
JOINT COMMITTEE
LEGISLATIVE AUDIT
SELECT COMMITTEE
ECONOMIC DEVELOPMENT &
TECHNOLOGICAL INNOVATION
CHAIR
CAUCUSES
BAY AREA CAUCUS
CHAIR
JEWISH CAUCUS
VICE CHAIR

March 6, 2026

California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

RE: Support for the City of Palo Alto's Railroad Quiet Zone Application

Dear Honorable Commissioners:

I am writing in support of the City of Palo Alto's application to establish Railroad Quiet Zones along the Caltrain corridor. This proposal has the potential to significantly improve community well-being while maintaining and enhancing safety at local rail crossings.

The planned safety upgrades—including quad-gate installations, enhanced pavement markings, and improved signage—are designed to strengthen protections for drivers, pedestrians, and cyclists at multiple crossings. These improvements will allow train horns to be minimized while ensuring that the crossings continue to meet rigorous federal safety standards.

Quiet Zones are a federally authorized solution that can help address persistent community concerns such as noise-related stress and sleep disruption. The City of Palo Alto has demonstrated both readiness and strong community support for this initiative, and the City Council has committed \$4 million to implement the required safety measures.

For these reasons, I request the California Public Utilities Commission approve the City of Palo Alto's Quiet Zone request. Prompt approval will support both the safety and quality of life of residents while advancing improvements to rail crossing infrastructure.

Sincerely,

A handwritten signature in black ink that reads "Josh Becker".

Hon. Josh Becker
California State Senate, 13th District

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1021 O STREET
SUITE 6520
SACRAMENTO, CA 95814
(916) 651-4013

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California State Senate

SENATOR
JOSH BECKER

THIRTEENTH SENATE DISTRICT



STANDING COMMITTEES
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CHAIR
JEWISH CAUCUS
VICE CHAIR

March 16, 2026

Federal Railroad Administration

RE: Support for the City of Palo Alto's Railroad Quiet Zone Application

Dear FRA:

I am writing in support of the City of Palo Alto's application to establish Railroad Quiet Zones along the Caltrain corridor. This proposal has the potential to significantly improve community well-being while maintaining and enhancing safety at local rail crossings.

The planned safety upgrades—including quad-gate installations, enhanced pavement markings, and improved signage—are designed to strengthen protections for drivers, pedestrians, and cyclists at multiple crossings. These improvements will allow train horns to be minimized while ensuring that the crossings continue to meet rigorous federal safety standards.

Quiet Zones are a federally authorized solution that can help address persistent community concerns such as noise-related stress and sleep disruption. The City of Palo Alto has demonstrated both readiness and strong community support for this initiative, and the City Council has committed \$4 million to implement the required safety measures.

For these reasons, I request the California Public Utilities Commission approve the City of Palo Alto's Quiet Zone request. Prompt approval will support both the safety and quality of life of residents while advancing improvements to rail crossing infrastructure.

Sincerely,

A handwritten signature in black ink that reads "Josh Becker".

Hon. Josh Becker
California State Senate, 13th District

From: [Matthew Lau](#)
To: [Customer Service](#); [Board \(@caltrain.com\)](#)
Subject: Summer Intern Application Status
Date: Friday, April 17, 2026 7:32:51 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 Cal Train Executive Team,

I hope you are doing well! My name is Matthew Lau, and I applied to 3 summer internships with CalTrain through the San Mateo County Transit District Career Page. The 3 positions were Executive Administration, Government & Community Affairs, and Commercial & Business Development. I applied on March 15 for all 3 jobs, but still not yet received an application update on the process moving forward.

I'm still very much interested in these positions, so please let me know if the Recruitment Team needs additional details or materials. I'm confident that my skills and experience will be an invaluable asset in joining the internship, and I hope to gain new knowledge along the way.

Thank you for your time in reviewing my application, and hope to hear back soon!

Sincerely,
Matthew Lau

Alice Feng

From: Janet Amaro <janet.amaro@gmail.com>
Sent: Sunday, April 19, 2026 5:57 PM
To: Board (@caltrain.com)
Subject: Please fix the hazardous sidewalk at Diridon

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

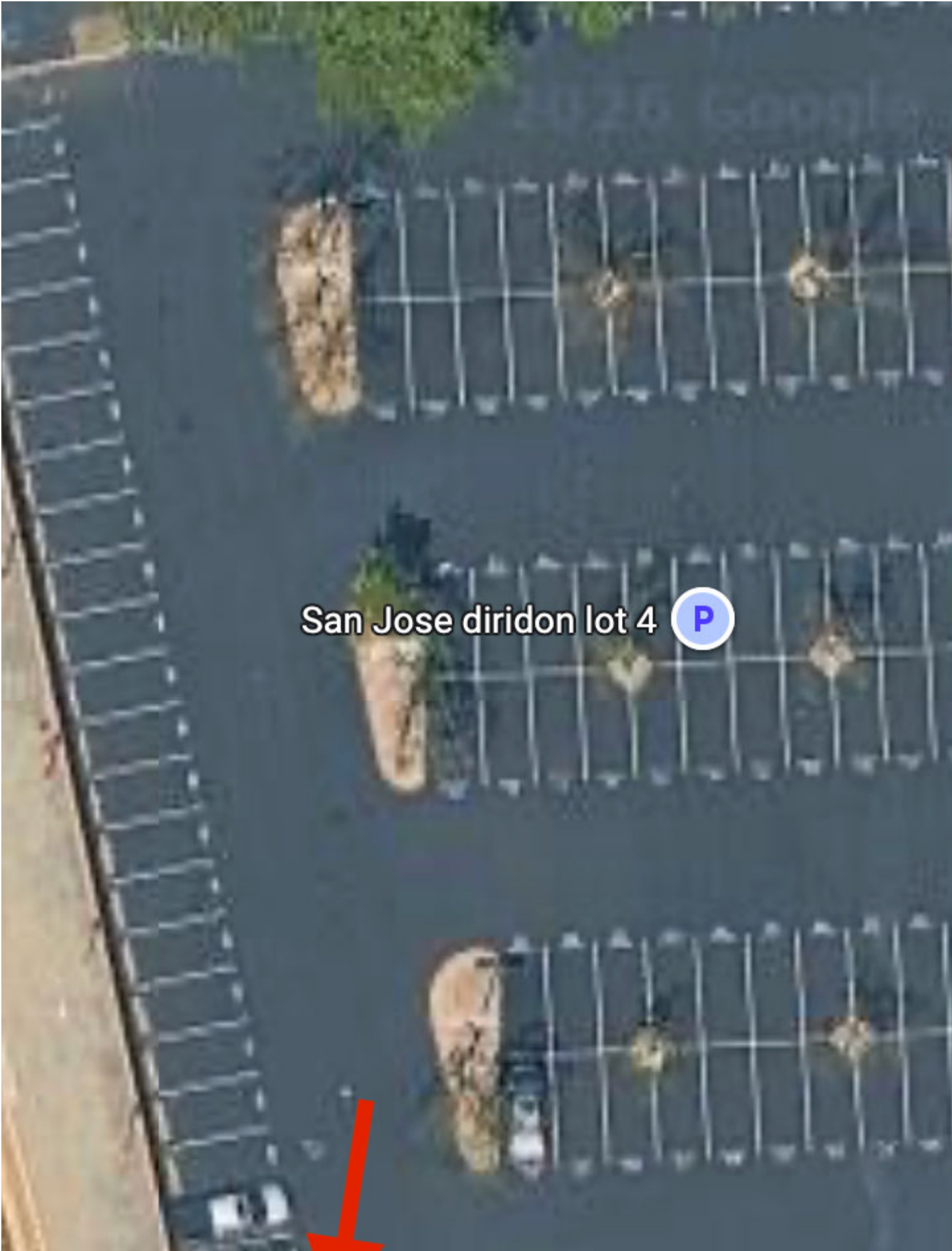
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Dear Board of Directors

Last Thursday I tripped over a crack and face planted into the sidewalk between the northwest parking lot and the bus terminals at Diridon Station while walking to my train. Passersby stopped to help me (I was too stunned to stand and my nose was gushing blood) then one of them promptly tripped over the same crack I tripped over. I want to alert someone at the station who will take action to get this fixed before others are injured. There are many obvious sections of pavement on this sidewalk which are lifted but this crack is more subtle with ~1" difference between it and the adjacent segment of sidewalk.

I've attached a map with the area of uneven pavement circled.

Thank you
Janet



San Jose diridon lot 4



From: [Jason Dayvault](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: Stopgap safety improvements at dangerous intersection.
Date: Monday, April 20, 2026 11:50:19 AM

Please process for Board Correspondence --JJD

-----Original Message-----

From: Max Katzin <maxwellkatzin@gmail.com>
Sent: Wednesday, April 15, 2026 11:07 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Stopgap safety improvements at dangerous intersection.

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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 here to request a potential stopgap solution to an unsafe crossing located at the intersection of Broadway, California Dr, & Carolan Av until grade separation there can be completed. As someone who has personally witnessed a death at this crossing, it's in important issue to me. Stopgap improvements of this crossing in my opinion should consist of:

Installation of mechanical bells on the road crossing gates (the pedestrian gates bells wouldn't really need to be changed, there aren't safety issues there), these bells are significantly louder and gain the attention of drivers more urgently.

Installation of a median signal on the California Dr side of the crossing (the only side with a median), this could make the signals more visible to drivers as the crossing gates begin to close.

I think these proposals could be a great solution until the level crossing at Broadway and the station of the same name can be grade separated insuring the complete safety of Burlingame drivers and Caltrain riders. Mechanical bells could especially help, they're louder and more familiar to elderly drivers who commonly get stuck on the tracks. I sincerely hope this can get passed to the board, and decisions can be made.

Best regards,
-Max

From: [Mark Nagales](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Navdeep Dhaliwal](#); [Bradley Dunn](#); [Mark Nagales](#)
Subject: Single Tracking Alert: Service reduced to only one track through the Transbay Tube Sunday, April 26 for critical lighting work
Date: Monday, April 20, 2026 2:37:34 PM
Attachments: [image002.png](#)

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Dear Caltrain Board of Directors,

I wanted to share an update that BART will be reducing service from two tracks to one track through the Transbay Tube on Sunday, April 26. Crews will be working on three upcoming Sundays (April 26, June 7, and July 19) to replace lighting inside the Tube.

We wanted to ensure our community partners and stakeholders were informed ahead of time. Please let me know if you have any questions.

All the best,

Mark Nagales

BART is Rebuilding—San Francisco Bay Area Rapid Transit District



Date:4/20/2026

Contact:
BARTmedia@bart.gov

Single Tracking Alert: Service reduced to only one track in the Transbay Tube on Sunday, April 26 for critical lighting work

BART crews will be in the Transbay Tube to replace lights in the Tube on three upcoming Sundays. The work will take place on April 26, June 7, and July 19.

The work will be for the entire day on all three Sundays, which will reduce our normal service from two tracks to one through the Tube. Service impacts on both days will include:

- Trains will run every 30 minutes systemwide
- Only 3 lines will be in service (Blue, Yellow, Orange)
- Red and Green Line service will not operate
- A Yellow Line shuttle train will run between SFO and Millbrae all day - Passengers traveling beyond SFO must transfer

BART's Trip Planner will be updated to reflect schedule changes for these days. Riders are strongly encouraged to plan their trips in advance.



Follow us on X [@sfbart](#) for news and [@sfbartalert](#) for automated service advisories

Mark Nagales

Principal Government and Community Relations Representative
San Francisco Bay Area Rapid Transit (BART)

2150 Webster Street, 10th Floor | Oakland, CA 94612

Office: 510-464-6390

Cell: 510-390-5513

mark.nagales@bart.gov



GOVERNMENT & COMMUNITY RELATIONS
DEPARTMENT

Remote: Tuesdays & Thursdays

From: [Caltrain BOD Public Support](#)
To: [Irfana Khan](#)
Cc: [Board \(@caltrain.com\)](#); [Camille Accarino](#); [Dayami Reyes](#); [Leah Jones](#); [Amy Jones](#); [Ellen Guccione](#); [Nicole Gray](#)
Subject: Re: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area
Date: Tuesday, April 21, 2026 11:14:03 AM
Attachments: [image001.png](#)
[image528164.png](#)

Dear Irfana Khan,

We appreciate the information and your continued efforts to address the damaged equipment at 4th & King.

At this time, we are coordinating with an external party for removal but do not yet have a confirmed timeline from them.

We understand there is ongoing interest in this matter and will share updates as soon as more information becomes available.

Best regards,

Your Caltrain BOD Public Support Team

From: Irfana Khan <ikhan@avanath.com>
Sent: Tuesday, April 7, 2026 11:59 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Camille Accarino <caccarino@brighthaven.com>; Dayami Reyes <DReyes@avanath.com>; Leah Jones <LJones@avanath.com>; Amy Jones <amjones@avanath.com>; Ellen Guccione <eguccione@Avanath.com>; Nicole Gray <NGray@avanath.com>
Subject: RE: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area

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

Hi,

Thank you for the update. We appreciate the information and your continued efforts to address the damaged equipment at 4th & King.

Please let us know if you are able to share an estimated timeline for the removal, as we continue to receive inquiries regarding the status.

We appreciate your attention to this matter and look forward to further updates as plans

progress.

Best Regards,

Irfana Khan
Regional Manager

Avanath Capital
P 949-528-0985
W avanath.com



From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Tuesday, April 7, 2026 11:28 AM
To: Irfana Khan <ikhan@avanath.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area

Dear Irfana Khan,

Thank you for following up regarding the removal of the abandoned train.

At this time, the damaged equipment at 4th & King has been covered, and we are actively working on plans to move the equipment.

We appreciate your patience.

Thank you.

Your Caltrain BOD Public Support Team

From: Irfana Khan <ikhan@avanath.com>
Sent: Tuesday, February 17, 2026 11:49 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Kelly McBride <kmcbride@avanath.com>; Leonardo Caminero <LCaminero@avanath.com>; Ellen Guccione <eguccione@Avanath.com>; Nicole Gray <NGray@avanath.com>; Camille Accarino <caccarino@brighthaven.com>
Subject: RE: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area

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

Good morning,

Following up regarding the removal of the abandoned train.

Thank you.

Irfana Khan
Regional Manager

Avanath Capital
☎ [+19495280985](tel:+19495280985)
🌐 avanath.com



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

Sent: Thursday, October 23, 2025 5:32 PM

To: Irfana Khan <ikh@avanath.com>

Cc: Board (@caltrain.com) <board@caltrain.com>; Kelly McBride <kmcbride@avanath.com>; Leonardo Caminero <LCaminero@avanath.com>; Ellen Guccione <eguccione@Avanath.com>; Nicole Gray <NGray@avanath.com>

Subject: Re: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area

Dear Irfana Khan,

Thank you for your follow-up and for your patience as we work through this process.

At this time, we are still in the assessment phase with our Right of Way team. We have a legal requirement to have the locomotive and passenger cars inspected by the proper regulatory agencies before they can be transported off the property, so once we are able to schedule those inspections, we will have a better idea of a timeline for removal.

Thank you again for your continued engagement.

Best regards,
Your Caltrain BOD Public Support Team

From: Irfana Khan <ikhan@avanath.com>
Sent: Thursday, October 23, 2025 2:08 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Kelly McBride <kmcbride@avanath.com>; Leonardo Caminero <LCaminero@avanath.com>; Ellen Guccione <eguccione@Avanath.com>; Nicole Gray <NGray@avanath.com>
Subject: RE: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area

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

Good afternoon,

Thank you for your response and for forwarding my message to the Right of Way team. I appreciate your acknowledgment of the concerns raised and your commitment to monitoring the situation.

As this matter continues to impact the surrounding community, I would be grateful if you could provide an estimated timeline for when the assessment and potential removal might take place. Understanding the expected timeframe will help us better communicate with affected residents and plan accordingly.

Thank you again for your attention to this issue. I look forward to any updates you can share.

Irfana Khan
Regional Manager

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avanath+
LIFESTYLE WITHIN REACH

From: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Sent: Thursday, October 23, 2025 11:03 AM
To: Irfana Khan <ikhan@avanath.com>
Cc: Board (@caltrain.com) <board@caltrain.com>
Subject: Re: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area

Dear Irfana Khan,

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 bringing this matter to our attention and for providing detailed information and photos. We understand your concerns regarding safety, community impact, and the potential for ongoing unauthorized use of the equipment.

At this time, we do not have a confirmed timeline for removal. However, I have forwarded your report to our Right of Way team, who will assess the situation and determine the appropriate next steps.

We appreciate your patience and will continue to monitor the matter.

Kind regards,

Your Caltrain BOD Public Support Team

From: Irfana Khan <ikhan@avanath.com>

Sent: Friday, October 10, 2025 6:59:34 PM (UTC+00:00) Monrovia, Reykjavik

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

Cc: Kelly McBride <kmcbride@avanath.com>; Leonardo Caminero <LCaminero@avanath.com>; Ellen Guccione <eguccione@avanath.com>; Nicole Gray <NGray@avanath.com>

Subject: Request for Immediate Removal of Abandoned Train Cargo Near Residential Parking Area

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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 formally request the removal of an abandoned and vandalized train cargo located adjacent to our residential parking area near 420 Berry Street (SF). Attached are the pictures of the car for reference.

This train car has been left unattended for an extended period and is in a visibly deteriorated and vandalized state. It presents several serious concerns:

- **Public Safety Risk:** The train car has previously been occupied by individuals experiencing homelessness. During that time, residents reported incidents of rock-throwing from the train car, resulting in damage to vehicles parked nearby.
- **Visual Blight:** The condition of the train car is unsightly and negatively impacts the appearance and perceived safety of our community.
- **Potential for Recurrence:** Its continued presence may invite further unauthorized

occupation or vandalism, increasing risks to residents and property.

We respectfully request that Caltrain take immediate action to remove this abandoned equipment and secure the area to prevent future incidents.

Please confirm receipt of this complaint and advise on the timeline for resolution. If additional documentation or site details are needed, I am happy to provide them.

Thank you for your attention to this matter.

Sincerely,
Irfana Khan

Irfana Khan
Regional Manager

Avanath Capital
D [+19495280985](tel:+19495280985)
W avanath.com

avanath+
LIFESTYLE WITHIN REACH

From: [Caltrain BOD Public Support](#)
To: janakj@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Caltrain delays and policy violations
Date: Tuesday, April 21, 2026 11:21:42 AM

Dear Janak Parekh,

Thank you for taking the time to share your feedback, and for being a frequent rider. We appreciate your recognition of the EMU improvements, and we understand your concerns regarding recent reliability issues.

On the mornings of Monday, April 6, and Wednesday, April 8, Train 511 departed San Jose Diridon approximately five minutes behind schedule while holding for the final Gilroy connector, Train 811. On both occasions, Train 511 subsequently experienced additional delays. Every reasonable effort is made to accommodate the final Gilroy connector; however, this may occasionally result in departures occurring outside the published three-minute connection window.

We also want to confirm that service alerts were issued on April 6 and April 8 for Train 511 to communicate these delays to riders.

We understand how compounded delays—particularly on heavily utilized commute trains—can significantly impact your schedule. Your feedback regarding adherence to connection policy, recurring PTC-related delays, and infrastructure issues in the Burlingame/San Mateo area has been shared with our operations team for further review.

We recognize the importance of reliable service and clear communication, and we appreciate you bringing these patterns to our attention.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <Board@caltrain.com>
Sent: Wednesday, April 8, 2026 11:11 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Caltrain delays and policy violations

From: Janak J Parekh <janakj@gmail.com>
Sent: Wednesday, April 8, 2026 6:11:33 PM (UTC+00:00) Monrovia, Reykjavik

To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Caltrain delays and policy violations

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

To whom it may concern,

I use Caltrain for my commute 5 days a week (between San Jose and Sunnyvale and/or SF), and have found the EMU launch to be a huge improvement for my commute, but within the last month (starting in March) there has been a significant and severe regression in EMU operational reliability. I urge you to ask the Caltrain staff what is the time to resolution of these issues and corresponding policy violations, and communicate to customers. In particular:

- Caltrain limited and express EMUs have been held late *beyond stated policy* for late South County trains. For example, trains 507 and 511 have frequently been delayed >5 minutes waiting for the late connector. This is directly against published policy on their website (<https://www.caltrain.com/southcountyconnector>) which states the latest these trains will be held is 2 min. Conductors nor Caltrain have offered any explanation or an ETA to resolution, and this is more severe now due to recurring SCC delays.
- This has been compounded by a marked increase in sudden e-braking issues over the last month. I'm aware this was a huge problem in late 2024, then Wabtec installed a software update to resolve this, but I've personally experienced a sharp uptick in e-brake issues that add approximately 10m delays to a train.
- Finally, I have seen repeated delays through the Burlingame/San Mateo area due to signaling and/or gate crossing issues. It seems to happen at least once a week.

The reason I am writing now is because I am seeing a recurring pattern. In the mornings, I usually take train 511 scheduled to depart San Jose at 8:22am. **Twice** this week, the train left San Jose >5 minutes late (waiting for the SCC) and immediately suffered e-braking in the Santa Clara area. Thus, due to the policy violation, we had a compounded delay problem, where we started with a ~7m delay that suddenly became 17m. **Both** of these issues happened both Monday and Wednesday this week!

Importantly, this express is full of workers that need to get to their jobs at around 9am. A recurring 15+ minute delay on this particular run is extremely painful. While I understand the e-braking is beyond individual conductors' control, the wait for the SCC *is*, and either way, Caltrain owes its riders an explanation of when this will be fixed, lest riders give up and drive, and/or develop a negative perception towards Caltrain with the ballot measure impending this fall.

Thank you for your consideration,

—Janak Parekh

From: [Caltrain BOD Public Support](#)
To: qinquinn@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Question about Bayshore Caltrain Station
Date: Tuesday, April 21, 2026 11:29:57 AM

Dear Kevin Qin,

Thank you for reaching out.

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. Regarding access to Bayshore Station: the gap you've identified is well known, and a solution—specifically the Sunnydale Avenue extension—has been planned. This roadway extension will be constructed as part of the Baylands development by its developer, Baylands Development, Inc. The project spans both San Francisco and Brisbane. It has already been approved by San Francisco through the Visitacion Valley/Schlage Lock Plan and Development Agreement (2014), and is currently pending approval by Brisbane as part of the 2025 Draft Baylands Specific Plan.

On your fare suggestion: we appreciate your idea about capping fares within San Francisco to align with the inter-agency transfer discount. We are planning to conduct a fare study in the future, and your feedback has been shared with the team for consideration as part of that process.

Thank you again for your input—we appreciate your engagement and interest in improving the system.

Best regards,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <Board@caltrain.com>
Sent: Friday, April 10, 2026 11:37 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Question about Bayshore Caltrain Station

From: Kevin Qin <qinquinn@gmail.com>
Sent: Friday, April 10, 2026 6:37:28 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com); Public Comment

Subject: Question about Bayshore Caltrain Station

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Hi,

I live in Visitacion Valley (population >30,000) the largest population center closest to the Bayshore Caltrain station.

1. Currently pedestrian access to Bayshore Station is difficult. Access would be greatly improved if there was a direct road connecting the station to Sunnydale Ave, Visitacion Ave, and/or Leland Ave.

Are there plans to increase accessibility in the future?

2. Can the fare for travel within San Francisco (stations: San Francisco, 22nd St, Bayshore) be capped at \$2.85?

This would encourage ridership within San Francisco as it would meet the current \$2.85 inter-agency transfer discount.

Best,

Kevin

Sent from my iPhone

From: [Caltrain BOD Public Support](#)
To: jdmelnychuk@icloud.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Churchill Closure discussion - A search for a solution and grace for all of us in this time of shock and grief.
Date: Tuesday, April 21, 2026 11:36:09 AM

Dear John Melnychuk,

Thank you for taking the time to share your perspective on this difficult issue. 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.

We recognize the profound impact these incidents have on the community and appreciate your emphasis on careful, evidence-based decision-making. Your comments regarding the complexity of prevention efforts, the importance of evaluating long-term outcomes, and the need to consider system-wide impacts have been noted.

We have been working closely with the City of Palo Alto staff and members of their Council as they evaluate various opportunities to improve safety at the Churchill crossing.

Please know that your input has been shared with the appropriate internal contacts. We value your engagement and your willingness to contribute to this important conversation.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Tuesday, April 14, 2026 12:37 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Churchill Closure discussion - A search for a solution and grace for all of us in this time of shock and grief.

From: John Melnychuk <jdmelnychuk@icloud.com>
Sent: Tuesday, April 14, 2026 7:36:44 AM (UTC+00:00) Monrovia, Reykjavik
To: Vicki.Veenker@paloalto.gov <Vicki.Veenker@paloalto.gov>; Stone, Greer <Greer.Stone@paloalto.gov>; Burt, Pat [Pat.burt@cityofpaloalto.org] <Pat.Burt@cityofpaloalto.org>; Lauing, Ed <Ed.Lauing@cityofpaloalto.org>; Lu, George <George.Lu@paloalto.gov>; lythcott-Haims Julie <Julie.LythcottHaims@cityofpaloalto.org>; Reckdahl, Keith <Keith.Reckdahl@paloalto.gov>
Cc: Ed.Shikada@paloalto.gov <Ed.Shikada@paloalto.gov>; sdharap@pausd.org <sdharap@pausd.org>; board@pausd.org <board@pausd.org>; Board (@caltrain.com) <board@caltrain.com>
Subject: Churchill Closure discussion - A search for a solution and grace for all of us in this time of shock and grief.

Some people who received this message don't often get email from jdmelnichuk@icloud.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 Mayor, Vice Mayor, Members of the City Council, City Manager Shikada, President Shounak, the PAUSD Board, students, fellow residents, Caltrain Board:

I am writing about the tragic and complex issue of suicide by rail in our community.

This latest loss is not an isolated incident, but part of a troubling pattern of rail-related deaths in Palo Alto.

Council is being asked to act quickly in the wake of profound loss. That is an extraordinarily difficult position—especially given that there is no clearly proven solution to prevent future desperate acts. We should acknowledge this plainly: the tools available are imperfect, and the risk of unintended consequences is real.

In moments like this, the impulse to act immediately is understandable. But we must not confuse action with effectiveness. We cannot be certain that closing the Churchill Avenue crossing will reduce harm; it may instead displace risk to other, less visible or more dangerous locations. We should avoid decisions that feel decisive but do not meaningfully improve safety.

The grief felt by students, families, and neighbors is real. For some, supporting closure reflects not only a desire to reduce risk, but also a need to respond—to do something tangible in the face of tragedy. That instinct deserves compassion. At the same time, public policy must be guided by evidence, weighing of tradeoffs, and long-term impact—not urgency alone.

Council's decision to deploy trained safety monitors along the rail corridor was thoughtful and commendable. This step addresses immediate concerns while creating space to study what actually works. It may also help interrupt impulsive acts in ways that physical changes alone cannot.

We should use the remainder of one-year period deliberately:

- Gather and analyze data on incidents, behavior, and intervention effectiveness
- Evaluate a full range of options and their tradeoffs
- Consider system-wide impacts, including displacement of risk
- Engage transparently with all stakeholders, including Caltrain

Caltrain, in particular, should be an active and accountable partner. Its goals of

faster and more frequent service may increase exposure to risk, and it should clearly explain how it will mitigate that risk in our community. Silence by Caltrain is understandable, but it shows a lack of accountability and courage.

This is a painful and urgent issue—but not one that will be solved well through haste. The most responsible course is to proceed with care, humility, and discipline.

We honor those we have lost not by acting quickly, but by acting wisely and with compassion and wisdom.

With respect,

John Melnychuk
Fairmeadow, Palo Alto

P.S: May I suggest that Mayor's Veenker's welcome to the discussion will be a key to achieving the most in this time of crisis. Perhaps her framing of the discussion by a community in grief that each of us and all Council members share may help to bring grace to all of us with differing reactions, thoughts and opinions.

From: [Caltrain BOD Public Support](#)
To: rebeccaj@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Please don't ban cargo bikes from Caltrain!
Date: Tuesday, April 21, 2026 11:39:44 AM

Dear Rebecca Johnson,

Thank you 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: Wednesday, April 15, 2026 10:06 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Please don't ban cargo bikes from Caltrain!

From: Rebecca Johnson <noreply@adv.actionnetwork.org>
Sent: Thursday, April 16, 2026 5:06:51 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@Caltrain.com>
Subject: Please don't ban cargo bikes from Caltrain!

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 long bikes from Caltrain trains.

Banning cargo bikes is going to affect many, many cyclists - it's unfair.

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.

Rebecca Johnson
rebeccaj@gmail.com

San Francisco, California 94121

From: [Caltrain BOD Public Support](#)
To: maxwellkatzin@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Stopgap safety improvements at dangerous intersection.
Date: Tuesday, April 21, 2026 11:45:37 AM

Dear Max Katzin,

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, and I'm very sorry to hear about your experience at that crossing. We understand how important this issue is, and we appreciate the thoughtful and specific suggestions you've provided.

Your recommendations regarding mechanical bells and additional signal visibility at the Broadway/California Dr/Carolan Ave crossing are helpful and clearly aimed at improving safety in the near term while longer-term solutions are pursued.

Please know that your input has been passed on to the appropriate teams for review.

Thank you again for your engagement on this important safety matter.

Best regards,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Monday, April 20, 2026 11:50 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Stopgap safety improvements at dangerous intersection.

-----Original Message-----

From: Max Katzin <maxwellkatzin@gmail.com>
Sent: Wednesday, April 15, 2026 11:07 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Stopgap safety improvements at dangerous intersection.

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I am here to request a potential stopgap solution to an unsafe crossing located at the intersection of

Broadway, California Dr, & Carolan Av until grade separation there can be completed. As someone who has personally witnessed a death at this crossing, it's an important issue to me. Stopgap improvements of this crossing in my opinion should consist of:

Installation of mechanical bells on the road crossing gates (the pedestrian gates bells wouldn't really need to be changed, there aren't safety issues there), these bells are significantly louder and gain the attention of drivers more urgently.

Installation of a median signal on the California Dr side of the crossing (the only side with a median), this could make the signals more visible to drivers as the crossing gates begin to close.

I think these proposals could be a great solution until the level crossing at Broadway and the station of the same name can be grade separated insuring the complete safety of Burlingame drivers and Caltrain riders. Mechanical bells could especially help, they're louder and more familiar to elderly drivers who commonly get stuck on the tracks. I sincerely hope this can get passed to the board, and decisions can be made.

Best regards,
-Max

From: [Caltrain BOD Public Support](#)
To: janet.amaro@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Please fix the hazardous sidewalk at Diridon
Dates: Tuesday, April 21, 2026 11:55:10 AM
Attachments: [Screenshot 2026-04-19 at 5:46:36 PM.png](#)

Dear Janet Amaro,

Thank you for bringing this to our attention. 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.

We take safety concerns like this very seriously. Repairs were completed on April 20 and April 21 to mitigate the tripping hazards in the area you identified between the northwest parking lot and the bus terminals at Diridon Station.

Thank you again for reporting this and helping us address the issue promptly.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Sunday, April 19, 2026 5:57 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Please fix the hazardous sidewalk at Diridon

From: Janet Amaro <janet.amaro@gmail.com>
Sent: Monday, April 20, 2026 12:56:37 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Please fix the hazardous sidewalk at Diridon

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Dear Board of Directors

Last Thursday I tripped over a crack and face planted into the sidewalk between the northwest parking lot and the bus terminals at Diridon Station while walking to my train. Passersby stopped to help me (I was too stunned to stand and my nose was gushing blood) then one of them promptly tripped over the same crack I tripped over. I want to alert someone at the station who will take action to get this fixed before others are injured. There are many obvious sections of pavement on this sidewalk which are lifted but this crack is more subtle with ~1" difference between it and the adjacent segment of sidewalk.

I've attached a map with the area of uneven pavement circled.

Thank you
Janet



From: [Caltrain BOD Public Support](#)
To: peter.rigano@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Concerns Regarding Boarding Process at 4th & King Station
Date: Tuesday, April 21, 2026 12:06:41 PM

Dear Peter Rigano,

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 write and share your experience—we truly appreciate your thoughtful feedback and your continued ridership.

We understand your concerns regarding the boarding process at San Francisco (4th & King), particularly during peak commute hours. As you described, high passenger volumes combined with slower Clipper 2.0 reader performance can create long lines and a frustrating experience for customers and staff alike.

To provide some context, staff are currently required to check fares prior to platform entry beginning 15 minutes before departure at San Francisco Station. In some cases, due to large crowds, passengers may be allowed to board without a fare check; however, this is not standard practice. We recognize that this can result in the inconsistencies and congestion you've observed, especially close to departure time.

The issue with the new card readers has been identified, and we are actively escalating this matter to the Clipper team for further investigation and improvement. We understand how critical reliable and efficient fare validation is to the boarding experience.

Your suggestion to shift toward more consistent onboard fare inspections and reevaluate the current process is appreciated. Feedback like yours is valuable as we continue to assess the effectiveness of our procedures and explore opportunities to improve both safety and efficiency at our busiest stations.

Thank you again for your detailed input and for your patience as we work through these challenges.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, April 8, 2026 8:34 AM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Concerns Regarding Boarding Process at 4th & King Station

From: Peter Rigano <peter.rigano@gmail.com>
Sent: Wednesday, April 8, 2026 3:34:18 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>; cacsecretary [@caltrain.com] <cacsecretary@caltrain.com>
Subject: Concerns Regarding Boarding Process at 4th & King Station

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

Dear Members of the Caltrain Board and CAC,

I am writing to express my dissatisfaction with the current boarding process at the San Francisco 4th and King station.

I have been a regular Caltrain rider for over 16 years, and this appears to be a recent change that has significantly degraded the boarding experience during peak morning hours.

I typically ride the 510 Express in the morning. The practice of having only two conductors check tickets at the platform entrance is inadequate for the volume of passengers boarding a rush-hour train. As a result, a line frequently forms across the length of the station. This morning, when I arrived at 8:12 AM, the line was already spilling out onto the sidewalk on King Street.

In practice, this process is also ineffective. Approximately five minutes before departure, conductors stop checking tickets and allow all remaining passengers to board in order to avoid delaying the train or leaving riders behind. This creates a bottleneck that is both frustrating for passengers and operationally inconsistent, as the ticket-checking step is ultimately abandoned.

This approach also differs from boarding procedures at other stations, adding to the confusion and inconsistency for regular riders.

I encourage you to reevaluate this process and consider more efficient boarding procedures that better reflect peak demand and improve the passenger experience at this critical terminal station.

Thank you for your time and attention to this matter.

Best regards,
Peter Rigano

From: [Caltrain BOD Public Support](#)
To: jdmelnychuk@icloud.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Churchill Closure discussion Support Option B - expedited installation of Quiet Zones corridor wide. Please expedite Quiet Zone construction corridor wide.
Date: Tuesday, April 21, 2026 12:13:13 PM

Dear John Melnychuk,

Your message to the Caltrain Board of Directors was forwarded to me for response. A copy of this correspondence will also be shared with the Board. Thank you for sharing your thoughts and for your continued engagement on this important topic.

We appreciate your input regarding rail safety and your perspective on potential options. Your comments have been shared with the appropriate internal contacts for review.

We have been working closely with the City of Palo Alto staff and members of their Council as they evaluate various opportunities to improve safety at the Churchill crossing.

Thank you again for taking the time to provide your feedback.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, April 15, 2026 1:53 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Churchill Closure discussion Support Option B - expedited installation of Quiet Zones corridor wide. Please expedite Quiet Zone construction corridor wide.

From: John Melnychuk <jdmelnychuk@icloud.com>
Sent: Wednesday, April 15, 2026 8:53:34 PM (UTC+00:00) Monrovia, Reykjavik
To: Vicki.Veenker@paloalto.gov <Vicki.Veenker@paloalto.gov>; Stone, Greer <Greer.Stone@paloalto.gov>; Burt, Pat [Pat.burt@cityofpaloalto.org] <Pat.Burt@cityofpaloalto.org>; Lauing, Ed <Ed.Lauing@cityofpaloalto.org>; Lu, George <George.Lu@paloalto.gov>; lythcott-Haims Julie <Julie.LythcottHaims@cityofpaloalto.org>; Reckdahl, Keith <Keith.Reckdahl@paloalto.gov>
Cc: Ed.Shikada@paloalto.gov <Ed.Shikada@paloalto.gov>; sdharap@pausd.org <sdharap@pausd.org>; board@pausd.org <board@pausd.org>; Board (@caltrain.com) <board@caltrain.com>
Subject: Churchill Closure discussion Support Option B - expedited installation of Quiet Zones corridor wide. Please expedite Quiet Zone construction corridor wide.

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Dear Mayor, Vice Mayor, Members of the City Council, City Manager Shikada, President Shounak, the PAUSD Board, students, fellow residents, Caltrain Board:

Rail Safety Committee should be commended for preparing an excellent analysis for residents and Council to consider.

**I Support Option B - expedited installation of Quiet Zones corridor wide.
Please expedite Quiet Zone construction corridor wide.**

It is the only option to bring near term corridor wide safety benefits while avoiding duplicative administrative work and constructions costs. Shortest term risk has been mitigated with human track monitors at level crossings.

Option B seems likeliest to provide meaningful corridor wide benefits with the least potential for negative impacts and risks being shifted elsewhere.

It's the most immediately available upgrade. Also most cost and administratively effective of all the strategies since it avoids risk disruption of traffic patterns for pedestrians, for bicyclists, motorists and emergency vehicles. No risk of having to close and then proceed through a decertification of the crossing with FRA.

Thanks so much,

John Melnychuk
Fairmeadow, Palo Alto



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EXECUTIVE DIRECTOR

April 21, 2026

Elizabeth Warren
525 Heatherwood Estates Drive
Hollister CA, 95203

Dear Elizabeth Warren,

Thank you for reaching out to Caltrain and for your feedback. Unfortunately, we are unable to add additional trains to our South County Connector service at this time, due to limited resources and operational constraints. Moreover, Caltrain does not own the tracks south of San Jose and we are limited by the number of trains we can operate on that corridor. However, we will keep your suggestions in mind for future service improvements.

Sincerely,

Your Caltrain BOD Public Support Team

From: [Caltrain BOD Public Support](#)
To: jdmelnychuk@icloud.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Senator Becker & Assembly member Berman support expedited Quiet Zones - please see their letters to CPUC and FRA attached.
Date: Tuesday, April 21, 2026 12:30:04 PM

Dear John Melnychuk,

Your message to the Caltrain Board of Directors was forwarded to me for response. A copy of this correspondence will also be shared with the Board. Thank you for sharing this information on this important issue.

We appreciate your efforts in coordinating with state representatives and providing additional context regarding Quiet Zone implementation. Your input has been shared with the appropriate internal contacts for review.

We have been working closely with the City of Palo Alto staff and members of their Council as they evaluate various opportunities to improve safety at the Churchill crossing.

Thank you again for taking the time to provide your feedback.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Thursday, April 16, 2026 9:13 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Senator Becker & Assembly member Berman support expedited Quiet Zones - please see their letters to CPUC and FRA attached.

From: John Melnychuk <jdmelnychuk@icloud.com>
Sent: Thursday, April 16, 2026 4:11:08 PM (UTC+00:00) Monrovia, Reykjavik
To: Vicki.Veenker@paloalto.gov <Vicki.Veenker@paloalto.gov>; Stone, Greer <Greer.Stone@paloalto.gov>; Burt, Pat [Pat.burt@cityofpaloalto.org] <Pat.Burt@cityofpaloalto.org>; Lauing, Ed <Ed.Lauing@cityofpaloalto.org>; Lu, George <George.Lu@paloalto.gov>; lythcott-Haims Julie <Julie.LythcottHaims@cityofpaloalto.org>; Reckdahl, Keith <Keith.Reckdahl@paloalto.gov>
Cc: ed.Shikada@paloalto.gov <ed.Shikada@paloalto.gov>; Board (@caltrain.com) <board@caltrain.com>; Brandt Adrian <adrian.brandt@gmail.com>
Subject: Senator Becker & Assembly member Berman support expedited Quiet Zones - please see their letters to CPUC and FRA attached.

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

jdmelnychuk@icloud.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 Mayor Veenker, Vice Mayor Stone and Council members,

Please find attached letters of support from our Senator Becker and Assemblyman Berman regarding Quiet Zone installation. Both of them have sent letters to the CPUC and to the FRA asking those agencies to assist Palo Alto in expediting installation.

I approached Senator Becker's office and Assembly member Berman's office asked them to help our city improve rail safety, and to support your efforts also.

Mr. Bhatia of our Transportation Department assisted Becker's and Berman's staff in fact-checking for the letters.

This follows my letter yesterday to Council member Burt in in which I provided, at his request, contact details for officials Ade Sogsbean, CPUC and Frank (Eric) Walker of the FRA. They will oversee Palo Alto's submission to create Quiet Zones. Mr. Walker a veteran of FRA told me that he had witnessed **a 9 month timeline as the fastest beginning submission to operating Quiet Zone**. Mr. Sogsbean long time veteran of CPUC **explained his office is waiting for Palo Alto's submission and committed to expediting it because our situation is so very dangerous**. Mr. Sogsbean explained to me that in his experience the number one factor causing delay in construction of Quiet Zones is municipal slowness in funding, and not-interagency red-tape...

Additionally, I mentioned Ms. Stephanie Anzia, a top national expert in Quiet Zone Construction. She is one of five experts who advises the FRA on Quiet Zones. She helped Atherton to create Quiet Zones which began operating in 2016. She has personally surveyed our geography and offers to informally advise the city. She helped Quiet Zones Palo Alto with sound maps showing how far railway generated horn blasting disrupts the neighborhoods in the city and she warned us to avoid wayside horns.... Months later City consultants Kimley Horn affirmed her recommendations to avoid wayside horns with a recommendation for a Quad Gates approach as "best practice."

I hope these letters lead to expedited treatment of our urgent need to install Quiet Zones for a city-wide safety benefit that has no negative impact on risk anywhere in our borders.

Thank you for working on this issue. I appreciate the extraordinary steps you are taking in leadership to make meaningful improvements for us.

With respect,

John Melnychuk
Fairmeadow, Palo Alto

From: [Caltrain BOD Public Support](#)
To: rabad0601@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: San Jose Diridon station_Pedestrian lane
Date: Tuesday, April 21, 2026 12:35:02 PM

Dear Rosebay Abad,

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 bringing this to our attention, and I'm sorry to hear about your recent near-miss experience.

We understand how important proper lighting and visibility are for pedestrian safety, especially during early morning and nighttime hours. Your concern regarding the crossing area in front of Diridon Station has been noted.

We will conduct a safety assessment of this area to evaluate lighting and overall conditions to determine what improvements may be needed.

Thank you again for reporting this important safety concern.

Best regards,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, April 8, 2026 6:40 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: San Jose Diridon station_Pedestrian lane

From: Rosebay Abad <rabad0601@gmail.com>
Sent: Wednesday, April 8, 2026 1:39:52 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Cc: Customer Service <customerservice@caltrain.com>
Subject: San Jose Diridon station_Pedestrian lane

Some people who received this message don't often get email from rabad0601@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.

Hello and good morning!

I would like to request a serious urgent safety assessment of the pedestrian crossing shown in the attached edited photo, to see clearly (front area of Diridon station, across the parking spots).

Due to poor lighting during night and early morning hours, this area is hazardous, and I recently had a near-miss incident with a vehicle. This spot is a significant safety risk, and I urge the city to take action to enhance pedestrian visibility before a serious injury occurs.



Thank you !

Sincerely,

Rosebay

Sent from iPhone. Please excuse any typos

From: [Caltrain BOD Public Support](#)
To: theresabrielle@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Formal Complaint & Citation Review Request - Unprofessional and Discriminatory Conduct By Fare Inspector
Date: Tuesday, April 21, 2026 1:32:42 PM

Dear Maritess Pajares,

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 message and for providing detailed information regarding this incident. We apologize for the delay in our response as we were awaiting additional input before providing a complete reply.

After review of the circumstances and available records, the citation has been dismissed in the interest of justice.

We understand your concerns regarding the interaction and appreciate you bringing this forward. With respect to disciplinary actions, training, and other personnel-related matters, while we are unable to discuss specific personnel issues due to confidentiality, please know this conductor was addressed.

We take concerns about fare enforcement interactions seriously and expect all staff and contractors working with Caltrain to treat riders professionally, respectfully, and consistently with policy. Your feedback will be used to reinforce those expectations and support ongoing training and accountability efforts. Thank you again for taking the time to provide your feedback.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Sunday, March 22, 2026 11:06 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Formal Complaint & Citation Review Request - Unprofessional and Discriminatory Conduct By Fare Inspector

From: brielle theresa <theresabrielle@gmail.com>
Sent: Monday, March 23, 2026 6:06:31 AM (UTC+00:00) Monrovia, Reykjavik
To: Customer Service <customerservice@caltrain.com>
Cc: Board (@caltrain.com) <board@caltrain.com>; Information <info@caltrain.com>
Subject: Formal Complaint & Citation Review Request - Unprofessional and Discriminatory Conduct By Fare Inspector

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

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

To Whom It May Concern,

I am writing to formally file a complaint regarding the conduct of a Caltrain fare inspector identified as Trista Cavagnaro, Badge ID #756 and to request an immediate review and dismissal of the citation issued to me.

I am also copying the Peninsula Corridor Joint Powers Board to ensure this matter is reviewed at the appropriate level.

On Sunday, 03/22/2026 at approximately 10:00 PM, near San Jose Diridon Station, I was stopped and cited for alleged non-payment. This citation was issued despite the fact that I had sufficient funds on my Clipper card and had tapped prior to boarding. I clearly communicated this to the inspector at the time.

I was not given a reasonable opportunity to present proof of payment or to resolve the situation before enforcement action was taken. Instead, the interaction was handled in a rushed and dismissive manner that escalated unnecessarily.

My Clipper transaction history confirms that I was actively using and paying for Caltrain services that day, including valid fare charges and station tap activity. This documentation reflects a clear good-faith effort to comply with all fare requirements and demonstrates that I was not attempting to evade payment.

Beyond the citation itself, I am deeply concerned about the manner in which I was treated. The interaction felt targeted and lacked professionalism, raising serious concerns about potential bias and discriminatory conduct.

As a paying rider, I expect to be treated fairly, respectfully, and given the opportunity to demonstrate compliance before being cited.

Given the documented evidence and circumstances, I am respectfully requesting the following:

- Immediate review and dismissal of the citation
- Review of any available body camera footage and incident reports
- A formal investigation into the conduct of the inspector involved
- Written follow-up outlining the findings and any corrective actions taken

I am prepared to provide my Clipper transaction records and any additional documentation necessary to support this review.

This experience was both distressing and unacceptable. I trust that Caltrain leadership will take this matter seriously and ensure accountability, fairness, and proper treatment of all riders.

I look forward to your prompt response.

Sincerely,

Maritess Pajares

Ph: (415) 630-0993

Citation Number: 34001173

From: [Janet M. Amaro](#)
To: [Caltrain BOD Public Support Board \(@caltrain.com\)](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Please fix the hazardous sidewalk at Diridon
Date: Tuesday, April 21, 2026 2:15:36 PM

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

Thanks so much, I really appreciate the prompt response.

~j

On Apr 21, 2026, at 11:55 AM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Janet Amaro,

Thank you for bringing this to our attention. 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.

We take safety concerns like this very seriously. Repairs were completed on April 20 and April 21 to mitigate the tripping hazards in the area you identified between the northwest parking lot and the bus terminals at Diridon Station.

Thank you again for reporting this and helping us address the issue promptly.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Sunday, April 19, 2026 5:57 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Please fix the hazardous sidewalk at Diridon

From: Janet Amaro <janet.amaro@gmail.com>

Sent: Monday, April 20, 2026 12:56:37 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Please fix the hazardous sidewalk at Diridon

[Some people who received this message don't often get email from janet.amaro@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.

Dear Board of Directors

Last Thursday I tripped over a crack and face planted into the sidewalk between the northwest parking lot and the bus terminals at Diridon Station while walking to my train. Passersby stopped to help me (I was too stunned to stand and my nose was gushing blood) then one of them promptly tripped over the same crack I tripped over. I want to alert someone at the station who will take action to get this fixed before others are injured. There are many obvious sections of pavement on this sidewalk which are lifted but this crack is more subtle with ~1" difference between it and the adjacent segment of sidewalk.

I've attached a map with the area of uneven pavement circled.

Thank you
Janet

<Screenshot 2026-04-19 at 5.46.36 PM.png>

From: [Jason Baker](#)
To: jenrmacdonald@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Bay Area Council email and Air District
Date: Tuesday, April 21, 2026 2:17:22 PM

Dear Ms. MacDonald,

Thank you for riding Caltrain and for your kind comments regarding Caltrain's electrification, the quieter service and reducing GhGs. We really appreciate you taking the time to include those in your email to us!

Thank you also for reaching out to share your concern about allegations regarding a Bay Area Council email writing campaign to the Air District.

Caltrain's involvement in the Bay Area Council is focused on transportation. We are not involved in other committees or efforts and have no direction from our board to be engaged in policy advocacy beyond the transportation space.

Thank you again for reaching out and for being a rider!

Cordially,

Jason Baker

Jason Baker
Director, Government & Community Affairs
1250 San Carlos Ave
San Carlos, CA 94070
Cell: 650-399-6093
www.caltrain.com



From: Jen McDonald <jenrmacdonald@gmail.com>
Sent: Thursday, March 12, 2026 5:46 PM
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Stolen emails used to lobby board

Dear Caltrain directors,

Today's SF Chronicle broke the story that local public agencies were being lobbied with fake emails using stolen email addresses. The group behind it? The Bay Area Council, of which Caltrain is a member.

I'm sure you more than most know how critical it is to hear from your constituents, and not be influenced by professional lobbyists using identity theft to fake genuine contact. So, I'm asking you to take a minute, just now, to contact Caltrain staff responsible for Bay Area Council membership, and ask them to demand that the Council abandon this reprehensible campaign, and break ties with the lobbying group doing the identity theft. After all, you could well be their next target.

I've attached a copy of the Chronicle article. Also, here is a [link](#) to a rather desperate PR that the BAC sent out last night. Instead of apologizing or backing down, they double down, and claim that the many individuals who had their identities stolen were somehow mistaken. This brazen response, I think, demands that members of the BAC react strongly to this, particularly public agencies such as yourself.

Incidentally, the air district rules that they are opposing through their front group "Common Sense Coalition" are designed to eliminate more than 5 **million tonnes** of CO2 emissions every year, avoid 85 deaths a year, and costs of almost 1 billion dollars. Even if they weren't stealing identities to do so, does Caltrain - a leader in greening the area - really want to oppose such life-saving rules?

Thanks for all you do - I'm an occasional but very happy Caltrain passenger, and live close to the now-much-quieter tracks, so benefit greatly from your work. I'm also profoundly grateful for how much electrification has done to reduce diesel pollution and greenhouse gas emissions - well done on realizing such a long-held dream!

Sincerely,

Jen McDonald

From: [Jason Baker](#)
To: pfmartinez@proton.me
Cc: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Bay Area Council email and Air District
Date: Tuesday, April 21, 2026 2:24:02 PM

Dear Mr. Martinez,

Thank you for riding Caltrain and for your kind comments regarding Caltrain's electrification, new schedule and the benefits to the environment. We really appreciate you taking the time to include those in your email to us!

Thank you also for reaching out to share your concern about allegations regarding a Bay Area Council email writing campaign to the Air District.

We've received your concerns and requests. We also wanted to make it clear that Caltrain's involvement in the Bay Area Council is focused on transportation. We are not involved in other committees or efforts and have no direction from our board to be engaged in policy advocacy beyond the transportation space.

Thank you again for reaching out and for being a rider!

Cordially,

Jason Baker

Jason Baker
Director, Government & Community Affairs
1250 San Carlos Ave
San Carlos, CA 94070
Cell: 650-399-6093
www.caltrain.com



From: Pedro Martinez <pfmartinez@proton.me>
Sent: Friday, March 20, 2026 5:40 PM
To: Board (@caltrain.com) <Board@Caltrain.com>
Subject: Please disavow Bay Area Council actions

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

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

Dear Caltrain board members,

I'm writing because of a worrisome recent trend in the use of technology (AI, bots, identity theft) in sending faked lobbying emails to public agencies such as yourselves, and so seriously subverting the function of representative democracy, and our rights as residents to have our voices heard.

In particular, it was recently [exposed](#) that the Bay Area Council, a group of which you are a member, was running a secret front group that was pretending to be a grassroots, neighborhood affordability group. This group used a website and slick social media to encourage people to lobby the Air District on pollution control rules. Only apparently, that didn't work, because the Chronicle article showed that most or all of the emails submitted to the Air District used stolen identities and email addresses. And in a recent [letter](#) to the Chronicle, the Council CEO defended their approach, and dismissed any concerns of identity theft with a very defensive and unconvincing argument.

I am asking you to stand up for democracy and stand up for public boards everywhere by passing a resolution to condemn this kind of activity, and to make it very clear to the Bay Area Council that this behavior - both the identity theft as well as the fraud in setting up a secret front group - is not compatible with your values. I know the council does a great

deal of good, and has been a good friend to the VTA, but it has no business pretending to be grassroots or stealing IDs, and should be told so by its members. And big business should not be lobbying against clean air for all of us!

And thank you for all your work! As a regular user of Caltrain, I'm still thrilled with the new schedule and electric trains, it makes so much of a difference for riders and for the planet.

Sincerely

Pedro Martinez

From: [Caltrain BOD Public Support](#)
To: [Nicholas Tan](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house
Date: Tuesday, April 21, 2026 4:01:55 PM

Dear Nicholas Tan,

Thank you for your message and for continuing to raise this concern.

As of 4-10-2026, this is still an ongoing issue. We have met with contractors at this location to assess conditions in the field, and we are currently waiting on a formal mitigation plan to address the drainage and flooding impacts.

Thank you for your follow up.

Kind regards,
Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, March 31, 2026 4:17 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

Is there any update on this? Is this just going to keep dragging on?

Thanks,
Nicholas

On Thu, Feb 26, 2026 at 10:14 AM Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tran,

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 following up and for sharing the photo. We understand your continued frustration, especially given the recurring nature of the standing water and the concerns about the stability of your backyard wall. The safety of your family is extremely important to us.

We are coordinating internally to ensure that a field visit either has occurred or is scheduled promptly so the issue can be properly evaluated and next steps clearly identified.

We sincerely apologize for the ongoing inconvenience and the lack of resolution to date. We appreciate your persistence in bringing this to our attention, and we are committed to addressing the matter more effectively moving forward.

Kind regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Friday, February 20, 2026 4:23 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

Following up again on this issue. This rainy season, the land right behind my backyard floods every time it rains. See attached photo for the current condition.

I have been complaining for years, and each year I only receive empty promises that this issue will be mitigated. What will it take for you to really fix this? You are putting my backyard walls at significant risk of collapsing (one section has already collapsed), and that's a huge safety risk for my children.



On Thu, May 29, 2025 at 10:36 PM Nicholas Tan <nicholastjs@gmail.com> wrote:

Thank you Sarah for the update. I met with representative from Caltrain today, they stopped by my backyard and took a look at the situation, so they should have a good idea now.

On May 29, 2025, at 1:32 PM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you again for your update. I understand how concerning this situation is, especially with the safety of your family in mind.

Earlier today, we visited the site along with our contractors to assess the conditions behind the property at 3395 Park Blvd, Palo Alto, CA 94306. During our visit, we identified several modifications on both the north and south sides of the property that may be contributing to the current issues. In some cases, we observed that adjacent neighbors have encroached onto our property with fences, permanent structures, and drainage systems.

To move forward, we will be requesting our Real Estate team to perform a Right of Way survey to legally determine the boundaries of our property and formally identify any encroachments. This will allow us to better understand the contributing factors and develop a responsible plan of action.

After speaking with you we were able to see the condition of the backyard firsthand. Once the survey is complete, we'll be in a better position to define the next steps and address the slope issues appropriately.

In the meantime, we appreciate your patience. Please don't hesitate to reach out if you have further questions or if the situation changes.

Best regards,
Sarah Nabong

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Monday, May 26, 2025 7:28 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

A new update, another incident has happened. One side of the retaining wall has collapsed. Other sections plus my outdoor kitchen are on the verge and may collapse anytime.

I have two young kids living here and this could have been catastrophic if any of them were near the wall when this happened. Can you guys take immediate action to fix the sloping of the land behind our yard? Once you fixed that, then only I can have someone rebuild my backyard. Otherwise it's just a waste of time and money.

<1000025214.jpg>

On Wed, Apr 16, 2025 at 12:15 Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for reaching out. I understand your concern. Our crew did perform some initial grading work in the area, and we've since asked them to return to complete additional grading based on what we observed. Our Engineer checked the area today and is coordinating the follow-up work with their team to ensure everything is addressed properly.

It's also worth noting that it appears a neighbor made modifications to the ditch behind their fence, which has caused a disruption in water flow. Once that issue is corrected, we'll be following up with them to prevent any future alterations.

I appreciate your patience, and I'll keep you updated as we move forward. Please don't hesitate to reach out if you have any further questions.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Monday, April 14, 2025 11:07 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi Caltrain Team,

I received an email from Devin Pogue in your team that share with me a claim form, I'm not sure what you are trying to solve with that. I'm not going to spend tens of thousands of dollars to fix my backyard if the flooding in your land right behind my backyard continues, because after I fix them, the soil will continue to settle and sink due to the flooding. Are you not going to fix the flooding issue?

Thanks,
Nicholas

On Apr 4, 2025, at 1:05 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

Hi,

I have not seen any work being done. Even if there is, the fix is not effective because this is a photo I took on 3/30

I'm not understanding why it's so hard to fix this. This has been ongoing for many years now and my backyard is crumbling due to this. I have spent tens of thousands on the pavers, retaining walls, and outdoor kitchen and they are all crumbling. I have been very patient for many years now, but if this continues to deteriorate, I will consider legal action. Your inaction or ineffective actions has caused significant financial loss to my investment in my backyard.

Thanks,
Nicholas

<1000023577.jpg>

On Fri, Apr 4, 2025, 12:54 PM Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your follow-up and your patience as our crews worked to address your concerns. We are pleased to inform you that the work was completed on March 17, 2025.

We appreciate your understanding and continued support. Should you have any further questions or need additional assistance, please don't hesitate to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, March 11, 2025 10:05 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

I did not meet with any of your team members on 3/7. I was home until 12.30pm and was out for the rest of that day.

Thanks,
Nicholas

On Mar 11, 2025, at 9:49 AM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your patience. I wanted to check in regarding the crew visit we scheduled for **3/7/2025**. I'm following up to see if the crew has been able to visit your location and address the flooding concerns.

Please let me know if there's anything else that needs attention or if you require any further assistance.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Thursday, February 20, 2025 4:06:17 AM (UTC+00:00) Monrovia, Reykjavik
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

Thank you for getting back to me. Please note that this flooding is causing a huge problem to the pavers in my backyard as I highlighted last year. The soil gets so soft that my backyard is sinking, retaining wall leaning and falling apart, pavers kitchen falling apart, etc. If this is not fixed soon, my backyard will incur huge loss if it gets to a point that I need to rebuild everything, let alone the risk of these items falling onto my kids and causing injury.

That's on top of flooding risk in my crawl space basement and it becoming breeding ground for mosquitoes and other bugs.

Please act quickly before things get a lot worse.

Thanks,
Nicholas

<1000009804.jpg>

<1000009802.jpg>

<1000009803.jpg>

On Feb 18, 2025, at 2:11 PM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for reaching out and for sharing the photos with us. I'm sorry to hear that the flooding issue behind your backyard is still occurring despite the previous work done by our team.

I want to let you know that we've referred this matter to our Right of Way team to investigate and address the issue. They will assess the situation and take any necessary actions to help resolve it.

Thank you again for bringing this to our attention. We'll keep you updated on any progress. If you have any additional questions or concerns, feel free to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, February 18, 2025 5:40:51 AM (UTC+00:00) Monrovia, Reykjavik
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi Sarah,

The raining season is here and looks like the work your team has done previously hasn't help alleviate the flooding issue behind my backyard. Please see attached photos that I just took yesterday.

Thanks,
Nicholas

<PXL_20250216_231417869.PANO.jpg><PXL_20250216_231438547.PANO.jpg><PXL_20250216_231554912.PANO.jpg>

On May 22, 2024, at 3:19 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

Thank you Sarah for your update. Yes, I did meet with your contractor and he did share his plan with me.

Thanks,
Nicholas

On May 23, 2024, at 2:48 AM, Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Nicholas Tan,

I hope this message finds you well. Thank you for bringing your concerns about the ongoing flooding issue behind your property to our attention. We sincerely apologize for the inconvenience and distress this situation has caused you and your family. Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence.

I understand that you met with our contractor and were informed that when the area dries out a little more, sometime around the end of July or beginning of August, we will be back to regrade the ditch-line. I was notified that you exchanged numbers so that we can update you as we get closer to that time.

Please be assured that we take your feedback seriously, and we are committed to resolving this issue promptly.

We appreciate your patience and understanding as we work to address this matter effectively. Thank you for your continued support and cooperation.

Best regards,

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)
<image001.png>

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Saturday, April 27, 2024 6:31 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Complaint about flooding on the Caltrain Land behind my house

You don't often get email from nicholastjs@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.

Hi,

I filed a complaint 2-3 years ago about flooding in the Caltrain Land behind my backyard. You have since done some work to try to better slope the land so that water doesn't accumulate there.

This year during the rain season, water start to accumulate again. The last time there's rain was more than two weeks ago, and there's still a good size pond right behind my house.

This will cause three significant safety risks:

1. Flood in our crawl space. the water in our crawl space is pump towards that area and if thAt area is flooded the my pump will fail to pump the water out, causing flood in my basement (with risk of getting into my living space)
2. Health risk. The standing water there becomes a breeding ground for mosquitoes. This year there's significant increase of mosquitoes around my house, which can be a health risk.
3. Land setting. The soaked and saturated ground becomes soft and the fixture inside my backyard started to sink. The retaining wall is leaning backwards, the outdoor kitchen counter top started to sink and at risk of crumbling.

This issue has been going on for many years and while I saw your effort to try to fix it, it's not fixed and actually got worse.

Can you take action immediately before this becomes a much bigger issue and causing significant damage and health problems toy family?

Thanks,
Nicholas

<image002.jpg>
<image003.jpg>
<image004.jpg>



<image005.jpg>

From: [Melissa Guiney](#)
To: [Public Comment](#)
Subject: Public Comment - Bullet Trains after the Giants Games
Date: Wednesday, April 22, 2026 10:39:30 AM

You don't often get email from mguiney@stgregs-sanmateo.org. [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 Peninsula Corridor Joint Powers Board,
How come now that we have electric trains, we have fewer trains bringing people home after a Giants Game.

You want people to use Public Transportation, but make it so long for people to get home. I live in San Mateo and feel the pain. I can't imagine living in Sunnyvale or farther south, trying to get home at a decent time after a game.

My family has season tickets, and the cost of a round-trip train ticket is expensive enough for us to go, and then we have really long, unpleasant rides home. The faster you can get me off a rowdy train, the better for my safety and peace of mind.

We used to drive to San Carlos to park and take the bullet train home. Then there was a first stop in San Bruno. Now there are no options. All Trains and "special trains" make all stops.

Thanks for considering my comment,

--

Melissa Guiney

1893

Received via USPS
04/22/2026

Orlando Nell
10 Martin Ln
Woodside CA 94062

April 19, 2026

Peninsula Corridor Joint Powers Board
1250 San Carlos Ave
San Carlos CA 94070

Re: Formal Complaint Regarding Fare Enforcement Inconsistencies, Clipper Card System Malfunction, and Refusal of Federally Issued Identification

Dear Members of the Peninsula Corridor Joint Powers Board:

I am writing to formally document two related incidents that occurred during my recent travel on Caltrain, both of which reflect serious problems with how Caltrain's fare enforcement system operates in practice. Taken together, these incidents illustrate a pattern in which paying passengers who encounter technical failures in Caltrain's own systems are treated with greater scrutiny and less accommodation than riders who simply do not pay at all. That is an enforcement framework that punishes good-faith compliance and I am asking the Board to take it seriously.

The first incident involves a malfunction in the Clipper card tagging system. I boarded a Caltrain service at Redwood City and tagged on correctly at the platform reader. Despite this, the system did not register my tag-on in real time. When approached by a conductor for proof of payment, I was unable to demonstrate a valid tag-on because the Clipper system had not yet recorded it. I was instructed to exit at the next stop, which happened to be my destination anyway, and I tagged off upon exiting. The resulting trip record in the Clipper system showed a tag-on and tag-off occurring within one second of each other, despite the actual journey taking approximately 25 minutes. This is a physical impossibility. A passenger cannot board in Redwood City and alight in Millbrae within one second. The timestamp record itself is definitive proof that the system malfunctioned, not that I failed to pay. Caltrain's own infrastructure produced an impossible data entry, and yet the enforcement interaction proceeded as though the fault lay with me rather than with the equipment.

Rec'd 04/22/20
2023

The second incident involves the refusal of my Global Entry card as valid identification during a fare enforcement interaction. When asked to provide identification to verify my eligibility for a discounted fare, I presented my United States Customs and Border Protection Global Entry card. The conductor declined to accept it. This refusal is difficult to justify. A Global Entry card is issued by a federal agency of the United States government following an extensive vetting process that includes a background check, biometric enrollment, and an in-person interview. The card displays the cardholder's photograph, full legal name, and date of birth. It is a government-issued photo identification document by any reasonable definition of that term. The suggestion that this credential is insufficient to verify a passenger's identity on a commuter rail system, while a standard state-issued ID would be accepted, reflects either a gap in conductor training or an overly narrow reading of what constitutes acceptable identification. Either way it is a problem worth correcting.

What makes both of these incidents especially frustrating is the broader enforcement context in which they occurred. I have personally observed on multiple Caltrain trips that riders without any proof of payment, who have not tagged on at all, are routinely told by conductors to pay next time or are allowed to remain on the train without consequence. A passenger who made a genuine good-faith attempt to pay, whose Clipper card malfunctioned through no fault of their own, and who presented a federally issued government ID to verify their identity, received stricter enforcement treatment than passengers who simply did not attempt to pay. That disparity is not defensible as a matter of fairness or policy.

I am requesting the following from the Board. First, that Caltrain review its Clipper system for the class of malfunction that produces impossible simultaneous tag-on and tag-off timestamps, and establish a clear passenger remedy process when that malfunction affects a fare enforcement interaction. Second, that Caltrain issue updated guidance to conductors clarifying that federally issued government identification including Global Entry cards, TSA PreCheck cards, and similar credentials issued by United States federal agencies constitutes valid identification for fare verification purposes. Third, that Caltrain examine its fare enforcement practices to ensure that the treatment of passengers experiencing technical failures is at minimum consistent with the treatment of passengers who do not attempt to pay at all.

I am a regular Caltrain rider and I want the system to function well. These incidents are not minor inconveniences. They reflect structural problems in how Caltrain's enforcement framework handles the gap between what its own technology is supposed to do and what it actually does. I would appreciate written acknowledgment of this complaint and a response addressing each of the three requests above.

Respectfully submitted,

Rec'd 04/22/26
3 of 3

Orlando Nell

From: [L.K](#)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: [Customer Service](#)
Subject: Formal Complaint: Unsafe Boarding Conditions at Millbrae Station (Approx. 8:38 AM Train 510)
Date: Wednesday, April 22, 2026 4:10:00 PM

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

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

Dear Caltrain Board Members,

I am writing to formally report an unsafe and poorly managed boarding incident that occurred this morning (April 22, 2026) at Millbrae Station, involving the southbound Train 510 scheduled around 8:38 AM.

During boarding, passengers formed a long line at the first car. The first door did not open, forcing all passengers to crowd into the second door, which created significant congestion. Despite the visible backlog of passengers still actively boarding, the train doors closed abruptly in the middle of the line. I, along with others, was unable to board as a result.

There appeared to be no staff present to monitor or manage the boarding process. After the doors closed, I attempted to signal the train operator by waving, but there was no response. This raises serious concerns about whether operators are adequately checking for passenger safety before closing doors.

More importantly, this situation presented a clear safety hazard. The doors closed very close to my face and could have easily caused injury to passengers still in the process of boarding. This is not simply an inconvenience - it is a preventable safety risk.

I respectfully request that Caltrain review this incident and address the following:

- Ensure all doors on arriving trains are operational and open when safe to do so.
- Require conductors or staff to actively monitor boarding at busy stations.
- Implement stricter safety checks before closing doors, especially when passengers are visibly still boarding.

I would appreciate a response outlining what steps will be taken to prevent similar incidents in the future.

Sincerely,
Lingqiang

From: [Michael Tauchen](#)
To: chris_barr@fws.gov; Allison.LyonsMedina@icf.com
Cc: mark_pelz@fws.gov; margo_schwadron@fws.gov; samantha.swan@vta.org; alex.bode@vta.org; rnoriega@vtabsv.com; [Dahlia Chazan](#); [Hannah Greenberg](#); [Bonny OConnor](#); [Board \(@caltrain.com\)](#); [Jason Dayvault](#)
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: Thursday, April 23, 2026 11:21:30 AM
Attachments: [Caltrain Peninsula Corridor Joint Powers Board \(JPB\).pdf](#)

Dear Mr. Barr and Ms. Lyons Medina,

Thank you for your correspondence. This email is in response to your letter dated March 30, 2026, regarding the Beneficial Reuse of Excavated Material in Tidal Marsh Restoration Project, which requested that JPB provide a response via email.

The Peninsula Corridor Joint Powers Board (JPB) would be pleased to participate in the environmental review process as it relates to historic resources. We appreciate the opportunity to coordinate and support these efforts.

To facilitate effective collaboration, we kindly request a meeting with the agencies involved and ICF to better understand the project details and identify appropriate points of coordination moving forward. Please let us know your availability over the coming weeks, and we will work to accommodate a mutually convenient time.

We look forward to working with you.

Sincerely,

Michael Tauchen, Deputy Director - Environmental Compliance

166 N. Rollins Rd., 4th Floor

Millbrae, CA 94030

Website: [Caltrain](#)

Caltrain logo with Safety Tagline





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

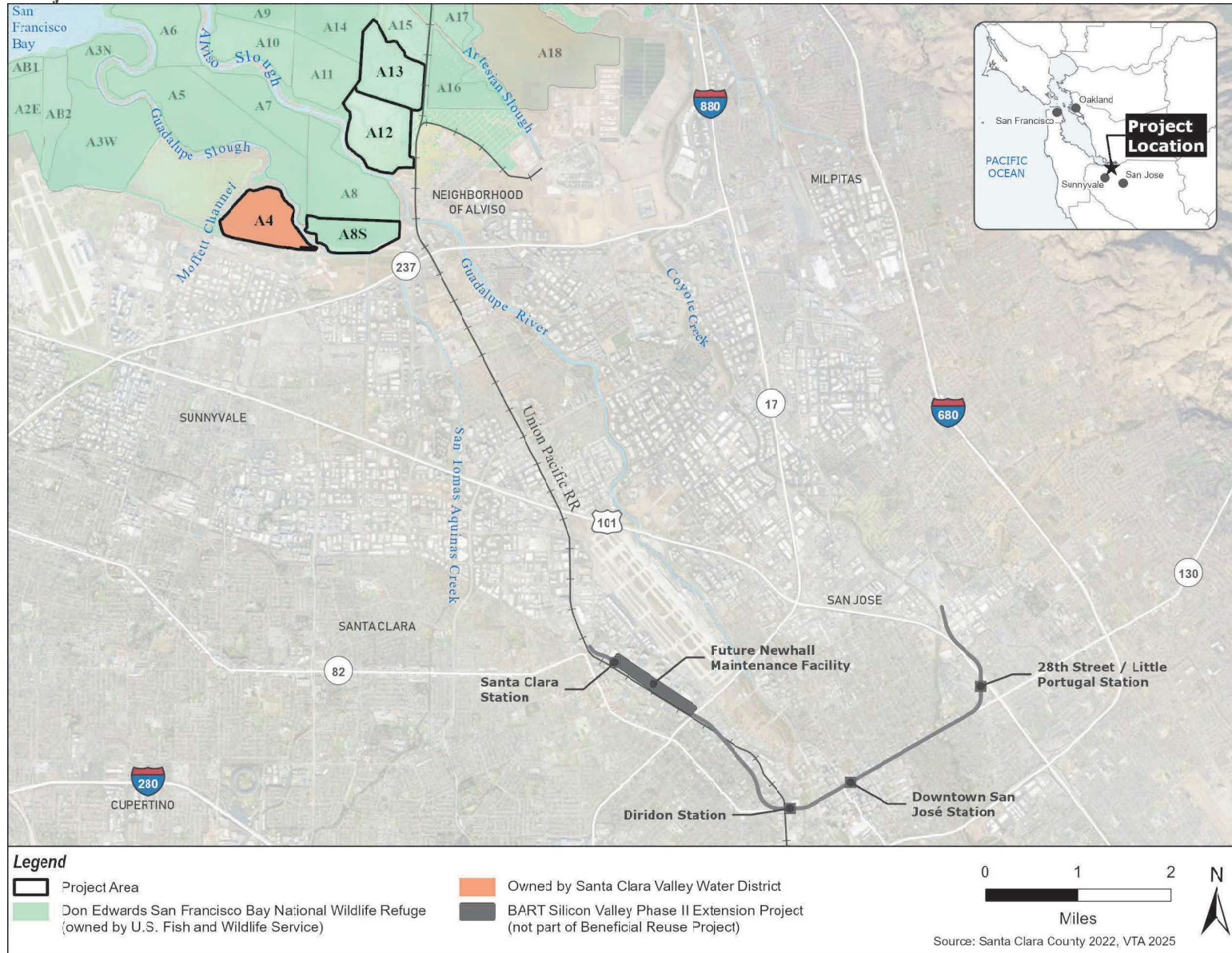
San Francisco Bay National Wildlife Refuge Complex

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)

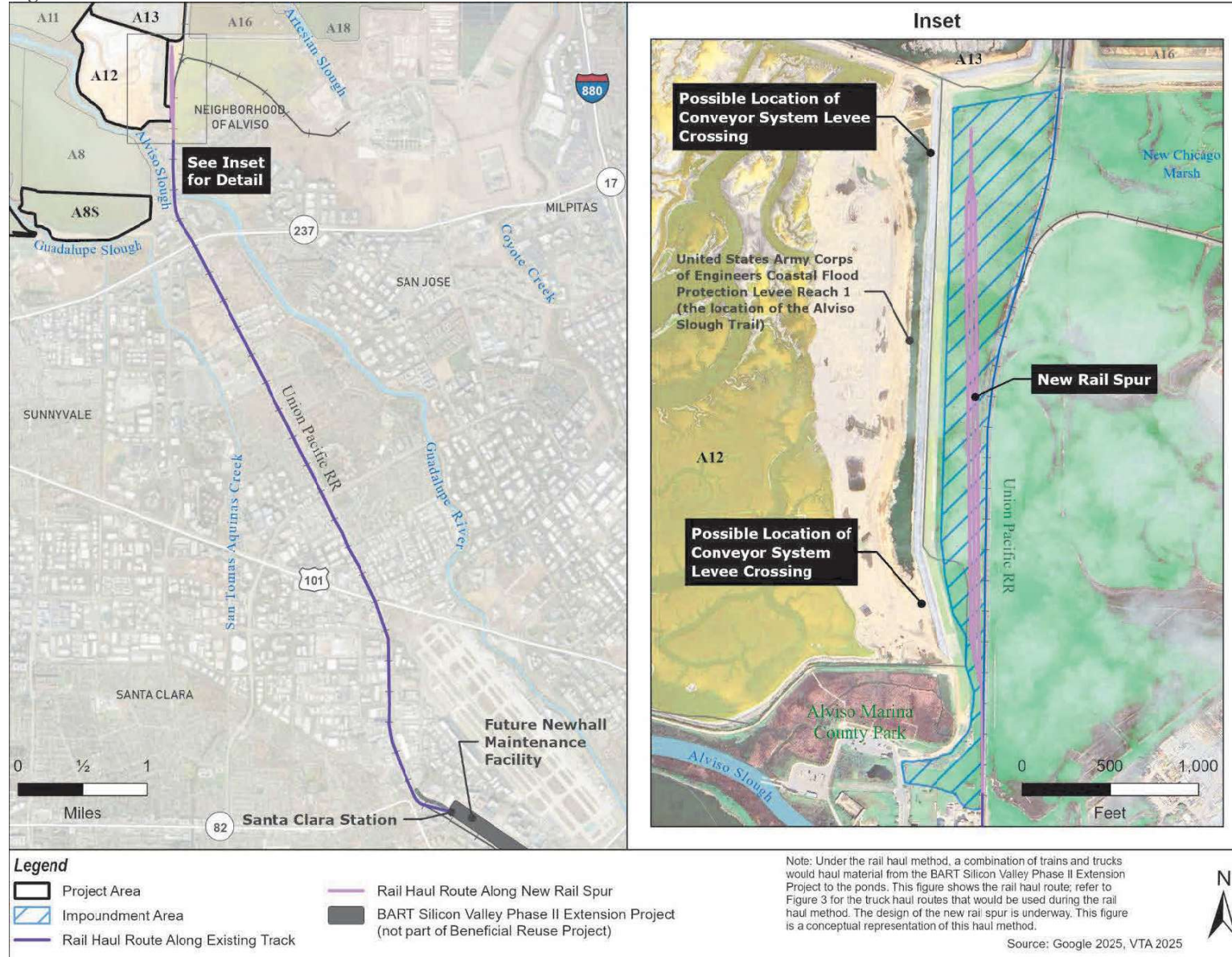
Enclosures: Figure 1 Project Location
Figure 2 Rail Haul Method
Figure 3 Truck Haul Method

Figure 1. Project Location



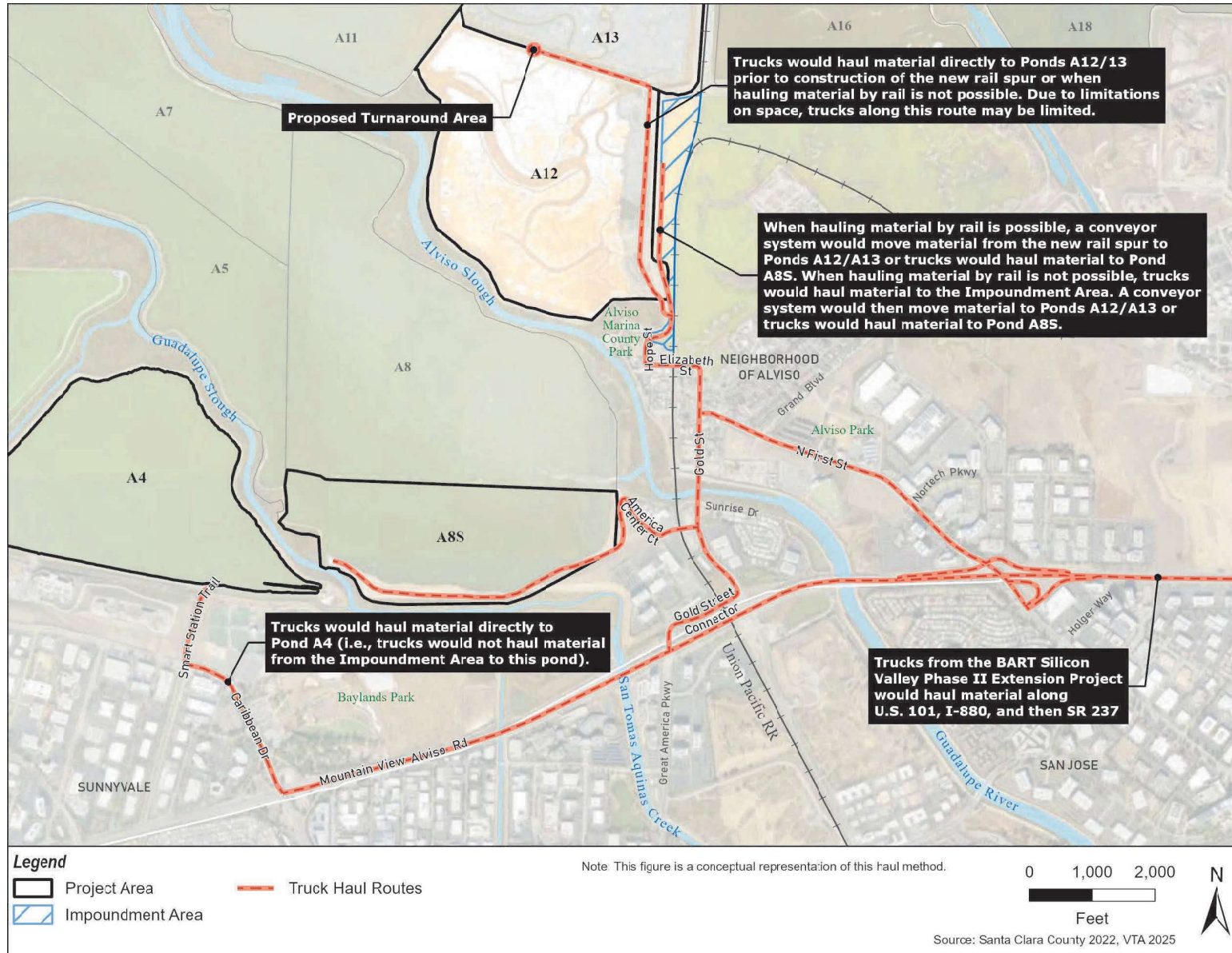
* Antioch Dunes * Don Edwards San Francisco Bay * Ellicott Slough *
 * Farallon Islands * Marin Islands * Salinas River * San Pablo Bay *

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 *