



JPB Board of Directors
Meeting of August 6, 2026

Correspondence as of July 31, 2026

**Subject**

1. Re: Maintenance Issue: Sheered Bracket - Train 109 Car 3296 – *Staff response*
2. Re: Credit card fee for parking tickets – *Staff response*
3. Re: Demand to Address Excessive Train Horn Noise Affecting Redwood City Residents –
 Staff response
4. Posts at Burlingame Station
5. RE: Posts at Burlingame Station – *Staff response*
6. Please Read: Concerning Caltrain Fare Verification Experience
7. Re: Disruptive electric train horn – *Staff response*
8. Re: Please Read: Concerning Caltrain Fare Verification Experience – *Staff response*

From: [Caltrain BOD Public Support](#)
To: carlosfernandez1989@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Maintenance Issue: Sheered Bracket - Train 109 Car 3296
Date: Friday, July 24, 2026 2:05:17 PM

Dear Carlos Fernandez-Martinez,

Thank you for bringing this to our attention and for taking the time to report the damaged component you observed on Train 109, Car 3296. We appreciate your advisement.

Your report was addressed on July 20, and we confirmed that the issue has been repaired.

Thank you again for helping us identify and address maintenance issues. We appreciate your assistance in keeping our service safe and reliable.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Monday, July 20, 2026 6:46 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Maintenance Issue: Sheered Bracket - Train 109 Car 3296

From: Carlos Fernandez-Martinez <carlosfernandez1989@gmail.com>
Sent: Monday, July 20, 2026 6:45:57 AM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Maintenance Issue: Sheered Bracket - Train 109 Car 3296

Some people who received this message don't often get email from carlosfernandez1989@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.

Good morning,

I observed a broken piece on the exterior of the train, a bracket has sheered off at both its mounts. Again this is train 109 car 3296, on the north end of the car just before the coupling.



Carlos A. Fernandez-Martinez

From: [Caltrain BOD Public Support](#)
To: taylorbuckman@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Credit card fee for parking tickets
Date: Friday, July 24, 2026 3:31:37 PM

Dear Taylor Buckman,

Thank you for taking the time to share your feedback.

We understand your frustration regarding the additional fee and appreciate you letting us know how it has affected your experience. Your comments have been shared with the appropriate department for review.

We value your feedback and thank you for riding Caltrain.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <Board@caltrain.com>
Sent: Tuesday, July 21, 2026 8:27 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Credit card fee for parking tickets

From: Taylor Buckman <taylorbuckman@gmail.com>
Sent: Tuesday, July 21, 2026 8:27:37 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Credit card fee for parking tickets

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3.95, or almost ten percent of the cost of the ticket is totally unacceptable and even more of a ripoff. It should be criminal and you should be ashamed. This is such a joke.

Sent from Gmail Mobile

From: [Caltrain BOD Public Support](#)
To: gracielamora007@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Demand to Address Excessive Train Horn Noise Affecting Redwood City Residents
Date: Friday, July 24, 2026 3:41:49 PM
Attachments: [icon.png](#)
[warning_triangle.png](#)

Dear Graciela Mora

Thank you for taking the time to share your concerns regarding train horn noise in Redwood City. We understand how repeated train horn use can be disruptive, particularly for residents who live near the rail corridor.

Our Operations team conducted testing on multiple trains earlier this year and confirmed that the train horns were operating within the required federal standards.

There are several factors that can contribute to variations in decibel (dB) readings, including weather conditions, humidity, and the surrounding infrastructure. To remain compliant, train horns must produce a sound level of at least 96 dB(A) when measured 100 feet in front of the train in the direction of travel.

The Federal Railroad Administration's requirements (49 CFR § 229.129(a)) are as follows:

- The horn must produce a minimum sound level of 96 dB(A) at 100 feet in the direction of travel.
- The horn must not exceed a maximum sound level of 110 dB(A) at 100 feet in the direction of travel.

Regarding your comparison to Belmont, it is important to note that the City of Belmont does not have any public at-grade railroad crossings. In contrast, Redwood City has multiple public grade crossings where train crews are generally required under federal regulations to sound the horn as trains approach in order to help protect motorists, pedestrians, and cyclists.

We appreciate you taking the time to share your concerns. Your feedback has been documented and shared with the appropriate department for review.

Sincerely

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Wednesday, July 22, 2026 9:39 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Subject: FW: Demand to Address Excessive Train Horn Noise Affecting Redwood City Residents

From: Amazing Grace messenger <gracielamora007@gmail.com>
Sent: Wednesday, July 22, 2026 9:36:40 AM (UTC-08:00) Pacific Time (US & Canada)
Cc: public.advisor@cpuc.ca.gov <public.advisor@cpuc.ca.gov>; Customer Service <customerservice@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>; mdiaz@redwoodcity.org <mdiaz@redwoodcity.org>; mpadilla@redwoodcity.org <mpadilla@redwoodcity.org>; dhoward@redwoodcity.org <dhoward@redwoodcity.org>; ichu@redwoodcity.org <ichu@redwoodcity.org>; Gee, Jeff [jgee@redwoodcity.org] <jgee@redwoodcity.org>; keakin@redwoodcity.org <keakin@redwoodcity.org>; emartinezsaballos@redwoodcity.org <emartinezsaballos@redwoodcity.org>; council@redwoodcity.org <council@redwoodcity.org>
Subject: Demand to Address Excessive Train Horn Noise Affecting Redwood City Residents

Some people who received this message don't often get email from gracielamora007@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.

To Whom It May Concern,

I am writing to express my serious concern regarding the excessive train horn noise in Redwood City.

For years, residents have endured loud train horns throughout the day, late into the night, and in the early morning hours. The frequency and volume of these horns have significantly disrupted the peace and quiet of our community and have deprived many residents of restful sleep.

There is substantial scientific evidence that chronic sleep deprivation can have serious consequences for physical and mental health. These effects include depression, anxiety, irritability, impaired concentration and memory, reduced work performance, increased risk of motor vehicle accidents, weakened immune function, elevated blood pressure, increased risk of heart disease and stroke, obesity, diabetes, and a diminished overall quality of life. Sleep deprivation also affects emotional stability, decision-making, and the ability to function safely in everyday life.

While I recognize that public safety around railroad crossings is critically important, I question whether the current volume and extent of the train horns are the least disruptive means available to achieve that objective.

I have friends who live in Belmont California, and the train does not do any honking. My friends live near the train station. I would like the same respect and consideration as the residents of the City of Belmont California receive, and I believe that a warning audible to those in the immediate vicinity of the crossing may be sufficient without subjecting thousands of nearby residents to unnecessary noise over a much larger area. I live two miles away, and that is grossly excessive and unnecessary.

I respectfully demand that Caltrain and the appropriate responsible agencies immediately evaluate this issue and take reasonable steps to reduce unnecessary train horn noise, including reviewing horn volume, operating procedures, available engineering solutions, and any options permitted under federal law.

If this matter is not addressed in a meaningful way, I intend to explore all legal remedies available, including seeking injunctive relief and any other appropriate action to protect the health, peace, and well-being of Redwood City residents.

We are all going through enough under the current situation in America and the world, and we need more peace around us. I am a senior citizen, and I have heard my friends over the years complaining about Caltrain's train horns.

Now, with the unrest in the world, we all need more peace, so I am reaching out to do my part in finding a resolution to the excessive honking Caltrain does in Redwood City. No city should be subject to this volume. The honking shouldn't travel more than a hundred feet.

Please consider this letter a formal request for prompt action and a written response outlining the measures that will be taken to address these concerns.

Sincerely,

Graciela Mora
(818) 880-7827
Redwood City, California

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

From: **Mail Delivery Subsystem** <mailer-daemon@googlemail.com>

Date: Wed, Jul 22, 2026, 9:22 AM

Subject: Delivery Status Notification (Failure)

To: <gracielamora007@gmail.com>



Address not found

Your message wasn't delivered to **FRAPublicAffairs@dot.gov** because the address couldn't be found, or is unable to receive mail.

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The response from the remote server was:

550 5.4.1 Recipient address rejected: Access denied. For more information see
<https://aka.ms/ExOSmtpErrors> [DS4PEPF0000016F.namprd09.prod.outlook.com 2026-07-
22T16:22:25.093Z 08DEE301FFF41C4F]

From: [Russ Cohen](#)
To: [Board \(@caltrain.com\)](#); [Robert Scarpino](#); [Jennifer Pfaff](#)
Subject: Posts at Burlingame Station
Date: Monday, July 27, 2026 3:01:26 PM
Attachments: [posts at station July 2026.docx](#)

Some people who received this message don't often get email from harleyearle@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 Joint Powers Board Members,

Several years ago, two posts were installed in front of the Burlingame Train Station. They were intended to hold small signs promoting the Burlingame Hillsborough History Museum operating hours. They are not attached to the building, simply leaning against it. There have been no issues associated with the posts.

Over the years, we have noticed some deterioration. We would like to possibly replace these poles with new ones. We want to proceed with your knowledge and approval. I have attached several photos for your reference.

Please let me know if we can move forward with this project or if you have any questions or concerns.

Thank you.

Sincerely,

Russ Cohen
Vice President
Burlingame Historical Society
Burlingame Hillsborough History Museum



From: [Jason Dayvault](#)
To: [Russ Cohen](#)
Cc: [Board \(@caltrain.com\)](#); [Jennifer Pfaff](#); [Scot Sidler](#); [Brent Tietjen](#)
Subject: RE: Posts at Burlingame Station
Date: Monday, July 27, 2026 3:45:45 PM

Good afternoon, Mr. Cohen,

Thank you very much for your inquiry regarding the status of the posts at Burlingame Station.

Robert Scarpino, Director, Rail Maintenance, retired from Caltrain last year; I'm including Scot Sidler, Director II, Right-of-Way Maintenance, for visibility in his stead. A key member of Scot's team related to this topic is out of the office this week, but they will discuss and get back to you in early August.

Please let us know if you have any further questions, and we will be happy to assist.

All the best,
Jason

Jason Dayvault, Business Operations Project Manager (he/him)

166 N Rollins Rd, Millbrae, CA 94030

Cell: 650.730.7415 | Email: dayvaultj@caltrain.com

Website: [Caltrain](#)

Caltrain logo with Safety Tagline



Upcoming PTO: Fri Jul 31 to Weds Aug 12

From: Russ Cohen <harleyearle@gmail.com>
Sent: Monday, July 27, 2026 3:01 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; Robert Scarpino <scarpinor@caltrain.com>; Jennifer Pfaff <jjpf@pacbell.net>
Subject: Posts at Burlingame Station

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Dear Caltrain Joint Powers Board Members,

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Over the years, we have noticed some deterioration. We would like to possibly replace these poles with new ones. We want to proceed with your knowledge and approval. I have attached several photos for your reference.

Please let me know if we can move forward with this project or if you have any questions or concerns.

Thank you.

Sincerely,

Russ Cohen
Vice President
Burlingame Historical Society
Burlingame Hillsborough History Museum

From: [Ashley D](#)
To: [Customer Service](#); [Board \(@caltrain.com\)](#); [MTABoard@sfmta.com](#); [controller@sfgov.org](#); [waltonstaff@sfgov.org](#); [daniel.lurie@sfgov.org](#); [SauterStaff@sfgov.org](#)
Subject: Please Read: Concerning Caltrain Fare Verification Experience
Date: Thursday, July 30, 2026 9:40:00 PM
Attachments: [IMG_3220.PNG](#)

Some people who received this message don't often get email from ashd1906@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 and San Francisco Leadership,

I am writing because I had an upsetting experience on Caltrain today that I believe needs immediate resolution.

I want to be clear that my concern is not with the fare inspectors I interacted with. They were doing their job. I understand fare enforcement is important. My concern is that Caltrain's fare inspection technology is failing.

This morning, July 30, 2026, I boarded at the San Francisco station and used Apple Pay to tap on. The fare inspector standing at the door saw me tap my card. However, when I immediately tapped the inspector's handheld reader, it showed that I had not paid. Since the inspector had personally seen me tap on, I was allowed to board.

When I arrived in Sunnyvale, I tapped off normally. After the trip, I checked my Apple Pay transaction history. It showed that my trip started in San Francisco and charged the correct fare of \$10.75. This confirmed that my payment had gone through.

Unfortunately, the exact same thing happened again on my way home. I tapped in at Sunnyvale using the same Apple Pay card. During the trip, fare inspectors checked my payment, and their handheld reader again showed that I had not tapped in. They began the process of issuing me a citation.

I explained that I had paid my fare and that the issue appeared to be with the handheld reader. After a stressful back and forth, they allowed me to get off at Millbrae, tap my card again, and immediately get back on the train so they could test it. This time, their reader recognized my payment.

My Apple Pay transaction history confirmed that my Sunnyvale tap had worked. The Millbrae tap was recorded as the end of the trip, not the beginning of a new trip. It charged the \$6.25 fare from Sunnyvale to Millbrae and showed Sunnyvale as the starting station. This proves that a valid trip had already been started at Sunnyvale. I have attached a screenshot showing this.

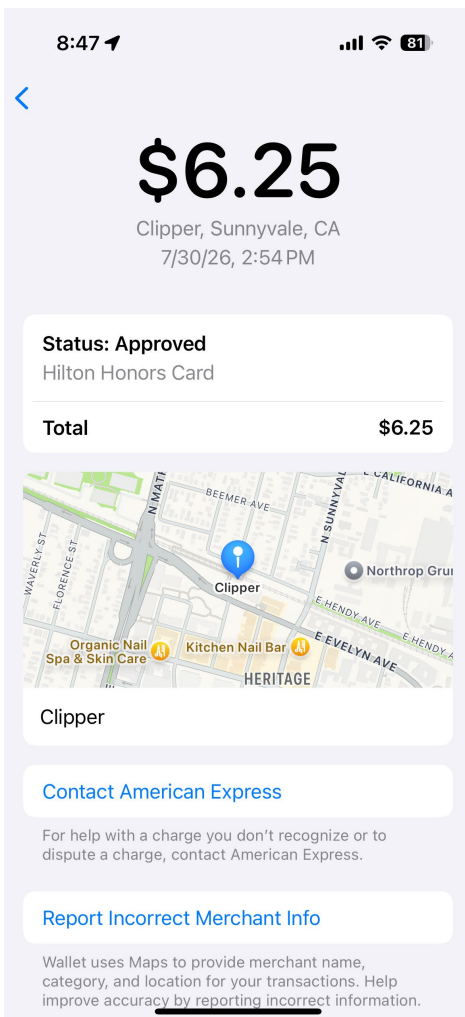
All along I had done nothing wrong. The problem was completely that Caltrain's fare inspection equipment failed to recognize a valid payment. I also saw other passengers using Apple Pay and credit cards experience the same issue with the inspectors' handheld readers.

I rely on public transit because I cannot drive, and I was traveling to and from a job interview today. This situation was unjust, humiliating, and upsetting.

Caltrain has encouraged riders to use Apple Pay and credit cards in addition to Clipper. Riders should be able to trust that these payment methods work and not be put in this position because of a technology failure.

I am asking Caltrain to investigate why valid payments are not being recognized by fare inspection devices and provide a clear explanation of what happened and how this issue will be fixed.

Sincerely,
Ashley



From: [Caltrain BOD Public Support](#)
To: autumnflower443@yahoo.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: Disruptive electric train horn
Date: Friday, July 31, 2026 10:01:16 AM

Dear Concerned Resident,

Thank you for taking the time to share your concerns regarding train horn noise in Belmont. We understand how repeated train horn use can be disruptive, particularly for residents who live near the rail corridor.

Our Operations team conducted testing on multiple trains earlier this year and confirmed that the train horns were operating within the required federal standards.

There are several factors that can contribute to variations in decibel (dB) readings, including weather conditions, humidity, and the surrounding infrastructure. To remain compliant, train horns must produce a sound level of at least 96 dB(A) when measured 100 feet in front of the train in the direction of travel.

The Federal Railroad Administration's requirements (49 CFR § 229.129(a)) are as follows:

- The horn must produce a minimum sound level of 96 dB(A) at 100 feet in the direction of travel.
- The horn must not exceed a maximum sound level of 110 dB(A) at 100 feet in the direction of travel.

Your feedback regarding horn volume, tone, and usage near the Belmont Station, as well as your concerns about late-night freight and maintenance train operations, has been documented and shared with the appropriate department for review.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Sunday, July 5, 2026 10:42 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Disruptive electric train horn

From: autumnflower443@yahoo.com <autumnflower443@yahoo.com>
Sent: Sunday, July 5, 2026 5:41:38 PM (UTC+00:00) Monrovia, Reykjavik

To: Board (@caltrain.com) <board@caltrain.com>
Subject: Fw: Disruptive electric train horn

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ONCE AGAIN!!!! THESE MESSAGES WILL CONTINUE UNTIL I GET A REPLY.
OTHERWISE U DONT WANT ME TO CONTACT YOUR CORPORATE OFFICE!!!

[Sent from Yahoo Mail on Android](#)

----- Forwarded Message -----

From: "autumnflower443@yahoo.com" <autumnflower443@yahoo.com>
To: "board@caltrain.com" <board@caltrain.com>
Sent: Mon, Jun 29, 2026 at 6:53 AM
Subject: Disruptive electric train horn

Dear Members of the Caltrain Board of Directors,

I am writing to formally lodge a noise complaint regarding the severe disruption caused by the new electric train horns near the Belmont Caltrain Station. I live near the intersection of El Camino Real and Davey Glen Road in Belmont.

While I understand that this section of the track is grade-separated, the high-frequency, 110-decibel station-arrival blasts from the new electric fleet are incredibly loud and pierce directly into nearby residences. The intensity of these new horns is significantly more disruptive than the previous diesel trains, severely impacting the quality of life, sleep, and well-being of residents in this neighborhood. Additionally, late-night freight and maintenance train horn volumes continue to cause significant sleep disruption during the early morning hours.

I urge the Board to review the current horn volume settings on the new electric fleet, explore lower-frequency alternatives that do not carry as harshly into residential walls, and strictly enforce minimized horn usage at grade-separated station approaches during late-night and early-morning hours.

Thank you for your time, attention to this matter, and commitment to being a good neighbor to the Peninsula communities you serve.

Sincerely,

Concerned Resident
364 Malcolm Ave
Belmont Ca 94002

[Sent from Yahoo Mail on Android](#)

From: [Caltrain BOD Public Support](#)
To: ashd1906@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Please Read: Concerning Caltrain Fare Verification Experience
Date: Friday, July 31, 2026 10:18:01 AM
Attachments: [IMG_3220.PNG](#)

Dear Ashley,

Thank you for sharing your experience and for providing detailed information about your fare inspection issue.

We understand how frustrating this situation was, and we appreciate you bringing it to our attention. We will forward the information you provided to both Caltrain Operations and Cubic. We will coordinate with Caltrain Operations to identify the fare inspection device used during your trip and ask Cubic to investigate why your valid Apple Pay payment was not recognized by the handheld reader.

Thank you again for your feedback. We appreciate your patience while this matter is investigated.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Thursday, July 30, 2026 9:40 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Please Read: Concerning Caltrain Fare Verification Experience

From: Ashley D <ashd1906@gmail.com>
Sent: Thursday, July 30, 2026 9:39:39 PM (UTC-08:00) Pacific Time (US & Canada)
To: Customer Service <customerservice@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>; MTABoard@sfmta.com <MTABoard@sfmta.com>; controller@sfgov.org <controller@sfgov.org>; waltonstaff@sfgov.org <waltonstaff@sfgov.org>; daniel.lurie@sfgov.org <daniel.lurie@sfgov.org>; SauterStaff@sfgov.org <SauterStaff@sfgov.org>
Subject: Please Read: Concerning Caltrain Fare Verification Experience

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All along I had done nothing wrong. The problem was completely that Caltrain's fare inspection equipment failed to recognize a valid payment. I also saw other passengers using Apple Pay and credit cards experience the same issue with the inspectors' handheld readers.

I rely on public transit because I cannot drive, and I was traveling to and from a job interview today. This situation was unjust, humiliating, and upsetting.

Caltrain has encouraged riders to use Apple Pay and credit cards in addition to Clipper. Riders should be able to trust that these payment methods work and not be put in this position because of a technology failure.

I am asking Caltrain to investigate why valid payments are not being recognized by fare inspection devices and provide a clear explanation of what happened and how this issue will be fixed.

Sincerely,
Ashley

8:47



\$6.25

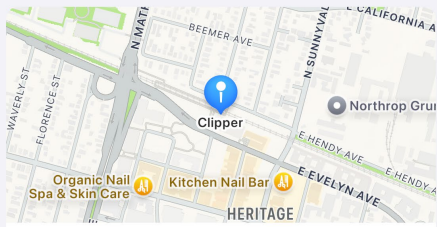
Clipper, Sunnyvale, CA
7/30/26, 2:54 PM

Status: Approved

Hilton Honors Card

Total

\$6.25



Clipper

[Contact American Express](#)

For help with a charge you don't recognize or to dispute a charge, contact American Express.

[Report Incorrect Merchant Info](#)

Wallet uses Maps to provide merchant name, category, and location for your transactions. Help improve accuracy by reporting incorrect information.