



JPB Board of Directors  
(Board Meeting of February 6, 2020)

Correspondence as of January 17, 2020

| # | <u>Subject</u>                                      | # |
|---|---|---|
| 1 | Consumer Report File #739568                        | 1 |
| 2 | Consumer Report File #739984 (Report re. Liability) | 2 |

**From:** [Rios, Rona](mailto:Rios_Rona)  
**To:** "remymartine99@gmail.com"  
**Cc:** [Board \(@caltrain.com\)](mailto:Board@caltrain.com)  
**Subject:** Consumer Report File #739568  
**Date:** Friday, January 17, 2020 3:00:41 PM

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Hello Ms. Chirayath,

On January 8th we discussed several concerns regarding your travels on Caltrain. Again, my sincere apologies for the trouble you experienced. I am following up because I've been waiting for information to further review your concerns and have not received a response.

I understand that you travel from Lawrence Station to SF and your tagging at Lawrence was not registering on Clipper. You mentioned you would send me the Clipper History Report to verify this with Clipper to ensure the machine is working correctly. You also mentioned concerns with contacting the customer service center and that you were provided misinformation. I informed you that I would look in to that matter if you could provide me with the specific day/approximate time of call in to the center and the phone number used ( you mentioned using several numbers due to connectivity issues). Also mentioned was the lack of professional from the train crew.

I have not received any additional information from my previous two requests but I'm happy to assist when you are able to provide the above mentioned information.

As discussed, please know Caltrain is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin as protected by Title VI, as amended. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint. Please complete the enclosed form to initiate a formal complaint and investigation process. Your completed form should be returned to us at:

Caltrain Title VI Administrator  
1250 San Carlos Ave – P.O. Box 3006  
San Carlos, CA 94070

This form must be filed within 180 calendar days of the alleged discriminatory incident. After the form is submitted, you will be contacted within 10 business days of our receipt of the form. The appropriate form can be found as an attachment to this email as well as at the following link: <http://www.caltrain.com/riderinfo/TitleVI.html>.

Best Regards,

Rona Rios  
Director, Customer Experience  
SamTrans|Caltrain|SMCTA  
1250 San Carlos Avenue  
San Carlos, CA. 94070  
[riosr@samtrans.com](mailto:riosr@samtrans.com)

-----Original Message-----

From: Rios, Rona  
Sent: Thursday, January 09, 2020 8:09 PM  
To: 'remymartine99@gmail.com'  
Subject: RE: Caltrain Email

Hello,

I am following up on our discussion and the need for additional information.

Please provide me with your clipper history report, along with the phone number, date and time you contacted the Caltrain customer service center and other details you feel I need in order to resolve the issues reported.

Again, my apologies for your experience and I hope to resolve these matters quickly.

Best Regards,  
Rona Rios

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From: Rios, Rona  
Sent: Wednesday, January 8, 2020 9:28 AM  
To: 'remymartine99@gmail.com'  
Subject: Caltrain Email

Please send me the Clipper history report.

Thank you!

Rona Rios  
Director, Customer Experience  
SamTrans|Caltrain|SMCTA  
1250 San Carlos Avenue  
San Carlos, CA. 94070  
[riosr@samtrans.com](mailto:riosr@samtrans.com)<<mailto:riosr@samtrans.com>>

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Hi Cheryl,

I have had an incident with a Caltrain employee during my commute. I am a new commuter and happy to have commuting options from Santa Clara to my new job in San Francisco. I have had an upsetting incident today and previously with the same employee on Caltrains. I need to escalate the report as I do not trust Caltrains to resolve it due to a breach of trust by them.

A second issue is that one of the Tag Off meters at Lawrence station Southbound side, is malfunctioning. It did not tag off my Clipper Card for 8 times, charging me \$4.50 extra 8 times. I reported it to Caltrains. The response of their employee on the phone was, "No one else has reported this issue, so we cannot check it until they do.". Meanwhile, it is overcharging me \$4.50 on each return trip. I cannot get a refund for this either. It seems like a scam. It works well on all other stations on Lawrence Stn northbound, and SF Stn both north and south bound. This must be addressed and I need my money refunded. I had two weeks of rides I had to do a la carte, but now have a monthly pass. Overcharging on rides is a crime. They have to give me my money back and fix this meter.

Please let me know where i can address my issues. I am not getting anywhere with Caltrains and this will turn into a lawsuit if not addressed.

Thank you for your help and time!

Best Regards,  
Martine Chirayath  
Business Analyst | Project Manager  
mobile: 310.218.7583 (does not work well in office)  
Santa Clara, CA

**From:** [Rios, Rona](mailto:Rios_Rona)  
**To:** [Board \(@caltrain.com\)](mailto:Board@caltrain.com)  
**Subject:** Consumer Report File #739984  
**Date:** Friday, January 17, 2020 3:07:00 PM

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The below response was provided to Mr. Leong regarding his concerns at San Antonio Caltrain Station.

Rona Rios  
Director, Customer Experience  
SamTrans|Caltrain|SMCTA  
1250 San Carlos Avenue  
San Carlos, CA. 94070  
[riosr@samtrans.com](mailto:riosr@samtrans.com)

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**From:** Salandanan, Jan Alexis  
**Sent:** Monday, January 13, 2020 1:47 PM  
**To:** 'leongjohn@aol.com'  
**Subject:** Liability - Crazy guy parked at San Antonio Caltrain parking

To John Leong,

Thank you for contacting Caltrain, though we regret it was due to such an unpleasant experience you had at our San Antonio Caltrain station. Rest assured, your report has been logged and forwarded to the Transit Police for further handling. To help them in handling this issue, would you mind providing us with a description of this individual?

That aside, we would also like to offer you the Transit Police number so you can contact them directly for immediate assistance if you ever feel like you or others are in danger. You can reach the Transit Police at 1.877.723.7245. They monitor our transit systems, and they are highly dedicated to keeping the public safe.

Kind regards,

**Alexis Salandanan**  
San Mateo County Transit District  
Customer Service Dept.

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**From:** John Leong <[leongjohn@aol.com](mailto:leongjohn@aol.com)>  
**Sent:** Monday, January 13, 2020 1:14 PM  
**To:** [pm@3state.net](mailto:pm@3state.net); Board (@caltrain.com) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>  
**Subject:** Liability - Crazy guy parked at San Antonio Caltrain parking

At 12:49 today, January 13, a crazy guy is parked near the recycle bins at the San Antonio Caltrain station level 1 parking lot, he's staring at cars and playing with sticks, mumbling to himself. I've seen him before.

I've seen him talking to a fellow hispanic man in a white pick up truck before.

I parked on the other side to avoid him. This email is confirmation I've notified the relevant people.

I'm telling you now, -nothing better happen to my car or my kids. I don't want to park on the second level with kids, as its dark and unsafe.

/ John

**From:** Cameron Enes  
**To:** [John Leong](#); [Property Management](#); [Board \(@caltrain.com\)](#)  
**Subject:** Re: Liability - Crazy guy parked at San Antonio Caltrain parking  
**Date:** Monday, January 13, 2020 3:52:25 PM

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Hello John,

In the future please report it to the Mountain View PD. We usually report anything suspicious directly to the police, thank you.

Regards,

Cameron Enes  
Property Manager, Tri-State Enterprises, Inc.  
Phone: 650-210-0085  
Email: [cameron@3state.net](mailto:cameron@3state.net)  
All Managers: [pm@3state.net](mailto:pm@3state.net)

This message contains information which may be confidential and privileged. Unless you are the addressee (or authorized to receive for the addressee), you may not use, copy or disclose the message or any information contained in the message to anyone. If you have received this message in error, please advise the sender by reply email and delete the message. If you are the intended recipient, please be advised that the content of this message is subject to access, review and disclosure by the sender's email administrators.

ELECTRONIC SIGNATURES

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"Neither I, nor any entity that I am acting on behalf of, has agreed to enter into any agreement, or to incur any obligation, by email or other electronic means. Any such agreement or obligation is not binding or enforceable against me or such entity."

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**From:** John Leong <[leongjohn@aol.com](mailto:leongjohn@aol.com)>  
**Sent:** Monday, January 13, 2020 1:13:50 PM  
**To:** [Property Management](#); [board@caltrain.com](#)  
**Subject:** Liability - Crazy guy parked at San Antonio Caltrain parking

At 12:49 today, January 13, a crazy guy is parked near the recycle bins at the San Antonio Caltrain station level 1 parking lot, he's staring at cars and playing with sticks, mumbling to himself. I've seen him before.

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/ John