



JPB Board of Directors
Meeting of July 7, 2022

Correspondence as of June 3, 2022

Subject

- 1 Conductor Support
- 2 Delayed Train Announcements - Safety

From: [Tiffany Crist-Studley](mailto:Tiffany.Crist-Studley@caltrain.com)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Thank you to the conductor Deanna!
Date: Friday, June 3, 2022 7:21:10 AM

[You don't often get email from tcriststudley@castilleja.org. 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,

Almost every morning, I take the 106 train from Bayshore station to Palo Alto, and I often have the pleasure of Deanna being the conductor in my cars.

For a long time, I have been grateful of her no-nonsense approach, and also for her sincere care for keeping passengers safe.

Today, I witnessed her, yet again, dealing with a difficult passenger. She did so with directness and courtesy, and yet this passenger asked for her name and badge number as soon as the passenger was asked to remove their bare feet from the seat in front of them.

I have no idea if that passenger is writing a negative report about Deanna, but from my point of view, Deanna is a true gem. I sincerely hope you are able to continue recruiting and retaining other conductors similar to her - she is absolutely fabulous.

With gratitude,

Tiffany Crist-Studley
Castilleja School
Middle School Dean of Students
Science Department

Women Leading - Women Learning

Sent from my iPhone

From: [Jamie M Minjie](#)
To: [Board \(@caltrain.com\)](#)
Subject: Passenger Complaint (Online form doesn't send)
Date: Friday, June 3, 2022 12:26:52 PM

[You don't often get email from j.minjie@icloud.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.

Hi Caltrain,

I was on a train from Mountain View back to San Francisco last night with a Day Pass that was purchased on my app connected to the same email address provided (j.minjie@icloud.com). It departed at 9:40pm and was supposed to arrive at San Francisco at 11:00pm.

And yet the train got stuck on the way near San Mateo and we eventually was paused for an hour. I finally arrived at San Francisco station at 12:00am.

It was very dangerous to travel so late as a single woman so I had to take a Uber home from there. It was quite disturbing and cost me additional expenses. I know that Caltrain is trying their best to improve your customer experiences and believe that this is a legitimate reason to argue for a refund or other forms of compensation. I will be happy to provide proofs of my Uber ride and day pass ticket.

I will look forward to hearing back from you.

Thanks a lot!

Jamie