



JPB Board of Directors  
Meeting of May 4, 2023

Correspondence as of 03-31-2023

# Subject

1 Uber Ride

2 BART Phase 2

3 Graffiti

**From:** Yu Chun Fu  
**To:** Board (@caltrain.com)  
**Subject:** Tue 21 Mar 23 Uber Expense Request  
**Date:** Sunday, March 26, 2023 1:44:06 PM  
**Attachments:** Mail - Yu-Chun Fu - Outlook.pdf

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You don't often get email from yuchunfu479@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.

To the Board of Directors of Caltrain,

On Tuesday, March 21, 2023, I waited over 30 minutes past the scheduled arrival time for L1 132 at San Carlos Station. Once getting onto the train, the train was asked to hold at Redwood City until further notice due to a car being stuck on the tracks further along the route, which meant the most efficient way for me to get home at that point would to be taking an Uber.

This would be the second occurrence in an eight-day span where I waited over 30+ minutes for delayed train due to weather conditions. Obviously, I understand the circumstances, but at the same time, regular people like me without the ability to drive rely heavily on public transportation to carry out our day-to-day activities. On March 22, it clearly proved unreliable, and I was forced to spend money out of pocket to find a way home from Redwood City. I am seeking your team to reimburse me for this amount due to the inconvenience your system has caused me.

Please find attached the receipt for my Uber ride. Feel free to reach out to me to chat further about this situation.

Yu Chun Fu  
[yuchunfu479@gmail.com](mailto:yuchunfu479@gmail.com)

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From: Nabong, Sarah <nabongs@samtrans.com>  
Sent: Thursday, March 30, 2023 7:55 AM  
To: yuchunfu479@gmail.com  
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>  
Subject: RE: Subject: Tue 21 Mar 23 Uber Expense Request

Dear Chun Fu Yu,

Your messages to the Board were referred to me for response. They will receive a copy of our correspondence.

First, I want to apologize for the frustration you experienced due to the service delays last Wednesday that impacted southbound train# 132. Your information regarding this occurrence has been forwarded to Rail Operations for further evaluation. Regarding reimbursement for your Uber, our claims department will reach out with further instruction.

We appreciate your patronage.

Best Regards,

Sarah Nabong, Customer Service Representative 2  
1250 San Carlos Ave San Carlos, CA 94070  
Phone: 650.508.7925  
Websites: Caltrain | SamTrans | TA

### Your Tuesday evening trip with Uber

Uber Receipts <noreply@uber.com>

Wed 2023-03-22 8:02 AM

To: yuchunfu1999@hotmail.com.tw <yuchunfu1999@hotmail.com.tw>



Total **\$23.99**  
March 21, 2023

# Thanks for riding, Yu Chun

We hope you enjoyed your ride this evening.



## Total

# \$23.99

Trip fare	\$17.06
Subtotal	\$17.06
TBD	\$6.53
Access for All Fee	\$0.10
CA Driver Benefits	\$0.30

### Payments



**Apple Pay Visa** \*\*\*\*6186

\$23.99

3/22/23 8:02 AM

Trip ID: b5a481ba-563e-4768-87da-220440f1fa67

[Switch Payment Method](#)

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## You rode with Hongjun

4.92★ Rating



Has passed a multi-step safety screen

Drivers are critical to communities right now. Say thanks with a tip.

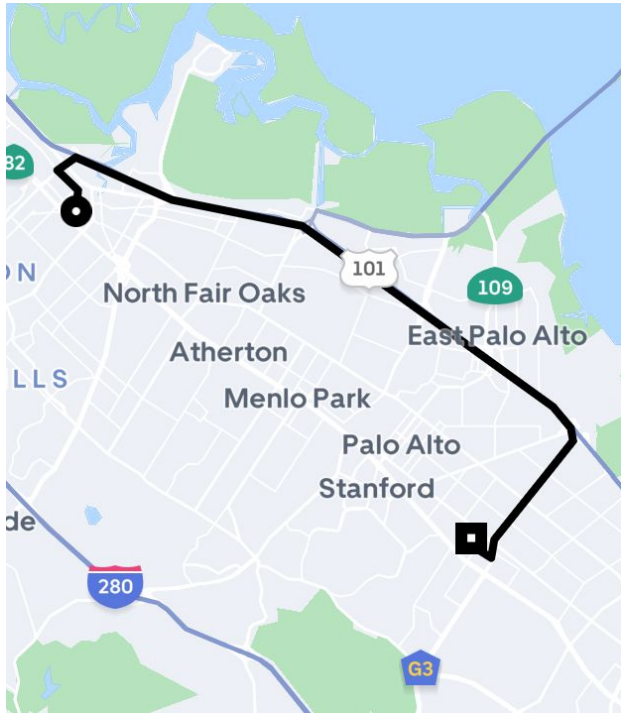
License Plate: 8AIW696

When you ride with Uber, your trips are insured in case of a covered accident.

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UberX 10.21 miles | 16 min

- **9:07 PM**  
**2432 Broadway St,**  
**Redwood City, CA**
- **9:23 PM**  
**221 College Ave, Palo Alto,**  
**CA**



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Uber Technologies  
1515 3rd Street  
San Francisco, CA 94158

Read about our zero tolerance policy. Report a zero tolerance complaint by visiting [help.uber.com](https://help.uber.com)

**From:** VTA BART Phase II <vtabart@vtabsv.com>  
**Sent:** Monday, March 27, 2023 6:00 PM  
**To:** Board (@caltrain.com)  
**Subject:** Reminder- Notice of Geotechnical Work along Downtown San Jose 3/28 - 4/19

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## WHAT

- Contractors will be collecting soil samples and installing groundwater monitoring instruments around the future Diridon Station to help prepare for VTA's BART Silicon Valley Phase II Project

## WHERE

- The work will take place along West Santa Clara St. between South Market and Third Street.

## WHEN\*

- Work will be conducted Tues Mar. 28 - Weds Apr. 19
- General working hours will be 9:00AM-3:00 PM.

*\* Please note that timelines for construction activity have some inherent uncertainty and may change depending on field conditions and/or inclement weather.*

## WHAT TO EXPECT

- The work activity will be advanced with a truck-mounted, mud rotary drill rig.
- There will also be periodic, repetitive hammering during soil sampling.
- This work activity does not typically generate dust.
- Partial parking will be impacted by this work.
- From Tuesday April 4 through Wednesday April 12, the Westbound 22, 522 and Southbound 64A, 64B and 500 stops between First St. and Second St. will be temporarily relocated between South Market St. and South First St. Signs will direct passengers to the temporary location.

***\*All work has received necessary approvals and permits. Construction is a dynamic process and information is subject to change without notice.***

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## Have a question for us about Phase II?

Visit [www.vta.org/bart](http://www.vta.org/bart) or email us [vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)



Forward



Share



Share

## VTA BART Phase II

[vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)

(408) 321-2345 BART Silicon Valley Hotline



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You requested information about VTA's BART Silicon Valley Extension Phase II.

**Our mailing address is:**

Valley Transportation Authority

3331 N First Street

San Jose, CA 95134

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Hello, I went on website and could not locate a place to report graffiti. Please forward this complaint to graffiti dept.

Graffiti located in Sunnyvale CA at Willow Ave at Lawrence Expressway overpass, Caltrain Lawrence Station southbound platform to San Jose.

Thank you,

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**From:** [Nabong, Sarah](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** FW: Caltrain Customer Service Recording Form: 882750  
**Date:** Thursday, March 30, 2023 11:33:34 AM  
**Attachments:** [image001.png](#)

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**From:** Nabong, Sarah  
**Sent:** Thursday, March 30, 2023 11:33 AM  
**To:** [RElizondo@sunnyvale.ca.gov](mailto:RElizondo@sunnyvale.ca.gov)  
**Subject:** Caltrain Customer Service Recording Form: 882750

Dear Rebecca Elizondo,

Your messages to the Board were referred to me for response. They will receive a copy of our correspondence.

Thank you for reaching out to Caltrain with your feedback, we notified our stations and maintenance crews of your observation on date. I was informed that the described graffiti in Sunnyvale was removed. In the future, you may report these types of concerns on our contact us page at <https://www.caltrain.com/about-caltrain/contact-us>

[Again, thank you for sending in your observations. We aim to provide safe, clean, and compliant facilities, so we appreciate your awareness and concern.](#)

Sincerely,

**Sarah Nabong, Customer Service Representative 2**  
1250 San Carlos Ave San Carlos, CA 94070  
Phone: 650.508.7925  
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)

