



JPB Board of Directors
Meeting of October 3, 2024

Correspondence as of September 6, 2024

Subject

1. Caltrain Idling for hours
2. Re_ San Antonio rd Property San Bruno - Staff Response
3. Caltrain Univ Ave PA System
4. Re_ Proposal for Designating a 'Quiet Car' on Caltrain Services - Commentors Response to Staff
5. San Antonio rd San Bruno
6. Re_ Caltrain Univ Ave PA System
7. FW_ Caltrain board MUST work with MTC to come up with a NEW workable regional measure
8. Re_ Public Comment on Accessibility Barriers of CalTrain for Caltrain Board Meeting Sept 5 2024 at 9 AM Comment at 11AM
9. Wheelchair access for electric trains
10. Caltrain September 5th Board meeting - Public comment
11. Fwd List of EMU cars with audible wheel flat spots
12. Personal Note and Offer -AND- Re_ Public Comment on Accessibility Barriers of CalTrain for Caltrain Board Meeting Sept 5 2024
13. FW_ Caltrain Response Letter – *Staff Response*
14. RE_ San Antonio rd Property San Bruno – *Staff Response*
15. Re_ San Antonio rd San Bruno – *Staff Response*

From: [Payal Sinha](#)
To: [Board \(@caltrain.com\)](#)
Subject: Caltrain Idling for hours
Date: Wednesday, September 4, 2024 4:51:46 PM

[You don't often get email from payal.sinha@icloud.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.

Hi

What is the plan for caltrain dealing with diesel after electrification.. caltrain has done a terrible job at keeping residents informed and leaving diesel train not scheduled running for hours upto 15 hours a day near houses and this labor day weekend all 4 days.

It terrible noise and pollution.

What is it all about? And why at caltrain no one is responding or taking care of this.

Why does your lack of planning in disposing fleet or ensuring this does not happen or actually engaging in an investigation even after several should impact to peaceful use of our houses.

It is extremely shameful.

From: [Tim OBrien](#)
To: [Sarah Nabong](#)
Cc: [Board \(@caltrain.com\)](#); [Marty Medina](#)
Subject: Re: San Antonio rd Property San Bruno
Date: Wednesday, September 4, 2024 5:03:59 PM

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Thank you Sarah

Please keep us posted of when your maintenance team will have this area cleaned up and we would like to know the maintenance cleaning crews maintenance schedule for this area . Will they be regularly be maintaining the property on a weekly, bi weekly or monthly time period . Also would like to know Caltrains plan to reduce or eliminate people from dumping on this property.

It is horrendous.

Best Regards
Tim O'Brien
Sent from my iPhone

On Sep 4, 2024, at 10:40 AM, Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Tim O'Brien,

Thank you for reaching out and sharing your concerns about the cleanliness of the Caltrain property on San Antonio Rd. I sincerely apologize for the ongoing issues and understand the frustration this situation has caused for you and the residents. I have escalated your concerns to our maintenance team. We appreciate your patience and commitment to the community.

Best regards,
Sarah Nabong

From: Tim OBrien <tmz6922@yahoo.com>
Sent: Saturday, August 31, 2024 6:39 AM
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; Marty Medina <mmedina@sanbruno.ca.gov>
Subject: Re: San Antonio rd Property San Bruno

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

Hello Sarah

Hope you are well

We have not seen any improvement regarding the cleanliness of Caltrain property on San Antonio rd from San Felipe Ave to Santa Helena . You said had that our crew will be out there to clean the area in mid July . Obviously it does not look like your crew made it out there . I continue to see couches ,5 gallon buckets of hazardous material,new and old homeless encampments, etc. What needs to be done to get your crew to get out and clean your over neglected area . Something needs to be done immediately. It is a dump site where people freely dump stuff .You are enabling people to dump illegally. It is Caltrains responsibility to maintain this area . There are many homes across from your area . Residents are very concerned about this area . Please put a plan together and get this area cleaned up ASAP!!!

Thank you

Best Regards

Tim O'Brien

Sent from my iPhone

> On Jul 5, 2024, at 12:30 PM, Tim OBrien <tmz6922@yahoo.com> wrote:

>

> Hello Sarah

> Thank you for your response

> Illegal dumping continues to be a huge issue on the cal train property on San Antonio Ave . As you can see from the pictures I have attached to this email . This is just a small sample size . There is also homeless people living on this property. Please have your staff clean this property ASAP !!

>

> Thank you for your attention to this matter

> I am speaking on behalf of San Bruno residents

>

> Best regards

> Tim O'Brien

<image001.jpg>

>

> <image1.jpeg>

>

> Sent from my iPhone

>

>> On Mar 14, 2024, at 6:29 PM, Tim OBrien <tmz6922@yahoo.com> wrote:

>>

>> Hello Sarah

>>

>> Thank you so much Sarah for your response. Much appreciated. Thank you also for taking action on this property. It is a beautiful area with wonderful looking trees . I and others think it could be better if maintained on a regular basis .

>> Thank you again . Looking forward to the improvement of this property.

>>

>> Best regards ,

>> Tim OBrien

>>

>>

>> Sent from my iPhone

>>

>>>> On Mar 14, 2024, at 1:16 PM, Sarah Nabong <nabongs@samtrans.com> wrote:

>>> Dear Tim O'Brien,

>>> 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 bringing the issues regarding our right of way property on San Antonio Road to our attention. We understand the importance of maintaining a safe and attractive environment for the community and are committed to addressing these concerns.

>>> We took immediate action to clean up the property, including addressing the overgrown vegetation, dead trees, debris blocking drainage areas, and illegal dumping. In addition, we will investigate the problem with the area flooding and water overflow onto the street to find a lasting solution to prevent future occurrences.

>>> Your recommendation to fence off the area is noted, and we will assess the feasibility of implementing such measures to enhance safety and prevent further issues.

>>> We appreciate your vigilance and concern for the well-being of the community. Please feel free to reach out if you have any additional information or suggestions regarding the property cleanup.

>>> Thank you for your understanding and cooperation.

>>> Warm regards,

>>> Sarah Nabong, Customer Service Representative 2

>>> 1250 San Carlos Ave San Carlos, CA 94070

>>> Phone: 800.660.4287

>>> Websites: Caltrain | SamTrans | TA

>>> -----Original Message-----

>>> From: Tim OBrien <tmz6922@yahoo.com>

>>> Sent: Saturday, January 20, 2024 11:59 AM

>>> To: Board (@caltrain.com) <boardcaltrain@samtrans.com>

>>> Subject: San Antonio rd Property San Bruno

>>> [You don't often get email from tmz6922@yahoo.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.

>>> To whom it may concern

>>> Can you please clean up your property on San Antonio Road in San Bruno . There is overgrown vegetation, dead trees , debris blocking drainage areas , illegal dumping, fix the problem with the area flooding ,water overflows into the street. Very dangerous for people driving and bicyclists . I recommend fencing the area off

>>> Thank you

>>> Tim O'Brien

>>> Sent from my iPhone

From: [Martin J Sommer](#)
To: [Board \(@caltrain.com\)](#); [Board \(@samtrans.com\)](#)
Subject: Caltrain Univ Ave PA System
Date: Wednesday, September 4, 2024 7:18:30 PM

You don't often get email from martin@sommer.net. [Learn why this is important](#)

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

Dear Caltrain and SamTrains Boards,

I am having an issue with the volume of the Caltrain Univ Ave PA System, that is not being addressed via Caltrain Customer Service. I have written to Sarah Nabong multiple times, but nothing is being done.

The issue is two-fold: 1) the volume of the station PA system is so loud, that it is heard through our soundproof glass, a block away, and 2) the continuous automated messages (every minute or so), are going on into the night, past 2 - 3am. We are not able to sleep, with this continual interruption.

Can you please have the PA system volume turned down, to only be hear in it's immediate vicinity?

Thank you,
Martin

--

Martin Sommer
650-346-5307
martin@sommer.net
www.linkedin.com/in/martinsommer

"Turn technical vision into reality."

From: [Helene Grossman](#)
To: [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Proposal for Designating a "Quiet Car" on Caltrain Services
Date: Wednesday, September 4, 2024 7:37:22 PM

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

Dear Ms. Nabong,

Thanks for your quick response! I'm wondering: what are the resources required to dedicate one car per train as a quiet car? Wouldn't this just be putting up some signs?

Kind regards,
Helene Grossman

On Wed, Sep 4, 2024 at 11:49 AM Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Helene Grossman,

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 and sharing your suggestion for a "No Cell Phone Use" car on Caltrain. We appreciate your insights and understand the desire for a quieter commuting environment. While we recognize the potential benefits of such a car, I want to inform you that, at this time, Caltrain does not have the resources to dedicate one car per train as a quiet car. However, your feedback is invaluable, and we will certainly keep it in mind as we explore ways to enhance the commuting experience for all passengers. Thank you once again for your thoughtful suggestion.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

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

From: Helene Grossman <helenegrossman@gmail.com>
Sent: Sunday, September 1, 2024 11:12:55 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <Board@caltrain.com>
Subject: Proposal for Designating a 'Quiet Car' on Caltrain Services

You don't often get email from helenegrossman@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.

Dear Caltrain Board of Directors,

I am writing to share a suggestion that I believe would significantly enhance the commuting experience for many Caltrain passengers.

As a potential rider, I find myself consistently hesitant to ride Caltrain for my commute. The primary deterrent for me, and I suspect for many others, is the disturbance caused by listening to other passengers' cell phone conversations during what could otherwise be a peaceful commute.

However, this doesn't need to be a deterrent, as it has an easy solution -- I propose that Caltrain designate one car on each train as a "No Cell Phone Use" car. This car would provide a sanctuary for passengers who prefer a quiet environment where they can read, work, or simply enjoy the ride without the intrusion of loud phone conversations.

Moreover, this would not inconvenience anyone -- passengers who wish to engage in phone conversations can simply choose any other of the cars.

This concept has been successfully implemented by other commuter train services across the country, and I believe it could be equally successful for Caltrain. The provision of a quiet car would be a valuable resource for many passengers who, like me, appreciate and require a tranquil space to commence or conclude their working day.

Thank you very much for considering this suggestion, and I look forward to your response! (With this change, I would no longer hesitate to ride Caltrain for my daily commute!)

Best regards,

Helene Grossman

From: Tim OBrien <tmz6922@yahoo.com>
Sent: Wednesday, September 4, 2024 8:52 PM
To: Board (@caltrain.com)
Subject: San Antonio rd San Bruno

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

Hello Executive Director

The reason for my email is regarding the horrendous condition of your Caltrain property in San Bruno on San Antonio rd .

There is garbage on the property spanning from San Felipe and Santa Helena. It is being used as a dump site and homeless encampment. I have written numerous emails to have your Caltrain property cleaned and maintained. Sarah Nabong has said that she would pass on the request to the maintenance department . Sarah Nabong said that the maintenance crew will be out to clean the property in July . So far nothing has been done . Pictured below is just a small sample size of what garbage in on this property. Something needs to be done . This is unacceptable. Remember your property is across the street from a residential area .If this was in front of your house you would have it cleaned up immediately. Please let me know what your plan is to resolve this issue. This area needs to be maintained on a regular basis.

Best regards

Tim O'Brien





Sent from my iPhone

From: [Martin J Sommer](#)
To: [Board \(@caltrain.com\)](#); [Board \(@samtrans.com\)](#)
Subject: Re: Caltrain Univ Ave PA System
Date: Thursday, September 5, 2024 4:34:41 AM

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

It is 4:30am, our windows are closed, and this PA system is waking up our whole house. This is not right!!!

Please shut it down!!!

Martin

On 9/4/24 7:18 PM, Martin J Sommer wrote:

Dear Caltrain and SamTrains Boards,

I am having an issue with the volume of the Caltrain Univ Ave PA System, that is not being addressed via Caltrain Customer Service. I have written to Sarah Nabong multiple times, but nothing is being done.

The issue is two-fold: 1) the volume of the station PA system is so loud, that it is heard through our soundproof glass, a block away, and 2) the continuous automated messages (every minute or so), are going on into the night, past 2 - 3am. We are not able to sleep, with this continual interruption.

Can you please have the PA system volume turned down, to only be hear in it's immediate vicinity?

Thank you,
Martin

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650-346-5307
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"Turn technical vision into reality."

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650-346-5307
martin@sommer.net
www.linkedin.com/in/martinsommer

"Turn technical vision into reality."

From: [Public Comment](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: Caltrain board MUST work with MTC to come up with a NEW workable regional measure
Date: Thursday, September 5, 2024 10:44:07 AM

From: Regina Islas <regina.islas@gmail.com>
Sent: Thursday, September 5, 2024 10:41 AM
To: Public Comment <publiccomment@caltrain.com>
Subject: Caltrain board MUST work with MTC to come up with a NEW workable regional measure

You don't often get email from regina.islas@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 morning,

Regina Islas, I use MUNI, CALTRAIN and BART on a regular basis, and occasionally the GG Transit as well, and have been for most of my 65 years here in SF BAY AREA. I use MUNI daily throughout SF for everything, I ride CALTRAIN regularly to visit family and friends on the Peninsula and South Bay and BART for visits to the East Bay for various outings and visits etc. again, on a regular basis.

I am, unequivocally, and without reservation in support of constant, consistent maintenance of ALL our transit systems with funding needed and we must have seamless transit across all of these vital agencies. Especially given the very real effects of climate change this is a time when we must lean into working together to create real, viable public transportation for ALL. To that end I support a regional funding measure with FULL FUNDING for Caltrain, with contributions from all Caltrain counties.

It is of paramount importance that the Caltrain board work with MTC, and NOT walk away to create a feasible regional measure; and further, one measure not multiple competing measures. This is not a time for prevarication or shoulder shrugs of "oh well we tried" . Lean in and get this done, the present and future are relying on the people of the board and the MTC to do what is right. Lean in!

Thank you.

Onward together,

Regina S Islas

[she/her]

regina.islas@gmail.com

650.484.7706

From: [Connie Arnold](#)
To: [Board \(@caltrain.com\)](#); [Public Comment](#)
Cc: [Connie A](#)
Subject: Re: Public Comment on Accessibility Barriers of CalTrain for Caltrain Board Meeting Sept. 5, 2024 at 9 AM (Comment at 11AM after Closed Session)
Date: Thursday, September 5, 2024 11:12:25 AM

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

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Added Subject Header for Board Meeting 9/05/2024 Public Comments.

Thank you, Connie Arnold, Disability Rights Advocate 35+ Years

On Thursday, September 5, 2024 at 10:51:56 AM PDT, Connie Arnold <ihss_advocate@yahoo.com> wrote:

Dear Caltrain JPT Board Meeting Members:

Today's meeting of your board discusses certain inaccessible Caltrain design flaws and barriers in review of email correspondence documents received from Richard Skaff, Executive Director, Designing Accessible Communities, dated August 5th and 6th, 2024.

I, and members of the public with disabilities, object to the recent unveiling of the new electric Caltrains which lack proper accessibility for persons with disabilities, including persons who use wheelchairs, including individuals with larger customary motorized wheelchairs and scooters.

It is apparent that Caltrain transportation staff and public advisory boards have blundered important accessible design features for riders with disabilities especially with over-reliance on members of advisory committees lacking code subject matter expertise.

More specifically, the accessible restroom to accommodate the needs of persons who use wheelchairs excludes such usage due to Caltrain design flaws. Hence, such riders must "grin and bare it." This means enduring a painful experience and possible bladder or bowel accident if they the individual is unable to use the onboard restroom. For wheelchair users and other persons with disabilities and impairments, accessible design requires:

- 1) Automatic toilet compartment restroom door operation for ease of use to open and close the door;

- 2) Proper wheelchair turnaround space;
- 3) Clear floor space adjacent to the toilet for side transfers onto a toilet;
- 4) Proper location of rear and side grab bars, preferably placed at 33 inches to the grab bar centerline above the finished floor from past studies with the disability community when Michael Mankin ran the Division of the State Architect (DSA) Universal Design section, needed by individuals for wheelchair transfers;
- 5) Wheelchair accessible toilet location (not in a corner) and toilet seat height for wheelchair users to transfer and aging seniors to be able to stand up from the seat;
- 6) Availability of accessible sanitary disposal units located adjacent to toilet for people seated on toilet that do not jut out into space (preferably recessed as part of an entire multiple dispenser unit with reachable toilet paper);
- 7) Accessible toilet flush valves adjacent to the wheelchair side transfer space;
- 8) Reachable toilet paper, paper towel units, air dry units, accessible mirrors, medication disposal units and/or receptacles (i.e. insulin pens, needles, colostomy bags, catheters);
- 9) Reachable alarm devices adjacent to the toilet;
- 10) Hand washing stations and disinfectant dispensers.

Additionally, I ask, what is acceptable about the low number of wheelchair seating spots on the new electric Caltrains that gives this publicly funded program the right, in the name of equity, to deny train access to individuals with disabilities who use

wheelchairs?

Moreover, I feel it is unacceptable for Caltrain to tell wheelchair users that if the few seating spots onboard are filled, that such individuals need to wait for another train or make that individual locate and call for Caltrains' alleged offer of a paratransit ride?

These brand new electric Caltrains must provide full and equal access for riders with disabilities, including persons with disabilities who use wheelchairs and scooters in common use today.

Stop designing trains for exclusion and come into the modern times of equity, access, and inclusion.

Onboard wheelchair seating should provide choice of seating locations, access to table usage, convenient access to amenities like computer and cell phone plug-in outlets, and the ability of two people in wheelchairs to sit at a table together across from each other for conversation ability and dining together. Plug-in outlets should accommodate multiple users at a table.

Proper accommodations are needed for all persons with disabilities including individuals with mobility disabilities and impairments, people who are Blind or visually impaired, persons who are Deaf and Hard-of-Hearing, individuals with sensory disabilities, persons who are developmentally, intellectually, and cognitively impaired.

Such accessible design aspects and features should include accessible:

- Parking, including van accessible spaces and accessible EV charging parking spaces;
- Pedestrian paths of travel;
- Crosswalk buttons with audible features;
- Curb ramps;
- Ticket kiosks and transit payment apps;
- Dectable warnings;
- Braille signage;
- Directional signage for access;
- Color contrast on stair treads;
- Visual alarms and flashing lights;
- Noise canceling devices;
- Assistive listening devices;
- Directional ramp signage and any ramp drop off warnings;
- Food vending machines or food stations where offered;
- Elevators;
- Drinking fountains;
- Plug-in outlets for cell phones and laptop outlets that are available for persons with disabilities and wheelchair users at accessible heights and locations;
- Emergency evacuation devices;
- Onboard accessible wheelchair lifts to traverse floors or train decks;

- Fire alarms/stations with accessible pull features;
- Intermittent accessible seating for pedestrians to rest;
- Station safety phones to call for help;
- Barrier free from low overhanging tree branches, cables, or scaffolding;
- Outdoor seating areas with proper cane detection to prevent falls;
- Trash and recycling bins;
- Scaffolding or planters with cane detection and detours for pedestrian safety hazard prevention for ambulatory and non-ambulatory persons; and
- Room for persons with disabilities accompanied by service animals and guide dogs in seating areas.

Caltrain should do a complete review of train and site accessibility by respected trained code experts to ensure that the new electric Caltrains provide physical and programmatic access for persons who have disabilities.

Currently, the roll-out of new electric Caltrains call out for the disability community, our families, and friends to protest in force at a future public event any and all inaccessible features and barriers.

I, and other persons with disabilities and seniors, want access now because the current roll-out of the new electric Caltrains are not fully accessible and deny us equal access to transportation along its route and system.

I, and others, demand that you halt further electric Caltrain production and engineer corrections to your accessibility design mistakes.

Caltrain needs to address an immediate retrofit of your inaccessible restrooms for wheelchair users who need to relieve themselves while riding the train.

All members of the Caltrain riding public must be able to use the public restrooms, but the current new Caltrain design has built-in barriers that deny access for riders with disabilities, especially individuals who use wheelchairs and scooters or who are non-ambulatory wheelchair users.

Please go beyond minimum accessibility standards in your transportation system designs.

We are united in our resolve for accessibility, and our voices are only getting louder and stronger as time moves on and our rights are trampled.

We ask as individuals, and as a group as a whole, that Caltrain comply with the spirit of the Americans with Disabilities Act (ADA), which is more than a minimum standard building code law.

We, the people, as individuals and as a group, want accessibility to ride aboard an accessible Caltrain.

Respectfully,

Connie Arnold
Disability Rights Advocate 35+ Years
3328 Mayten Way
Elk Grove, CA 95758
(916) 743-9007

From: genetic@igc.org
To: [Board \(@caltrain.com\)](#); [Public Comment](#)
Subject: Wheelchair access for electric trains
Date: Thursday, September 5, 2024 11:50:07 AM

Some people who received this message don't often get email from genetic@igc.org. [Learn why this is important](#)

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

Is it true that wheelchairs do not have easy and comfortable access to the bathroom on electric Caltrains?

If so, send the trains back to the manufacturer and penalize the architect of those trains.

Arrange for Caltrain executives to see what the difficulty is even to negotiate a pee in any Caltrain for wheelchair bound persons.

D.B. Neyhart

genetic@igc.org

x510xnx644nxn1405

XXXO

[United Nations Human Rights Council \(OHCHR.org\)](https://www.ohchr.org/)

The Human Rights Council is an intergovernmental body within the United Nations system responsible for strengthening the promotion and protection of human rights around the globe and for addressing situations of human rights violations and making recommendations on them. It has the ability to discuss all thematic human

rights issues and situations that require its attention throughout the year. It meets at the United Nations Office at Geneva (UNOG).

The Universal Declaration of Human Rights (abbreviated)

Article 1 - Right to Equality

Article 2 - Freedom from Discrimination

Article 3 - Right to Life, Liberty, Personal Security

Article 4 - Freedom from Slavery

Article 5 - Freedom from Torture and Degrading Treatment

Article 6 - Right to Recognition as a Person before the Law

Article 7 - Right to Equality before the Law

Article 8 - Right to Remedy by Competent Tribunal

Article 9 - Freedom from Arbitrary Arrest and Exile

Article 10 - Right to Fair Public Hearing

Article 11 - Right to be Considered Innocent until Proven Guilty

Article 12 - Freedom from Interference with Privacy, Family, Home and Correspondence

Article 13 - Right to Free Movement in and out of the Country

Article 14 - Right to Asylum in other Countries from Persecution

Article 15 - Right to a Nationality and the Freedom to Change It

Article 16 - Right to Marriage and Family

Article 17 - Right to Own Property

Article 18 - Freedom of Belief and Religion

Article 19 - Freedom of Opinion and Information

Article 20 - Right of Peaceful Assembly and Association

Article 21 - Right to Participate in Government and in Free Elections

Article 22 - Right to Social Security

Article 23 - Right to Desirable Work and to Join Trade Unions

Article 24 - Right to Rest and Leisure

Article 25 - Right to Adequate Living Standard

Article 26 - Right to Education

Article 27 - Right to Participate in the Cultural Life of Community

Article 28 - Right to a Social Order that Articulates this Document

Article 29 - Community Duties Essential to Free and Full Development

Article 30 - Freedom from State or Personal Interference in the above Rights

From: [Holly Tillman](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Public Comment](#); [Connie Arnold](#)
Subject: Caltrain September 5th Board meeting - Public comment
Date: Thursday, September 5, 2024 11:54:12 AM
Attachments: [CIA public comment.pdf](#)

You don't often get email from htillman@choiceinaging.org. [Learn why this is important](#)

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

Please see the attached letter for public comment. I have also pasted the text below.

Kind regards,
Holly

Dear Caltrain JPT Board Meeting Members:

Today's meeting of your board discusses certain inaccessible Caltrain design flaws and barriers in review of email correspondence documents received from Richard Skaff, Executive Director, Designing Accessible Communities, dated August 5th and 6th, 2024.

I, and members of the public with disabilities, object to the recent unveiling of the new electric Caltrains which lack proper accessibility for persons with disabilities, including persons who use wheelchairs, including individuals with larger customary motorized wheelchairs and scooters.

It is apparent that Caltrain transportation staff and public advisory boards have blundered important accessible design features for riders with disabilities especially with over-reliance on members of advisory committees lacking code subject matter expertise.

More specifically, the accessible restroom to accommodate the needs of persons who use wheelchairs excludes such usage due to Caltrain design flaws. Hence, such riders must "grin and bear it." This means enduring a painful experience and possible bladder or bowel accident if the individual is unable to use the onboard restroom. For wheelchair users and other persons with disabilities and impairments, accessible design requires:

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- 2) Proper wheelchair turnaround space;

- 3) Clear floor space adjacent to the toilet for side transfers onto a toilet;
- 4) Proper location of rear and side grab bars, preferably placed at 33 inches to the grab bar centerline above the finished floor from past studies with the disability community when Michael Mankin ran the Division of the State Architect (DSA) Universal Design section, needed by individuals for wheelchair transfers;
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- 9) Reachable alarm devices adjacent to the toilet;
- 10) Hand washing stations and disinfectant dispensers.

Additionally, I ask, what is acceptable about the low number of wheelchair seating spots on the new electric Caltrains that gives this publicly funded program the right, in the name of equity, to deny train access to individuals with disabilities who use wheelchairs?

Moreover, I feel it is unacceptable for Caltrain to tell wheelchair users that if the few seating spots onboard are filled, that such individuals need to wait for another train or make that individual locate and call for Caltrains' alleged offer of a paratransit ride?

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- Ticket kiosks and transit payment apps;
- Detectable warnings;
- Braille signage;
-

Directional signage for access;

- Color contrast on stair treads;
- Visual alarms and flashing lights;
- Noise canceling devices;
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- Directional ramp signage and any ramp drop off warnings;
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- Elevators;
- Drinking fountains;
- Plug-in outlets for cell phones and laptop outlets that are available for persons with disabilities and wheelchair users at accessible heights and locations;
- Emergency evacuation devices;
- Onboard accessible wheelchair lifts to traverse floors or train decks;
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- Room for persons with disabilities accompanied by service animals and guide dogs in seating areas.

Caltrain should do a complete review of train and site accessibility by respected trained code experts to ensure that the new electric Caltrains provide physical and programmatic access for persons who have disabilities.

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Caltrain needs to address an immediate retrofit of your inaccessible restrooms for wheelchair users who need to relieve themselves while riding the train.

All members of the Caltrain riding public must be able to use the public restrooms, but the current new Caltrain design has built-in barriers that deny

access for riders with disabilities, especially individuals who use wheelchairs and scooters or who are non-ambulatory wheelchair users.

Please go beyond minimum accessibility standards in your transportation system designs.

We are united in our resolve for accessibility, and our voices are only getting louder and stronger as time moves on and our rights are trampled.

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We, the people, as individuals and as a group, want accessibility to ride aboard an accessible Caltrain.

Respectfully,

Holly Tillman
Vice President of Operations and Interim Program Director of MDC
Choice in Aging

--

Holly Tillman | Vice President of Operations & Interim Program Director

She/her/hers ([why pronouns matter](#))

490 Golf Club Rd. Pleasant Hill CA 94523

(925) 682-6330 Ext. 140 | FAX: (925) 682-6375

htillman@choiceinaging.org | www.choiceinaging.org



A nonprofit 501 (c)(3) corporation

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CHOICE IN AGING

PROVIDING CARE, SUPPORT, AND SERVICES SINCE 1949

501(c)(3) Nonprofit
94-2822559

Debbie Toth
President & CEO

Dear Caltrain JPT Board Meeting Members:

Today's meeting of your board discusses certain inaccessible Caltrain design flaws and barriers in review of email correspondence documents received from Richard Skaff, Executive Director, Designing Accessible Communities, dated August 5th and 6th, 2024.

I, and members of the public with disabilities, object to the recent unveiling of the new electric Caltrains which lack proper accessibility for persons with disabilities, including persons who use wheelchairs, including individuals with larger customary motorized wheelchairs and scooters.

It is apparent that Caltrain transportation staff and public advisory boards have blundered important accessible design features for riders with disabilities especially with over-reliance on members of advisory committees lacking code subject matter expertise.

More specifically, the accessible restroom to accommodate the needs of persons who use wheelchairs excludes such usage due to Caltrain design flaws. Hence, such riders must "grin and bear it." This means enduring a painful experience and possible bladder or bowel accident if the individual is unable to use the onboard restroom. For wheelchair users and other persons with disabilities and impairments, accessible design requires:

- 1) Automatic toilet compartment restroom door operation for ease of use to open and close the door;
- 2) Proper wheelchair turnaround space;
- 3) Clear floor space adjacent to the toilet for side transfers onto a toilet;

PROGRAM LOCATIONS

1811 C ST ANTIOCH, CA 94509 The Bedford Center for Adult Day Health Care (ADHC) 925.778.4171		490 GOLF CLUB RD PLEASANT HILL, CA 94523 Multipurpose Senior Services Program (MSSP) Contra Costa County 925.356.6777	1261 TRAVIS BLVD, STE 210 FAIRFIELD, CA 94533 Multipurpose Senior Services Program (MSSP) Napa/Solano County 707.708.0571
Transition & Case Management Services (TCMS) 925.778.4171	Mt. Diablo Center for Adult Day Health Care (ADHC) 925.682.6330	Choice in Learning Montessori Preschool (CIL) 925.687.5321	Prevention & Early Access for Seniors (PEAS) 707.708.0582

- 4) Proper location of rear and side grab bars, preferably placed at 33 inches to the grab bar centerline above the finished floor from past studies with the disability community when Michael Mankin ran the Division of the State Architect (DSA) Universal Design section, needed by individuals for wheelchair transfers;
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Additionally, I ask, what is acceptable about the low number of wheelchair seating spots on the new electric Caltrains that gives this publicly funded program the right, in the name of equity, to deny train access to individuals with disabilities who use wheelchairs?

Moreover, I feel it is unacceptable for Caltrain to tell wheelchair users that if the few seating spots onboard are filled, that such individuals need to wait for another train or make that individual locate and call for Caltrains' alleged offer of a paratransit ride?

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Stop designing trains for exclusion and come into the modern times of equity, access, and inclusion.

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Proper accommodations are needed for all persons with disabilities including individuals with mobility disabilities and impairments, people who are Blind or visually impaired, persons who are Deaf and Hard-of-Hearing, individuals with sensory disabilities, persons who are developmentally, intellectually, and cognitively impaired.

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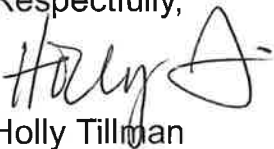
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We, the people, as individuals and as a group, want accessibility to ride aboard an accessible Caltrain.

Respectfully,

A handwritten signature in black ink, appearing to read "Holly Tillman". The signature is stylized and cursive.

Holly Tillman

Vice President of Operations and Interim Program Director of MDC
Choice in Aging



From: Adrian Brandt <adrian.brandt@gmail.com>
Sent: Thursday, September 5, 2024 2:37 PM
To: Board (@caltrain.com)
Cc: Michelle Bouchard; John Hogan; Casey Fromson
Subject: Fwd: List of EMU cars with audible wheel flat spots

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

Honorable Caltrain Board & Staff,

Following up on the subject of EMU wheel flat spots that I again raised at today's (Sept. 5) board meeting:

I've attached a June email to staff documenting plainly audible EMU wheel flat spots in the referenced & linked YouTube recordings.

The issue of whether they are "condemnable" or not has to do with their size — not their audibility. They become annoyingly audible well before they are large enough to be "condemned" to mandatory repair (grinding on a wheel lathe in the shop to restore quiet & smooth roundness of the wheel surface).

So don't take my word for it. Listen carefully, and each one I've listed is backed up by the audio in the linked YouTube audio recordings. I was more easily able to determine & list the car numbers with audible flat spots in the most of video clips by slowing or freezing the video playback.

If the audible flat spots in these videos have since all been repaired, that's great news.

But **we also should know the root cause to be sure they don't reoccur and cost Caltrain money**. If there is an antilock-brake system (ABS) weakness that can't prevent flat spots during emergency braking, we should push Stadler to fix this before the warranty out ... because we will unfortunately always have occasional emergency braking events, and these should not result in skids that create flat spots.

CAC liaison and COO John Hogan told the CAC at our April or June meeting that he thought the flat spots I had reported were the result of emergency braking tests, and that they would be addressed as per Stadler's warranty. He also clarified that he believed that they are not supposed to happen (i.e. the KISS EMU ABS system should always prevent flat-spot-causing wheel skids, even during emergency braking).

(Plausible alternate root cause: they may have occurred during braking while on the long inter-state UPRR shipment from the factory, when the EMU ABS system may not have been active or fully enabled. All flat spots I've noted so far are on one of the six unpowered — and therefore possibly lighter — wheel trucks on each 7 car EMU train.)

Regardless of whether any flats still exist at this moment, the simple concern going forward is to ensure that they don't continue to happen for any reason.

BART notoriously struggled with skids and the resulting flat spots, particularly in wet weather, with their new “Fleet of the Future” trains:



Bay Area Rapid Transit

Dec 22, 2022 · 🌐

Slippery rails cause flat spots on wheels. We slow our trains down to try to avoid getting flats.

Flat spots mean we have to take cars out of service and run shorter trains. We are hard at work shaving down damaged wheels to remove flat spots and return cars to service.

👍 150

56 comments 7 shares

👍 Like 💬 Comment ➦ Share



They're expensive and time-consuming to grind away on a wheel lathe in the shop. While BART policy is to take trains with flat spots out of service, Caltrain can ill-afford that with our new EMUs because, unlike BART, we have so few spare trains ... or extra funds for unexpected repairs.

Thank you for your attention to this matter. We don't want it to bite us later, particularly when tracks are slippery-wet and flat-spot-causing skids are far more likely.

Cheers!

Adrian Brandt

----- Forwarded message -----

From: **Adrian Brandt** <adrian.brandt@gmail.com>

Date: Sun, Aug 11, 2024 at 22:08

Subject: Flat spot mystery

I've noticed #3052 bike car (youtu.be/ad-pVRr5bLE) has the loudest flat spot out there in recently posted videos. In some other videos I hear other much subtler ones coming from the other bike car and the SJ-facing cab car #306.

Here's what a flat spot sounds like from inside:

[https://youtu.be/ MdXC9ryVYY](https://youtu.be/MdXC9ryVYY)

----- Forwarded message -----

From: **Adrian Brandt** <adrian.brandt@gmail.com>

Date: Wed, Jun 12, 2024 at 12:37

Subject: List of EMU cars with audible wheel flat spots

To: John P. Hogan Jr. <hoganj@caltrain.com>

CC: Brian David Shaw <bshaw2@stanford.edu>, Casey Fromson <FromsonC@caltrain.com>, Michelle Bouchard <bouchardm@samtrans.com>, Pranaya Shrestha <ShresthaP@samtrans.com>, Sam Sargent <sargents@caltrain.com>

Hi John,

On this morning's CAC agenda review call I was surprised when you said you were told there are only two (cars or trains?) with flat spots.

I replied that I thought there were probably 10x that many and that I'd go back and check the videos and prepare a list based on a careful analysis of the linked YouTube videos of last weekend's test runs.

Here it is. It lists test trains in order of their appearance in each video. Indiscernible train numbers and lack of audible flat spots are marked with a question mark each time a train appears in each video. Of

course, trains appear multiple times, and each time an audible flat spot is heard, its apparent car number (#) is noted. A question (?) mark appears when a car number could not be identified.

In many cases I slowed the playback speed to 0.25 which makes the rhythmic thumping easier to identify and associate with a specific car. Flat spots were not always discernible in each pass based on the train speed and proximity to the videographer. On some trains, the flat spots were very consistently and obviously discernible, and others, they were only audible from certain cars on certain passes.

Lastly, I think it is extremely significant to note that all are on cars with unpowered trucks (1 on each cab car, and both on both bike cars). Of course, unpowered wheels can only skid from disc/friction braking as regenerative braking only applies to powered wheels.

As noted earlier, besides cases where ABS is failing to prevent skids during heavy or emergency braking, I wonder if starting to accelerate from a stop before the “parking brakes” are released could be causing unpowered wheels to skid and develop flat spots. Regardless, it seems unwise and unnecessary as there should be no significant coupler slack to “run in” anymore.

Hoping you & Stadler can resolve this issue before additional flat spots develop, and certainly before the first public runs!

Cheers!
Adrian

Video:

Caltrain Electric Test Weekend Action 1

<https://youtu.be/u7wu5v-OTTo>

Train 319/320

#320 cab
#3196 bike
#3192 bike

Train 309/310

#309 cab

Train 307/308

#307 cab
#3072 bike
#3076 bike
#308 cab

Train 301/302

#302 cab
#3012 bike

Train 303/304

#3032 bike

Train 323/324
?

Train 317/318
#317 cab

Train 321/322
#321 cab

Video:
Caltrain Electric Test Weekend Action 2
<https://youtu.be/vCsxdJudtVo>

Train 307/308
#307 cab
#3072 bike
#3076 bike
#308 cab

Train 323/324
?

Train 321/322
#321 cab

Train 301/302
?

Train 319/320
#3196 bike

Train 321/322
#321 cab

Train 303/304
#303 cab

Train 309/310
#309 cab

Train 301/302
#3012 bike
#3016 bike
#302 cab

Video:

20 minutes of Caltrain Stadler KISS EMU testing

<https://youtu.be/gpihdr9Pb8>

Train 317/318

?

Train 309/310

?

Train 309/310

3096 bike?

Train 301/302

?

Train 323/324

?

Train 321/322

?

Train 309/310

?

Train 319/320 (shown starting with parking brakes on for ~3 seconds)

#3196 bike

Train 301/302

#3012 bike

Train 307/308

#307 cab

#3072 bike

Train 307/308

#3072 bike

Train 317/318

?

Train 321/322

#321 cab

3212 bike

Train 309/310

?

Train 307/308

#307 cab

Train 303/304

#303 cab

Train 303/304

?

Video:

Stadler Tests

<https://youtu.be/78PBNZa3OEg>

Train 301/302

#3032 bike

#3036 bike

#302 cab

Train 319/320

#3192 bike

#3196 bike

Train 323/324

?

Train 321/322

#321 cab

Train 307/308

#307 cab

Train 319/320

#3192 bike

#3196 bike

#320 cab

Train 317/318

?

From: [Omi](#)
To: [Board \(@caltrain.com\)](#); [Public Comment](#)
Subject: Personal Note and Offer -AND- Re: Public Comment on Accessibility Barriers of CalTrain for Caltrain Board Meeting Sept. 5, 2024 at 9 AM (Comment at 11AMafter Closed Session)
Date: Thursday, September 5, 2024 3:31:43 PM

Some people who received this message don't often get email from otiliamioan@gmail.com. [Learn why this is important](#)

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

Dear Caltrain JPT Board Meeting Members:

I am forwarding this very much needed message in order to aid in visibility, and because I stand firmly behind its entirety. I am also ever more surprised that the disability crowd seems to be getting less space and amenities today.. than years ago. This puts a big question mark on my mind, and I hope to unravel the hurry and apparent great efforts to include us.. yet without the much needed “real” substance.

I would gladly volunteer to be part of a team of people with disabilities that would give much needed input to design engineers that simply cannot enter our bodies and see the world through our perspectives. This is very important.. very very important! Please contact me when such team will become necessarily needed for pleasant cohabitation.

We need to work hand in hand, or more precisely, able hand-body-mind in less/different human able, physical experience of the like. Just because someone becomes paralyzed or blind, does not cut our mental capacity, but potentially and in many cases sharpens it. Anyone can be born or acquire a disability. Ignoring it will not help one until the day when catastrophe happens to them.. and then the striving soul within decides the challenge is worth living for and something needs be done, and the drums begin to sound. This is due to inner fire, and the selfless love of our beloved suffering families that must pick up the sticks that are not fulfilled by our grand systems in California. Life CAN be better for us all. You are a HUGE part of this LIFE.

We NEED just accordance of space in your great venture to be able to create the future we are all built for and must see through.

Thank you very much.

Otilia Ioan

-Quadriplegic (broken neck leading to paralysis) for 16 yrs, user of power wheelchair,
-Disability Advocate
-Address: 11335 Gold Country Blvd
Gold River, CA 95670
-Cell: 669 309 9609

Today's meeting of your board discusses certain inaccessible Caltrain design flaws and barriers in review of email correspondence documents received from Richard Skaff, Executive Director, Designing Accessible Communities, dated August 5th and 6th, 2024.

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It is apparent that Caltrain transportation staff and public advisory boards have blundered important accessible design features for riders with disabilities especially with over-reliance on members of advisory committees lacking code subject matter expertise.

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Otilia Ioan

-Quadriplegic (broken neck leading to paralysis) for 16 yrs, user of power wheelchair,
-Disability Advocate
-Address: 11335 Gold Country Blvd
Gold River, CA 95670
-Cell: 669 309 9609

From: Ailyn De Guzman <deguzmana@caltrain.com>
Sent: Thursday, September 5, 2024 1:25 PM
To: Dave Price <price@padailypost.com>
Cc: Casey Fromson <Fromsonc@caltrain.com>; Emily Beach <BeachE@samtrans.com>
Subject: RE: Caltrain Response Letter

Good afternoon Mr. Price,

Please find attached response letter from Michelle Bouchard.

Thanks!

Ailyn De Guzman, Executive Assistant
1250 San Carlos Ave, San Carlos, CA 94070
Office: 650.508.6349 Cell: 650.208.9334
Website: [Caltrain](#)

Caltrain logo with Safety Tagline



From: Dave Price <price@padailypost.com>
Sent: Friday, August 23, 2024 11:39 PM
To: Ailyn De Guzman <deguzmana@caltrain.com>
Subject: Re: Caltrain Response Letter

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

Dear Ms. De Guzman,

Please deliver this letter to Ms. Bouchard and the Caltrain board.

Dave Price
Editor and Publisher
The Daily Post
385 Forest Ave., Palo Alto CA 94301
(650) 328-7700
price@padailypost.com

On Aug 23, 2024, at 11:00 AM, Ailyn De Guzman <deguzmana@caltrain.com> wrote:

Good morning Mr. Price,

Please find attached letter from Michelle Bouchard, Caltrain Executive Director.

Thank you!

Ailyn De Guzman, Executive Assistant
1250 San Carlos Ave, San Carlos, CA 94070
Office: 650.508.6349 Cell: 650.208.9334
Website: [Caltrain](#)

Caltrain logo with Safety Tagline



<Letter to Price_Final_mbsigned.pdf>



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MICHELLE BOUCHARD
EXECUTIVE DIRECTOR

September 5, 2024

Mr. David Price
Palo Alto Daily Journal
385 Forest Ave.
Palo Alto, CA 94301

Dear Mr. Price,

Thank you again for your recent letter (Aug. 23, 2024) addressed to the Caltrain Board of Directors and me. We appreciate you taking the time to provide us with feedback, and we share your concerns about preventing suicides.

It is our hope that Caltrain's new practice may help save lives and will not impact our commitment to providing the public and riders with information about service disruptions.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Bouchard". The signature is fluid and cursive.

Michelle Bouchard
Executive Director Caltrain

PENINSULA CORRIDOR JOINT POWERS BOARD

1250 San Carlos Avenue
San Carlos, CA 94070 (650) 508-6200

From: [Sarah Nabong](#)
To: [Tim O'Brien](#)
Cc: [Board \(@caltrain.com\)](#); [Marty Medina](#)
Subject: RE: San Antonio rd Property San Bruno
Date: Friday, September 6, 2024 2:11:22 PM

Thank you for your email. We understand the importance of maintaining a clean environment and appreciate your patience as we work on this issue. The pictures below show what was removed on, 9/4/24, along San Antonio Avenue in San Bruno.



















We are in the process of developing a plan for long-term improvements in this area. While we do not have a specific timeline yet, we expect to have one in the next 60 days. Regarding the maintenance schedule, we have very limited resources, but we are evaluating options for regular maintenance. We are also looking into restricting access with perimeter fencing, security cameras, working with the San Bruno Police Department or other means to assist with this effort. We are aware of the sensitivity of surrounding neighbors and want to be part of the solution to eliminate illegal dumping on the property. Your feedback is invaluable as we work toward enhancing our services.

Thank you for your understanding.

Best regards,
Sarah Nabong

From: Tim OBrien <tmz6922@yahoo.com>

Sent: Wednesday, September 04, 2024 5:04 PM
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; Marty Medina <MMedina@sanbruno.ca.gov>
Subject: Re: San Antonio rd Property San Bruno

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

Thank you Sarah

Please keep us posted of when your maintenance team will have this area cleaned up and we would like to know the maintenance cleaning crews maintenance schedule for this area . Will they be regularly be maintaining the property on a weekly, bi weekly or monthly time period . Also would like to know Caltrains plan to reduce or eliminate people from dumping on this property.
It is horrendous.

Best Regards
Tim O'Brien
Sent from my iPhone

On Sep 4, 2024, at 10:40 AM, Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Tim O'Brien,

Thank you for reaching out and sharing your concerns about the cleanliness of the Caltrain property on San Antonio Rd. I sincerely apologize for the ongoing issues and understand the frustration this situation has caused for you and the residents. I have escalated your concerns to our maintenance team. We appreciate your patience and commitment to the community.

Best regards,
Sarah Nabong

From: Tim OBrien <tmz6922@yahoo.com>
Sent: Saturday, August 31, 2024 6:39 AM
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; Marty Medina <mmedina@sanbruno.ca.gov>
Subject: Re: San Antonio rd Property San Bruno

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

Hello Sarah

Hope you are well

We have not seen any improvement regarding the cleanliness of Caltrain property on San Antonio rd from San Felipe Ave to Santa Helena . You said had that our crew will be out there to clean the area in mid July . Obviously it does not look like your crew made it out there . I continue to see couches ,5 gallon buckets of hazardous material,new and old homeless encampments, etc. What needs to be done to get your crew to get out and clean your over neglected area . Something needs to be done immediately. It is a dump site where people freely dump stuff .You are enabling people to dump illegally. It is Caltrains responsibility to maintain this area . There are many homes across from your area . Residents are very concerned about this area . Please put a plan together and get this area cleaned up ASAP!!!

Thank you

Best Regards

Tim O'Brien

Sent from my iPhone

> On Jul 5, 2024, at 12:30 PM, Tim OBrien <tmz6922@yahoo.com> wrote:

>

> Hello Sarah

> Thank you for your response

> Illegal dumping continues to be a huge issue on the cal train property on San Antonio Ave . As you can see from the pictures I have attached to this email . This is just a small sample size . There is also homeless people living on this property. Please have your staff clean this property ASAP !!

>

> Thank you for your attention to this matter

> I am speaking on behalf of San Bruno residents

>

> Best regards

> Tim O'Brien

<image001.jpg>

>

> <image1.jpeg>

>

> Sent from my iPhone

>

>> On Mar 14, 2024, at 6:29 PM, Tim OBrien <tmz6922@yahoo.com> wrote:

>>

>> Hello Sarah

>>

>> Thank you so much Sarah for your response. Much appreciated. Thank you also for taking action on this property. It is a beautiful area with wonderful looking trees . I and others think it could be better if maintained on a regular basis .

>> Thank you again . Looking forward to the improvement of this property.

>>

>> Best regards ,

>> Tim OBrien

>>

>>

>> Sent from my iPhone

>>

>>>> On Mar 14, 2024, at 1:16 PM, Sarah Nabong <nabongs@samtrans.com> wrote:

>>> Dear Tim O'Brien,

>>> 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 bringing the issues regarding our right of way property on San Antonio Road to our attention. We understand the importance of maintaining a safe and attractive environment for the community and are committed to addressing these concerns.

>>> We took immediate action to clean up the property, including addressing the overgrown vegetation, dead trees, debris blocking drainage areas, and illegal dumping. In addition, we will investigate the problem with the area flooding and water overflow onto the street to find a lasting solution to prevent future occurrences.

>>> Your recommendation to fence off the area is noted, and we will assess the feasibility of implementing such measures to enhance safety and prevent further issues.

>>> We appreciate your vigilance and concern for the well-being of the community. Please feel free to reach out if you have any additional information or suggestions regarding the property cleanup.

>>> Thank you for your understanding and cooperation.

>>> Warm regards,

>>> Sarah Nabong, Customer Service Representative 2

>>> 1250 San Carlos Ave San Carlos, CA 94070

>>> Phone: 800.660.4287

>>> Websites: Caltrain | SamTrans | TA

>>> -----Original Message-----

>>> From: Tim OBrien <tmz6922@yahoo.com>

>>> Sent: Saturday, January 20, 2024 11:59 AM

>>> To: Board (@caltrain.com) <boardcaltrain@samtrans.com>

>>> Subject: San Antonio rd Property San Bruno

>>> [You don't often get email from tmz6922@yahoo.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.

>>> To whom it may concern

>>> Can you please clean up your property on San Antonio Road in San Bruno . There is overgrown vegetation, dead trees , debris blocking drainage areas , illegal dumping, fix the problem with the area flooding ,water overflows into the street. Very dangerous for people driving and bicyclists . I recommend fencing the area off

>>> Thank you

>>> Tim O'Brien

>>> Sent from my iPhone

From: Caltrain BOD Public Support
Sent: Friday, September 6, 2024 3:05 PM
To: tmz6922@yahoo.com
Cc: Board (@caltrain.com)
Subject: Re: San Antonio rd San Bruno

Dear Tim O'Brien,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence. We understand the importance of maintaining a clean environment and appreciate your patience as we worked on this issue. The area mentioned was cleared on 9/4/24.

We are in the process of developing a plan for long-term improvements in this area. While we do not have a specific timeline yet, we expect to have one in the next 60 days. Regarding the maintenance schedule, we have very limited resources, but we are evaluating options for regular maintenance. We are also looking into restricting access with perimeter fencing, security cameras, working with the San Bruno Police Department or other means to assist with this effort. We are aware of the sensitivity of surrounding neighbors and want to be part of the solution to eliminate illegal dumping on the property. Your feedback is invaluable as we work toward enhancing our services.

Thank you for your understanding.

Best regards,
Sarah Nabong

Your Caltrain BOD Public Support Team

From: Tim OBrien <tmz6922@yahoo.com>
Sent: Wednesday, September 4, 2024 8:51:41 PM (UTC-08:00) Pacific Time (US & Canada)
To: Board (@caltrain.com) <board@caltrain.com>
Subject: San Antonio rd San Bruno

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

Hello Executive Director

The reason for my email is regarding the horrendous condition of your Caltrain property in San Bruno on San Antonio rd .

There is garbage on the property spanning from San Felipe and Santa Helena. It is being used as a dump site and homeless encampment. I have written numerous emails to have your Caltrain property cleaned and maintained. Sarah Nabong has said that she would pass on the request to the maintenance department . Sarah Nabong said that the maintenance crew will be out to clean the property in July . So far nothing has been done . Pictured below is just a small sample size of what garbage in on this property. Something needs to be done . This is unacceptable.Remember your property is across the street from a residential area .If this was in front of your house you would have it cleaned up immediately. Please let me know what your plan is to resolve this issue. This

area needs to be maintained on a regular basis.
Best regards

Tim O'Brien





Sent from my iPhone