JPB Board of Directors
Meeting of December 3, 2026

Correspondence as of November 13, 2026

#	Subject
1.	Please install cameras for railroad crossing violations
2.	Train reliability
3.	Trash and debris along the Caltrain fence at Berry St & 7th St, Mission Bay - ROW crew visit requested
4.	Excessive Railroad Wheel Screeching
5.	Fourth follow-up: Could Caltrain please respond?
6.	RE: Fourth follow-up: Could Caltrain please respond? – *Staff response*
7.	Re: Fourth follow-up: Could Caltrain please respond? – *Corresponder response*
8.	Elevator not working at Sunnyvale Parking lot
9.	No bathroom on 11:25pm train???? OUT OF ORDER.

From: Chena Lee <chenalee@stanford.edu>
Sent: Thursday, November 5, 2026 10:07 PM
To: Board (@caltrain.com)
Subject: Please install cameras for railroad crossing violations

[Some people who received this message don't often get email from chenalee@stanford.edu. 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.

To whom it may concern,

I've come cross this recommendation after the alma vehicle crash disturbing my daily commute on Nov 5th. As someone who is rooting for improvement in the public transit system and more wide adoption, I believe this kind of issue at this frequency does deter people from relying on caltrain instead of their cars.

I believe installing turnkey RR crossing violation camera enforcement systems such as Railroad-Safe, and/or a sensor that can notify the caltrain drivers when an object is on the track, will vastly improve caltrain reliability and safety. Please consider taking some measures to solve this issue.

Best,
Chena

From: Chris Hajduk
To: Board (@caltrain.com)
Subject: Train reliability
Date: Thursday, November 5, 2026 10:55:17 PM

Some people who received this message don't often get email from cphajduk@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 of Directors,

I am writing to express my concern for the reliability of Caltrain. Over the last month, I have been stopped in terrible train delays 4 times. While some train delays are unavoidable, some incentives should implementes to improve the service.

Over the last month:
- Stopped for 2 hours because of a pedestrian strike (South Bound)
- Stopped for 2 hours due to a strike at Churchill Ave (South Bound)
- Stopped for 3 hours due to a vehicle strike at Churchill Ave (North bound)
- Stopped for 30min due to Train Fault at Menlo Park (South Bound)

Ensuring consistent reliability is vital for riders, and addressing hazards at grade crossings is a critical step toward minimizing delays and improving safety.

As I understand it, there are a few projects currently under way to address these issues, including license plate readers and grade separation. I would appreciate if these would be implemented as soon as possible. Please let me know if there are any ways I can support these efforts.

Thank you for your dedication to improving our transit system and for considering these suggestions.

Sincerely,
Chris Hajduk

P.S. Events like the vehicle strike on November 5th should be strongly disincetivized: https://www.reddit.com/r/caltrain/s/XsvtKfKe8M

From: Barklee Sanders
To: Board (@caltrain.com)
Subject: Trash and debris along the Caltrain fence at Berry St & 7th St, Mission Bay - ROW crew visit requested
Date: Friday, November 6, 2026 4:48:15 PM
Attachments: berry-fence.jpg

[Some people who received this message don't often get email from barkleesanders@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 Caltrain Board of Directors and staff,

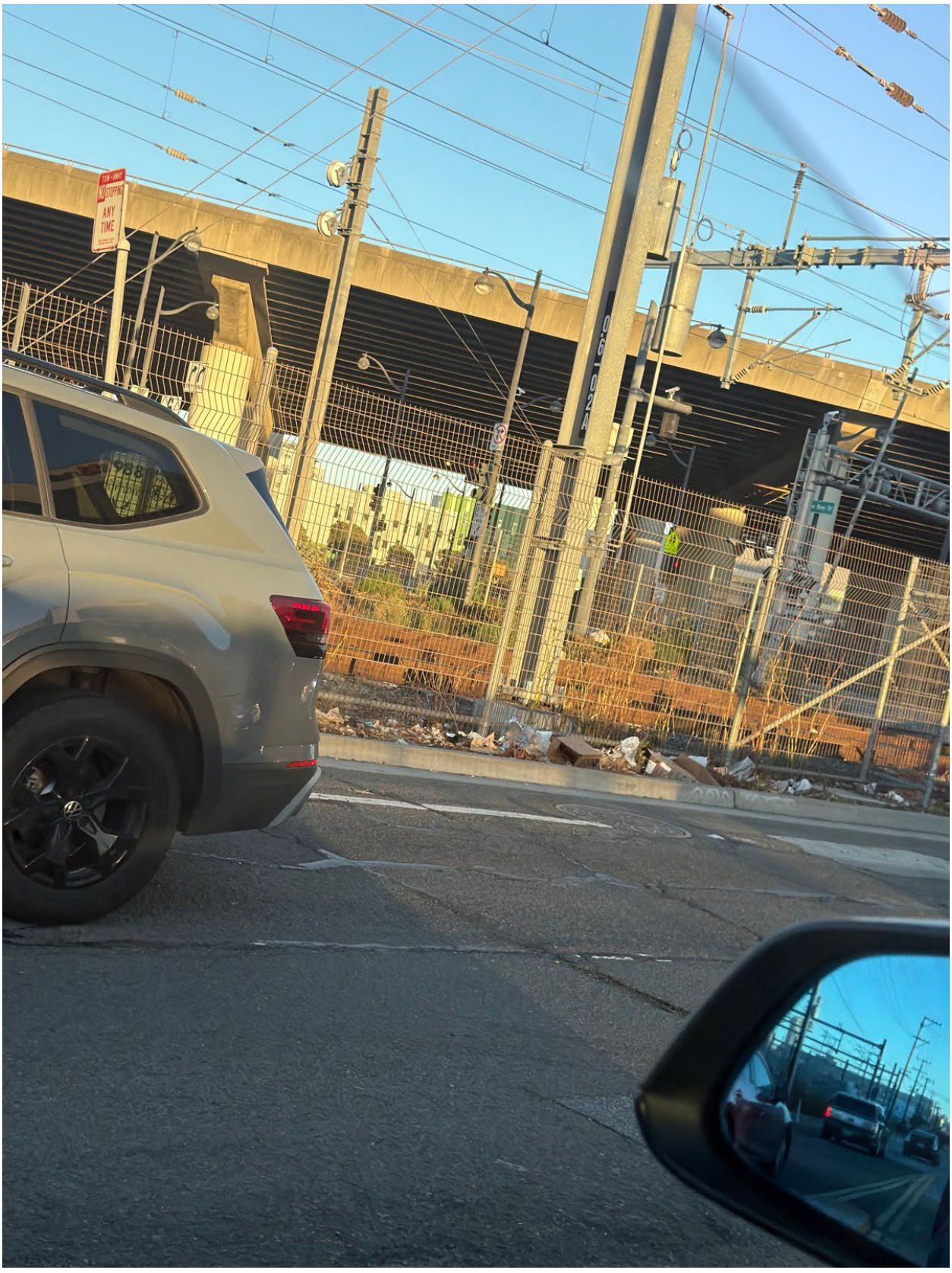
I am writing to report trash and debris piled against the Caltrain right-of-way fence at Berry Street and 7th Street in Mission Bay, San Francisco, photographed today, November 6, 2026 (photo attached).

Debris is accumulated at the base of the fence and visible along the fence border on the right-of-way side. The curb strip on the street side of the fence is City of San Francisco frontage, and I have filed that side separately with San Francisco 311 (Street and Sidewalk Cleaning case 202000272948). This report concerns Caltrain's side: please have a Right-of-Way crew visit the site to assess and clean the debris within Caltrain's jurisdiction along this fence line, and to address the fence line itself, which has become a recurring dumping magnet at this corner.

This is the same fact pattern as my June 1, 2026 letter concerning the corridor at Mariposa Street, where staff responded that a Right-of-Way crew would visit the site to assess the reported conditions and determine whether any action is needed within Caltrain's jurisdiction (published in the Board's August 6, 2026 correspondence packet). I am requesting the same site visit here.

Thank you for your attention. I can be reached at barkleesanders@gmail.com or (607) 597-9843.

Respectfully,
Barklee Sanders
1070 Bridgeview Way #1010
San Francisco, CA 94158


NO STOPPING
ANY TIME

From: Artur Ivanov
To: Customer Service
Cc: Board (@caltrain.com)
Subject: Excessive Railroad Wheel Screeching
Date: Sunday, November 8, 2026 2:00:03 PM

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

I'm writing to formally report an ongoing noise issue caused by trains traveling around the curved railroad tracks near Stockton Avenue and SAP Center in San Jose, directly outside Vespaio Apartments.

Every time trains travel through this curve, they produce an extremely loud, high-pitched metallic screeching sound. I understand that living near railroad tracks comes with some expected noise, but this is far beyond normal train noise.

Even with my apartment windows completely closed, the screeching is so loud that I frequently have to stop conversations, turn up the television, and sometimes physically cover my ears until the train passes.

This happens regularly and significantly affects my quality of life at home.

I am concerned that the excessive wheel screeching may be related to rail lubrication, friction, or another track maintenance issue.

I would appreciate it if Caltrain could have its maintenance or engineering department investigate this particular curve and determine whether anything can be done to reduce the noise.

Specifically, I would like to know whether any rail lubrication or noise-reduction equipment is installed at this location, whether it is functioning properly, and whether additional measures could be implemented.

I am not expecting trains to operate silently. However, the intensity of this particular noise seems unreasonable, especially considering how loud it is inside my apartment with the windows closed.

Please forward this complaint to the appropriate department and provide a written response regarding the findings and any planned corrective actions.

Thank you for your attention to this matter.

Respectfully,

Artur

Vespaio Apartments Resident

From: Helene Grossman
To: Caltrain BOD Public Support; Board (@caltrain.com)
Subject: Fourth follow-up: Could Caltrain please respond?
Date: Monday, November 9, 2026 10:37:22 AM

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Dear Caltrain Board Members and Public Support Team,

I am following up yet again on the Quiet Car pilot. This is my 4th email since September, without receiving even an acknowledgment.

After all this time -- and especially after voters have just approved another sales tax to support Caltrain and other public transportation agencies -- it is disappointing that Caltrain cannot extend riders the basic courtesy of a response.

More importantly, riders shouldn't have to ask for these updates in the first place.

Before reaching out, I check the publicly available meeting materials, including the Citizens Advisory Committee's follow-up tracker, to avoid unnecessarily burdening staff. Yet the Sept tracker simply states, "No update to share at this time."

"No update" should not be an acceptable status report on an initiative Caltrain has committed to implementing. If a project is delayed, explain why. If there are obstacles, identify them. The Board and the public should know where things stand, what remains to be done, and when completion is expected. This is a basic tenet of accountability.

I have two requests:

1. **Public accountability:** Could the Board require staff to provide meaningful, regular public status updates on outstanding commitments, including reasons for delays and anticipated completion dates?

2. **Quiet Car launch:** Could the Board ask staff to commit to a specific launch date for this pilot and ensure it happens?

Caltrain serves the public, and the public deserves both accountability and responsiveness.

Many thanks,

Helene Grossman

On Sun, Oct 18, 2026 at 3:32 PM Helene Grossman <helenegrossman@gmail.com> wrote:

> Dear Caltrain BOD and Public Support Team,
>
> I am writing again to follow up on the Caltrain Quiet Car pilot --
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> I wrote in September and received no response. I followed up several weeks later and received no response. So I am trying again.

In August 2025, Caltrain announced that the Quiet Car pilot would move forward, stating that “we aim to roll it out in the coming months.” In June 2026, Caltrain provided another assurance, indicating that the pilot was expected to launch later that summer.

It has now been more than 14 months since the initial announcement, and we are well past the anticipated summer launch. **Could Caltrain please commit to a specific launch date?**

It is deeply disappointing that a pilot with widespread rider support, which has already been approved and would provide such meaningful benefits, has taken this long to implement.

For many riders, a Quiet Car would truly transform the commuting experience -- providing a peaceful environment where passengers could work, read, or simply enjoy their ride. This is a simple, low-cost amenity that could substantially improve the experience of riding Caltrain.

It is especially frustrating that regional transit agencies are now asking taxpayers for additional funding through the proposed Regional Transit Measure (RTM), while Caltrain has yet to deliver even this modest service improvement. It is difficult to build public trust and support for additional transit funding when previously approved improvements go unfulfilled.

Could you please respond and provide a concrete launch date?

Thank you,

Helene Grossman

On Sat, Oct 10, 2026 at 5:31 PM Helene Grossman <helenegrossman@gmail.com> wrote:

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> Sincerely,
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It has been over a year since the decision to move forward with the pilot. If a launch date is still unavailable, could you explain what remains unresolved and when the public can expect a firm date?

Thank you,
Helene

On Wed, Jun 17, 2026 at 11:43 AM Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

> Dear Helene Grossman,
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> Thank you for taking the time to share your thoughtful feedback regarding the Quiet Car pilot. We appreciate your recognition of the work that has gone into developing the pilot program.
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> We are pleased to share that the Quiet Car pilot plan is currently in final executive review and is anticipated for implementation later this summer. While we do not yet have a specific launch date to announce, progress continues to be made toward implementation.
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> Thank you for your patience and for advocating for improvements that enhance the rider experience.
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> Your Caltrain BOD Public Support Team
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> **From:** Board (@caltrain.com) <Board@caltrain.com>
> **Sent:** Tuesday, June 16, 2026 4:29 PM
> **To:** Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
> **Subject:** FW: Quiet Car Pilot: Please Commit to a Timeline
>
> ---
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> **From:** Helene Grossman <helenegrossman@gmail.com>
> **Sent:** Tuesday, June 16, 2026 11:29:17 PM (UTC+00:00) Monrovia, Reykjavik
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> Dear Caltrain Board Members,

Thank you for your service and for all the work you do to support Caltrain riders. I know there are many competing priorities, and I appreciate the time and care that goes into improving the system.

I am writing to respectfully ask for a clear timeline for Caltrain's Quiet Car pilot.

It has been nearly a year since Caltrain decided to move forward with a Quiet Car pilot, and riders still do not appear to have a public implementation timeline. In February, Caltrain presented a thoughtful and practical Quiet Car plan. It looked excellent -- simple, low-cost, and responsive to a real rider need.

I am grateful that Caltrain took the idea seriously and developed a plan. I am just pleading now for the next step: please give riders a timeline, and please get the pilot launched.

For some commuters, this would make an enormous difference. I have largely been avoiding Caltrain for my commute because I value having a quiet space to work or read, and I find it very difficult to sit near loud phone calls or conference calls. Today, I am taking Caltrain again, and I have already had to move twice because of loud calls.

A Quiet Car would create space for everyone. Riders who need to take calls would still have most of the train available to them. Riders who need quiet would finally have a place to go. Caltrain should serve all of its riders, including those who need a quieter environment to travel comfortably.

This seems like such a low-cost, high-impact improvement. It does not require new trains or major infrastructure. It mainly requires signage and communication.

Please let riders know what progress has been made since the February presentation, what remains unresolved, and when the pilot can begin. Without a timeline, there is no accountability -- and after nearly a year, it is hard to understand why riders still do not even have a date to count on.

Please, for the sake of your ridership, commit to a public launch timeline for the Quiet Car pilot.

Thank you again for your service and for considering this request.

Sincerely,
Helene Grossman

From: Brent Tietjen
To: helenegrossman@gmail.com
Cc: Board (@caltrain.com)
Subject: RE: Fourth follow-up: Could Caltrain please respond?
Date: Monday, November 9, 2026 5:01:40 PM
Attachments: image002.png

Hi Helene,

Thanks for your email and I apologize for the delay in getting you a response.

We are working internally on the Quiet Car pilot and hope to launch it early next year. I am working with staff, and we tentatively plan to provide a presentation to the Community Advisory Committee at their meeting next week. At that time, we should be able to confirm a launch date and provide more information on the status. Please feel free to reach out to me directly if you have any additional questions about the pilot.

Thanks again for your commitment to this effort and we hope the pilot is a success when launched.

Best,

Brent Tietjen, External Affairs Manager
tietjenb@caltrain.com
166 N. Rollins Road, Millbrae, CA 94030



SAFETY
FIRST AND ALWAYS

From: Helene Grossman <helenegrossman@gmail.com>
Sent: Monday, November 9, 2026 10:36 AM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>; Board (@caltrain.com) <Board@caltrain.com>
Subject: Fourth follow-up: Could Caltrain please respond?

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Dear Caltrain Board Members and Public Support Team,

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More importantly, riders shouldn't have to ask for these updates in the first place.

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I have two requests:

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Many thanks,

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For many riders, a Quiet Car would truly transform the commuting experience -- providing a peaceful environment where passengers could work, read, or simply enjoy their ride. This is a simple, low-cost amenity that could substantially improve the experience of riding Caltrain.

It is especially frustrating that regional transit agencies are now asking taxpayers for additional funding through the proposed Regional Transit Measure (RTM), while Caltrain has yet to deliver even this modest service improvement. It is difficult to build public trust and support for additional transit funding when previously approved improvements go unfulfilled.

Could you please respond and provide a concrete launch date?

Thank you,

Helene Grossman

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> This would be such an amazing gift to Caltrain riders, but only if it actually launches :)
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> Thank you!

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On Sat, Sep 26, 2026 at 2:07 PM Helene Grossman <helenegrossman@gmail.com> wrote:

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> > Your Caltrain BOD Public Support Team
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> > ---
> >
> > **From:** Board (@caltrain.com) <Board@caltrain.com>
> > **Sent:** Tuesday, June 16, 2026 4:29 PM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Quiet Car Pilot: Please Commit to a Timeline

From: Helene Grossman <helenegrossman@gmail.com>
Sent: Tuesday, June 16, 2026 11:29:17 PM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <Board@caltrain.com>
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Please, for the sake of your ridership, commit to a public launch timeline for the Quiet Car pilot.

Thank you again for your service and for considering this request.

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From:	Helene Grossman
To:	Brent Tietjen
Cc:	Board (@caltrain.com)
Subject:	Re: Fourth follow-up: Could Caltrain please respond?
Date:	Monday, November 9, 2026 8:32:36 PM
Attachments:	image002.png

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

Dear Brent,

Thanks for your response!

One question: The last update I saw was in the July 15 CAC packet, which stated:

> "Quiet Car implementation plan has been approved by Caltrain Executive Team. Project ownership has shifted internally and is moving forward at this time for late summer implementation."

What caused the delay from summer 2026 to early 2027, given that the plan had already been approved?

Thank you!

Helene Grossman

On Mon, Nov 9, 2026 at 5:01 PM Brent Tietjen <TietjenB@caltrain.com> wrote:

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

Dear Caltrain Board Members,

Thank you for your service and for all the work you do to support Caltrain riders. I know there are many competing priorities, and I appreciate the time and care that goes into improving the system.

I am writing to respectfully ask for a clear timeline for Caltrain's Quiet Car pilot.

It has been nearly a year since Caltrain decided to move forward with a Quiet Car pilot, and riders still do not appear to have a public implementation timeline. In February, Caltrain presented a thoughtful and practical Quiet Car plan. It looked excellent -- simple, low-cost, and responsive to a real rider need.

I am grateful that Caltrain took the idea seriously and developed a plan. I am just pleading now for the next step: please give riders a timeline, and please get the pilot launched.

For some commuters, this would make an enormous difference. I have largely been avoiding Caltrain for my commute because I value having a quiet space to work or read, and I find it very difficult to sit near loud phone calls or conference calls. Today, I am taking Caltrain again, and I have already had to move twice because of loud calls.

A Quiet Car would create space for everyone. Riders who need to take calls would still have most of the train available to them. Riders who need quiet would finally have a place to go. Caltrain should serve all of its riders, including those who need a quieter environment to travel comfortably.

This seems like such a low-cost, high-impact improvement. It does not require new trains or major infrastructure. It mainly requires signage and communication.

Please let riders know what progress has been made since the February presentation, what remains unresolved, and when the pilot can begin. Without a timeline, there is no accountability -- and after nearly a year, it is hard to understand why riders still do not even have a date to count on.

Please, for the sake of your ridership, commit to a public launch timeline for the Quiet Car pilot.

Thank you again for your service and for considering this request.

Sincerely,
Helene Grossman

From: Michael Mc Walters
To: Board (@caltrain.com)
Subject: Elevator not working at Sunnyvale Parking lot
Date: Tuesday, November 10, 2026 3:22:49 PM

Some people who received this message don't often get email from michael.s.mcwalters@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 Board of Directors,

The elevators located at the Sunnyvale parking structure are not working, and the signs indicating this have been up for several months. The signs look weathered. This is an issue with the ADA requirement.

Please advise,

Michael McWalters
408-209-9814

From: Michael Mc Walters
To: Board (@caltrain.com)
Subject: No bathroom on 11:25pm train???? OUT OF ORDER.
Date: Tuesday, November 10, 2026 11:39:31 PM

Some people who received this message don't often get email from michael.s.mcwalters@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.

We saw Teddy Swims at the Chase center. She just announced that the one and only BATHROOM IS OUT OF ORDER.....

Did you not see the movie Hidden Figures? She had to walk to Timbuktu just to relieve herself.

These trains are only 2 years old and the one and only BATHROOM is OUT OF ORDER.

What a total embarrassment to your riders.

This is why I voted no on RTM. No accountability.

Totally DISGUSTED,

Michael McWalters

PLUS THE ELEVATORS ARE NOT WORKING AT THE SUNNYVALE STATION AND BOTH ARE OUT OF SERVICE. THIS GOES AGAINST THE ADA.