



JPB Board of Directors  
Meeting of September 1, 2022

Correspondence as of August 19, 2022

# Subject

- 1 Mobile Billboard
- 2 App Not Working
- 3 Locomotive Disposal
- 4 Notice of Intent - 2194 University Avenue Gas Station Improvements
- 5 Lost & Found

2022-08-07

BOARD OF DIRECTORS  
P.O. Box 3006  
SAN CARLOS, CA 94070-1306

To the Board of Directors:

After voting 2 years ago to expand Caltrain's tax revenue on measure RR, I was dismayed to see an entire set of train cars turned into an eyesore of a mobile billboard for Google Chrome, cheerfully honking on their way to Menlo Park station.

We don't need more visible surfaces plastered with ugly ads for tech products, and it's manifestly grotesque to assault California citizens with those ads by renting out the property they pay taxes to support. I urge you to discontinue this program, or at least to have the decency to exhaust ad space on your personal property before auctioning off the commons.

Sincerely,

Josh Pelton

Dear Mr. Pelton,

Your correspondence to the Caltrain Board of Directors is acknowledged, and it was forwarded to me for response. They will receive a copy of this letter.

I understand you are frustrated with the fact that train cars are sharing advertising throughout the peninsula and consider the current Google ad an eyesore. Please know that many businesses opt to have their ads placed on trainsets because of the thousands of passengers that pass through and see this each day. After verifying with our Marketing Department, it is confirmed that this train wrap does not violate any policy. I understand the add will run through 9/25/22.

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

**From:** Indu Davit <[indu3053@gmail.com](mailto:indu3053@gmail.com)>  
**Sent:** Tuesday, August 16, 2022 5:56 PM  
**To:** Board (@caltrain.com) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>  
**Subject:** Re: 8/15 App not working

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

Hello again.

Today is day 2 (8/16/22) your app is not working. And Palo Alto stop still smells like a overflowing toilet. This is a health hazard. Do you not care for the millions of riders who have to endure this disgusting and deplorable environment?!?!?

Fix the app and clean up the Palo Alto station!

On Mon, Aug 15, 2022 at 6:10 PM Indu Davit <[indu3053@gmail.com](mailto:indu3053@gmail.com)> wrote:  
Hello,

As a rider on Caltrain I am not able to use the app to pay for my ticket. The message states because of an unknown error I have to uninstall and then download the app again. I do this a few times and yet it DOES NOT WORK. I'm not going to repeat this over and over again. I don't want to carry cash or credit cards to purchase at the ticket machine. I don't want to use the Clipper card either. This is Silicone Valley! Get Elon Musk or whoever to fix this problem.

One more item of complaint is the Palo Alto stop. It literally SMELLS of urine and human shit because of people turning it into a literal toilet. It's a dirty and disgusting health hazard. Clean it up!!

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**From:** Rios, Rona <[riosr@samtrans.com](mailto:riosr@samtrans.com)>  
**Sent:** Wednesday, August 17, 2022 11:00 AM  
**To:** 'indu3053@gmail.com' <[indu3053@gmail.com](mailto:indu3053@gmail.com)>  
**Cc:** Board (@caltrain.com) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>  
**Subject:** Caltrain App not working

Dear Indu Davit,

Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

First, I am sincerely sorry that you have been struggling with the Caltrain Mobile application. I understand the frustration so I'm forwarding the FAQ's for your reference here: <https://caltrain.transitsherpa.com/rider-web/faq>. If this information is not enough to resolve the

mobile app problems, or if you need additional assistance, please contact our Customer Service Department at 1-800-660-4287, they are available to assist you Monday through Friday 7am – 7pm, Weekends and Holidays from 8am – 5pm. I'm hopeful they can resolve the issues you are experiencing.

Regarding the Palo Alto Station, we will refer this to our Caltrain Maintenance management team asap to follow through with cleaning the area.

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:** Indu Davit <[indu3053@gmail.com](mailto:indu3053@gmail.com)>

**Sent:** Wednesday, August 17, 2022 5:43 PM

**To:** Rios, Rona <[riosr@samtrans.com](mailto:riosr@samtrans.com)>

**Subject:** Re: Caltrain App not working

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Hello again,

I just used the app and it's working now. Thank you for the follow up.

**From:** Eric Hadder <[hadder@xanterra.com](mailto:hadder@xanterra.com)>  
**Sent:** Monday, August 15, 2022 12:59 PM  
**To:** Board (@caltrain.com) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>  
**Subject:** F-40 locomotive disposal

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Hello,

This may be a little premature for me to ask, but a sincere answer will help me out with my future plans.

Here at the Grand Canyon Railway, we have a small fleet of F-40 locomotives. 3 of them are ex-Amtrak, and 2 are former commuter locomotives from New Jersey Transit. We would like to acquire a few more, preferably ones in commuter service with the Caterpillar Head End Power Generators, which I believe yours have.

I've been following the news that your entire railroad operation will be electrified in the next few years. I expect at that time you will wish to dispose of the F-40 diesel locomotives. So, what I would like to know is do you have any expectations how or when this disposal will take place? Will they be sold in operating condition, or will they need to be decommissioned like the Coaster units in San Diego?

If I can find out on good authority that your F-40's will be sold in their current condition on the regular market in the near future, I can hold out until then with plans to make a purchase. If not, I need to keep looking elsewhere.

Thanks for your consideration.

**Eric Hadder**  
Chief Mechanical Officer

**Grand Canyon Railway & Hotel**  
*Make a Grand Trip Grander*

1001 Roundhouse Rd.  
Williams, AZ 86046  
[hadder@xanterra.com](mailto:hadder@xanterra.com) | [thetrain.com](http://thetrain.com)  
P 928 635 5770 | M 928 606 6751 | F 928 635 4840

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**From:** Wong, Shirley  
**Sent:** Wednesday, August 17, 2022 1:19 PM  
**To:** Eric Hadder <[hadder@xanterra.com](mailto:hadder@xanterra.com)>  
**Subject:** [EXTERNAL] RE: F-40 locomotive disposal

Mr. Hadder,

Thank you very much for inquiring about the possibility of Caltrain making available its diesel fleet as we electrify our System.

The Chief CalMod Officer has indicated we are currently evaluating our system needs on our non-electrified portion of the corridor and will be making a decision on our vehicle needs in the near future.

Please feel free to reach out to us in a few months to get an update on our vehicle needs evaluation.

Thanks!  
Shirley

Shirley Wong  
Assistant District Secretary  
[JPB Board Website](#)  
San Mateo County Transit District  
1250 San Carlos Avenue  
San Carlos, California 94070-3006

*San Mateo County*  
**TRANSIT DISTRICT**



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**From:** Eric Hadder <[hadder@xanterra.com](mailto:hadder@xanterra.com)>  
**Sent:** Wednesday, August 17, 2022 1:48 PM  
**To:** Wong, Shirley <[WongSh@samtrans.com](mailto:WongSh@samtrans.com)>  
**Subject:** RE: F-40 locomotive disposal

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Shirley,

I appreciate the response. I'll follow up at a later date.

Eric Hadder  
Chief Mechanical Officer  
Grand Canyon Railway



**From:** [Tiffany Robinson](#)  
**To:** [Sally Rideout](#)  
**Subject:** Notice of Intent - 2194 University Avenue Gas Station Improvements (With Active Links)  
**Date:** Thursday, August 18, 2022 1:26:12 PM  
**Attachments:** [image001.png](#)  
[NOI with Active Links University Ave Gas Station Improvements.pdf](#)

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Good afternoon,

Please see the attached Notice of Intent for the East Palo Alto - 2194 University Avenue Gas Station Improvements project.

It was brought to our attention that the previous NOI that was sent out on Friday, August 12<sup>th</sup> included broken links. Those links have been fixed in the attached NOI.

Interested residents, agencies and other concerned citizens may transmit their concerns or comments within the public review period. Please direct your comments regarding potential environmental impacts to:

Michelle Huang, Assistant Planner  
City of East Palo Alto Planning Division  
1960 Tate Street  
East Palo Alto, CA 94303  
[mhuang@cityofepa.org](mailto:mhuang@cityofepa.org)  
650-853-3151

Regards,  
Tiffany

**Tiffany Robinson** | Human Resources/Executive Assistant  
tel 831.649.1799 ext 211  
[robinson@emcplanning.com](mailto:robinson@emcplanning.com)



**EMC Planning Group**

601 Abrego Street  
Monterey, CA 93940  
[www.emcplanning.com](http://www.emcplanning.com)

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**City of East Palo Alto**  
Planning and Housing Division  
1960 Tate Street • East Palo Alto • CA • 94303  
650.853.3189 [ tel ] • 650.853.3179 [ fax ]

## NOTICE OF INTENT

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### Notice of Intent to Adopt a Mitigated Negative Declaration

**To:** Interested Individuals, Reviewing Agencies, County Clerk of San Mateo County

**Subject:** Notice of Intent to Adopt a Mitigated Negative Declaration (MND) in compliance with Section 21092.3 of the Public Resources Code.

This is to advise that the **City of East Palo Alto Planning Division** has prepared an **Initial Study** for the project identified below and intends to adopt a **Mitigated Negative Declaration** on the project. The minimum review period for this document is thirty (30) days. The document is available for review at the City of East Palo Alto Planning Division office, 1960 Tate Street, East Palo Alto and online at <https://www.cityofepa.org/planning/page/ceqa-notice>

**Project Location:** 2194 University Avenue, East Palo Alto, CA 94303

**Project Title:** 2194 University Avenue Gas Station Improvements

**Project Description:** The proposed project is a remodel and construction of additions to an existing three-pump gas station. The proposed project includes demolition and replacement of the existing three pumps, awning and underground storage tanks, and construction of a new convenience store, parking, and car wash tunnel. The proposed carwash tunnel would be placed on the west side of the site adjacent to University Avenue. The proposed convenience store would be placed near the southeast interior corner of the project site. Access to the site is provided on University Avenue and Bell Street and would remain unchanged by the project.

**Public Review and Comment:** The review period for the draft MND extends from **August 12, 2022 to September 12, 2022 (30 days)**. Comments on the draft MND must be submitted in writing to the Planning Division at the address below prior to the close of the public comment period. The Initial Study and draft MND are available for review during the circulation period at <https://www.cityofepa.org/planning/page/ceqa-notice> or in print at the City of East Palo Alto Planning Division office, 1960 Tate Street, East Palo Alto during normal office hours. A copy is also available at the San Mateo County Public Library located at 2415 University Avenue, East Palo Alto, CA 94303.

**Public Hearing:** A public hearing on the project, the Initial Study and the proposed Mitigated Negative Declaration has been tentatively scheduled before the **Planning Commission on September 12, 2022 at 7:00 p.m.**

Interested residents, agencies and other concerned citizens may transmit their concerns or comments within the public review period. Please direct your comments regarding potential environmental impacts to:

**Michelle Huang, Assistant Planner**

Planning Division, 1960 Tate Street, East Palo Alto, CA 94303, [mhuang@cityofepa.org](mailto:mhuang@cityofepa.org), 650-853-3189

**From:** PARTH SHETTIWAR <[parthshettiwar@g.ucla.edu](mailto:parthshettiwar@g.ucla.edu)>  
**Sent:** Tuesday, August 16, 2022 6:41 PM  
**To:** Board (@[caltrain.com](mailto:caltrain.com)) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>; PRA <[PRA@samtrans.com](mailto:PRA@samtrans.com)>  
**Subject:** [URGENT] Lost and Found caltrain service

You don't often get email from [parthshettiwar@g.ucla.edu](mailto:parthshettiwar@g.ucla.edu). [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 am Parth Shettiwar, working currently in Palo Alto. I am a daily traveller on caltrain between Palo Alto and California Avenue.

This is regarding my lost bag on 12th August 10pm in L1 136 caltrain going towards San Jose.

As it happened, I was travelling from Palo Alto to California Avenue, and when I dropped at California Avenue, I missed my shoulder bag in L1 136 train (it was in the last coach of the train called Bike car). The next steps: I took the next train and talked with the train conductor who contacted the train conductor on L1 136 train and mentioned that the guy had turned my shoulder bag on lost and found at San jose. The bag contains all the very important items of mine including 2 Laptops.

Now over the next 5 days, there has been no further response from anyone. I have filled the online lost and found report. I have tried contacting caltrain police, who suggested me to contact the customer service number. On customer service number I tried understanding the process, where they said that lost items from San jose are transported to San francisco where they are kept for next 2 days after which they are transported to San Carlos office. However there has been 0 help from them in terms of the current status of my bag. I am contacting you, since from last 3 days I have been going to both San Carlos and San francisco stations to get further information on the status of bag, whether they have received or not and what should I do next, but I have gotten no help from them.

I would sincerely request to give the following information, so that I can know the status of my bag:

- 1) The name and contact number of the train conductor on L1 136 train on 12th August going towards San Jose (reaching San jose around 11pm). This is very crucial as the person has mentioned that day that he had turned my shoulder bag to Lost and found at "Yard" or San jose (the train conductor on next train had contacted him)

2) I would request to access the place called "Yard" at San Jose where all trains stop for cleaning at end of day. The customer service people and train conductors mentioned that all lost and found items are turned in Lost and found box at this place. If not me, if you can send someone and ask him to check the lost and found box there, that will be helpful too.

3) When was the last train, which transported all the lost and found items from San Jose to San Francisco/ San Carlos? I have asked this question to all customer service and train conductors/train master, but due to some reason no one knows about this information.

With this uncertain lost and found service at caltrain, I feel insecure to travel, when people can lose much important stuff daily. I request to please make this information more transparent. Furthermore, no conductor on train has any mobile phone to call any other person, which leads to only messaging service to contact other conductors, leading to inefficiency.

I am asking this help, since the bag contains all the important documents on my laptops and are very critical for my future. At this point, I can only request to help me in this situation and hope my bag is safe.

Description of bag:

Grey shoulder bag, cloth material. Contains M1 Mac laptops, and mac chargers and some other miscellaneous items.

Lost place description:

L1 136 Train on 12th August around 10pm, last coach (Bike car) and ground level seat. The train was going towards San jose

Thanks and regards

Parth Shettiwar

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**From:** Rios, Rona <riosr@samtrans.com>  
**Sent:** Wednesday, August 17, 2022 10:43 AM  
**To:** 'parthshettiwar@g.ucla.edu' <parthshettiwar@g.ucla.edu>  
**Cc:** Board (@caltrain.com) <BoardCaltrain@samtrans.com>  
**Subject:** Lost and Found Caltrain Service

Dear Parth Shettiwar,

Your email to the Caltrain Board of Directors is received and they will receive a copy of this correspondence. First, I'm sincerely sorry that you have not been given the help you expected in regards to your lost items. When items are lost on the train, depending on where the final stop of the train is, they are transferred to either our SF or SJ locations. There is a delay in getting items to the office in San Carlos where items can be picked up

The lost and found instructions are on the website and it states that 'if the item is found we will contact you.' For your reference here is the link to our webpage: <https://www.caltrain.com/rider-information/lost-and-found>. I understand you stated that a conductor told you the items were found and returned to the San Jose office. This will need to be researched and verified.

I am going to ask our Customer Service Supervisor to help assist with this request. We will do our best to contact the lost and found department to determine if the item has been returned to them and if so, when it may be available for pick up. We will email you either way with what we find out.

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:** PARTH SHETTIWAR <parthshettiwar@g.ucla.edu>  
**Sent:** Wednesday, August 17, 2022 11:40 AM  
**To:** Rios, Rona <riosr@samtrans.com>  
**Cc:** Board (@caltrain.com) <BoardCaltrain@samtrans.com>  
**Subject:** Re: Lost and Found Caltrain Service

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Thanks Rosa for the response

I hope my current situation is understandable and the urgency for it .

In addition to checking out in lost and found department at San Carlos and San Francisco, could you also check the lost and found at San Jose too, since that's where my bag was turned in  
Could you also give the contact for the person who turned in my bag at lost and found that day or if you can contact him. Since he knows where we would have done that exactly

Looking forward to it

Thanks and regards  
Parth Shettiwar

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**From:** PARTH SHETTIWAR <parthshettiwar@g.ucla.edu>  
**Sent:** Thursday, August 18, 2022 7:09 PM  
**To:** Rios, Rona <riosr@samtrans.com>  
**Cc:** Board (@caltrain.com) <BoardCaltrain@samtrans.com>  
**Subject:** Re: Lost and Found Caltrain Service

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Hi Rona,

Just got my bag today. Thanks a lot for helping out.

I would still suggest to make the lost and found process more transparent, specially at San Jose.

Wouldn't have done the hassle, if I had known there was delay in transportation from San Jose

But at same time, I would like to apologize for any troubles I had caused due to repetitive calls to Caltrain customer service.

Thanks and regards  
Parth Shettiwar

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**From:** Rios, Rona <riosr@samtrans.com>  
**Sent:** Friday, August 19, 2022 7:20 AM  
**To:** 'PARTH SHETTIWAR' <parthshettiwar@g.ucla.edu>  
**Cc:** Board (@caltrain.com) <BoardCaltrain@samtrans.com>  
**Subject:** RE: Lost and Found Caltrain Service

Hi Parth,

Appreciate the feedback and glad to hear you were able to get your items back.

Best,

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

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

