



JPB Board of Directors  
Meeting of August 4, 2022

Correspondence as of July 29, 2022

# Subject

- 1 Design of Complex
- 2 Blossom Hill Encampment
- 3 Public Transportation Experience
- 4 Caltrain Thank You Letters to Congress

**From:** [Diane Mcquillen](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** Design of complex  
**Date:** Saturday, July 23, 2022 10:50:05 AM

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[You don't often get email from dianemcquillen@msn.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.

I just saw the proposed design for the complex that will be across from the Diridon Station. Is there any way that design could be scrapped and one more in keeping with the historical design of the Diridon station be developed. It's jarring to see the institutional style that has sprung up in that area. No warmth, no beauty, but depressing. I'm sad for the future of San Jose if this trend keeps up. Diane McQuillen  
Sent from my iPhone

**From:** [Dhanya Rajan](#)  
**To:** [Nabong, Sarah](#); [Board \(@caltrain.com\)](#)  
**Subject:** Re: URGENT!!!! ENCAMPMENT IN BLOSSOM HILL station.  
**Date:** Sunday, July 24, 2022 7:28:25 AM  
**Attachments:** [image001.png](#)

You don't often get email from [rajan.dhanya@gmail.com](mailto:rajan.dhanya@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,

Any update on my complaint(Customer Service Recording Form: 843340)? There is an active encampment inside the Blossom Hill Caltrain station. Considering the recent spike in crimes and the presence of weapons in a recent encampment bunker that was busted by SJPd, this encampment poses serious threats to the commuters who rely on this station every day. Please do your part in keeping your commuters and the community safe by abating this encampment. Please see the pictures I took today(attached).

Regards,  
Dhanya Rajan  
408-431-1574

On Sun, Jul 3, 2022 at 8:12 PM Dhanya Rajan <[rajan.dhanya@gmail.com](mailto:rajan.dhanya@gmail.com)> wrote:

Hi,

I am looking for an update about the complaint I mentioned about the fences torn by homeless folks living by the BlossomHill Caltrain station. My phone number is 408-431-1574.

Regards,  
Dhanya Rajan  
408-431-1574

On Thu, Jun 2, 2022 at 12:13 PM Nabong, Sarah <[nabongs@samtrans.com](mailto:nabongs@samtrans.com)> wrote:

Dear Dhanya Rajan,

Thank you for submitting your comments to Caltrain. We sincerely apologize for the negative conditions that you experienced in Blossom Hill Station. We have forwarded your report to the proper parties for review. We are working with the city to clear the area of the homeless encampments and the vehicles parked on Caltrain Property.

Again we apologize for this experience and thank you for sharing your feedback.

Kind Regards,

**Sarah Nabong, Customer Service Representative 2**

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



**From:** [Rios, Rona](#)  
**To:** ["rajan.dhanya@gmail.com"](mailto:rajan.dhanya@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Consumer Report 843340  
**Date:** Friday, July 29, 2022 9:58:23 AM  
**Attachments:** [image001.png](#)

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Dear Mr. Rajan,

Thank you for reaching out for an update regarding the homeless encampment near your home. After further review by our Rail Operations team this area is confirmed to not be Caltrain property. This area is off limits to Caltrain and the follow up efforts should be made with your local police or city. We sincerely apologize for the extended time it has taken for us to get back to.

Best Regards,

Rona Rios, Director of Customer Experience  
1250 San Carlos Ave, San Carlos, CA. 94070  
Office Phone: 650-508-6239  
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



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**From:** [Dhanya Rajan](#)  
**To:** [Rios, Rona](#)  
**Cc:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Re: Consumer Report 843340  
**Date:** Friday, July 29, 2022 10:04:54 AM  
**Attachments:** [image001.png](#)

You don't often get email from [rajan.dhanya@gmail.com](mailto:rajan.dhanya@gmail.com). [Learn why this is important](#)

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Hi Rona,

Thanks for your reply. But who owns the property where Blossom Hill Caltrain station is in? City points to Caltrain or a Union Pacific.

Thanks

On Fri, Jul 29, 2022 at 9:58 AM Rios, Rona <[riosr@samtrans.com](mailto:riosr@samtrans.com)> wrote:

**From:** [Rios, Rona](#)  
**To:** "Dhanya Rajan"  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** RE: Consumer Report 843340  
**Date:** Friday, July 29, 2022 10:11:03 AM  
**Attachments:** [image001.png](#)

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Hi,

I've been informed that it is in the city of San Jose right of way, or the state entity Caltrans (California Dept of Transportation).

Rona Rios, Director of Customer Experience  
1250 San Carlos Ave, San Carlos, CA. 94070  
Office Phone: 650-508-6239

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



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**From:** [Dhanya Rajan](#)  
**To:** [Rios, Rona](#)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Consumer Report 843340  
**Date:** Friday, July 29, 2022 10:11:52 AM  
**Attachments:** [image001.png](#)

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Thanks. I will contact them.

On Fri, Jul 29, 2022 at 10:11 AM Rios, Rona <[riosr@samtrans.com](mailto:riosr@samtrans.com)> wrote:

From: Rafe MacDonell <[rafecmacd@hotmail.com](mailto:rafecmacd@hotmail.com)>  
Sent: Monday, July 25, 2022 8:40 AM  
To: Board (@caltrain.com) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>  
Subject: A horrendous experience

[You don't often get email from [rafecmacd@hotmail.com](mailto:rafecmacd@hotmail.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.

Good morning

I'm writing to inform you of what was the worst public transport experience I've had in my years of using public transport around the world, on the Caltrain from Santa Clara into San Francisco at 7:00 this morning.

I'm a Zimbabwean and have recently moved over from the UK and have only used the Caltrain a handful of times.

This morning, I tapped in on my Clipper Card as the train approached and after tapping noticed my card was in the negative by ~\$4. As I walked toward and onto the train I topped my card up by \$20 using ApplePay. The payment completed as a ticket officer asked for my travel pass.

She scanned my card, then told me I didn't have a valid ticket and I would be charged a \$75 penalty. I showed her how a minute ago I processed a \$20 payment. She accused me of knowingly getting on the train without a ticket. I explained that I had recently moved to the US and I haven't traveled on the service much and that didn't know that the machine wouldn't acknowledge me tapping because of my funds, how I assumed I would just continue going into the negative.

She told me that I needed to pay the fine or get off the train at the next stop.

I complied and got off the train, I asked if there was anything I could do, but she was insistent, unkind and she didn't try to understand my situation. She was rude and she didn't believe me, she could have looked at my Clipper card history to see how few times I'd travelled but instead chose to be indignant.

I explained how I'd never been treated like this, and she said that she treats everyone the same way, implying that I shouldn't expect to get 'special treatment'. She said "this wouldn't happen if I was a paying customer" - I am a paying customer, I tried to pay, I thought I'd paid, and I have paid multiple times previously. I do not expect special treatment, I'd expect everyone to be treated with respect and for all customers to be given the benefit of the doubt.

Being a development manager for major transport infrastructure projects like Heathrow airport - I have a laundry list of things wrong with California's public transport - but the main problem is the way that people who use the system are treated. I thought it was a perception which you were trying to change, but it seems like it's embedded in the way your staff treat their customers.

The ticket officer, after I acknowledged her name, wanted me to put a complaint in - she taunted me, so prideful that she was right, that I was wrong and that my complaint would fall on deaf ears. "Complain, I'll still be here for the next 20 years" she said. I didn't have a ticket so she kicked me off and she had a power trip over it. How sad.

Kind Regards,  
Rafe

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**From:** [Rios, Rona](#)  
**To:** ["rafecmacd@hotmail.com"](mailto:rafecmacd@hotmail.com)  
**Cc:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Consumer Report (complaint)  
**Date:** Friday, July 29, 2022 10:20:56 AM  
**Attachments:** [image001.png](#)

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Dear Rafe MacDonell,

Your correspondence to the Board of Directors has been received and they will receive a copy of this email. First, thank you for taking the time to provide us with this information regarding your experience. Please know that Caltrain takes reports like this very seriously and does not condone treatment such as what you are describing. We train our crew members to always maintain a professional demeanor when interacting with our customers.

We will send this report to our Rail Operations Management Team for their attention to address this issue. In order to aid us in our investigation please provide us more detail i.e. a description of the conductor and train number or time of occurrence (trip time).

We sincerely apologize for the treatment you described and will follow up when additional information is received.

Best Regards,

Rona Rios, Director of Customer Experience  
1250 San Carlos Ave, San Carlos, CA. 94070  
Office Phone: 650-508-6239

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







July 26, 2022

The Honorable Anna Eshoo  
U.S. House of Representatives  
272 Cannon House Office Building  
Washington, DC 20515

2022 BOARD OF DIRECTORS

STEVE HEMINGER, CHAIR  
CHARLES STONE, VICE CHAIR  
DEVORA "DEV" DAVIS  
GLENN HENDRICKS  
CINDY CHAVEZ  
JEFF GEE  
DAVE PINE  
SHAMANN WALTON  
MONIQUE ZMUDA

MICHELLE BOUCHARD  
ACTING EXECUTIVE DIRECTOR

Dear Congresswoman Eshoo:

I'm writing to thank you for all of your work in passing the Federal FY23 THUD Appropriations Bill. We greatly appreciate the significant funding included for public transit and are grateful for the \$800,000 for our Safety Fencing Project that you requested being included in the bill.

We are also especially grateful to Speaker Pelosi and her staff for their work to add language into the bill to help Caltrain's Electrification Project become eligible for funding through the Federal Transportation Administration's Capital Investment Grants (CIG) Program. The language is in the bill which just passed the House, [H.R. 8294](#), in Section 165, under Administrative Provisions – Federal Transit Administration. The language is attached on page 2 of this letter.

As you know, Caltrain is moving forward on our Electrification Project to transform our corridor from San Francisco to San Jose, replacing 75 percent of our diesel fleet with electric trains, which will help achieve the Administration's transportation, safety and climate goals. Today, much of the civil infrastructure work is now complete and the first high-performance electric trains have arrived. However, the project faces a \$410 million funding gap. We are hoping this opportunity to apply for CIG funding will help fill some of the gap and move us closer to providing electrified service in 2024.

Thank you again for your unwavering support and for prioritizing safety and improved service on our corridor.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Bouchard", is written over a white background.

Michelle Bouchard  
Acting Executive Director

cc: Peninsula Corridor Joint Powers Board of Directors

Attachment A

## Attachment A

SEC. 165. Of the amounts made available under the heading "Department of Transportation—Federal Transit Administration—Capital Investment Grants" in this Act, \$600,000,000 shall be made available for allocation to recipients with existing full funding grant agreements under sections 5309(d) and 5309(e) of title 49, United States Code, that received allocations for fiscal year 2022 and have either (1) a capital investment grant share of 40 percent or less; or (2) signed a full funding grant agreement between January 20, 2017 and January 20, 2021: Provided, That recipients with projects open for revenue service shall not be eligible to receive an allocation of funding under this section: Provided further, That amounts shall be provided to recipients proportionally based on the non4 capital investment grant share of the project: Provided further, That no project may receive an allocation of more than 40 percent of the total amount in this section: Provided further, That the Secretary shall proportionally distribute funds in excess of such 40 percent to recipients for which the percent of funds does not exceed 40 percent: Provided further, That a recipient may not receive an allocation of funding under this section if the recipient has (1) expended less than 75 percent of the allocations received under paragraph (4) of section 3401(b) of the American Rescue Plan Act of 2021 (Public Law 117–2); and (2) expended less than 50 percent of the federal operating assistance allocations received under section 5307 of title 49, United States Code, in the Coronavirus Aid, Relief, and Economic Security Act (Public Law 116–136), the Coronavirus Response and Relief Supplemental Appropriations Act, 2021 (Public Law 116–260), or the American Rescue Plan Act of 2021 (Public Law 117–2): Provided further, That amounts allocated pursuant to this section shall be provided to eligible recipients notwithstanding the limitation of any calculation of the maximum amount of Federal financial assistance for the project under section 5309(k)(2)(C)(ii) of title 49, United States Code: Provided further, That the Federal Transit Administration shall allocate amounts under this section no later than 30 days after the date of enactment of this Act.



July 26, 2022

The Honorable Jackie Speier  
U.S House of Representatives  
2465 Rayburn House Office Building  
Washington, DC 20515


Dear Congresswoman Speier:

I'm writing to thank you for all of your work in passing the Federal FY23 THUD Appropriations Bill. We greatly appreciate the significant funding included for public transit and are grateful for the \$800,000 for our Safety Fencing Project that you requested being included in the bill.

We are also especially grateful to Speaker Pelosi and her staff for their work to add language into the bill to help Caltrain's Electrification Project become eligible for funding through the Federal Transportation Administration's Capital Investment Grants (CIG) Program. The language is in the bill which just passed the House, [H.R. 8294](#), in Section 165, under Administrative Provisions – Federal Transit Administration. The language is attached on page 2 of this letter.

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Thank you again for your unwavering support and for prioritizing safety and improved service on our corridor.

Sincerely,  
  
Michelle Bouchard  
Acting Executive Director

cc: Peninsula Corridor Joint Powers Board of Directors

Attachment A

2022 BOARD OF DIRECTORS

STEVE HEMINGER, CHAIR  
CHARLES STONE, VICE CHAIR  
DEVORA "DEV" DAVIS  
GLENN HENDRICKS  
CINDY CHAVEZ  
JEFF GEE  
DAVE PINE  
SHAMANN WALTON  
MONIQUE ZMUDA

MICHELLE BOUCHARD  
ACTING EXECUTIVE DIRECTOR

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July 26, 2022

The Honorable Ro Khanna  
U.S. House of Representatives  
306 Cannon House Office Building  
Washington, DC 20515

2022 BOARD OF DIRECTORS

STEVE HEMINGER, CHAIR  
CHARLES STONE, VICE CHAIR  
DEVORA "DEV" DAVIS  
GLENN HENDRICKS  
CINDY CHAVEZ  
JEFF GEE  
DAVE PINE  
SHAMANN WALTON  
MONIQUE ZMUDA

MICHELLE BOUCHARD  
ACTING EXECUTIVE DIRECTOR

Dear Congressman Khanna:

I'm writing to thank you for all of your work in passing the Federal FY23 THUD Appropriations Bill. We greatly appreciate the significant funding included for public transit.

We are especially grateful to Speaker Pelosi and her staff for their work to add language into the bill to help Caltrain's Electrification Project become eligible for funding through the Federal Transportation Administration's Capital Investment Grants (CIG) Program. The language is in the bill which just passed the House, [H.R. 8294](#), in Section 165, under Administrative Provisions – Federal Transit Administration. The language is attached on page 2 of this letter.

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Thank you again and please let us know if you have any questions or would like more information about Caltrain's Electrification Project, CIG eligibility, or other related matters.

Sincerely,

A handwritten signature in black ink, appearing to be "MB", written over a white background.

Michelle Bouchard  
Acting Executive Director

cc: Peninsula Corridor Joint Powers Board of Directors

Attachment A

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July 26, 2022

The Honorable Zoe Lofgren  
U.S. House of Representatives  
1401 Longworth House Office Building  
Washington, DC 20515

2022 BOARD OF DIRECTORS

STEVE HEMINGER, CHAIR  
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GLENN HENDRICKS  
CINDY CHAVEZ  
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MONIQUE ZMUDA

MICHELLE BOUCHARD  
ACTING EXECUTIVE DIRECTOR

Dear Congresswoman Lofgren:

I'm writing to thank you for all of your work in passing the Federal FY23 THUD Appropriations Bill. We greatly appreciate the significant funding included for public transit.

We are especially grateful to Speaker Pelosi and her staff for their work to add language into the bill to help Caltrain's Electrification Project become eligible for funding through the Federal Transportation Administration's Capital Investment Grants (CIG) Program. The language is in the bill which just passed the House, [H.R. 8294](#), in Section 165, under Administrative Provisions – Federal Transit Administration. The language is attached on page 2 of this letter.

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Thank you again and please let us know if you have any questions or would like more information about Caltrain's Electrification Project, CIG eligibility, or other related matters.

Sincerely,

A handwritten signature in black ink, appearing to read "MB", with a long horizontal flourish extending to the right.

Michelle Bouchard  
Acting Executive Director

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July 26, 2022

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MONIQUE ZMUDA

MICHELLE BOUCHARD  
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The Honorable Jimmy Panetta  
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406 Cannon House Office Building  
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Thank you again and please let us know if you have any questions or would like more information about Caltrain's Electrification Project, CIG eligibility, or other related matters.

Sincerely  
  
Michelle Bouchard  
Acting Executive Director

cc: Peninsula Corridor Joint Powers Board of Directors

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