



JPB Board of Directors
Meeting of June 6, 2024

Correspondence as of May 10, 2024

<u>#</u>	<u>Subject</u>
1	FW_ Verifying CEQA Information - City of EPA
2	Re_ Caltrain Board_ Please Fix Platform Screens at Diridon ASAP
3	Revised Rule_ New Update on HIPAA Vs SAMHSA (42 CFR Part 2)

From: Amelia Timbers <TimbersA@samtrans.com>
Sent: Wednesday, May 8, 2024 10:31 AM
To: 'Ruby Phillips' <rphillips@cityofepa.org>
Cc: Joshua Mello <MelloJ@samtrans.com>; Millie Tolleson <TollesonM@samtrans.com>
Subject: RE: Verifying CEQA Information - City of EPA

Hi Ruby,

Great to "meet" you! May we please get both? And can you please put Millie (cc'd) in as a backup point of contact rather than public comment? Not sure where that ends up.

Sincerely,

Amelia Timbers (*chea/her*)
Environmental and Sustainability Planning Manager
SamTrans | Caltrain | TA
Office: (650) 508-7713
timbersa@samtrans.com

**San Mateo County
TRANSIT DISTRICT**



From: Ruby Phillips <rphillips@cityofepa.org>
Sent: Wednesday, May 8, 2024 9:53 AM
To: Public Comment <PublicComment@samtrans.com>; Amelia Timbers <TimbersA@samtrans.com>
Cc: Joshua Mello <MelloJ@samtrans.com>
Subject: RE: Verifying CEQA Information - City of EPA

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Hi Amelia,

Can you tell me if you prefer email notices or hard copies when we send out CEQA info from the city of EPA? Thanks.

From: Brian Fitzpatrick <fitzpatrickb@samtrans.com>
Sent: Tuesday, May 7, 2024 3:30 PM
To: Ruby Phillips <rphillips@cityofepa.org>; Public Comment <PublicComment@samtrans.com>
Cc: Joshua Mello <MelloJ@samtrans.com>; Amelia Timbers <TimbersA@samtrans.com>
Subject: RE: Verifying CEQA Information - City of EPA

Thank you for sending this, Ruby. I don't think I'm the appropriate person to whom send environmental documents

They should be sent to Amelia Timbers, whom I've copied, and Josh Mello, who's her boss

Thank you.

Brian W. Fitzpatrick
Director, Real Estate & Development

**San Mateo County Transit District
Planning & Development**
1250 San Carlos Avenue
San Carlos, CA 94070
Phone: 650-508-7781
Cell: 650-868-9942
Fax: 650-508-6303



From: Ruby Phillips <rphillips@cityofepa.org>
Sent: Tuesday, May 7, 2024 3:21 PM
To: Public Comment <publiccomment@samtrans.com>; Brian Fitzpatrick <fitzpatrickb@samtrans.com>
Subject: Verifying CEQA Information - City of EPA

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Hi,

I am sending this email on behalf of the East Palo Alto planning department. I am collecting info to send CEQA documents for your review. Please verify that the information we have on file is correct. Additionally, can you verify if you prefer [email notices](#) or [hard copies](#)? Thanks for your help.

San Mateo County Transit (Samtrans)	Planning Department	1250 San Carlos Avenue	San Carlos, CA 94070	publiccomment@samtrans.com and fitzpatrickb@samtrans.com	800-660-4287 650-508-6200
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Ruby Phillips
Secretary II
Email rphillips@cityofepa.org
Web www.cityofepa.org
1960 Tate Street, East Palo Alto, CA 94303



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From: [Sarah Nabong](#)
To: [Ryan Globus](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: RE: Caltrain Board: Please Fix Platform Screens at Diridon ASAP
Date: Wednesday, May 8, 2024 12:20:30 PM
Attachments: [image001.png](#)

Hi Ryan,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence.

Thank you for reaching out to us and bringing this issue to our attention. We appreciate your feedback regarding the display screen at the San Jose Diridon Station. I apologize for the confusion caused by the incorrect data displayed. Ensuring the accuracy of the information displayed on our screens is a top priority for us, and I will address this discrepancy with our team to prevent similar occurrences in the future.

Once again, thank you for bringing this to our attention. We appreciate your understanding and continued support as we work to improve our services.

Warm regards,
Sarah Nabong

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Phone: 800.660.4287
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)



From: Ryan Globus <ryanglobus@gmail.com>
Sent: Monday, May 06, 2024 8:25 AM
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Caltrain Board: Please Fix Platform Screens at Diridon ASAP

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Hi Sarah,

This morning I noticed the screen by Diridon 3 is on, which is super exciting!

However, I wanted to let you know the data on it this morning was incorrect, which confused me. I was there around 8:15am. The screen said the next train to leave was a northbound local at 8:54am. However, the next train to actually leave was my train, the northbound limited leaving at 8:21am.

Thanks,
Ryan Globus

On Thu, Mar 28, 2024 at 12:28 PM Ryan Globus <ryanglobus@gmail.com> wrote:

Hi Sarah,

Do you know if Caltrain has a public web API that includes platform information? I've been testing out the 511 API, but it doesn't get more precise than "Diridon northbound" or "Diridon southbound."

If there were an API I could access with platform numbers, I'd be more than happy to spin up a website that displays platform info.

Thanks,
Ryan

On Thu, Mar 14, 2024 at 9:38 AM Sarah Nabong <nabongs@samtrans.com> wrote:

Hello Ryan,

Thank you so much for sharing your feedback and valuable suggestions regarding the ongoing Caltrain platform assignment issue. We truly appreciate your thoughtful input and proactive approach to finding solutions.

Your ideas for implementing short-term fixes such as A-frame signs directing passengers to the digital platform assignment display and temporary informational signs are fantastic and could greatly improve the passenger experience during this challenging time.

We are actively looking into implementing some of these suggestions to help alleviate the confusion and inconvenience caused by the platform assignment changes. Your engagement and feedback are immensely valuable to us as we work towards providing a better service for all our passengers.

Once again, thank you for taking the time to share your insights with us. Your contribution is highly appreciated, and we are committed to addressing the issue promptly and effectively.

Warm regards,
Sarah Nabong

From: Ryan Globus <ryanglobus@gmail.com>
Sent: Thursday, March 14, 2024 9:33 AM
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Caltrain Board: Please Fix Platform Screens at Diridon ASAP

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Hi Sarah,

Thanks so much for your detailed response. I'm glad to see there is a project in the works to fix the issue.

Given that this has been an issue for months and will continue for weeks/months, could Caltrain have a short-term fix? A couple ideas:

- * Some A-Frame signs that say "Caltrain Track Assignments on Screen by Platform 1" with an arrow pointing towards the working digital sign.
- * Temporary sign that says something like "Caltrain usually leaves from platforms 3-6; Capitol Corridor 1-3; etc"

Thanks again,
Ryan Globus

On Thu, Mar 14, 2024 at 9:23 AM Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Ryan Globus,

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

Thank you for bringing to our attention the issues with the screens at Diridon Station. We understand the importance of having accurate and functioning information displays to ensure a smooth travel experience for all passengers.

I want to inform you that we are actively working on a project to address the screen problems at Diridon Station. The project is currently in the preparatory phase, awaiting the necessary equipment, procurement of hardware, installation arrangements, and software testing.

We acknowledge the inconvenience caused by the broken screens and the confusion it has led to for passengers, especially with the upcoming electrification. Rest assured that we are prioritizing this project to ensure that new riders and existing passengers have a positive experience and do not miss their trains.

We appreciate your patience and understanding as we work to resolve this issue. If you have any further questions or concerns, please feel free to reach out to us.

Thank you for your feedback and for being a valued rider at Diridon Station.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Ryan Globus <ryanglobus@gmail.com>

Sent: Wednesday, March 6, 2024 12:06 PM

To: Public Comment <publiccomment@caltrain.com>

Subject: Caltrain Board: Please Fix Platform Screens at Diridon ASAP

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To the Caltrain Board of Directors,

The vast majority of the screens at Diridon which indicate which train leaves which platform are broken. This is unacceptable for a station with ~10 platforms. Please fix them as soon as possible, as this causes major confusion.

There are currently two working screens: one by platform 5 and one by the bus terminal. If you enter Diridon from the light rail side, there is absolutely zero indication of where to go.

I take the train 3-4 times per week, and I see confused riders nearly every time, especially when there is also a Capitol Corridor train leaving around the same time. I wouldn't be surprised if people frequently miss the train. I live near Diridon and have taken Caltrain for 14 years, and even I get confused sometimes.

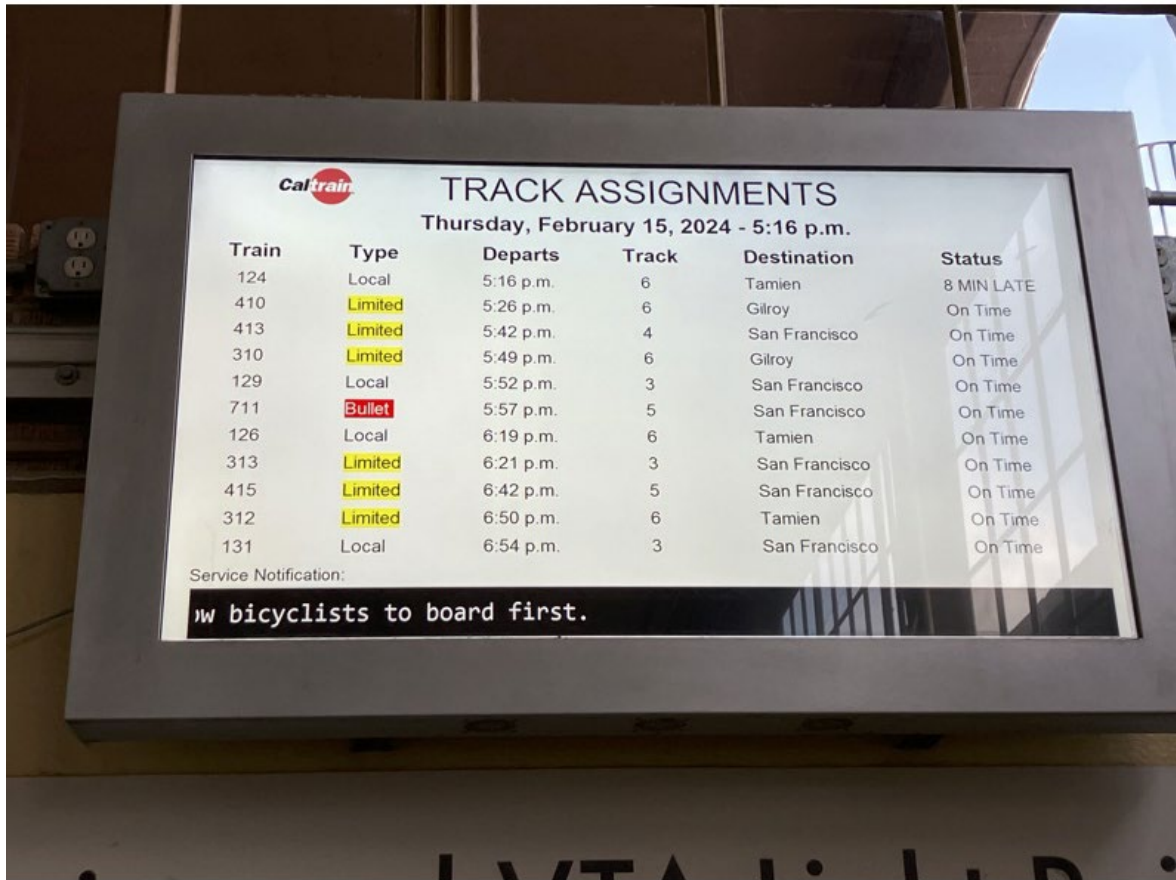
Furthermore, the bus-side screen is sometimes broken. I recently went to Diridon to take the 311 train, and it was not listed on the screen, which was stressful as the train was about to leave. I eventually realized the information was alternating on the bottom chyron along with "bayshore elevator broken" and "bikes board first." (pictures attached). But because the chyron moves so slowly, it took a long time to appear, and I almost missed my train.

It will be especially important to fix the screens before electrification, to ensure new riders have a positive experience and don't miss their trains.

Thanks,

Ryan Globus
San Jose Resident

Where is Caltrain 311 (leaving at 5:21 pm)?



Train	Type	Departs	Track	Destination	Status
124	Local	5:16 p.m.	6	Tamien	8 MIN LATE
410	Limited	5:26 p.m.	6	Gilroy	On Time
413	Limited	5:42 p.m.	4	San Francisco	On Time
310	Limited	5:49 p.m.	6	Gilroy	On Time
129	Local	5:52 p.m.	3	San Francisco	On Time
711	Bullet	5:57 p.m.	5	San Francisco	On Time
126	Local	6:19 p.m.	6	Tamien	On Time
313	Limited	6:21 p.m.	3	San Francisco	On Time
415	Limited	6:42 p.m.	5	San Francisco	On Time
312	Limited	6:50 p.m.	6	Tamien	On Time
131	Local	6:54 p.m.	3	San Francisco	On Time

Service Notification:
w bicyclists to board first.

Thursday, February 19,

Train	Type	Departs	Track	Destination	10 MIN LATE
124	Local	5:16 p.m.	6	Tamien	On Time
410	Limited	5:26 p.m.	6	Gilroy	On Time
413	Limited	5:42 p.m.	4	San Francisco	On Time
310	Limited	5:49 p.m.	6	Gilroy	On Time
129	Local	5:52 p.m.	3	San Francisco	On Time
711	Bullet	5:57 p.m.	5	San Francisco	On Time
126	Local	5:57 p.m.	6	Tamien	On Time
313	Limited	6:19 p.m.	3	San Francisco	On Time
415	Limited	6:21 p.m.	5	San Francisco	On Time
312	Limited	6:42 p.m.	6	Tamien	On Time
131	Local	6:50 p.m.	6	San Francisco	On Time
		6:54 p.m.	3		

Service Notification:

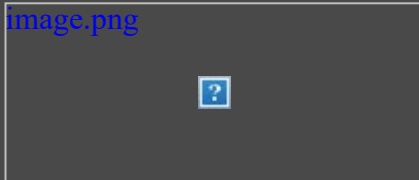
Train 311 will Depart off Track 4

VTA Light D

From: [Update on HIPAA vs SAMHSA \(42 CFR Part 2\)](#)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Revised Rule: New Update on HIPAA Vs SAMHSA (42 CFR Part 2)
Date: Friday, May 10, 2024 10:47:46 AM

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[New Update on HIPAA Vs SAMHSA \(42 CFR Part 2\)](#)

[ABOUT US](#)

This 90 minute webinar on "New Update on HIPAA vs SAMHSA (42 CFR Part 2)" will be addressing how practice/business managers (or compliance offers) need to ensure their organization is complying with the Federal Substance Abuse and Mental Health Administration (SAMHSA) regulations (42 CFR Part 2) and how this differs from the HIPAA (Health Insurance Portability and Accountability Act) Privacy and Security Regulations.

Date : 30 July, 2024
Time : 10:00 AM PDT & 1:00 PM EDT
Faculty : Mr Brian Tuttle

Join Mr. Brian Tuttle in this 90-minute webinar to explore the latest SAMHSA and HIPAA updates which were released in January 2018 and December of 2017 respectively, and also cover multiple scenarios and FAQ's relating to Substance Abuse Records, Mental Health Records, Alcohol Abuse Records, and the proper ways to secure this information and/or release this information. An overview of a comparative analysis will be presented comparing SAMHSA to the HIPAA laws relating to protected health information in general.

[Register Now..](#)

Brian will also speak Are you clear on the differences between HIPAA and SAMHSA CFR 42 Part 2? – there are some small but extremely major differences that must be addressed between the two regulations.

Is your organization working with substance abuse records or treating patients for substance abuse? Are you aware of the strict federal regulations related to this type of sensitive information? Are you aware of the ramifications for non-

compliance for both HIPAA and SAMHSA?

Learn more..

Acquiescently yours,
The ComplianceTrain Team

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