



JPB Board of Directors
Meeting of August 1, 2024

Correspondence as of June 14, 2024

Subject

1. Alert - NEW Reviews for Palo Alto Caltrain Station
2. 2024 HIPAA Security Rule - Clarified and Explained
3. Don't miss this - See why your customers love you
4. Letter from MODTAS (Modular Transport Access Solutions PTY LTD)
5. New HIPAA Training for the Compliance Officer
6. You missed 67 customer reviews - Respond now!

From: birdeyeforbusinessowners@birdeye.org on behalf of [Birdeye for Businesses Board \(@caltrain.com\)](#)
To: [@caltrain.com](mailto:Board (@caltrain.com))
Subject: Alert: NEW Reviews for Palo Alto Caltrain Station
Date: Sunday, June 9, 2024 1:30:54 PM

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Birdeye helps you amplify the voice of your customers.

 **Birdeye** for business owners

Palo Alto Caltrain Station

Here's what customers are saying about you on Google



Michael
Campbell
★★★★★

TRAINS ON TIME. CLEAN STATION. CLEAN CARS

[Reply to review](#)



Jenny
SUKUMARNPITI
★★★★★

The user did not leave any comments

[Reply to review](#)



Popsicle
Nomnom
★★★★★

clean Caltrain station, only has 1 booth with bench seat to shield from sun and rain, would be nice if there are more booth

[Reply to review](#)

Getting reviews shouldn't feel like work

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reviews than our competitors
and a better rating!

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Up and running
in minutes, not
weeks



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From: 2024 HIPAA Security Rule Update <admin@compliancetrain.com>
Sent: Monday, June 10, 2024 7:59 AM
To: Board (@caltrain.com)
Subject: 2024 HIPAA Security Rule: Clarified and Explained

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[New
HIPAA
Security
Rule:
Clarified
and
Explained](#)

[ABOUT
US](#)

This 2024 New HIPAA Security Rule: Clarified and Explained webinar will be addressing how practice/business managers (or compliance officers) need to get their HIPAA house in order before the imminent audits occur. It will also address major changes under the HIPAA Security Rule and any other applicable updates for 2023.

Date : 14 Aug, 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 primary goal is to ensure everyone is well educated on what is the myth and what is the reality with this law, there is so much misleading information all regarding the do's and don'ts with HIPAA – Brian will add clarity for compliance officers and/or practice managers/business owners. He will uncover myths versus reality as it relates to this very enigmatic law based on over 1000 risk assessments performed as well as years of experience in dealing directly with the Office of Civil Rights HIPAA auditors.

Register Now..

Brian will also speak to real life litigated cases he has worked where HIPAA is being used to justify state cases of negligence – THIS IS BECOMING A HUGE RISK! In addition, this course will cover the highest risk factors for being sued as well as being audited (these two items tend to go hand in hand).

Learn more..

Acquiescently yours,
The ComplianceTrain Team

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From: birdeyeforbusinessowners@birdeye.org on behalf of Birdeye for Businesses
To: [Public Comment](#)
Subject: Don't miss this: See why your customers love you
Date: Tuesday, June 11, 2024 1:37:08 PM

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Promote your reviews to increase trust, social proof, and sales.

 Birdeye for business owners

Pa lo Alto Ca ltra in Sta tion

Michael Campbell loves you

“

TRAINS ON TIME. CLEAN
STATION. CLEAN CARS

”



Michael Campbell on Google

[Share this review](#)



This review is too good to ignore

Seriously. Potential customers need to see this.

With Birdeye, you can automatically promote your best reviews across Facebook, Instagram, and even your website.

[Show off your reviews](#)



Birdeye has helped us 3x our reviews in a two-month period. We now have more



reviews than our competitors
and a better rating!

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27/5/2024

Subject: Collaboration Opportunity for Innovative Transport Access Solution

Dear Ms Monique Zmuda,

I am reaching out to you from Victoria, Australia to introduce a transport innovation of mine that has been developed collaboratively with funding from the Department of Transport & Planning (DTP) Victoria and the National Transport Research Organisation (NTRO). About eighteen months ago, the DTP provided funding for the construction of a train and tram accessibility ramp, aimed at automating access for individuals in wheelchairs, mobility scooters, with prams, the elderly, or anyone in need.

Our project has received extensive support and involvement from various organisations here in Australia, including Latrobe University and the Australian Federation of Disability Organisations (AFDO). Through their assistance, we conducted rigorous testing with individuals representing varying disabilities, resulting in overwhelmingly positive feedback and testimonials. Detailed reports from the NTRO and Latrobe University further validate the effectiveness of our ramp.

Additionally, a video documenting the ramp testing days and the provided feedback is available on YouTube under the title "On the Right Track: How NTRO is helping to transform train travel for people with disabilities".

I understand that Caltrain have not been involved in this project thus far, but I am reaching out to explore potential collaboration opportunities. I have also left an email on your website hoping for a response.

If this initiative is of interest please feel free to explore our website at modtas.com for further information. I would be delighted to organise a presentation to delve deeper into our project and explore potential avenues for collaboration.

Thank you for considering this proposal. In response to this letter, please reach out to me at the email provided at the top of this page (info@modtas.com). I look forward to the possibility of working together to make a positive impact on accessibility in public transportation.

Kind regards,

Robbie Phelan
Modular Transport Access Solutions Pty Ltd.



From: [HIPAA Compliance Officer 2024 Update Board \(@caltrain.com\)](#)
To: [HIPAA Compliance Officer 2024 Update Board \(@caltrain.com\)](#)
Subject: New HIPAA Training for the Compliance Officer
Date: Thursday, June 13, 2024 8:43:59 AM

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[New HIPAA Training for the Compliance Officer](#)

[ABOUT US](#)

This 90 minute lesson on Upcoming New HIPAA Training for the Compliance Officer will be addressing how practice/business managers (or compliance offers) need to get their HIPAA house in order before the imminent audits occur. It will also address major changes under the Omnibus Rule and any other applicable updates for 2023.

Date : 29 August, 2024
Time : 10:00 AM PDT & 1:00 PM EDT
Faculty : Mr Brian Turtle

Join Mr. Brian Tuttle in this 90-minute webinar to explore Areas covered will be texting, email, encryption, medical messaging, voice data and risk factors as they relate to IT. The primary goal is to ensure everyone is well educated on what is myth and what is reality with this law, there is so much misleading information all over regarding the do's and don'ts with HIPAA – Mr. Brian Tuttle with over 20 years of experience in Health IT and Compliance Consulting wants to add clarity for compliance officers he will uncover myths versus reality as it relates to this very enigmatic law based on over 1000 risk assessments performed as well as years of experience in dealing directly with the Office of Civil Rights HIPAA auditors.

[Register Now..](#)

Do you have an effective HIPAA compliance program? New laws and funding mean an increased risk for both business associates and covered entities! HIPAA Omnibus – Do you know what's involved and what you need to do? What does Omnibus mean for covered entities and business associates? Why should you be concerned? Court cases that are changing the landscape of HIPAA and patient's ability to sue.

[Learn more..](#)

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From: birdeyeforbusinessowners@birdeye.org on behalf of Birdeye for Businesses <birdeyeforbusinessowners@birdeye.org>
Sent: Thursday, June 13, 2024 1:43 PM
To: Board (@caltrain.com)
Subject: You missed 67 customer reviews - Respond now!

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Rank higher in search results by responding to your reviews.

 **Birdeye** for business owners

Palo Alto Caltrain Station

Your customers are awaiting your response



Your Google Reviews

146



Your Replies

0

[Respond to your reviews](#)

All your reviews in one place

Responding to customer reviews is a proven way to improve your online ranking on Google and to beat your competitors.

Manage all your customer reviews, for every location, from every source, in one dashboard: take control of your brand and solve customer issues.

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