

# Caltrain® Connection

July/August 2003

## BART and Caltrain Make Historic Link



*Delia Galay was one of the first riders to try the BART-Caltrain connection. The story is on page four.*

## She's Got a Soft Touch for Man's Best Friends

Carla Campbell is like any other entrepreneur riding Caltrain with a need to get to client appointments on time.

It's the "clients" who are a bit unusual. Campbell is a canine and equine bodyworker, which means she massages dogs and horses. She has received more than 1,000 hours of training at four schools specializing in her field.

"There are at least 10 or 12 of us in the Bay Area who work on horses, and I'm only one of two who works on dogs, as far as I know," Campbell said.

Is her field the next-best-thing to pet shirks?

That's a common reaction but

Campbell says people change their minds when they see therapeutic benefits that can occur in animals with arthritis or who are recuperat-

*continued on page 5*



*Campbell demonstrates massage on Justin, her guide dog.*

## CTX Enters Home Stretch

Construction of Caltrain's huge CTX project has cleared the halfway mark, bringing the start of Baby Bullet express – and the resumption of weekend Caltrain service – that much closer.

Work on the \$110 million project began in the summer of 2002 and is to conclude in spring 2004. To get the work accomplished as swiftly and economically as possible, Caltrain suspended weekend rail service.

Crews have been busy from San Francisco to Santa Clara on a wide range of improvements, from

*continued on page 5*

# Expressions - the Riders Write

*Q. Use message boards for useful information like BART does (i.e., "Next Train Arrives in X Minutes. . ."). For the last six months, I have had to read about "new" Baby Bullet cars. The message is useless and a waste.*

**A.** At this time, Caltrain doesn't have the ability to say exactly where a train is in the system so that announcements of the type you request can be made. That will require some expensive improvements, including a global positioning systems capability, technology which Caltrain is in the process of designing.

We can, however, try to provide useful information and have asked our contract operator, Amtrak, to keep the messages updated and changing more frequently. We've also asked Amtrak to make more announcements using the visual message boards when Caltrain has general system delays of 10 minutes or more.

*Q. This comment is regarding a conductor who not only turned in my wallet but also called my credit union so that they could notify me. I would like to say that it takes a great deal of character and integrity to complete such an act. There is no better customer service than to extend help to others. I appreciate his efforts and act of kindness.*

**A.** Wow! That really is above and beyond the call of duty and *Expressions* appreciates hearing from you. We'll be sure that the conductor knows about it.

*Q. I would like to commend Caltrain on their efforts to make riders like myself happy. The conductors are courteous, the trains are always clean and pro-*

*vide a pleasant ride. However, I think the conductors should put a higher emphasis on people using only one seat (not two), especially during the commute. There is*

## Q & A

*nothing more frustrating than to see a person asleep with their bag/purse on the seat, when few seats are available. I felt that I*

## Reminder: Proof of Payment is Coming Sept. 22

*Q. I think it is unfair to charge \$3 more to purchase a ticket on the train. We went to the California Avenue station for the 9:30ish train. The person selling tickets was busy with someone for five minutes. By the time we purchased our tickets, the train had pulled out of the station. We are senior citizens and cannot afford the extra \$3.*

**A.** Next time, please use the ticket vending machine. Caltrain will be introducing a Proof-of-Payment system on Sept. 22 and tickets will not be sold on the train at all.

The \$3 offboard discount is not meant to be punitive but is needed to "retrain" passengers for the transition to Proof-of-Payment, which, over time, will allow Caltrain to reduce costs.

That ultimately contributes to the bottom line and helps Caltrain maintain – and perhaps even expand – service. Proof-of-Payment systems are common among other commuter railroads, allowing a more productive use of staff than in time-consuming and labor-

*shouldn't have to remind other riders about being courteous and respectful to others.*

**A.** The subject of "seat hogs" is among those that are covered in Caltrain's etiquette guide, which is described in brochures on the train and on bulletin boards signs. Come on, oinkers: Please don't make conductors or other riders embarrass you in front of a car full of strangers by asking you to move over to make room for others.

intensive onboard ticket sales.

*Q. I came to Lawrence Station at 4:10 p.m. to purchase a round-trip ticket to Menlo Park. The machine did not accept my \$10.*

*But when I purchased a ticket on the train, they nevertheless charged me an extra \$3. It's not my fault!*

**A.** Although an individual ticket vending machine may have problems, such as with the bill acceptor, they are generally quite reliable. If one machine seems to have a problem, please try another.

It's a good idea to bring more than one form of payment (coins or credit cards) just in case. However, you can also submit a request for a \$3 refund to Caltrain at 1250 San Carlos Ave., San Carlos, CA 94070-1306, and we can investigate the status of the TVM on the date and time in question.

The next issue of *Caltrain Connection* will go into more detail about Proof-of-Payment. Look for signs and other information as this major change approaches.



# Sunnyvale Transit Center Opens

Caltrain riders are enjoying the use of a new multimodal station in Sunnyvale, which also serves Santa Clara Valley Transportation Authority buses and area shuttles.

The Sunnyvale Multimodal Transit Center incorporates a five-story, 400-car parking structure, surface parking and a shuttle plaza. The station, located at 295 West Evelyn Ave., between Murphy and Mathilda, in Sunnyvale, opened in late May.

“This station is a great example of how partnerships can work to fulfill the needs of a community,” said Caltrain board Chair John McLemore, during the opening ceremony.

“By knitting together the pedestrian, bus and rail elements, the station provides not only a more efficient and accessible way to ride Caltrain and VTA but a more effective centerpiece for downtown Sunnyvale and a stronger regional transit network.”

The Sunnyvale Multimodal Transit Center is a Santa Clara County 1996 Measure B project and was jointly funded by the City of Sunnyvale, then County of Santa Clara, VTA, Caltrain and the Metropolitan Transportation Commission.

The \$11.4 million project was begun in September 2001. Of the total, \$8.9 million was funded by 1996 Measure B.

A graceful roof constructed of curved steel beams covered with translucent polycarbonate sheeting arches over the passenger plaza. It is located next to the parking garage, which has 340 spaces for Caltrain riders.

The station also includes 75



*Officials from Sunnyvale, Caltrain and the Santa Clara Valley Transportation Authority welcomed the opening of the new downtown train station.*

sheltered bike lockers.

Autos, taxis and shuttles can pull into the dropoff area at the center of the station, where there are an additional 100 parking spaces.

Beyond the obvious transportation improvement, the new station should serve larger goals in Sunnyvale as gateway to the city's

downtown shopping and entertainment area.

In addition to providing an accessible new multimodal transit station, the Sunnyvale facility will also encourage cleaner air. Electric car charging stations have been incorporated into the design of the garage.

## Police Officers Get a Lesson in Safety



*Officers from six police agencies got to see the railroad from the engineer's perspective during a May 21 safety event. As the train traveled between Palo Alto and Santa Clara, other officers stationed at grade crossings cited 23 drivers and one pedestrian for violations.*

# BART and Caltrain Make Historic Link

Since moving to Pittsburg in the East Bay, Delia Galay had been keenly anticipating the opening of the BART extension to Millbrae.

Galay had been commuting on BART to San Francisco, where she transferred to Muni to take her to Caltrain. She then rode the train and a shuttle to her job in San Mateo.

"I am really, really happy that it has finally opened," said Galay, who was among the first passengers making the BART-Caltrain connection on June 23.

"It's much, much better because it minimizes the cost and saves about 30 minutes each way."

BART's first day of service came on Sunday, June 22. Because of Caltrain's weekend shutdown for construction, Monday was the first day when riders could make the cross-platform rail connection at Millbrae.

Among them was Ken Hughes, a Berkeley resident who also had been taking BART and Muni and then boarding Caltrain to get to work in Belmont.

Hughes welcomes the single transfer he can make at Millbrae.

**Various discount BART tickets, including those for seniors and people with disabilities, as well as high-value tickets, can be purchased at the Caltrain administrative office.**

**Hours are from 8 a.m. to 5:30 p.m. weekdays. The office is at 1250 San Carlos Ave., two blocks from the San Carlos Caltrain Station.**



*Passengers can cross from the BART track to a northbound Caltrain.*

"It probably is not going to save me that much time but it will be a lot nicer," he said. "I think going home at night will be the best because I can get on Caltrain and BART and relax."

Some passengers liked their new ability to experiment with different modes. Maria Jovel of San Jose, who works in the Civic Center area of San Francisco, decided to give BART a try on the first day. One big plus: not having to make a Muni connection.

For others, like Flora Muñoz, the new transit link seemed to have been created just for her.

She recently got a job in Pleasant Hill, which is right on the Pittsburg-Baypoint line, which goes directly to Millbrae. She can walk from her home in Sunnyvale to Caltrain and sit back and relax.

The BART connection at Millbrae also provides access to, not one, but three airports.

Passengers can ride Caltrain to Millbrae and transfer to a BART shuttle train to San Francisco

International Airport.

A Caltrain/BART link also is available to San Jose International Airport (transferring to a bus at the Santa Clara Caltrain Station) or to Oakland International Airport, transferring at Daly City to BART's Fremont or Dublin-Pleasanton lines to the Coliseum station and an AIRBART bus.



*Travelers can connect with three Bay Area airports from Millbrae.*

# CTX Project Enters the Home Stretch

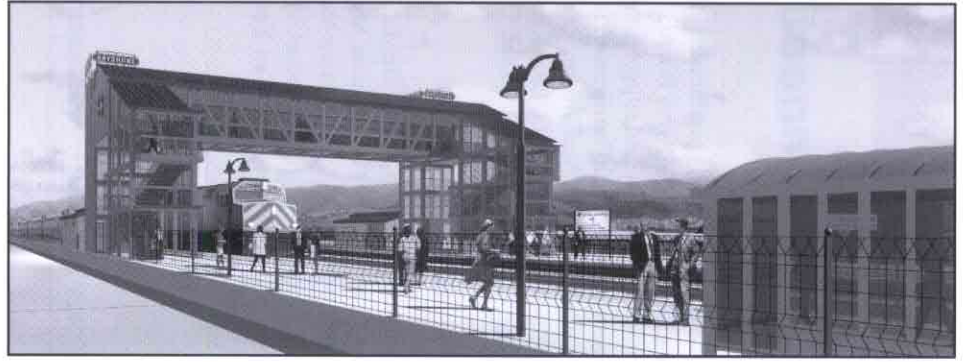
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replacing rail to installing switches and preparing for the connection of BART and Caltrain at Millbrae.

Preliminary work has begun on the construction of a new Bayshore station, which will provide a steel overpass for pedestrians to cross from one platform to another. The new overpass towers will feature station signs and clocks.

Other station amenities will include shelters, benches, ticket vending machines and both public address and visual messaging systems.

Concrete has been poured and new signal bridges have been set in place. Platforms have been tempo-



*Construction work is just beginning on the new Bayshore station in Brisbane, which will straddle four tracks needed for Baby Bullet service.*

rarily relocated to accommodate construction.

The Lawrence station in Sunnyvale will include similar amenities, but access between platforms will be via a pedestrian

underpass.

More details about the CTX Project are available in a new issue of *On Track for the Future*, which is available by calling 650.624.2705.

## She's Got a Soft Touch for Man's Best Friends

*continued from page 1*

ing from surgery. Horse owners are more likely to view massage as part of a regular conditioning program, whereas dog owners may not see the benefit until an animal needs help.

"A lot of what I do is conditioning and injury prevention," she said.

### **In Business Two Years**

Blind as a result of childhood glaucoma, Campbell got into animal massage therapy as a business about two years ago. Referrals come from animal chiropractors and holistic veterinarians, and also from massage demonstrations at pet fairs and pet stores.

To get to appointments, she walks with her 30-month-old guide dog, Justin, to the Atherton Caltrain Station, which is near her Menlo Park home.

The Golden Retriever leads her

along level pedestrian pathways and to ticket vending machines. He is also trained to find her the kind of seat she prefers (a two-seater).

"The train is great," she said. "The conductors are always great and most of them have learned about offering assistance but not forcing it upon one."

Caltrain's half-hourly midday service vastly improved options for Campbell, who rides four or five times a week for business, as well as for leisure trips. Her big wish is for southbound midday service to Gilroy, so she could avoid a 1<sup>3</sup>/<sub>4</sub>-hour bus ride from San Jose.

A massage practitioner follows the animal's muscle lines, working at a steady pace and alternating pressure. Although animals can't say "a little to the left," repeat customers have been known to "shove a shoulder at me or hand

me a foreleg," Campbell said.

Campbell charges a flat \$90 for a one- to two-hour equine massage; an average of \$30 to \$45 for a canine.

### **The Cobbler's Kids**

She and her husband, Scott Stanton, have two cats and two dogs. Alas, "they're the cobbler's children" when it comes to getting a professional rubdown, although Campbell uses Justin for massage demonstrations.

Public transit has helped Campbell conduct a business that she finds highly satisfying.

"I can see that it makes a difference in the animal's lives and also the owner's lives," she said. "It gives me a lot of freedom and gets me out doing things. Not to be corny about it, but I really couldn't do it without good transit and the train."

# Caltrain Connection

Caltrain Connection is produced by the Peninsula Corridor Joint Powers Board. Your comments, contributions and suggestions are encouraged and should be directed to:

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## Fast Facts

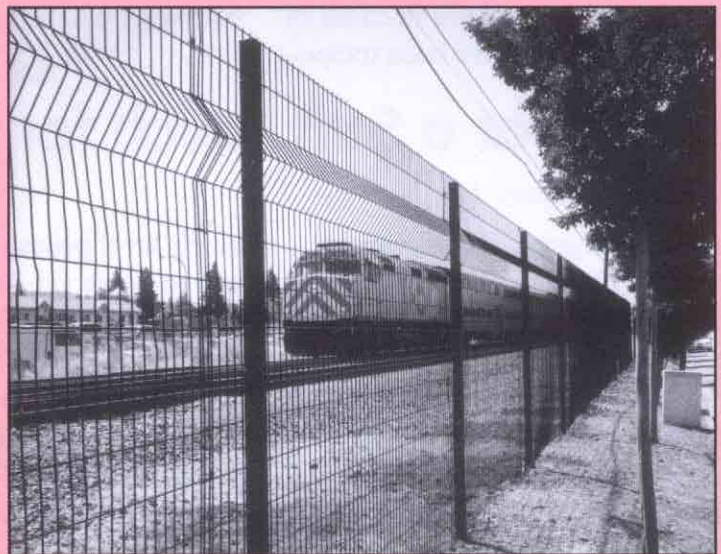
Caltrain crews have installed **safety fencing** along the railroad tracks in Redwood City, part of the railroad's ongoing efforts to reduce trespassing and save lives.

About 1,600 feet of high-security fencing has been installed along the tracks, from Whipple Avenue north toward San Carlos.

The eight-foot-high, welded mesh fencing has a black vinyl coating and has proven to be effective in discouraging pedestrian trespassing. Several years ago, fencing was installed between Woodside Road and Fifth Avenue, where 1,200 trespassers were counted in a single day, and the fence has been a significant deterrent.

The location for fencing was recommended by the railroad's transit police and locomotive engineers because of ongoing problems with people taking

*Safety fencing has gone up along the railroad tracks in Redwood City, part of Caltrain's annual fencing program.*



short cuts across the tracks and with homeless people in the area. Pedestrians should cross the tracks at Whipple Avenue . . . The opening of the **Millbrae Intermodal Station** means the closure of the historic railroad station for passenger use but certainly not the end of useful life for the 96-year-old landmark. The building will be used for train operations and crew functions . . . Caltrain has redeployed staff from

the **San Mateo Transit Center** to Millbrae to provide for the longer hours and additional Caltrain riders at the new station . . . Congratulations to **Captain Jim Martino**, who is in charge of Caltrain's Amtrak police force. He has received one of five certificates of commendation presented nationally by the American Association of Railroads in Washington, D.C. for his contributions to safety.