



JPB Board of Directors
Meeting of September 3, 2026

Correspondence as of August 21, 2026

**Subject**

1. Recurring Wi-Fi Failure on Electric Fleet - Train 313, Aug 17 - Third Report, No Response
2. Request for Signed Resolution
3. Re: Please Read: Concerning Caltrain Fare Verification Experience
4. RE: Request for Signed Resolution – *Staff response*
5. RE: Request for Signed Resolution – *Corresponder response*
6. Safety and Sanitation Crisis at San Francisco Caltrain Station Restrooms
7. Re: Complaint about flooding on the Caltrain Land behind my house – *Staff response*

From: [Roan Weigert](#)
To: [Board \(@caltrain.com\)](#)
Subject: Recurring Wi-Fi Failure on Electric Fleet - Train 313, Aug 17 - Third Report, No Response
Date: Monday, August 17, 2026 10:18:59 AM

Algumas pessoas que receberam esta mensagem não costumam receber emails de weigert.roan@gmail.com.
[Saiba por que isso é importante](#)

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

Dear Members of the Board of Directors,

I am writing to place on the public record a recurring service failure on Caltrain's electrified fleet: the onboard Wi-Fi is repeatedly non-functional.

Most recent incident: Train 313, southbound from San Francisco to San Jose, departing 9:55 AM on Sunday, August 17, 2026. The Wi-Fi was completely inoperable for the duration of my trip. I had an important business meeting scheduled during this ride that I was unable to conduct as a result.

This is not an isolated event. I have now reported this same problem three times:

1. Two prior reports submitted via the feedback form on caltrain.com. Neither received a response.
2. Onboard, the train crew told me Wi-Fi issues are not aware and offered no path to resolution.

Caltrain publicly advertises free onboard Wi-Fi as a core amenity of the electrified service, on caltrain.com/wi-fi, in the electric train FAQ, and in the agency's own service announcements. Riders like me plan work travel around that published commitment. When the amenity fails repeatedly, and when both the online feedback channel and onboard staff decline responsibility, the advertised service is effectively fictional.

I respectfully request the following:

1. A written staff response addressing the measured Wi-Fi uptime on the electric fleet, and on Train 313's trainset specifically.
2. An explanation of why my two prior website reports received no reply, and what the standard response time commitment is.
3. Clarification of which department owns onboard Wi-Fi reliability, so crews stop redirecting riders to nowhere.

4. A remediation plan and timeline.

I understand this correspondence becomes part of the Board's public reading file, and I welcome that. I am also prepared to raise this during public comment at the next Board meeting if a substantive response is not received.

Thank you for your attention.

Sincerely,
Roan Weigert



From: [Thomas Arndt](#)
To: [Board \(@caltrain.com\)](#)
Subject: Request for Signed Resolution
Date: Tuesday, August 18, 2026 10:34:06 AM

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

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Hello,

My name is Thomas, and I work for MTC in Transportation Programs and Financial Analysis. We are looking for a signed copy of Caltrain's No External Funding Scenario Resolution No. 2026-27 (pages 93-95 of the [meeting packet](#)) adopted by the Board of Directors in June. Is this something you could help me with?

We are hoping to have a signed copy by the end of the day, if possible. Please feel free to call me if you have any questions.

Thank you,

Thomas Arndt (*he/him*)
Principal, Transit Programs and Financial Analysis
tarndt@bayareametro.gov
BAY AREA METRO | BayAreaMetro.gov
Association of Bay Area Governments
Metropolitan Transportation Commission

Bay Area Metro Center | 375 Beale Street | Suite 800
San Francisco, CA 94105
(415) 820-7983

From: [Ashley D](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Please Read: Concerning Caltrain Fare Verification Experience
Date: Tuesday, August 18, 2026 10:39:42 AM
Attachments: [IMG_3220.PNG](#)

Some people who received this message don't often get email from ashd1906@gmail.com. [Learn why this is important](#)

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Can you please provide an update? It has been nearly a month since I reported this situation.

On Fri, Jul 31, 2026 at 10:18 AM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

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

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.

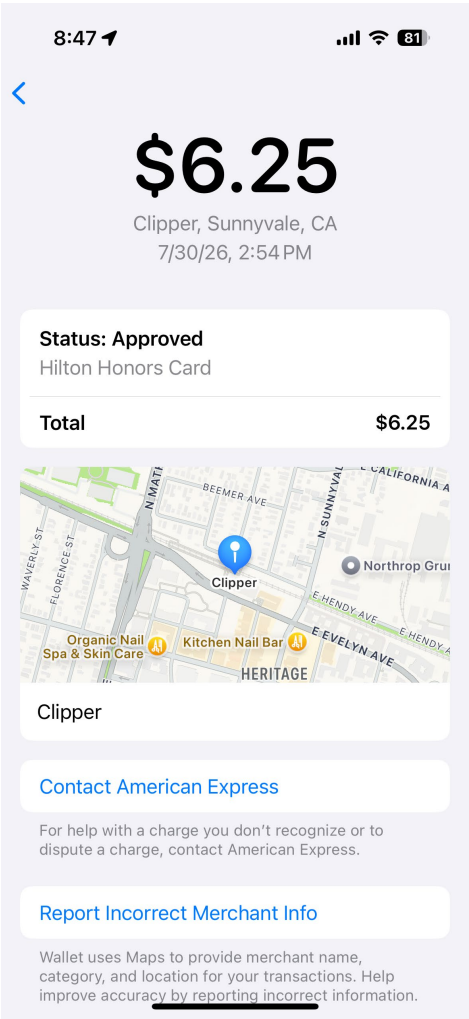
I rely on public transit because I cannot drive, and I was traveling to and from a job interview today. This situation was unjust, humiliating, and upsetting.

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: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
To: [Thomas Arndt; Board \(@caltrain.com\)](mailto:Thomas Arndt; Board (@caltrain.com))
Subject: RE: Request for Signed Resolution
Date: Tuesday, August 18, 2026 11:16:15 AM
Attachments: [2026-27 Adopt Framework for Caltrain's "No External Funding" Scenario.pdf](#)

Hello Thomas,

Thank you for your email. Please find attached the requested copy of signed Resolution No. 2026-27.

Thank you,
Loana

Loana Lumina-Hsu, Deputy District Secretary

San Mateo County Transit District
166 N. Rollins Road, Millbrae, CA 94030
Phone: 650-508-6466

Websites: [SamTrans](#) | [Caltrain](#) | [SMCTA](#)



From: Thomas Arndt <tarndt@bayareametro.gov>
Sent: Tuesday, August 18, 2026 10:34 AM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Request for Signed Resolution

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Hello,

My name is Thomas, and I work for MTC in Transportation Programs and Financial Analysis. We are looking for a signed copy of Caltrain's No External Funding Scenario Resolution No. 2026-27 (pages 93-95 of the [meeting packet](#)) adopted by the Board of Directors in June. Is this something you could help me with?

We are hoping to have a signed copy by the end of the day, if possible. Please feel free to call

me if you have any questions.

Thank you,

Thomas Arndt (*he/him*)

Principal, Transit Programs and Financial Analysis

tarndt@bayareametro.gov

BAY AREA METRO | BayAreaMetro.gov

Association of Bay Area Governments

Metropolitan Transportation Commission

Bay Area Metro Center | 375 Beale Street | Suite 800

San Francisco, CA 94105

(415) 820-7983

Resolution No. 2026-27

**Board of Directors, Peninsula Corridor Joint Powers Board
State of California**

*** * ***

Adopt Framework for Caltrain's "No External Funding" Scenario

Whereas, the COVID-19 pandemic drastically reduced Caltrain ridership and resulted in sustained and significant changes in commute patterns across San Francisco, San Mateo, and Santa Clara counties; and

Whereas, before the pandemic, Caltrain had a nation-leading farebox recovery ratio of over 70 percent, resulting in a very high dependency on passenger fares to fund Caltrain's operating budget; and

Whereas, Caltrain's fare revenue went from \$103 million in Fiscal Year 2019 (FY19) to \$33 million in FY21, resulting in a \$70 million loss in fare revenue; and

Whereas, since 2020, Caltrain has implemented cost-saving measures and, since the launch of electrification, implemented measures to promote ridership growth and increase fare and non-fare revenue; and

Whereas, while Caltrain's ridership has increased significantly since the launch of electrification, ridership and fare revenue are still substantially lower than pre-pandemic levels; and

Whereas, Caltrain has relied on one-time Federal, State, and Local emergency funding to continue providing safe, frequent, and reliable service along the corridor; and

Whereas, on March 5, 2026, the Peninsula Corridor Joint Powers Board (JPB) authorized the Executive Director to negotiate and execute a loan agreement with the Metropolitan

Transportation Commission to allow Caltrain to sustain its current service levels and adopt a balanced FY27 operating budget; and

Whereas, Senate Bill (SB) 63, known as the Connect Bay Area Act, created the Public Transit Revenue Measure District and authorized the placement of a 14-year retail transactions and use tax ballot measure at the November 3, 2026, statewide general election that would provide Caltrain with approximately \$75 million per year in new external funding; and

Whereas, on April 2, 2026, at the JPB Budget Workshop, staff presented a potential financial scenario with no new external funding that would require significant service cuts, and staff received initial feedback on a draft Framework to guide the next phase of service planning and budgeting; and

Whereas, on May 7, 2026, at the JPB Board meeting, staff presented and received additional feedback from the JPB on the draft Framework for Caltrain's "No External Funding" Scenario; and

Whereas, if the Connect Bay Area measure fails to receive voter approval at the November 3, 2026, statewide general election and Caltrain is unable to secure new external funding, staff will prepare a preliminary FY28 operating budget incorporating guidance from this Framework; and

Now, Therefore, Be It Resolved that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby adopts the attached Framework for Caltrain's "No External Funding" Scenario.

Regularly passed and adopted this 4th day of June 2026 by the following vote:

Ayes: Abe-Koga, Canepa, Cohen, Gee, Heminger, Walton, Burt, Medina

Noes: None

Absent: Wagner


Chair, Peninsula Corridor Joint Powers Board

Attest:


JPB Secretary

Framework for Caltrain's No External Funding Scenario

This Framework will be used to guide the planning and budgeting process for Caltrain's potential future without external funding. In the absence of external funding, staff will request input from the Board on measures to include in the railroad's budget, which will then be incorporated in the proposed FY28 (and beyond) budgets for Board adoption. **Staff will engage with corridor communities to provide educational information and seek feedback on Caltrain's No External Funding Scenario.**

Guiding Principles

Staff propose that these principles be used to guide decision-making in the planning and budgeting process for Caltrain's potential future without external funding.

- A. Maintain safety first and always.
- B. Minimize risk and comply with regulations.
- C. Minimize ongoing operating and maintenance costs.
- D. Maximize ridership and revenue opportunities.
- E. Provide dependable access to the system for low income and minority communities.
- F. Maximize geographic equity in access to the system.

Scenarios

Given the many uncertainties and risks facing the railroad, multiple potential future scenarios will be considered and evaluated to plan for Caltrain's potential future without Connect Bay Area.

Example factors to include in potential future scenarios:

- **Level of service (if any) that can be provided with only Measure RR and other fixed revenue sources**
- Varied durations of potential service reductions
- Caltrain service shutdown (temporary vs. permanent)
- FTA Waiver Extension
- Additional "bridge funding" before receipt of potential external funds
- Cashflow limitations
- Ridership fluctuations

- Self-generated revenue fluctuations (e.g., reductions in fare revenue, parking revenue, etc.)

Cost-saving Measures

Current and additional cost-saving measures and their risks, costs, and benefits will be evaluated to plan for Caltrain's potential future without Connect Bay Area or other external funding.

Example cost-saving measures could include:

- Service cuts impacting frequency and span, such as hourly service; earlier evening shutdowns; no weekend service; station closures; segment closures; no special event service; and eventual elimination of Caltrain service
- Staffing reductions, such as administrative staff cuts
- Deferred State of Good Repair
- Reduced cleaning and maintenance
- Mothballing or retiring portions of the fleet

Revenue-generating Measures

Potential bridge funding and new revenue-generating measures and their risks, costs, and benefits will be evaluated to plan for Caltrain's potential future without Connect Bay Area.

Example potential revenue-generating measures could include:

- Additional bridge funding sources
- Member agency contributions
- Additional potential ballot measures
- Monetization of various assets
- Fare increases

From: [Thomas Arndt](#)
To: [Board \(@caltrain.com\)](#)
Subject: RE: Request for Signed Resolution
Date: Tuesday, August 18, 2026 11:30:05 AM

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Loana,

Thank you very much, this is exactly what we need. I appreciate your prompt response.

Thank you,

Thomas Arndt
(415) 820-7983

From: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Sent: Tuesday, August 18, 2026 11:16 AM
To: Thomas Arndt <tarndt@bayareametro.gov>; Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: RE: Request for Signed Resolution

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

External Email

Hello Thomas,

Thank you for your email. Please find attached the requested copy of signed Resolution No. 2026-27.

Thank you,
Loana

Loana Lumina-Hsu, Deputy District Secretary
San Mateo County Transit District
166 N. Rollins Road, Millbrae, CA 94030
Phone: 650-508-6466
Websites: [SamTrans](#) | [Caltrain](#) | [SMCTA](#)



From: Thomas Arndt <tarndt@bayareametro.gov>

Sent: Tuesday, August 18, 2026 10:34 AM

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

Subject: Request for Signed Resolution

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Hello,

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We are hoping to have a signed copy by the end of the day, if possible. Please feel free to call me if you have any questions.

Thank you,

Thomas Arndt (*he/him*)

Principal, Transit Programs and Financial Analysis

tarndt@bayareametro.gov

BAY AREA METRO | BayAreaMetro.gov

Association of Bay Area Governments

Metropolitan Transportation Commission

Bay Area Metro Center | 375 Beale Street | Suite 800

San Francisco, CA 94105

(415) 820-7983

From: [Andrew Dorsey](#)
To: [Board \(@caltrain.com\)](#)
Cc: [senator.becker@senate.ca.gov](#); [assemblymember.papan@assembly.ca.gov](#)
Subject: Safety and Sanitation Crisis at San Francisco Caltrain Station Restrooms
Date: Wednesday, August 19, 2026 3:31:18 PM
Attachments: [Safety and Sanitation Crisis at San Francisco Caltrain Station Restrooms.pdf](#)

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

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

Dear Members of the Peninsula Corridor Joint Powers Board,

Please find the attached formal letter regarding my concerns about the safety and sanitation of the restrooms at the San Francisco 4th & King Caltrain Station.

As a daily commuter from Redwood City, I am appalled by the current state of these facilities. They have become unsafe, unsanitary, and a haven for illicit activities, which is completely inexcusable. Immediate action is required to address this public safety crisis and restore basic security for paying passengers.

I have copied Senator Becker and Assemblymember Papan on this correspondence, as this is a matter of public concern for their constituents.

I expect a prompt response outlining the steps the Board will take to resolve this situation.

Thank you,
Andrew

August 19, 2026

VIA ELECTRONIC MAIL

Peninsula Corridor Joint Powers Board
Caltrain Headquarters
1250 San Carlos Ave.
San Carlos, CA 94070
Board@Caltrain.com

Cc: Senator Josh Becker (California Senate District 13)
senator.becker@senate.ca.gov
Assemblymember Diane Papan (California Assembly District 21)
assemblymember.papan@assembly.ca.gov

Subject: Safety and Sanitation Crisis at San Francisco Caltrain Station Restrooms

Dear Members of the Peninsula Corridor Joint Powers Board,

I am writing to request immediate intervention regarding the hazardous and unacceptable conditions of the public restrooms at the San Francisco 4th & King Caltrain Station. As a daily Caltrain rider commuting from Redwood City, I rely on your transit system, yet the current state of these facilities has devolved into a drug-infused public safety hazard at this station facility.

On a daily basis, riders face appalling conditions: individuals occupying stalls indefinitely, active illicit drug use, and an ongoing absence of security presence. The restrooms are unsanitary, unmonitored, and frankly unsafe. Having traveled to over 130 countries around the globe, I can state without hesitation that the squalor in these transit restrooms is among the worst I have encountered anywhere in the world. It is completely inexcusable for a major Bay Area transit hub.

Providing a clean, secure environment for paying passengers is the explicit responsibility of the Joint Powers Board. Allowing these facilities to fall into lawlessness and filth violates the basic public trust and jeopardizes passenger safety every single day.

Immediate, structural changes are required, including dedicated security staff, access controls, and enhanced sanitation procedures. Something must be done immediately to address this failure. I would appreciate a formal response from the Board outlining the specific actions being taken to restore security and cleanliness to the station.

Sincerely,

Andrew Dorsey

3 Blu Harbor Blvd
Redwood City, CA 94063

From: Caltrain BOD Public Support
Sent: Thursday, August 20, 2026 1:56 PM
To: Nicholas Tan
Cc: Board (@caltrain.com)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

Dear Nicholas Tan,

Thank you for following up, and please accept our apologies for the delay in getting back to you.

We do have an update. Work has started on the drainage issue at this location, and we are hoping to have it completed by the end of next week, if not sooner.

Once we receive confirmation that the work has been completed, we will pass that information along to you.

Thank you for your patience and understanding.

Best,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, August 11, 2026 12:41 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

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Hi it has been almost four months since I heard from you. Is there any update?

On Mon, Jun 22, 2026 at 8:13 PM Nicholas Tan <nicholastjs@gmail.com> wrote:
Hi, any update on this?

On Thu, May 28, 2026 at 9:42 AM Nicholas Tan <nicholastjs@gmail.com> wrote:
Hi any update on this matter?

On Tue, Apr 21, 2026 at 16:01 Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

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

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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

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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 lose 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

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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@samtrains.com>](mailto:nabongs@samtrains.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 to your family?

Thanks,
Nicholas

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