



JPB Board of Directors  
Meeting of October 3, 2024

Correspondence as of September 27, 2024

# Subject

1. Re\_ Bullet Service On Weekends
2. Re\_ Palo Alto Underpass Safety
3. Caltrain MP36PH-3C locomotives
4. Information on auction
5. New Electric Train Schedule
6. Consistency of service and communication (151 local 9\_23\_2024)
7. Re\_ Caltrain Comments
8. New Electric Train feedback
9. Re\_ Consistency of service and communication (151 local 9\_23\_2024)
10. Re\_ Unreal horn noise!
11. Re\_ Caltrain property San Antonio Ave San Bruno
12. RE\_ New Caltrain schedule
13. RE\_ Caltrain Comments\_response
14. Re\_ Caltrain Comments\_customer response

**From:** [Caltrain BOD Public Support](#)  
**To:** [mmonjaraz1@gmail.com](mailto:mmonjaraz1@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** Re: Bullet Service On Weekends  
**Date:** Saturday, September 21, 2024 12:44:27 PM

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Dear Marcos Monjaraz,

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

Thank you for reaching out to Caltrain and for your valuable feedback. We appreciate your thoughts on the potential for weekend bullet service. At this time, there are no plans to introduce Express or Limited train service on weekends. However, we are excited to announce that with the launch of our new electrified schedule on September 21, the travel time from San Francisco to San Jose Diridon will be reduced to 1 hour and 18 minutes, down from 1 hour and 47 minutes. Additionally, we will be increasing our service frequency, offering trains every half hour instead of hourly. We understand your concerns about the current travel times and appreciate your suggestions. For more information regarding our new schedule, please visit our website: <https://www.caltrain.com/go>

Thank you again for your feedback!

Best regards,

Your Caltrain BOD Public Support Team

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

From: Marcos Monjaraz <mmonjaraz1@gmail.com>  
Sent: Saturday, August 31, 2024 10:55 AM  
To: Public Comment <publiccomment@caltrain.com>  
Subject: Bullet Service On Weekends

Hello Board,

Are there talks about providing bullet service on the weekends?

As a trial, having 1 north and south service in the mornings and 1 in the evenings would be a good start to measure the "success" of the route.

I believe weekend travelers would be more inclined to ride the train vs drive if this service was made available.

As an example, I live in San Jose and have family that lives in San Francisco. I do not enjoy driving there but the 2hr train ride is not appealing either. That's a ~4hr round trip.

Thank you,

Marcos Monjaraz

**From:** [Caltrain BOD Public Support](#)  
**To:** [Brooke Pauken](#)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Palo Alto Underpass Safety  
**Date:** Saturday, September 21, 2024 12:57:08 PM

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Dear Brooke Pauken,

Thank you for taking the time to share your feedback regarding the tunnel at the Lytton Ave entrance of the Palo Alto station. We truly appreciate your insights on improving safety for pedestrians and cyclists. Caltrain staff has noted your suggestion about installing visibility mirrors in the tunnel. We understand how important this issue is for the many passengers who use our station daily, and we will consider your recommendation for future improvements.

Thank you once again for your valuable input.

Best regards,

Your Caltrain BOD Public Support Team

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**From:** Brooke Pauken <brookepauken@gmail.com>  
**Sent:** Friday, August 30, 2024 5:44 PM  
**To:** Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>  
**Subject:** Palo Alto Underpass Safety

You don't often get email from brookepauken@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.  
Hello,

I walk through the underpass at Lytton Ave in the Palo Alto station almost every day. I've had multiple close calls where bicyclists round the corner from the ramp quickly and almost hit me as they enter the underpass. The walkway is wide enough for a bike to pass a pedestrian, but there is no visibility of the ramp from the tunnel or vice versa. If I could see a bicyclist approaching from the ramp, I could step out of the way while they pass. If they could see me, they would hopefully slow down, make a tighter turn, or choose to walk their bike to avoid a potential collision.

I recently used the underpass at the Santa Clara station and noticed that there are visibility mirrors at the corners, which worked great! I could easily see and step out of the way of both cyclists and other pedestrians as I entered and exited. I am hoping that a similar solution could be implemented at the Palo Alto station. This seems like a great way to improve visibility and

make the underpass safer for the many people that use it every day.

Thanks,  
- Brooke

**From:** [Karen Ellison](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** Caltrain MP36PH-3C locomotives  
**Date:** Sunday, September 22, 2024 9:13:37 AM

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

Hi,  
How are you ?

My son is 10 yrs old and he is passionate about Caltrain MP36PH-3C locomotives. He has visited several stations in the Peninsula to take pictures/videos of them, researched online and listens to the wheeltalk podcast. He can recognize the Caltrain engines from far, based on its sound.

He is very sad that MP36PH-3C locomotives won't be working between the SJ to SF transit line anymore due to electrification. (Gilroy is quite far from where we live so he won't be able to see them)

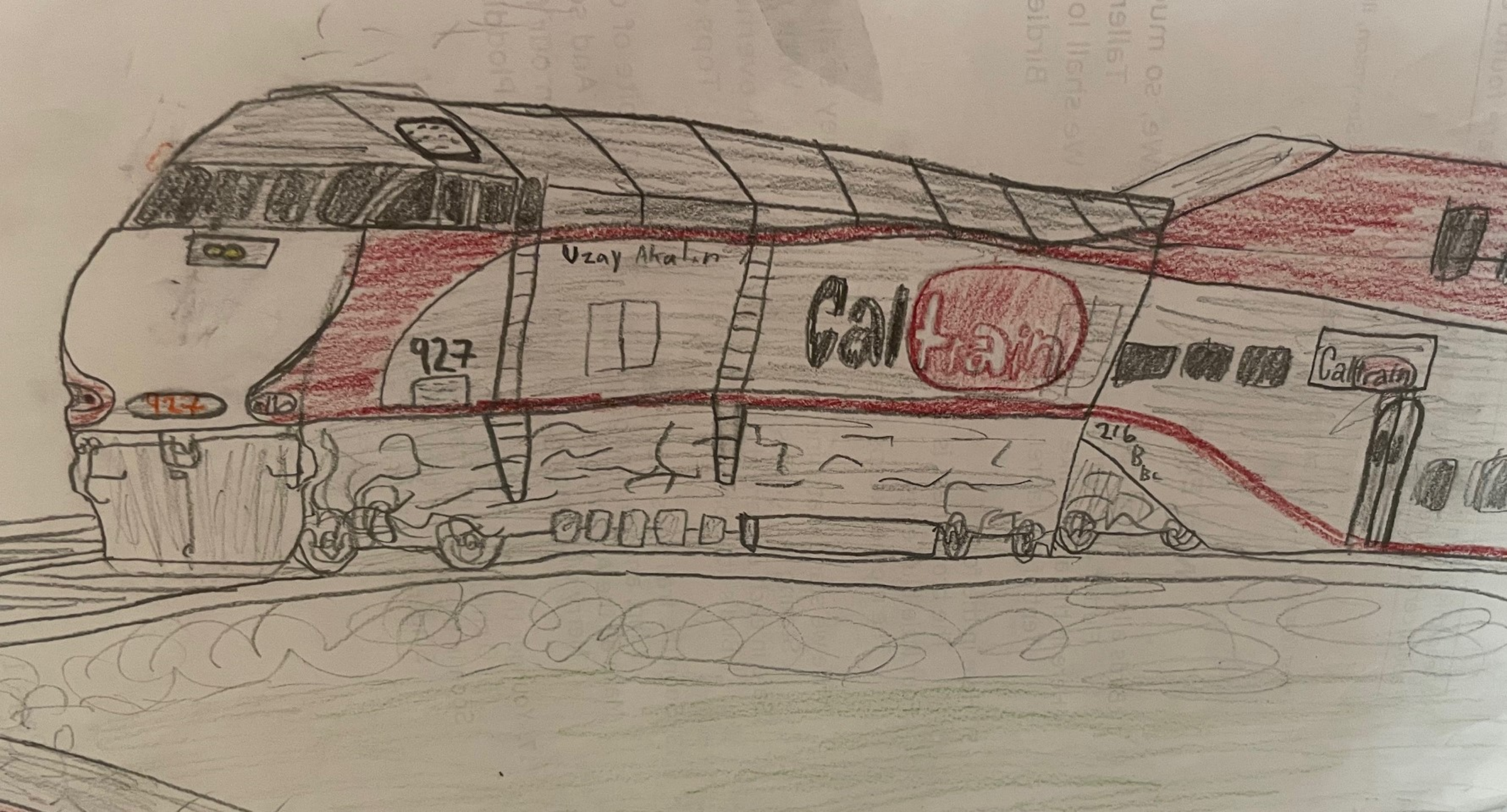
He has been crying since July about this :(

I have attached some of the hundreds of Caltrain drawings he made to show his passion for it.

Will there be another opportunity to see MP36PH-3C locomotives near Mountain View ?

Thank you





Uzay Akalin

Galtrain

927

Galtrain

216  
B  
BC









Uzay Akalin

927

MP26PH-3C

Caltrain.



PBX 928

CalTrain



CAUTION STOP



**From:** [Lisa Kerns](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** Information on auction  
**Date:** Monday, September 23, 2024 9:44:06 AM

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

Hello

You have been advertising quite a bit about purchasing the retired F40's. Yet you give no other information except the auction will be held some time in October.

For those with serious interest, can we get more information please?

Thank you kindly.

Lisa Kerns  
650-255-5080



**From:** [Andrew Velasco](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** New Electric Train Schedule  
**Date:** Monday, September 23, 2024 10:48:17 AM

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

Why on earth would you change the train schedule, negatively affecting hundreds of people's commutes, including their connections to other public transportation methods, making them late to work and late getting home after a long day, just to have all the trains be late coming and going on the first weekday of the schedule?!?! What are you clowns doing?!?!? Get it together!!!!!!



**From:** [Scott Yarbrough](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** Consistency of service and communication (151 local 9/23/2024)  
**Date:** Monday, September 23, 2024 7:17:21 PM

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

I'm sure you've heard enough about the embarrassing roll out today of the new electric schedule, so I'll limit this to a small request.

If a local train will be passed by an express train, PLEASE train your conductors to announce that BEFORE boarding a local so that we know if we should wait for the express or suck it up and take the local. This is the fifth time the past month that delays (electric and Diesel) have turned boarding the train into a game of chance because SOMETIMES the bullet is stuck behind the local and SOMETIMES the bullet passes the local.

Just make it consistent and not a game of chance....like apparently the crap shoot when taking an electric train when temps are projected to go higher than the mid 80's.



**From:** [Sana A](#)  
**To:** [Diana Riedel](#); [Tina Dubost](#); [Board \(@caltrain.com\)](#)  
**Subject:** Re: Caltrain Comments  
**Date:** Tuesday, September 24, 2024 5:18:57 PM

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You don't often get email from sanahmd8@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 Diana,

Flagging that the Bayshore elevators are still out of service, did the Facilities Dept have an ETA on when it would be fixed? It's been more than two weeks. How is this acceptable?

With more frequency at all the stations due to the new schedule, it's even more imperative that elevators are functioning, esp. for folks who has accessibility issues.

Would really appreciate your attention to this - I'm happy to correspond with the Facilities Dept directly if that is a better approach.

Thanks,  
Sana

On Wed, Sep 11, 2024 at 5:05 PM Diana Riedel <[riedeld@samtrans.com](mailto:riedeld@samtrans.com)> wrote:

Sana Ahmed,

We received your comments about the Bayshore elevators. We apologize the elevators have been out of service and for any inconvenience caused to you. Your comments were forwarded to our Facilities Department.

We have been informed the elevators are expected to be back in service before September 21, 2024.

Thank you for taking the time to contact Caltrain.

Kind regards,

**Diana Riedel**



San Mateo County Transit District

Accessibility Specialist

[1250 San Carlos Avenue](#)

[San Carlos, CA 94070-1306](#)

Phone: 650-508-6241

Fax: 650-508-7945

[riedeld@samtrans.com](mailto:riedeld@samtrans.com)



**From:** [Mike Holubar](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** New Electric Train feedback  
**Date:** Wednesday, September 25, 2024 12:38:25 PM

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

Only 1 toilet/restroom per train?!?!

What kind of craziness is this?

It might be fine during commute hours but going to ball games in SF? Absurd!

You want people to use the train, right?

You should fix this issue before the Warriors start at Chase Center.

Pecked out on my iPhone



**From:** [Caltrain BOD Public Support](#)  
**To:** [yarbrough.scott@gmail.com](mailto:yarbrough.scott@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Consistency of service and communication (151 local 9/23/2024)  
**Date:** Thursday, September 26, 2024 10:00:00 AM

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Dear Scott Yarbrough,

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 your feedback regarding the recent rollout of the new electric schedule. We understand how frustrating it can be when travel plans are uncertain, especially with the inconsistency you've experienced regarding local and express train interactions. To address your specific concern, we encourage our conductors to announce when an express train will pass a local train before boarding. We want to ensure that passengers can make informed decisions about which train to take. Could you please provide the train number or specific dates when these incidents occurred? This information will help us address the crew involved and improve our communication procedures. We appreciate your patience and understanding as we work to enhance your travel experience.

Kind regards,

Your Caltrain BOD Public Support Team

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**From:** Scott Yarbrough <yarbrough.scott@gmail.com>  
**Sent:** Monday, September 23, 2024 7:16:59 PM (UTC-08:00) Pacific Time (US & Canada)  
**To:** Board (@caltrain.com) <board@caltrain.com>  
**Subject:** Consistency of service and communication (151 local 9/23/2024)

**ATTENTION:** This email came from an external source. Do not open attachments or click on links from external senders.  
I'm sure you've heard enough about the embarrassing roll out today of the new electric schedule, so I'll limit this to a small request.

If a local train will be passed by an express train, PLEASE train your conductors to announce that BEFORE boarding a local so that we know if we should wait for the express or suck it up and take the local. This is the fifth time the past month that delays (electric and Diesel) have turned boarding the train into a game of chance because SOMETIMES the bullet is stuck behind the local and SOMETIMES the bullet passes the local.

Just make it consistent and not a game of chance....like apparently the crap shoot when taking an electric train when temps are projected to go higher than the mid 80's.

**From:** [Caltrain BOD Public Support](#)  
**To:** [dpiedemonte@gmail.com](mailto:dpiedemonte@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Unreal horn noise!  
**Date:** Thursday, September 26, 2024 10:19:50 AM

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Dear Diane Piedemonte,

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 want to assure you that our EMU horns are meticulously designed to operate within the sound decibel range of 96 dB(A) to 110 dB(A), as specified by the Code of Federal Regulations Title 49, Subtitle B, Chapter I, Part 229 Subpart C, particularly § 229.129 regarding locomotive horns. Each EMU undergoes stringent testing at our final assembly plant in Salt Lake City, UT, to ensure full compliance with these regulations. Sound levels are recorded and documented in the traveler for each vehicle. In addition, our Maintenance of Equipment (MOE) team inspects the train horns daily to confirm they are functioning properly and records the dB levels in accordance with regulations. This is further validated during every 92-day inspection to ensure compliance with the Federal Railroad Administration (FRA) standards. While the new train horns may sound different, we want to clarify that they are not any louder and are positioned lower on the car, rather than on the roof. For safety reasons, the horns are not only essential but also regulated by the FRA to meet specific dB levels. As of 9/25 the horns were inspected and found to be within specifications. Please note that there are five at-grade crossings in your area, and it's standard for the engineer to adhere to FRA regulations. We appreciate your feedback and are committed to providing a safe and enjoyable experience for all our customers. For more information, you can access the CFR regulation here: <https://www.ecfr.gov/current/title-49/subtitleB/chapter-I/part-229/subpart-C/subject-group-ECFR4aa004644ff4be4/section-229.129>.

Regards,

Your Caltrain BOD Public Support Team

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From: Diane Piedemonte <[dpiedemonte@gmail.com](mailto:dpiedemonte@gmail.com)>  
Sent: Friday, September 13, 2024 5:28:08 PM (UTC-08:00) Pacific Time (US & Canada)  
To: Board (@caltrain.com)  
Subject: Unreal horn noise!

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

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With the electrification of the trains we were hoping that the noise would be better, but it is the total opposite!

Horns are blasting nonstop from 17th avenue through all of San Mateo to 3rd avenue. The pitch is deafening and unnecessary.

We must close all windows and mute the tv waiting for these trains to pass. Around 6:00pm two trains pass each other and we must stop all conversations!

We beg you to please lower the pitch on these horns.

Thank you,  
Diane Piedemonte  
Sent from my iPhone

From: Caltrain BOD Public Support  
Sent: Thursday, September 26, 2024 10:27 AM  
To: tmz6922@yahoo.com; Medina, Rico [rmedina@sanbruno.ca.gov]  
Cc: Board (@caltrain.com)

Subject: Re: Caltrain property San Antonio Ave 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 are currently developing a plan for long-term improvements in this area. Although we don't have a specific timeline yet, we anticipate having one within the next 60 days. As for the maintenance schedule, our resources are quite limited, but we are exploring options for regular maintenance. Additionally, we are considering measures such as perimeter fencing, security cameras, and collaboration with the San Bruno Police Department to assist with this initiative. We understand the concerns of the neighboring community and are committed to finding solutions to prevent illegal dumping on the property. Thank you again for your feedback!

Kind regards,

Your Caltrain BOD Public Support Team

From: Tim OBrien <tmz6922@yahoo.com>  
Sent: Wednesday, September 18, 2024 4:37:50 PM (UTC-08:00) Pacific Time (US & Canada)  
To: Medina, Rico [rmedina@sanbruno.ca.gov] <rmedina@sanbruno.ca.gov>  
Cc: Board (@caltrain.com) <board@caltrain.com>

Subject: Caltrain property San Antonio Ave San Bruno

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

Hello Rico , Director and Caltrain board members

I want to bring to your attention regarding this Caltrain property. This property is notorious for not being maintained Moving forward can you please have someone else other than me and other residents monitor and maintain this property . It would be greatly appreciated.

Thank you

Tim O'Brien

See attached pictures from today

















Small, illegible text or watermark.



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**From:** Sarah Nabong  
**Sent:** Thursday, September 26, 2024 11:11 AM  
**To:** Cole Allen; Board (@caltrain.com); Michelle Bouchard; Sam Sargent; cacsecretary  
[@caltrain.com]  
**Subject:** RE: New Caltrain schedule

Dear Cole Allen,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence. Thank you for reaching out to Caltrain and for your valuable feedback. We're thrilled to hear about your excitement for our electrification project and your positive experience on the new electric trains! Caltrain has worked extensively with all its stakeholders to develop its service plan and new schedule for the electrified service. Based on market analysis, stations like South San Francisco demonstrated a strong need for additional service frequency during peak periods. Even with the addition of South San Francisco and 22nd Street stations, travel time from Redwood City to 4th/King will be reduced by at least 3 minutes, while providing more service to a broader range of riders.

We understand your concerns regarding the express train stopping patterns, and we will continue to monitor performance and ridership, considering feedback from our customers to further improve our schedules in the future. For more information regarding our Service Plan, please visit our website:

<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.caltrain.com%2Fprojects%2Felectrification%2Fproject-benefits%2Fcaltrain-electrified-service-plan&data=05%7C02%7CBoardCaltrain%40samtrans.com%7C67e17aeb05414e57b42b08dcde568a80%7C1a34d2f711e24a45b4cd47ceeb1d21be%7C0%7C0%7C638629710484049361%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Iik1haWwiLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=DosC0I87hFwX7%2Bna6AU1dkANP8Y%2F2wU2FA4murr0FGs%3D&reserved=0>

Thank you for your continued support and for being a part of the Caltrain community!

Best regards,

Sarah Nabong, Customer Service Representative 2  
1250 San Carlos Ave San Carlos, CA 94070  
Websites: Caltrain | SamTrans | TA

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

**From:** Cole Allen <cwallen416@gmail.com>  
**Sent:** Wednesday, August 28, 2024 11:48 AM  
**To:** Board (@caltrain.com) <BoardCaltrain@samtrans.com>; Michelle Bouchard <BouchardM@caltrain.com>; Sam Sargent <SargentS@caltrain.com>; cacsecretary [@caltrain.com] <cacsecretary@caltrain.com>  
**Subject:** New Caltrain schedule

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

Hello,

My name is Cole Allen. I am a frequent Caltrain rider and I am VERY excited that electrification is now finally a reality with Caltrain. I took my first ride on one of the electric trains last week, and it was amazing! This ride felt so much more modern.

There is one thing I did want to bring up with Caltrain about the new schedule that will be effective September 21. I have been riding Caltrain since 2013 - I initially rode the train every day to/from SF and my home in Redwood City, but during the pandemic that changed and I now telework for the most part, but I do still ride about 2 or 3 times a month to the city for conferences or other work-related events (or to get to the city on weekends without the hassle of parking) and with the express trains, I noticed that up until now, all peak direction express trains would run nonstop between SF and Millbrae and prior to the pandemic, there were two station stop patters for the express trains (Pattern 1 was SF, Millbrae, Hillsdale, Palo Alto, Mountain View and SJ while Pattern 2 was SF, Millbrae, San Mateo, Redwood City, Palo Alto, Sunnyvale, SJ and Tamien), but in the new schedule, it shows that the express trains will only do one station pattern (all the "baby bullet" stops rather than just half and half) and they will also stop at 22nd Street and South SF as opposed to running nonstop between SF and Millbrae. I'd like to ask: WHY is Caltrain doing this - I highly implore Caltrain to instead revert to the exact same express train stopping patterns that they previously did BEFORE the pandemic in order to decrease travel time even more, and not have express trains stop at 22nd St. since all the local trains would stop there anyway and that a popular place for peak direction commuters to disembark in the morning or board in the evening.

Best,  
Cole Allen

Sent from my iPhone



**From:** [Diana Riedel](#)  
**To:** [Sana A](#); [Tina Dubost](#); [Board \(@caltrain.com\)](#)  
**Subject:** RE: Caltrain Comments  
**Date:** Thursday, September 26, 2024 11:56:28 AM

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Sana,

Thank you for your patience while I checked into an update on the elevator at Bayshore station.

The Director of Rail Maintenance spoke with the vendor about the part we have been waiting for. The part is scheduled to arrive on Friday 09/27/24. Depending on when it arrives, we will attempt to have it installed the same day. If not, we anticipate that the elevator will be back in service early next week.

I apologize for the delay in getting the elevator back in service.

Kind regards,

**Diana Riedel**

San Mateo County Transit District  
Accessibility Specialist  
1250 San Carlos Avenue  
San Carlos, CA 94070-1306  
Phone: 650-508-6241  
Fax: 650-508-7945  
[riedeld@samtrans.com](mailto:riedeld@samtrans.com)

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**From:** Sana A <[sanahmd8@gmail.com](mailto:sanahmd8@gmail.com)>  
**Sent:** Tuesday, September 24, 2024 5:19 PM  
**To:** Diana Riedel <[riedeld@samtrans.com](mailto:riedeld@samtrans.com)>; Tina Dubost <[dubostc@samtrans.com](mailto:dubostc@samtrans.com)>; Board (@caltrain.com) <[Board@caltrain.com](mailto:Board@caltrain.com)>  
**Subject:** Re: Caltrain Comments

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

Hi Diana,

Flagging that the Bayshore elevators are still out of service, did the Facilities Dept have an ETA on when it would be fixed? It's been more than two weeks. How is this acceptable?

With more frequency at all the stations due to the new schedule, it's even more imperative that



elevators are functioning, esp. for folks who has accessibility issues.

Would really appreciate your attention to this - I'm happy to correspond with the Facilities Dept directly if that is a better approach.

Thanks,  
Sana

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Sana Ahmed,

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We have been informed the elevators are expected to be back in service before September 21, 2024.

Thank you for taking the time to contact Caltrain.

Kind regards,

**Diana Riedel**

San Mateo County Transit District  
Accessibility Specialist

[1250 San Carlos Avenue](#)  
[San Carlos, CA 94070-1306](#)

Phone: 650-508-6241

Fax: 650-508-7945

[riedeld@samtrans.com](mailto:riedeld@samtrans.com)



**From:** [Sana A](#)  
**To:** [Diana Riedel](#)  
**Cc:** [Tina Dubost](#); [Board \(@caltrain.com\)](#)  
**Subject:** Re: Caltrain Comments  
**Date:** Thursday, September 26, 2024 6:06:37 PM

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

Thank you, I appreciate the update!

On Thu, Sep 26, 2024 at 11:56 AM Diana Riedel <[riedeld@samtrans.com](mailto:riedeld@samtrans.com)> wrote:

Sana,

Thank you for your patience while I checked into an update on the elevator at Bayshore station.

The Director of Rail Maintenance spoke with the vendor about the part we have been waiting for. The part is scheduled to arrive on Friday 09/27/24. Depending on when it arrives, we will attempt to have it installed the same day. If not, we anticipate that the elevator will be back in service early next week.

I apologize for the delay in getting the elevator back in service.

Kind regards,

**Diana Riedel**

San Mateo County Transit District

Accessibility Specialist

[1250 San Carlos Avenue](#)

[San Carlos, CA 94070-1306](#)

Phone: 650-508-6241

Fax: 650-508-7945



[riedeld@samtrans.com](mailto:riedeld@samtrans.com)

---

**From:** Sana A <[sanahmd8@gmail.com](mailto:sanahmd8@gmail.com)>

**Sent:** Tuesday, September 24, 2024 5:19 PM

**To:** Diana Riedel <[riedeld@samtrans.com](mailto:riedeld@samtrans.com)>; Tina Dubost <[dubostc@samtrans.com](mailto:dubostc@samtrans.com)>; Board (@[caltrain.com](http://caltrain.com)) <[Board@caltrain.com](mailto:Board@caltrain.com)>

**Subject:** Re: Caltrain Comments

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Sana

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| Sana Ahmed,



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We have been informed the elevators are expected to be back in service before September 21, 2024.

Thank you for taking the time to contact Caltrain.

Kind regards,

**Diana Riedel**

San Mateo County Transit District

Accessibility Specialist

[1250 San Carlos Avenue](#)

[San Carlos, CA 94070-1306](#)

Phone: 650-508-6241

Fax: 650-508-7945

[riedeld@samtrans.com](mailto:riedeld@samtrans.com)