



JPB Board of Directors
Meeting of June 5, 2025

Correspondence as of May 30, 2025

<u>#</u>	<u>Subject</u>
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|----|---|
| 1. | Re: Parking fees not equitable |
| 2. | Re: Automatic reply: WORK! |
| 3. | Re: Complaint about flooding on the Caltrain Land behind my house |
| 4. | Re: Automatic reply: WORK! |
| 5. | Lost and Found Information |
| 6. | Re: Complaint about flooding on the Caltrain Land behind my house – <i>Staff response</i> |
| 7. | Re: Complaint about flooding on the Caltrain Land behind my house |
| 8. | Re: Automatic reply: WORK! |
| 9. | Re: WORK! – <i>Staff response</i> |

From: [Winnie](#)
To: [Board \(@caltrain.com\)](#)
Subject: Re: Parking fees not equitable
Date: Friday, May 23, 2025 2:42:34 PM

[You don't often get email from winw.nc@gmail.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

> On May 20, 2025, at 8:53 AM, Winnie <winw.nc@gmail.com> wrote:

>

> Hi there,

>

> I feel the inconsistency of not charging parking from Tamien/ San Jose and south beyond is not right or equitable.

> Why should I pay for parking that costs SO MuCh? \$5.50 to park and other Zones more south does not need to pay??

> This is unheard of. It is so backward.

>

> Please make admirable changes.

> It also should not cost so much to park.

>

> Hear me out and others too, thank you.

>

> W

From: [Emmett Jenvey](#)
To: [Board \(@caltrain.com\)](#)
Subject: Re: Automatic reply: WORK!
Date: Monday, May 26, 2025 3:05:09 PM

You don't often get email from emmettjenvey99@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.

Hey I just want to ask where we are in this process I have not heard back

On Fri, May 23, 2025, 9:30 PM Board (@[caltrain.com](#)) <[board@caltrain.com](#)> wrote:

Hello – We have received your correspondence addressed to the Caltrain Board of Directors.

For your reference: all correspondence is reviewed and typically referred to Customer Service Team Experience for a response before being sent to the Board of Directors and all public correspondence received is routinely posted online weekly under each Board meeting Documents tab: [Board of Directors | Caltrain](#)

The Board of Directors values your input and appreciates your support for the transportation system in our community.

For your reference:

Caltrain Customer Service: 1-800-660-4287

Information for hearing impaired: (TTY) 650-508-6448

Office Address: [1250 San Carlos Avenue, San Carlos, CA 94070](#)

Office Phone: 650-508-6200

From: [Nicholas Tan](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board.1@caltrain.com](#)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house
Date: Monday, May 26, 2025 7:29:17 PM

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hi,

A new update, another incident has happened. One side of the retaining wall has collapsed. Other sections plus my outdoor kitchen are on the verge and may collapse anytime.

I have two young kids living here and this could have been catastrophic if any of them were near the wall when this happened. Can you guys take immediate action to fix the sloping of the land behind our yard? Once you fixed that, then only I can have someone rebuild my backyard. Otherwise it's just a waste of time and money.



On Wed, Apr 16, 2025 at 12:15 Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:
Dear Nicholas Tan,

Thank you for reaching out. I understand your concern. Our crew did perform some initial grading work in the area, and we've since asked them to return to complete additional

grading based on what we observed. Our Engineer checked the area today and is coordinating the follow-up work with their team to ensure everything is addressed properly.

It's also worth noting that it appears a neighbor made modifications to the ditch behind their fence, which has caused a disruption in water flow. Once that issue is corrected, we'll be following up with them to prevent any future alterations.

I appreciate your patience, and I'll keep you updated as we move forward. Please don't hesitate to reach out if you have any further questions.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Monday, April 14, 2025 11:07 PM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi Caltrain Team,

I received an email from Devin Pogue in your team that share with me a claim form, I'm not sure what you are trying to solve with that. I'm not going to spend tens of thousands of dollars to fix my backyard if the flooding in your land right behind my backyard continues, because after I fix them, the soil will continue to settle and sink due to the flooding. Are you not going to fix the flooding issue?

Thanks,
Nicholas

On Apr 4, 2025, at 1:05 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

Hi,

I have not seen any work being done. Even if there is, the fix is not effective because this is a photo I took on 3/30

I'm not understanding why it's so hard to fix this. This has been ongoing for many years now and my backyard is crumbling due to this. I have spent tens of thousands on the pavers, retaining walls, and outdoor kitchen and they are all crumbling. I have been very patient for many years now, but if this continues to deteriorate, I will consider legal action. Your inaction or ineffective actions has caused significant financial loss to my investment in my backyard.

Thanks,
Nicholas

<1000023577.jpg>

On Fri, Apr 4, 2025, 12:54 PM Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your follow-up and your patience as our crews worked to address your concerns. We are pleased to inform you that the work was completed on March 17, 2025.

We appreciate your understanding and continued support. Should you have any further questions or need additional assistance, please don't hesitate to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Tuesday, March 11, 2025 10:05 AM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi,

I did not meet with any of your team members on 3/7. I was home until 12.30pm and was out for the rest of that day.

Thanks,
Nicholas

On Mar 11, 2025, at 9:49 AM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your patience. I wanted to check in regarding the crew visit we scheduled for **3/7/2025**. I'm following up to see if the crew has been able to

visit your location and address the flooding concerns.

Please let me know if there's anything else that needs attention or if you require any further assistance.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Thursday, February 20, 2025 4:06:17 AM (UTC+00:00) Monrovia, Reykjavik
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi,

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That's on top of flooding risk in my crawl space basement and it becoming breeding ground for mosquitoes and other bugs.

Please act quickly before things get a lot worse.

Thanks,
Nicholas

<1000009804.jpg>

<1000009802.jpg>

<1000009803.jpg>

On Feb 18, 2025, at 2:11 PM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for reaching out and for sharing the photos with us. I'm sorry to hear that the flooding issue behind your backyard is still occurring despite the previous work done by our team.

I want to let you know that we've referred this matter to our Right of Way team to investigate and address the issue. They will assess the situation and take any necessary actions to help resolve it.

Thank you again for bringing this to our attention. We'll keep you updated on any progress. If you have any additional questions or concerns, feel free to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, February 18, 2025 5:40:51 AM (UTC+00:00) Monrovia, Reykjavik
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hi Sarah,

The raining season is here and looks like the work your team has done previously hasn't help alleviate the flooding issue behind my backyard. Please see attached photos that I just took yesterday.

Thanks,
Nicholas

<PXL_20250216_231417869.PANO.jpg><PXL_20250216_231438547.PANO.jpg><PXL_20250216_231554912.PANO.jpg>

On May 22, 2024, at 3:19 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

Thank you Sarah for your update. Yes, I did meet with your contractor and he did share his plan with me.

Thanks,
Nicholas

On May 23, 2024, at 2:48 AM, Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Nicholas Tan,

I hope this message finds you well. Thank you for bringing your concerns about the ongoing flooding issue behind your property to our attention. We sincerely apologize for the inconvenience and distress this situation has caused you and your family. Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence.

I understand that you met with our contractor and were informed that when the area dries out a little more, sometime around the end of July or beginning of August, we will be back to regrade the ditch-line. I was notified that you exchanged numbers so that we can update you as we get closer to that time.

Please be assured that we take your feedback seriously, and we are committed to resolving this issue promptly.

We appreciate your patience and understanding as we work to address this matter effectively. Thank you for your continued support and cooperation.

Best regards,

Sarah Nabong, Customer Service Representative 2
[1250 San Carlos Ave San Carlos, CA 94070](#)
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)
<image001.png>

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Saturday, April 27, 2024 6:31 PM
To: Board (@[caltrain.com](mailto:board@caltrain.com)) <board@caltrain.com>
Subject: Complaint about flooding on the Caltrain Land behind my house

You don't often get email from nicholastjs@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.

Hi,

I filed a complaint 2-3 years ago about flooding in the Caltrain Land behind my backyard. You have since done some work to try to better slope the land so that water doesn't accumulate there.

This year during the rain season, water start to accumulate again. The last time there's rain was more than two weeks ago, and there's still a good size pond right behind my house.

This will cause three significant safety risks:

1. Flood in our crawl space. the water in our crawl space is pump towards that area and if thAt area is flooded the my pump will fail to pump the water out, causing flood in my basement (with risk of getting into my living space)
2. Health risk. The standing water there becomes a breeding ground for mosquitoes. This year there's significant increase of mosquitoes around my house, which can be a health risk.
3. Land setting. The soaked and saturated ground becomes soft and the fixture inside my backyard started to sink. The retaining wall is leaning backwards, the outdoor kitchen counter top started to sink and at risk of crumbling.

This issue has been going on for many years and while I saw your effort to try to fix it, it's not fixed and actually got worse.

Can you take action immediately before this becomes a much bigger issue and causing significant damage and health problems toy family?

Thanks,
Nicholas

<image002.jpg>

<image003.jpg>

<image004.jpg>

<image005.jpg>

From: [Emmett Jenvey](#)
To: [Board \(@caltrain.com\)](#)
Date: Tuesday, May 27, 2025 2:31:49 PM

You don't often get email from emmettjenvey99@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.

Thank you for your time. I am following up again as I have not received a response to my original inquiry sent on May 23, 2025. I respectfully request an update or acknowledgment regarding my question.

I understand things may be busy, but I'd appreciate any clarification or direction moving forward.

Thank you again,
Emmett Jenvey

From: [Dominique Wilkins](#)
To: [Board \(@caltrain.com\)](#)
Subject: Lost and Found Information
Date: Tuesday, May 27, 2025 5:38:30 PM

You don't often get email from mrsdsgwilkins@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.

Good Evening,

There should be a better process in place for lost and found items. Especially when it comes to personal devices that someone is able to track. I was able to track my device directly to the maintenance yard in San Jose, but was unable to retrieve my phone. I had to fill out a form and wait for it to be returned. It was left on the train since 8am and never made it's way back to San Francisco. I called multiple times and was just told that I would have to wait for the train to be put back in service and then dropped off in San Francisco. I went to the last San Francisco stop waiting and it still never moved. When I asked someone there about it they said that I would have to go to San Carlos, which is NOT San Francisco, even though I was told San Francisco from 2 different customer service agents. Even after tracking it all day, it still never moved from the maintenance yard. Location dots just put it at 3 different locations inside the building at 3 different times. There is security at the gate for the maintenance yard. Why is it so hard to just have them be a retrieval point for personal items?

I am currently still waiting for my phone to be returned to me and every phone agent just tells me there is nothing that they can do. How is there no communication between personnel at the maintenance yard and customer service? Especially after it was left first thing in the morning, there is no way a better process can't be implemented.

Dominique Wilkins

From: [Caltrain BOD Public Support](#)
To: [Nicholas Tan](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house
Date: Thursday, May 29, 2025 1:32:07 PM

Dear Nicholas Tan,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you again for your update. I understand how concerning this situation is, especially with the safety of your family in mind.

Earlier today, we visited the site along with our contractors to assess the conditions behind the property at 3395 Park Blvd, Palo Alto, CA 94306. During our visit, we identified several modifications on both the north and south sides of the property that may be contributing to the current issues. In some cases, we observed that adjacent neighbors have encroached onto our property with fences, permanent structures, and drainage systems.

To move forward, we will be requesting our Real Estate team to perform a Right of Way survey to legally determine the boundaries of our property and formally identify any encroachments. This will allow us to better understand the contributing factors and develop a responsible plan of action.

After speaking with you we were able to see the condition of the backyard firsthand. Once the survey is complete, we'll be in a better position to define the next steps and address the slope issues appropriately.

In the meantime, we appreciate your patience. Please don't hesitate to reach out if you have further questions or if the situation changes.

Best regards,
Sarah Nabong

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Monday, May 26, 2025 7:28 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Hi,

A new update, another incident has happened. One side of the retaining wall has collapsed. Other sections plus my outdoor kitchen are on the verge and may collapse anytime.

I have two young kids living here and this could have been catastrophic if any of them were near the wall when this happened. Can you guys take immediate action to fix the sloping of the land behind our yard? Once you fixed that, then only I can have someone rebuild my backyard. Otherwise it's just a waste of time and money.



On Wed, Apr 16, 2025 at 12:15 Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:
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grading based on what we observed. Our Engineer checked the area today and is coordinating the follow-up work with their team to ensure everything is addressed properly.

It's also worth noting that it appears a neighbor made modifications to the ditch behind their fence, which has caused a disruption in water flow. Once that issue is corrected, we'll be following up with them to prevent any future alterations.

I appreciate your patience, and I'll keep you updated as we move forward. Please don't hesitate to reach out if you have any further questions.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Monday, April 14, 2025 11:07 PM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Thanks,
Nicholas

On Apr 4, 2025, at 1:05 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

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We appreciate your understanding and continued support. Should you have any further questions or need additional assistance, please don't hesitate to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Tuesday, March 11, 2025 10:05 AM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

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Thanks,
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Dear Nicholas Tan,

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Please let me know if there's anything else that needs attention or if you require any further assistance.

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Please act quickly before things get a lot worse.

Thanks,
Nicholas

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I want to let you know that we've referred this matter to our Right of Way team to investigate and address the issue. They will assess the situation and take any necessary actions to help resolve it.

Thank you again for bringing this to our attention. We'll keep you updated on any progress. If you have any additional questions or concerns, feel free to reach out.

Best regards,

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We appreciate your patience and understanding as we work to address this matter effectively. Thank you for your continued support and cooperation.

Best regards,

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)
<image001.png>

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<image002.jpg>

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<image004.jpg>

<image005.jpg>

From: Nicholas Tan
To: Caltrain BOD Public Support
Cc: Board (@caltrain.com)
Subject: Re: Complaint about flooding on the Caltrain Land behind my house
Date: Thursday, May 29, 2025 10:36:08 PM

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Thank you Sarah for the update. I met with representative from Caltrain today, they stopped by my backyard and took a look at the situation, so they should have a good idea now.

On May 29, 2025, at 1:32 PM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

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Best regards,
Sarah Nabong

Your Caltrain BOD Public Support Team

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Hi,

A new update, another incident has happened. One side of the retaining wall has collapsed. Other sections plus my outdoor kitchen are on the verge and may collapse anytime.

I have two young kids living here and this could have been catastrophic if any of them were near the wall when this happened. Can you guys take immediate action to fix the sloping of the land behind our yard? Once you fixed that, then only I can have someone rebuild my backyard. Otherwise it's just a waste of time and money.

<1000025214.jpg>

On Wed, Apr 16, 2025 at 12:15 Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for reaching out. I understand your concern. Our crew did perform some initial grading work in the area, and we've since asked them to return to complete additional grading based on what we observed. Our Engineer checked the area today and is coordinating the follow-up work with their team to ensure everything is addressed properly.

It's also worth noting that it appears a neighbor made modifications to the ditch behind their fence, which has caused a disruption in water flow. Once that issue is corrected, we'll be following up with them to prevent any future alterations.

I appreciate your patience, and I'll keep you updated as we move forward. Please don't hesitate to reach out if you have any further questions.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Monday, April 14, 2025 11:07 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hi Caltrain Team,

I received an email from Devin Pogue in your team that share with me a claim form, I'm not sure what you are trying to solve with that. I'm not going to spend tens of thousands of dollars to fix my backyard if the flooding in your land right behind my backyard continues, because after I fix them, the soil will continue to settle and sink due to the flooding. Are you not going to fix the flooding issue?

Thanks,
Nicholas

On Apr 4, 2025, at 1:05 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

Hi,

I have not seen any work being done. Even if there is, the fix is not effective because this is a photo I took on 3/30

I'm not understanding why it's so hard to fix this. This has been ongoing for many years now and my backyard is crumbling due to this. I have spent tens of thousands on the pavers, retaining walls, and outdoor kitchen and they are all crumbling. I have been very patient for many years now, but if this continues to deteriorate, I will consider legal action. Your inaction or ineffective actions has caused significant financial loss to my investment in my backyard.

Thanks,
Nicholas

<1000023577.jpg>

On Fri, Apr 4, 2025, 12:54 PM Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your follow-up and your patience as our crews worked to address your concerns. We are pleased to inform you that the work was completed on March 17, 2025.

We appreciate your understanding and continued support. Should you have any further questions or need additional assistance, please don't hesitate to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Tuesday, March 11, 2025 10:05 AM

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hi,

I did not meet with any of your team members on 3/7. I was home until 12.30pm and was out for the rest of that day.

Thanks,
Nicholas

On Mar 11, 2025, at 9:49 AM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Thank you for your patience. I wanted to check in regarding the crew visit we scheduled for **3/7/2025**. I'm following up to see if the crew has been able to visit your location and address the flooding concerns.

Please let me know if there's anything else that needs attention or if you require any further assistance.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>

Sent: Thursday, February 20, 2025 4:06:17 AM (UTC+00:00) Monrovia, Reykjavik

To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>

Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: Re: Complaint about flooding on the Caltrain Land behind my house

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hi,

Thank you for getting back to me. Please note that this flooding is causing a huge problem to the pavers in my backyard as I highlighted last year. The soil gets so soft that my backyard is sinking, retaining wall leaning and falling apart, pavers kitchen falling apart, etc. If this is not fixed soon, my backyard will incur huge lose if it gets to a point that I need to rebuild everything, let alone the risk of these items falling onto my kids and causing injury.

That's on top of flooding risk in my crawl space basement and it becoming breeding ground for mosquitoes and other bugs.

Please act quickly before things get a lot worse.

Thanks,
Nicholas

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<1000009802.jpg>

<1000009803.jpg>

On Feb 18, 2025, at 2:11 PM, Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Nicholas Tan,

Your message to the Caltrain Board of Directors has been forwarded to me for a response. A copy of our correspondence will also be shared with the Board members. Thank you for reaching out and for sharing the photos with us. I'm sorry to hear that the flooding issue behind your backyard is still occurring despite the previous work done by our team.

I want to let you know that we've referred this matter to our Right of Way team to investigate and address the issue. They will assess the situation and take any necessary actions to help resolve it.

Thank you again for bringing this to our attention. We'll keep you updated on any progress. If you have any additional questions or concerns, feel free to reach out.

Best regards,

Your Caltrain BOD Public Support Team

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Tuesday, February 18, 2025 5:40:51 AM (UTC+00:00) Monrovia, Reykjavik
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Complaint about flooding on the Caltrain Land behind my house

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hi Sarah,

The raining season is here and looks like the work your team has done previously hasn't help alleviate the flooding issue behind my backyard. Please see attached photos that I just took yesterday.

Thanks,
Nicholas

<PXL_20250216_231417869.PANO.jpg><PXL_20250216_231438547.PANO.jpg><PXL_20250216_231554912.PANO.jpg>

On May 22, 2024, at 3:19 PM, Nicholas Tan <nicholastjs@gmail.com> wrote:

Thank you Sarah for your update. Yes, I did meet with your contractor and he did share his plan with me.

Thanks,
Nicholas

On May 23, 2024, at 2:48 AM, Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Nicholas Tan,

I hope this message finds you well. Thank you for bringing your concerns about the ongoing flooding issue behind your property to our attention. We sincerely apologize for the inconvenience and distress this situation has caused you and your family. Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence.

I understand that you met with our contractor and were informed that when the area dries out a little more, sometime around the end of July or beginning of August, we will be back to regrade the ditch-line. I was notified that you exchanged numbers so that we can update you as we get closer to that time.

Please be assured that we take your feedback seriously, and we are committed to resolving this issue promptly.

We appreciate your patience and understanding as we work to address this matter effectively. Thank you for your continued support and cooperation.

Best regards,

Sarah Nabong, Customer Service Representative 2
1250 San Carlos Ave San Carlos, CA 94070
Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)
<image001.png>

From: Nicholas Tan <nicholastjs@gmail.com>
Sent: Saturday, April 27, 2024 6:31 PM
To: Board (@caltrain.com) <board@caltrain.com>
Subject: Complaint about flooding on the Caltrain Land behind my house

You don't often get email from nicholastjs@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.

Hi,

I filed a complaint 2-3 years ago about flooding in the Caltrain Land behind my backyard. You have since done some work to try to better slope the land so that water doesn't accumulate there.

This year during the rain season, water start to accumulate again. The last time there's rain was more than two weeks ago, and there's still a good size pond right behind my house.

This will cause three significant safety risks:

1. Flood in our crawl space. the water in our crawl space is pump towards that area and if thAt area is flooded the my pump will fail to pump the water out, causing flood in my basement (with risk of getting into my living space)
2. Health risk. The standing water there becomes a breeding ground for mosquitoes. This year there's significant increase of mosquitoes around my house, which can be a health risk.
3. Land setting. The soaked and saturated ground becomes soft and the fixture inside my backyard started to sink. The retaining wall is leaning backwards, the outdoor kitchen counter top started to sink and at risk of crumbling.

This issue has been going on for many years and while I saw your effort to try to fix it, it's not fixed and actually got worse.

Can you take action immediately before this becomes a much bigger issue and causing significant

damage and health problems toy family?

Thanks,
Nicholas

<image002.jpg>

<image003.jpg>

<image004.jpg>

<image005.jpg>

From: [Emmett Jenvey](#)
To: [Board \(@caltrain.com\)](#)
Date: Friday, May 30, 2025 8:20:02 AM

You don't often get email from emmettjenvey99@gmail.com. [Learn why this is important](#)

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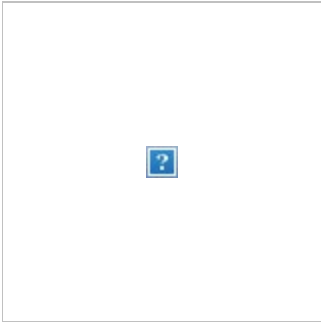
Again just a quick update to where we are i have not heard back thank you so much

From: [Caltrain BOD Public Support](#)
To: emmettjenvey99@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Re: WORK!
Date: Friday, May 30, 2025 8:55:42 AM

Dear Emmett Jenvey,

Your message to the Caltrain Board of Directors has been directed to me for a response, and a copy of our correspondence will be shared with the Board members as well. Thank you for your passionate message and for sharing your vision for transforming the San Mateo Caltrain tunnel. We appreciate your dedication to creating a cleaner, more welcoming environment for the community.

For more information on how we evaluate and manage vendor opportunities, including graffiti removal and tunnel maintenance, we invite you to visit our website at <https://www.smctd.com/contracting-opportunities>. There you'll find the latest updates, guidelines, and contact details for submitting proposals or inquiries.



Contracting Opportunities | SMCTD

Contracting, Bids and More. No stops or routes found near this location. Please try a different search.

www.smctd.com

Thank you again for reaching out.

Best regards,

Sarah Nabong

Your Caltrain BOD Public Support Team

From: Emmett Jenvey <emmettjenvey99@gmail.com>
Sent: Saturday, May 24, 2025 4:30:27 AM (UTC+00:00) Monrovia, Reykjavik
To: Board (@caltrain.com) <board@caltrain.com>

Subject: WORK!

You don't often get email from emmettjenvey99@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.

What I offer isn't just cleaning — it's transformation. The San Mateo cal trian tunnel has become a symbol of neglect. But with your backing, it can become a symbol of pride.

No one else will care like I will. I'll make it spotless — not because I have to, but because it means something to me. This isn't a job to me. It's personal.

Back me, and you're not just supporting graffiti removal — you're claiming credit for a visible improvement in your community's image. Other contractors do the bare minimum. I go to war with grime. I will outwork them, outclean them, and outperform them.

Choose me, and your investment becomes a legacy.

It will mean a 100 times more for you to chose me because I only a few customers if if you hire somebody else, your just a check.

Thank you for considering this opportunity.