



JPB Board of Directors
Meeting of August 3, 2023

Correspondence as of June 9, 2023

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From: [SDubinevych](#)
To: [Board \(@caltrain.com\)](#)
Subject: FUELWELL - modernization of locomotives
Date: Monday, June 5, 2023 12:36:57 AM
Attachments: [5bb3ed2b.png](#)
[926b440a.png](#)

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Hello team.

My name is Serhii Dubinevych, I am the CEO of the Fuelwell project

FUELWELL is engaged in the development of an innovative combustion improvement technology of the same name, which reduces fuel consumption by 10-20% according to statistics, as well as reducing harmful emissions such as CO2 by 15% and PM particulate matter by as much as 90%, implemented as a plug-in for the internal combustion engine.

We can upgrade your 29 locomotives to save about 10% of the fuel budget considering the cost of our solution, and the most important aspect is the better environmental performance. Let's discuss the possibility of improving the environmental and economic operation of your locomotive fleet, shall we?

Kind Regards

--



Serhii Dubinevych

Founder/CEO | FuelWell.corp / FuelWell Ukraine LLC

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E: office@fuel-well.com

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FUELWELL

HARDWARE PLUG-IN DEVICE FOR ICE FUEL SUPPLY SYSTEM

**SAVING FUEL, SAVE THE ENVIRONMENT,
BE SUSTAINABLE**



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From: [Steven Wagman](#)
To: [Sarah Nabong](#); [Board \(@caltrain.com\)](#); [Scott Kirkpatrick](#); [Brent Tietjen](#)
Subject: RE: Vehicle damage
Date: Monday, June 5, 2023 10:11:12 AM
Attachments: [image001.png](#)

I spoke with the customer. I advised we are attempting to secure any possible video from Hillsdale Station. Customer understands that, if she wants a copy of the video, she will need for a PRA and will complete the online request.

I am also sending her a claim form should she wish to file a claim against the JPB.

Thank you.

Steve Wagman
Claims Specialist
SamTrans/Caltrain
650-551-6188
1250 San Carlos Ave.
San Carlos CA 94070
wagmans@samtrans.com



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From: Van Chau <vchau0530@gmail.com>
Sent: Friday, June 2, 2023 7:22 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Vehicle damage

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Hello,

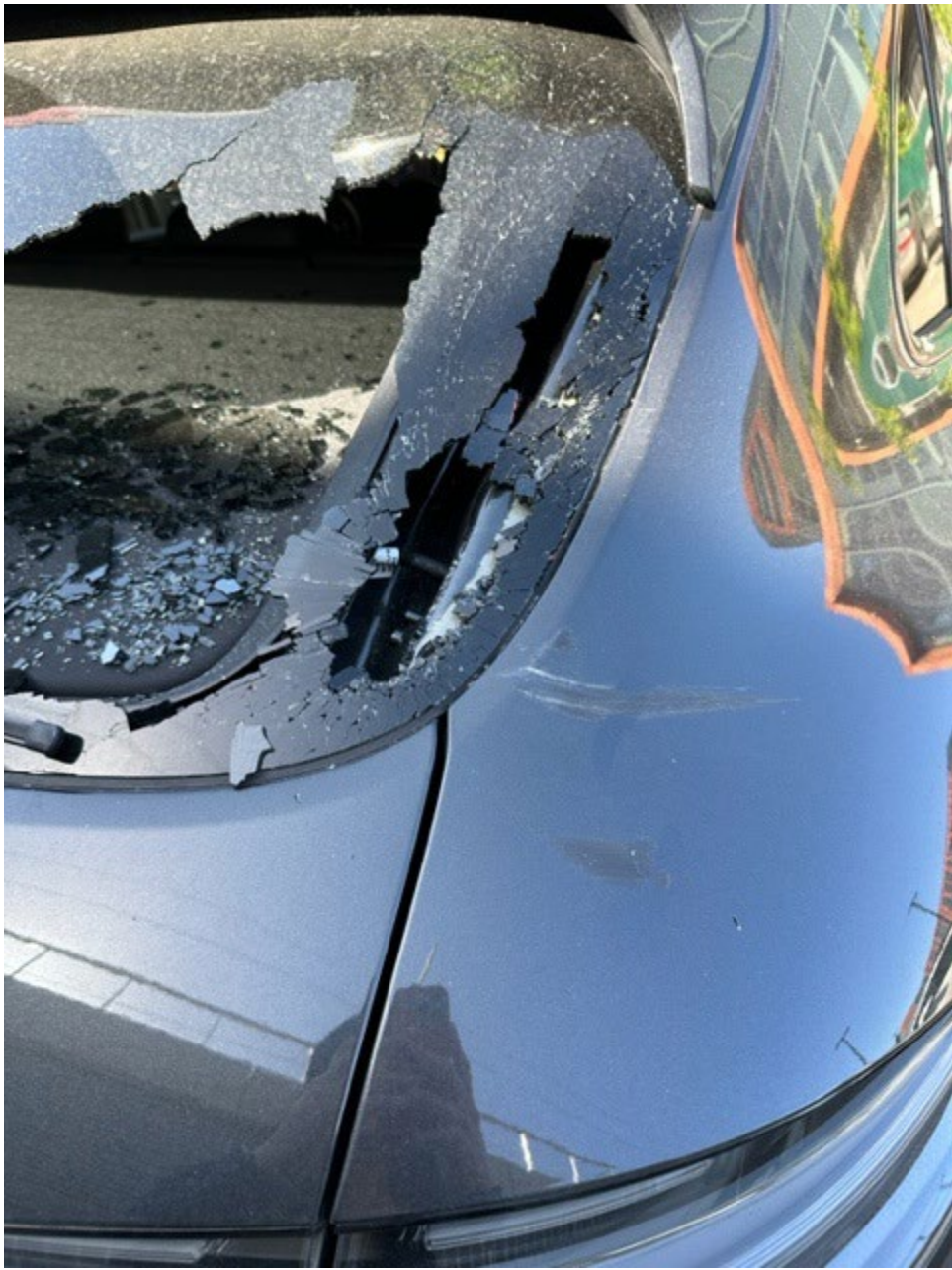
I have been using Caltrain to get to work from Hillsdale Station for a while and have been parking in the lot, usually space 89 if available.

I am writing to inform you that today on June 2nd, my car was either struck by this cone caused by a fast moving train from the platform or possibly a person attempting vandalism/break in that resulting in shattering my back glass. Luckily, no personal items were stolen.

However, I wish to know if there are any surveillance cameras within the vicinity? I am writing to request any compensation for the damages and inconvenience this has caused. I understand that the parking permit takes no responsibility in damages to vehicles, but I do believe that this should be a safe area for all and if it were a person who happen to stand there, this could potentially be a fatal accident. There is ongoing construction in the area. If there are any reports or activity relating to this, I hope you will understand and further investigate my situation.

Thank you,
Van Chau







From: [Isabella Conferti](#)
To: "100030467@mvla.net"
Cc: "friends@friendsofcaltrain.com"; [Board \(@caltrain.com\)](#); [Lori Low](#)
Subject: RE: Addressing Caltrain's lowered ridership
Date: Wednesday, June 7, 2023 12:36:24 PM
Attachments: [image001.png](#)

Dear Ryan,

Thank you for reaching out! We appreciate your interest in public transportation and your dedication to finding solutions to increase Caltrain's ridership. As we work to restore ridership, we share your belief that it is important to engage members of the community.

Increasing ridership is an important goal for us and we've been actively taking steps to encourage more people to use transit. Some of our ongoing initiatives closely align with your suggestions. In 2021 we launched our Go Pass Donation Program, which offers free fares to members of communities who have historically faced barriers to transportation access. We're also working on electrifying our fleet of trains. [Caltrain Electrification](#) will modernize our system and will better support our communities through more frequent and reliable service.

We have shared your research and analysis with our planning and marketing teams. Your contributions are helpful as we continue to explore strategies to boost ridership. Furthermore, we want to emphasize the important role high schoolers like yourself play in shaping the future of transportation. Your active participation is important to us.

Thank you again for taking the time to share your ideas with us! Please do not hesitate to reach out if you have any further ideas.

Best,
Bella

Bella Conferti, Government & Community Affairs Specialist
1250 San Carlos Ave San Carlos, CA 94070
Cell Phone: 949.355.1930
Email: Confertil@caltrain.com
Website: [Caltrain](#)



From: Balch, Ryan <100030467@mvla.net>
Sent: Friday, May 26, 2023 1:35 PM
To: friends@friendsofcaltrain.com; Board (@caltrain.com) <board@caltrain.com>
Subject: Addressing Caltrain's lowered ridership

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Hi Peninsula Corridor JPB members and Friends of Caltrain Board members,

I am a student at Mountain View High School in the south peninsula. For a project in my math class in which we performed data analysis on real-world problems, I chose to focus on analyzing Caltrain ridership numbers and the significant decline since the pandemic. As we all know, ridership on public transportation has not rebounded to pre-pandemic levels and is very far from its highs.

However, even before the pandemic, ridership levels were plateauing according to the published data. As a concerned citizen who believes in the value of public transportation to combat climate change and foster low-congestion, affordable living conditions throughout the Bay Area, I believe it is critical to encourage increased ridership on Caltrain. Our roads are once again full of cars as people return to offices and resume their normal activities. Caltrain should play a bigger role in their daily transportation considerations.

Our math class project also tasked us with developing solutions to the problems we studied. In my analysis conclusions, I proposed several potential paths to address increasing Caltrain ridership. Some of my proposals include incentivizing ridership via:

- Advertising the pros of using public transit (reduced pollution, using commute time to read or work, not needing to worry about finding parking at the destination, etc.)
- Reducing the cost of ridership (lowering ticket prices, offering reduced prices for frequent riders, creating discounts for riders with different income levels)
- Creating a safer environment in transit (increasing police presence on trains and stations, installing security cameras on trains)
- Promoting how Senate Bill 1, the Road Repair and Accountability Act of 2017, is funding system improvements for Caltrain

More details about my analysis of the Caltrain ridership data is available in my report at the following link:

<https://docs.google.com/document/d/1wli4YVfPcvOpJxb8s0QQWkUsIbKyLaHz9gvBqFoFmSQ/edit>.

The problem of reduced ridership levels is a complex one with many factors to consider and no straightforward solutions. I hope that some of my suggestions will be helpful as you look at how to encourage more riders to return to Caltrain. Thank you for your efforts to ensure Caltrain remains a vital and reliable part of the Bay Area transit system.

Sincerely,
Ryan Balch

Mountain View resident and MVHS student, Class of 2026

From: [Sarah Nabong](#)
To: migliorinokristen@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: Same little tag keeps malfunctioning
Date: Thursday, June 8, 2023 7:07:13 AM
Attachments: [image001.png](#)

Dear Kristen Migliorino,

Thank you for reaching out to Caltrain with your feedback. A copy of this correspondence will also be sent to our Board of Directors.

From what you described, it sounds like this may be a software issue. Would you be able to provide us a bit more information? Were you using a physical Clipper card or Apple Watch? Which location on the device did you place the card (middle of the screen, below the screen)? Did hold for a second? Lastly, you mentioned this was recent, how recent? I was informed that an update to the software was implemented at the end of May which was supposed to fix some of the issues.

Once more we appreciate you contacting Caltrain.

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 650.508.7925

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



Good afternoon,

Every time I use this little guy it doesn't always take my tag on pay. I didn't hear it go off or even cycle through the pay feature on San Francisco 4th station. Hope the photo helps! It happens more often on this same one. So tagged another bot station and tagged with your staff just to be sure it worked somewhere else. Thank you for your time. :)

Sincerely,
Kristen Migliorino, RCP

From: Jan Alexis Salandanan <SalandananJ@samtrans.com>

Sent: Wednesday, June 07, 2023 6:25 PM

To: brianwblake@gmail.com

Subject: Caltrain Comment - 887508

To Brian Blake,

Thank you for contacting Caltrain, though we regret it was due to issues you have had with our service. We sincerely apologize for the trouble you and your family encountered on our service Memorial Day weekend. Rest assured, your concerns regarding our ability to handle the ridership levels you experienced were forwarded to the proper parties for review. A copy of this correspondence will also be sent to our Board of Directors.

The reason for this overcrowding comes from our earlier decision to adjust our trains' length from the standard 5-cars to 4-cars. While we understand this may seem strange in light of your recent travel with us, current Caltrain ridership is actually lower than pre-pandemic averages. In order to improve overall service reliability, we determined reducing the amount of equipment we committed per train would be the most effective course of action for the time being.

We are also aware that ridership can fluctuate during special events, and Caltrain has been monitoring the amount of passengers we typically see these days during Giants games. Unfortunately, even with the information we had gathered previously, we did not predict just how far beyond the average Memorial Day weekend would prove, with Caltrain experiencing the highest Giants game ridership for weekend scheduled service we have seen in quite some time. Again, for what it is worth, we sincerely apologize to you and your family for the poor experience.

Know that Caltrain is reviewing how we handled Memorial Day weekend. We are working on a plan on how to better manage Giants game ridership with the resources we have available to mitigate or prevent incidents like this going forward. Once again, thank you for sending us your feedback, and thank you for riding Caltrain.

Kind regards,

Alexis Salandanan

San Mateo County Transit District

Customer Service Dept.

1250 San Carlos Avenue

San Carlos, CA 94070-1306

1-800-660-4287

www.smctd.com

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To Whom it May concern,

For reference, I never write to complain to companies (let alone public transistor systems) or even ever write yelp reviews... but today's experience on Caltrain was truly one of the most frustrating and disappointing experiences on Bay Area public transit. I work in public service (law enforcement) so I fully understand holiday staffing and am sympathetic to other staffing issues facing your industry, but as a 30 year patron of Caltrain, today's lack of preparedness for the ridership around the time of the Giants game (pre and post game) was an embarrassment. We had two grandparents and an infant and toddler with us and couldn't get seating on board the ONLY 5-car train (#237) northbound to the game. That part wasn't as surprising as was the lack of visibility from any Caltrain employees (not one) helping anyone board the packed trains. Several groups of patrons just walked away from even trying to board from pretty much every stop north of milbrae. My mother in law was pushed around and had beer spilled on her from rowdy patrons, again not Caltrains fault persay but the meet congestion, lack of planning, and lack of staffing, felt very obvious.

On our return attempt(S), we left the hame early at end of the 7th inning to assure a seat on the "game train" ...we were SO EXTREMELY UPSET to see the line for the game train AND the next local (4:58pm) were already so long that both those trains left early and full forcing us to wait in line just to hopefully catch the 5:58pm. Our whole group was just so defeated and disappointed with the lack of planning, forethought, and "care for the customer" as the staff working the station also were so clearly unempathetic to the problems shrugging their shoulders as clearly the issues were out of their hands....which is why I write to you here. My whole extended family spent the next several hours waiting around discussing how we all voted in the last major election to give Caltrain more money since it was a service we valued. Today, that service was not valuable in the least and made us all regret that decision.

I'm not sure what the remedy is, many staff today said "we didn't expect that many people" so my first thought is to open lines of communication with the giants tickets sales to Better gauge ridership...but regardless I hope that this email gets read by at least one person who can relay the frustration in hopes that at least one family in the future doesn't have to share our experience on your service as we did today.

Regards,
Brian Blake

From: Jan Alexis Salandanan <SalandananJ@samtrans.com>

Sent: Wednesday, June 07, 2023 6:24 PM

To: marias5@stanford.edu

Subject: Caltrain Comment - 886930

To Maria Salatino,

Thank you for reaching out to Caltrain. While we regret it was due to issues you had with our service, we appreciate you taking the time to send us feedback on your experience. Rest assured, your concerns about the lack of timely notice of single tracking at our Palo Alto station were forwarded to our Rail Operations team for review. A copy of this correspondence will also be sent to our Board of Directors.

Rail Operations investigated what had caused this incident and found that the information for single-tracking was only posted at the station's variable-message signs at 9:58 AM. Single tracking had already begun at that point, having started five minutes earlier at 9:53 AM. The train you and others had been waiting for—Train 504—arrived on-time at 10:00 AM.

As you unfortunately experienced, this left waiting passengers with very little time to adjust to the change and make their way to the correct platform to board. We sincerely apologize for what happened. Rail Operations has already addressed this incident with our contactors, reiterating the importance of timely updates to our riders regarding any such operational change. Rail Operations is also implementing changes to the current procedure to avoid delays in posting information going forward.

Again, we apologize for the trouble. We are doing our best to complete our modernization work as quickly and efficiently as possible. We will continue to monitor this issue, and we do hope your future travels with us prove pleasant and uneventful experiences.

Kind regards,

Alexis Salandanan

San Mateo County Transit District

Customer Service Dept.

1250 San Carlos Avenue

San Carlos, CA 94070-1306

1-800-660-4287

www.smctd.com

Morning,

I just misses the train 504 to Palo Alto.

It stopped on the Borthbound platform without prior notice. The train also stopped in the middle of the pedestrian cross of the tracks so it was impossible to get the train.

Another person lost the train too because it was not announced the train will run on the Northbound platform.

This is really bad.

Maria

Sent from my Galaxy

From: Jan Alexis Salandanan <SalandananJ@samtrans.com>

Sent: Wednesday, June 07, 2023 6:28 PM

To: mglomstad@comcast.net

Subject: Caltrain Comment - 887509

To Margaret Glomstad,

Thank you for contacting Caltrain. We are sorry to see, however, that it was due to issues you and your family had with our service, especially as it was on Memorial Day weekend. We sincerely apologize for the poor experience. Rest assured, your concerns regarding our ability to handle the ridership levels you encountered on Memorial Day were forwarded to the proper parties for review. A copy of this correspondence will also be sent to our Board of Directors.

Admittedly, the reason for this overcrowding comes from our earlier decision to adjust our trains' length from the standard 5-cars to 4-cars. While we understand this may seem strange in light of your recent travel with us, current Caltrain ridership is actually lower than pre-pandemic averages. In order to improve overall service reliability, we determined reducing the amount of equipment we committed per train would be the most effective course of action for the time being.

Unfortunately, this shorter train length could not contend with the amount of passengers we experienced during Memorial Day. The day was not only a holiday with inviting weather, it also a San Francisco Giants game day. We at Caltrain are aware that ridership can fluctuate during special events, and Caltrain has been monitoring the amount of passengers we typically see these days during Giants games. But even with the information we had gathered previously, we did not predict just how far beyond the average Memorial Day weekend would prove, with Caltrain experiencing the highest Giants game ridership for weekend scheduled service we have seen in quite some time.

Know that Caltrain is reviewing how we handled Memorial Day weekend. We are working on a plan on how to better manage Giants game ridership with the resources we have available to mitigate or prevent incidents like this going forward. We are also looking forward to returning our trains to 5-car lengths rather than 4 once our average ridership fully recovers. We know none of this changes what you and your relatives experienced riding with us Memorial Day, but we do hope it at least softens the poor impression you were left with of our service. Again, we apologize for the trouble, and we thank you for taking the time to reach out to us with your concerns.

Kind regards,

Alexis Salandanan

San Mateo County Transit District
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1250 San Carlos Avenue
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Good Afternoon Caltrain Board Members,

I had a very unpleasant ride on Memorial Day from the Hillsdale station to King Street. I also felt very sorry for the Caltrain staff. They did their best under the circumstances.

In a nutshell, there were way too many people on the train. The scheduler should have taken into account the Giants game and the holiday weekend.

I am sure many people down the line were unable to get on the train due to the excessive number of people packed like sardines. And when I say packed like sardines, I mean everyone was so close together they were touching each other.

It made me nervous for the 45 minute ride. It also left a very poor impression on my out of country relatives of our public transportation system. Frankly, I was embarrassed on your behalf.

I want to understand why more trains were not in use. I want to know if this is the experience you want the rider to experience. And I want to know how this can be avoided in the future.

It truly was a colossal failure for Caltrain.

Sincerely,

Margaret Glomstad

Sent from my iPhone as I sit on the train.

From: Brent Tietjen
Sent: Friday, June 9, 2023 2:54 PM
To: Board (@caltrain.com)
Subject: You're Invited to Tour Our New Electric Trains on July 29th!



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*Experience
the Future of
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**Join us as we unveil
Caltrain's first electric train!**

DETAILS

Saturday, July 29, 2023

10 a.m. to 2 p.m.

Diridon Station

65 Cahill Street

San Jose, CA 95110

[RSVP](#)

Be among the first to board Caltrain's new, modern electric trains as we unveil the future of our service. Explore the spacious interiors, learn about the **exciting new features**, and get a glimpse of what Caltrain will be like in 2024.

In addition to exploring the new electric train, there will be food trucks, games/activity booths, and additional community resources to visit. We look forward to sharing the new electric trains with you.

For more information check out caltrain.com/electric-train-tour.



caltrain.com/electrification

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