

From: [Wayne Phan](#)
To: [Board \(@caltrain.com\)](#)
Subject: Safety complain-willful negligent
Date: Saturday, August 17, 2024 12:37:27 PM

You don't often get email from waynephan00@gmail.com. [Learn why this is important](#)

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I would like to file a safety complaint regarding the high platform on Caltrain. The high platform poses a significant safety hazard, especially for individuals with bikes, e-bikes, or luggage. I have witnessed several instances where people nearly tripped and fell while attempting to lift their bikes on and off the train.

I have raised this issue with Caltrain multiple times, but have not received a response. If someone were to be injured due to this safety hazard, it could result in a lawsuit, as I have already alerted Caltrain to the danger. According to safety regulations, this could be considered willful negligence, leading to serious penalties, including criminal charges.

I urge the board to take immediate action to remove all high platforms. The lower platforms are much safer, as they allow for easier bike access.

Thank you for your attention to this critical safety issue.

August 19, 2024

Emil Lawrence
1000 Twin Dolphin Dr
Unit 14/B
Redwood City, CA 94065

To Emil Lawrence,

Thank you for contacting Caltrain. We are sorry to hear of your troubles riding SamTrans. We understand how important it is to keep our riders travels safe and comfortable, not just timely, and we expect our operators to remain mindful of their customers' needs just as they are of the road. Your concerns were forwarded to the proper parties within SamTrans for further review, including their Office of Civil Rights as you had felt this operator's actions were discriminatory. A copy of this correspondence will also be sent to our Board of Directors.

Conversely, our Office of Civil Rights recommended you be provided with a copy of our Title VI Complaint Form. We have included a copy of the complaint form with his correspondence. Please take the time to review the form, fill it out, and submit it in order to allow our Office of Civil Rights to proceed with their investigation of your concerns.

Thank you again for taking the time to share your concerns with us. The San Mateo County Transit District, whether in our own operations as a public transit agency or as a part of the JPB, provides our service without regard to race, color, or national origin. And we will take the appropriate steps to ensure our service remains safe and equitable to all of our riders.

Your Caltrain BOD Public Support Team

San Mateo County Transit District
Customer Service Dept.
1250 San Carlos Avenue
San Carlos, CA 94070-1306
1-800-660-4287
www.smctd.com



DAVID J. CANEPA
SUPERVISOR, FIFTH DISTRICT
COUNTY OF SAN MATEO

August 12, 2024

Dev Davis
Chair, Board of Directors
Caltrain
1250 San Carlos Avenue
San Carlos, CA 94070

Dear Mrs. Davis,

I am writing to express my sincere appreciation for the exceptional event celebrating the launch of Caltrain's first electric train. As Vice President of the Board of Supervisors of San Mateo County, I was privileged to be a part of this milestone occasion, which undoubtedly represents a defining moment in our region's transportation history.

The Board of Directors have been instrumental in steering Caltrain towards this significant achievement. The debut of the electric train is not just a leap forward in technological advancement but a clear reflection of your dedication to fostering sustainable and innovative solutions for our transit infrastructure.

The event was a resounding success and a powerful demonstration of what can be accomplished through collaborative vision and strategic guidance. It is evident that your efforts have played a crucial role in shaping the future of our public transportation system and setting a precedent for excellence.

Thank you for your remarkable contribution to this historic project and for your unwavering commitment to improving our community's transit options. I look forward to the continued benefits this advancement will bring to our region.

In friendship,

David Canepa
Vice President, Board of Supervisors

*Bravo!
Great Job!*