



JPB Board of Directors  
Meeting of August 6, 2026

Correspondence as of June 26, 2026

- | #  | <u>Subject</u>  |
|----|---|
| 1. | San Antonio Station/194 Mayfield Ave - WSC Chiller  |
| 2. | VTA's BART Phase II: July 2026 Construction Update  |
| 3. | Public comment: unacceptable inaccurate communications around Mountain View Station BikeLink closures     |
| 4. | RE: Caltrain Lawrence Station Info and Bowers/Walsh Shuttle Discussion                                    |
| 5. | Weekly 411 City News for June 22  |
| 6. | Re: Complaint about flooding on the Caltrain Land behind my house   |
| 7. | Re: Public comment: unacceptable inaccurate communications around Mountain View Station BikeLink closures |
| 8. | Improve fare validation at the gates at San Francisco station   |
| 9. | Re: Improve fare validation at the gates at San Francisco station – <i>Staff Response</i>                 |

**From:** [Ohlinger, Franky](#)  
**To:** [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))  
**Subject:** San Antonio Station/194 Mayfield Ave - WSC Chiller  
**Date:** Thursday, June 18, 2026 4:16:11 PM  
**Attachments:** [Outlook-gmcllso.png](#)

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

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Hi, I am writing to reach Lawrence Leung regarding OEM support on the chiller at San Antonio Station. I am a rep with the McQuay/Daikin Factory service office.

Over the years, there have been improvements on the WSC platform, and some critical components have been made obsolete. Additionally, there are some factory programs to improve efficiency on these machines.

Would you be able to provide his contact?

Thank you,

**Franky Ohlinger**  
Daikin Applied  
Service and Solutions Account Representative  
San Francisco Service  
C: 510-846-0324 O: 510-786-4161  
[franky.ohlinger@daikinapplied.com](mailto:franky.ohlinger@daikinapplied.com)



---

**From:** VTA BART Phase II <vtabart@vtabsv.com>  
**Sent:** Thursday, June 18, 2026 5:30 PM  
**To:** Board (@caltrain.com)  
**Subject:** VTA's BART Phase II: July 2026 Construction Update

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**BART SILICON VALLEY  
PHASE II EXTENSION PROJECT**

## July 2026 Construction Update



[VTA's BART Silicon Valley Phase II Extension Project's July 2026 Construction Update](#) has just been published!

Learn about recent and upcoming construction activities around the Project site, including construction progress made in June 2026, as well as anticipated work in July 2026.

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### Have a question for us about Phase II?

Visit [www.vtabart.org](http://www.vtabart.org) or email us [vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)



# BART SILICON VALLEY PHASE II EXTENSION PROJECT

[vtabart@vtabsv.com](mailto:vtabart@vtabsv.com)

(408) 321-2345 BART Silicon Valley Hotline



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**From:** [Brian Silverman](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** Public comment: unacceptable inaccurate communications around Mountain View Station BikeLink closures  
**Date:** Thursday, June 18, 2026 11:26:52 PM

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Some people who received this message don't often get email from bsilver16384@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.

Hello,

As you know, the Mountain View Station BikeLink lockers are being closed for the FIFA games. The communication around these closures has been inaccurate, which is completely unacceptable. I attempted to retrieve my bicycle earlier tonight, over an hour before the closure time posted on the locker, and was unable to. Even after waiting on a call with BikeLink support for 15 minutes, I was informed that there is no way to retrieve my bike tonight.

There have been three different closure times communicated, and apparently none of them are accurate:

\* <https://www.caltrain.com/worldcup26> says "Please note that bike lockers at the Mountain View Station will be closed four hours before and after each game."

\* The email I received from BikeLink says "the BikeLink eLockers at Caltrain's Mountain View Station be temporarily closed on the following dates during the World Cup", and <https://www.caltrain.com/alerts> (which is displayed on station information signs and announced out loud) says "Mountain View bike lockers closed on FIFA game days."

\* The sign posted on the locker says "Fri., June 19 at 12 a.m. through Sat., June 20 at 2 a.m. PDT" (along with corresponding dates and times for the other games).

I attempted to retrieve my bike around 10:30 PM on today, June 18, and was unable to do so.

This is a big problem for me. I get around on public transit and with my bicycle, I do not have a car. This means that I am going to waste, at at a minimum, over an hour dealing with this:

- \* 15 minutes on a phone call tonight, in a dark and empty train station
- \* 15 minutes walking home, through dark streets
- \* 15 minutes walking to the train station tomorrow, missing my usual train and being late to work
- \* 15 minutes walking home tomorrow
- \* 15 minutes walking back to the train station sometime this weekend, after canceling my weekend plans to retrieve my bike so I'm not late to work again on Monday

Obviously I wish you didn't close the lockers in the first place. It seems like any security concerns can be addressed by some of the dozens of law enforcement officers who can all look inside the mesh-sided lockers, just like they can look inside the trash cans and shelters on the platform. Perhaps you can work with your security partners to only close the solid-sided lockers and leave the mesh-sided ones open during future events? However, if you do feel it is necessary to close them (and drive away your regular riders in favor of tourists who will ride exactly twice), I can plan around that by adjusting my working hours, taking my bike to my destination, etc. But it is impossible to plan around this if you fail to provide accurate information.

I hope you can do better next week. I will extremely disappointed if you fail to do better for future events.

Yours,  
Brian

---

**From:** Elizabeth Hughes <ElizabethHughes@GallowayUS.com>  
**Sent:** Friday, June 19, 2026 10:32 AM  
**To:** Kelley Shanks  
**Cc:** Lance\_Mace@amat.com; Scott\_Antes@amat.com; Tanmai\_Bhogaraj@amat.com; Vicki\_Sundstrom@contractor.amat.com; JohnA@samtrans.com; Enrique Silvas; Kelley Shanks; Ben Duffey; susie.sikarez@intel.com; joy.bowman@intel.com; shawna.y.meloun@intel.com; Aleksander.Voronin@intusurg.com; 'Brian Stoelker'; thedrick@irvinecompany.com; Nuevo-Living; Natanya Bone; achoi@nvidia.com; Brant Carter; Mel Delmundo; jcowan@nvidia.com; TCordeiro@nvidia.com; ashuja@paloaltonetworks.com; Corinne Garcia-Matthews; Tom Willow; chadh@qualcomm.com; gnichols@qualcomm.com; kimf@qualcomm.com; ptf@qualcomm.com; Rick Lloyd; Zoltan Biacs; Elizabeth Hughes; dcushing@vantagedatacenters.com; twhite@vantagedatacenters.com; taylor.santillian@greystar.com; pradomgr@greystar.com; mariesol.antioquia@liveamc.com; Sofia.mgr@liveamc.com; Dillon Graber; jadrian@intempus.net; WWang@Intempus.net; Mariella Jimenea; aromero@kpcu.com; kcruz@kpcu.com; rlouie@kpcu.com; ancardenas@kpcu.com; info@herstudio.com; sunnyvale@stretchlab.com; annie@zoomroom.com; Simon Oh; Guevarra, Dino; VTA Marketing; Casey Rusk; Lisa Peabody; PriscillaK@capitolcorridor.org; Jason Baker; Navdeep Dhaliwal; Caltrain Construction; Public Comment; Board (@caltrain.com); Yee, Brandon; Brown, Collette @ San Jose; Schulman, Yumi @ San Jose  
**Subject:** RE: Caltrain Lawrence Station Info and Bowers/Walsh Shuttle Discussion  
**Attachments:** Bowers Walsh shuttle (na).png; Lawrence Station Nearby Employers.docx; Bowers Walsh Shuttle Information 9-7-17.docx; ACE Gray Shuttle Employers original.pdf; Updated Bowers Caltrain Shuttle Contact list 6-19-26.xlsx

Some people who received this message don't often get email from elizabethhughes@gallowayus.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.

Hello Kelley,

Are you available next week to revisit the opportunity to reestablish a Caltrain shuttle connection from the Lawrence Station?

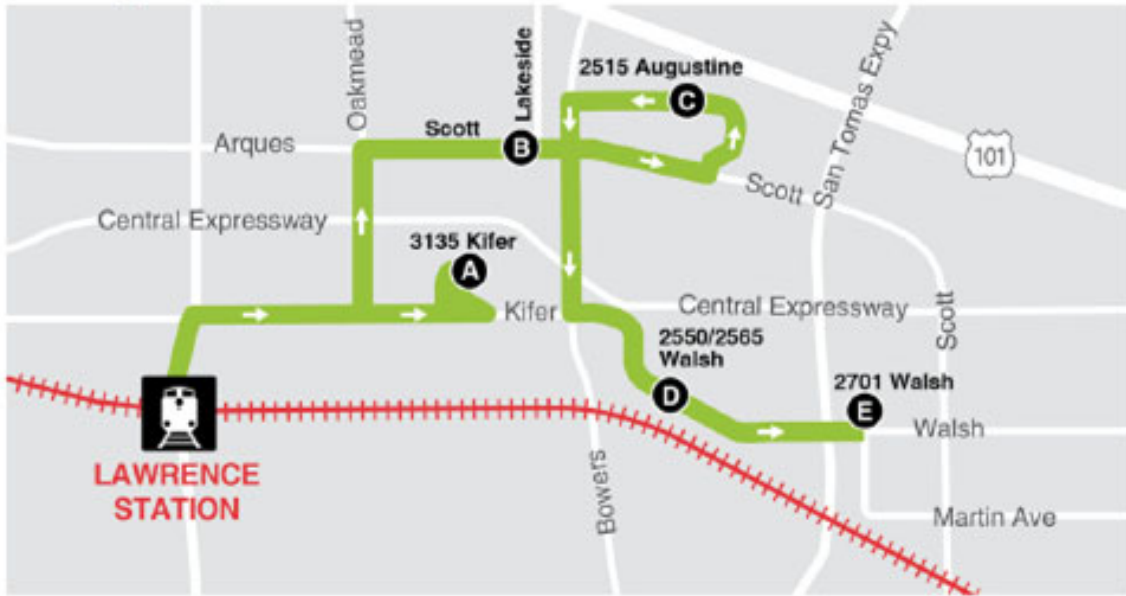
Attached is an updated list of employers and property managers in Santa Clara that have expressed interest in restoring the Bowers/Walsh Shuttle service serving the Lawrence Caltrain Station area. We have been trying for a long time to establish a shared shuttle for connectivity to the Caltrain Station.

Given the continued demand for first-mile/last-mile transportation options, we would appreciate the opportunity to discuss the potential to reestablish this service and explore partnership opportunities with interested stakeholders. We are eager to schedule a meeting with Caltrain to discuss how to reinstate the shuttle program

Could you please let us know your availability to host a call with employers and property managers to discuss this needed shuttle service?

Thank you for your consideration. I look forward to hearing from you.

# Morning Map



1 Regus Santa Clara Techmart Center  
2 Hyatt Regency  
3 Santa Clara Convention Center  
4 Hilton Santa Clara  
5 California's Great America  
6 Le Petit Chef - Santa Clara  
7 Mission Towers  
8 Santa Clara Square  
9 Silicon Valley Christian Assembly  
10 Intel  
11 Apple  
12 Contractors' Warehouse  
13 Intuitive Surgical  
14 Savoy  
15 ZMI USA Corp  
16 The Myers Briggs Company  
17 Pet's Friend Animal Clinic

18 Sunnyvale Corporation Yard  
19 Apple  
20 Trimble, Inc.  
21 Public Storage  
22 Intuitive Surgical  
23 Intuitive Surgical  
24 Qualcomm  
25 Applied Materials  
26 TownePlace Suites  
27 Embassy Suites by Hilton  
28 AC Hotel  
29 Our Lady of Peace Church & Shrine  
30 Avatar Hotel  
31 Abbott Diagnostics  
32 Encora HQ  
33 Aviatrx Systems  
34 Metabob



**Elizabeth Hughes**

SR. TDM PROJECT MANAGER

O 650.477.1961 C 408.420.2411

[ElizabethHughes@GallowayUS.com](mailto:ElizabethHughes@GallowayUS.com)

[GallowayUS.com](http://GallowayUS.com) | [tdmspecialists.com](http://tdmspecialists.com)

**From:** Elizabeth Hughes

**Sent:** Monday, December 22, 2025 12:46 PM

**To:** Kelley Shanks <ShanksK@samtrans.com>

**Cc:** Natanya Bone <natanya.bone@tdmspecialists.com>; Karen Sumner <karen.sumner@tdmspecialists.com>; Aleksander Voronin <aleksander.voronin@intusurg.com>; Cynthia Arteaga <Cynthia.Arteaga@intusurg.com>; silvase@samtrans.com; Tanmai\_Bhogaraj@amat.com; TCordeiro@nvidia.com; achoi@nvidia.com; 'Brian Stoelker' <bstoelker@irvinecompany.com>; thedrick@irvinecompany.com; Rick Lloyd <rlloyd@qualcomm.com>; Ben Duffey <Ben.Duffey@ehealth.com>; Jane Vaughan <vaughan@menloequities.com>; hoang@menloequities.com; chung@menloequities.com; randy.shuayto@jll.com; Brandon.Yee@jll.com; yumi.schulman@cbre.com; collette.brown@cbre.com; Gant Gonzales <gagonzales@paloaltonetworks.com>; ccrisostom@paloaltonetworks.com; hevu@paloaltonetworks.com; joy.manuel@intel.com; chrystle.jacobson@intel.com; larry.crist@intusurg.com; Cory.Roberts@intusurg.com; Stevenson, Michael <stevensonm@samtrans.com>

**Subject:** RE: Caltrain Lawrence Station Info and Bowers/Walsh Shuttle Discussion

Hello Kelley,

Happy Holidays! This email introduces you to Aleksander, who is the new Transportation Program Manager at Intuitive Surgical. An updated employer contact list is attached for your use.

**Aleksander** – Kelley and her team are working to host an employer meeting to discuss Lawrence Caltrain shuttle options/opportunities, and to reestablish the former Bowers/Walsh shuttle, possibly.

We are excited to hear about next steps to discuss Lawrence Station shuttle options in 2026.

Regards,

Elizabeth Hughes  
TDM & Commuter Consultant  
TDM Specialists, Inc.  
408-420-2411  
916-214-4307

[www.tdmspecialists.com](http://www.tdmspecialists.com)



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**From:** Kelley Shanks <[ShanksK@samtrans.com](mailto:ShanksK@samtrans.com)>  
**Sent:** Monday, September 15, 2025 5:55 AM  
**To:** Elizabeth Hughes <[Elizabeth.Hughes@tdmspecialists.com](mailto:Elizabeth.Hughes@tdmspecialists.com)>  
**Cc:** Natanya Bone <[natanya.bone@tdmspecialists.com](mailto:natanya.bone@tdmspecialists.com)>  
**Subject:** Re: Lawrence Station Info and Bowers/Walsh Shuttle Discussion

I apologize for my delayed response, Elizabeth. I went through historical information about this route and reached out to others on my team involved in this conversation. I will circle back with everyone when I return from conference later this week. I will be in touch.

Thank you.

Kelley C. Shanks  
Manager, Bus Contracts  
San Mateo County Transit District  
Office: (650) 508-6324  
Cell: (650) 399-5702

---

**From:** Elizabeth Hughes <[Elizabeth.Hughes@tdmspecialists.com](mailto:Elizabeth.Hughes@tdmspecialists.com)>  
**Sent:** Monday, September 15, 2025 12:35:40 AM  
**To:** Kelley Shanks <[ShanksK@samtrans.com](mailto:ShanksK@samtrans.com)>  
**Cc:** Natanya Bone <[natanya.bone@tdmspecialists.com](mailto:natanya.bone@tdmspecialists.com)>  
**Subject:** FW: Lawrence Station Info and Bowers/Walsh Shuttle Discussion

You don't often get email from [elizabeth.hughes@tdmspecialists.com](mailto:elizabeth.hughes@tdmspecialists.com). [Learn why this is important](#)

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Hello Kelley,

Simon Oh provided your contact information. Are you available to schedule a call to talk about the possibility of bringing back the Bowers/Walsh shuttle. With more employers calling staff back to the office, this could be a good time to revisit it. The nearby Nuevo Community is now fully occupied with 988 units (about 2,000 residents) and really needs reliable shuttle service to the Caltrain station.

If there's a chance to explore this, I'd be glad to help coordinate a group conversation with the employers who supported the shuttle previously. Let me know what next steps would make sense.

I look forward to hearing from you. Thank you.

Regards,

Elizabeth Hughes  
TDM & Commuter Consultant  
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**From:** Simon Oh <[OhS@samtrans.com](mailto:OhS@samtrans.com)>  
**Sent:** Monday, August 25, 2025 12:42 PM  
**To:** Elizabeth Hughes <[Elizabeth.Hughes@tdmspecialists.com](mailto:Elizabeth.Hughes@tdmspecialists.com)>  
**Cc:** Natanya Bone <[natanya.bone@tdmspecialists.com](mailto:natanya.bone@tdmspecialists.com)>; Casey Rusk <[RuskC@samtrans.com](mailto:RuskC@samtrans.com)>; Lisa Peabody <[PeabodyL@samtrans.com](mailto:PeabodyL@samtrans.com)>  
**Subject:** Re: Lawrence Station Info and Bowers/Walsh Shuttle Discussion

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

**Simon Oh, Customer Experience Coordinator**

*Pronouns: They / Them*

1250 San Carlos Avenue, San Carlos, CA 94070

Desk: 650.508.7711

At your service 9 a.m. to 6 p.m. weekdays

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



**From:** Elizabeth Hughes <[Elizabeth.Hughes@tdmspecialists.com](mailto:Elizabeth.Hughes@tdmspecialists.com)>  
**Sent:** Monday, August 25, 2025 12:41  
**To:** Simon Oh <[OhS@samtrans.com](mailto:OhS@samtrans.com)>  
**Cc:** Natanya Bone <[natanya.bone@tdmspecialists.com](mailto:natanya.bone@tdmspecialists.com)>; Casey Rusk <[RuskC@samtrans.com](mailto:RuskC@samtrans.com)>; Lisa Peabody <[PeabodyL@samtrans.com](mailto:PeabodyL@samtrans.com)>  
**Subject:** RE: Lawrence Station Info and Bowers/Walsh Shuttle Discussion

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Thank you, Simon.

Please provide Kelley Shanks contact information.

Regards,

Elizabeth Hughes  
TDM & Commuter Consultant  
TDM Specialists, Inc.  
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916-214-4307

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**From:** Simon Oh <[OhS@samtrans.com](mailto:OhS@samtrans.com)>  
**Sent:** Monday, August 25, 2025 12:35 PM  
**To:** Elizabeth Hughes <[Elizabeth.Hughes@tdmspecialists.com](mailto:Elizabeth.Hughes@tdmspecialists.com)>  
**Cc:** Natanya Bone <[natanya.bone@tdmspecialists.com](mailto:natanya.bone@tdmspecialists.com)>; Casey Rusk <[RuskC@samtrans.com](mailto:RuskC@samtrans.com)>; Lisa Peabody <[PeabodyL@samtrans.com](mailto:PeabodyL@samtrans.com)>  
**Subject:** Re: Lawrence Station Info and Bowers/Walsh Shuttle Discussion

Good day to you Elizabeth,

While those routes do not directly serve Lawrence station within close walking distance (I'm thinking less than a five-minute walk), they are the closest in proximity to the area where Caltrain can tout as being adjacent transit connections.

As for shuttle routes, that's beyond my jurisdiction. I'd refer you to Kelley Shanks in our Bus Contracts team, which formerly included Mike Stevenson who has since retired. Their team still handles that part although I'm not sure who exactly within the team.

**Simon Oh, Customer Experience Coordinator**

*Pronouns: They / Them*

1250 San Carlos Avenue, San Carlos, CA 94070

Desk: 650.508.7711

At your service 9 a.m. to 6 p.m. weekdays

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



---

**From:** Elizabeth Hughes <[Elizabeth.Hughes@tdmspecialists.com](mailto:Elizabeth.Hughes@tdmspecialists.com)>

**Sent:** Monday, August 25, 2025 12:16

**To:** Simon Oh <[OhS@samtrans.com](mailto:OhS@samtrans.com)>

**Cc:** Natanya Bone <[natanya.bone@tdmspecialists.com](mailto:natanya.bone@tdmspecialists.com)>; Casey Rusk <[RuskC@samtrans.com](mailto:RuskC@samtrans.com)>; Lisa Peabody <[PeabodyL@samtrans.com](mailto:PeabodyL@samtrans.com)>

**Subject:** Lawrence Station Info and Bowers/Walsh Shuttle Discussion

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Hello Simon,

The [Lawrence Station page](#) lists VTA Route 21 and the ACE Gray Shuttle as transit connections, but neither of these actually serve the station or nearby. Could you confirm if that might be an error on the page?

Also, I'd love to set up a call to talk about the possibility of bringing back the Bowers/Walsh shuttle. With more employers calling staff back to the office, this could be a good time to revisit it. The nearby Nuevo Community is now fully occupied with 988 units (about 2,000 residents) and really needs reliable shuttle service to the Caltrain station.

If there's a chance to explore this, I'd be glad to help coordinate a group conversation with the employers who supported the shuttle previously. Let me know what next steps would make sense.

I look forward to hearing from you. Thank you.

# Lawrence Station

## Zone 4 Schedules

### Southbound

Train #	Type	Departs In	Depart Time
124	Local Weekday	19 min	12:01 PM
126	Local Weekday	49 min	12:31 PM
128	Local Weekday	79 min	01:01 PM
134	Local Weekday	169 min	02:31 PM

### Northbound

Train #	Type	Departs In	Depart Time
127	Local Weekday	0 min	11:39 AM
129	Local Weekday	26 min	12:09 PM
131	Local Weekday	56 min	12:39 PM
133	Local Weekday	86 min	01:09 PM

GET ME HERE

SCHEDULES

### Notices

137 San Zeno Way, Sunnyvale 94086

### Station Amenities



Accessibility



Bike Info



Parking



Ticket Vending Machine



Recycling



Pay Phone

Location Type

1

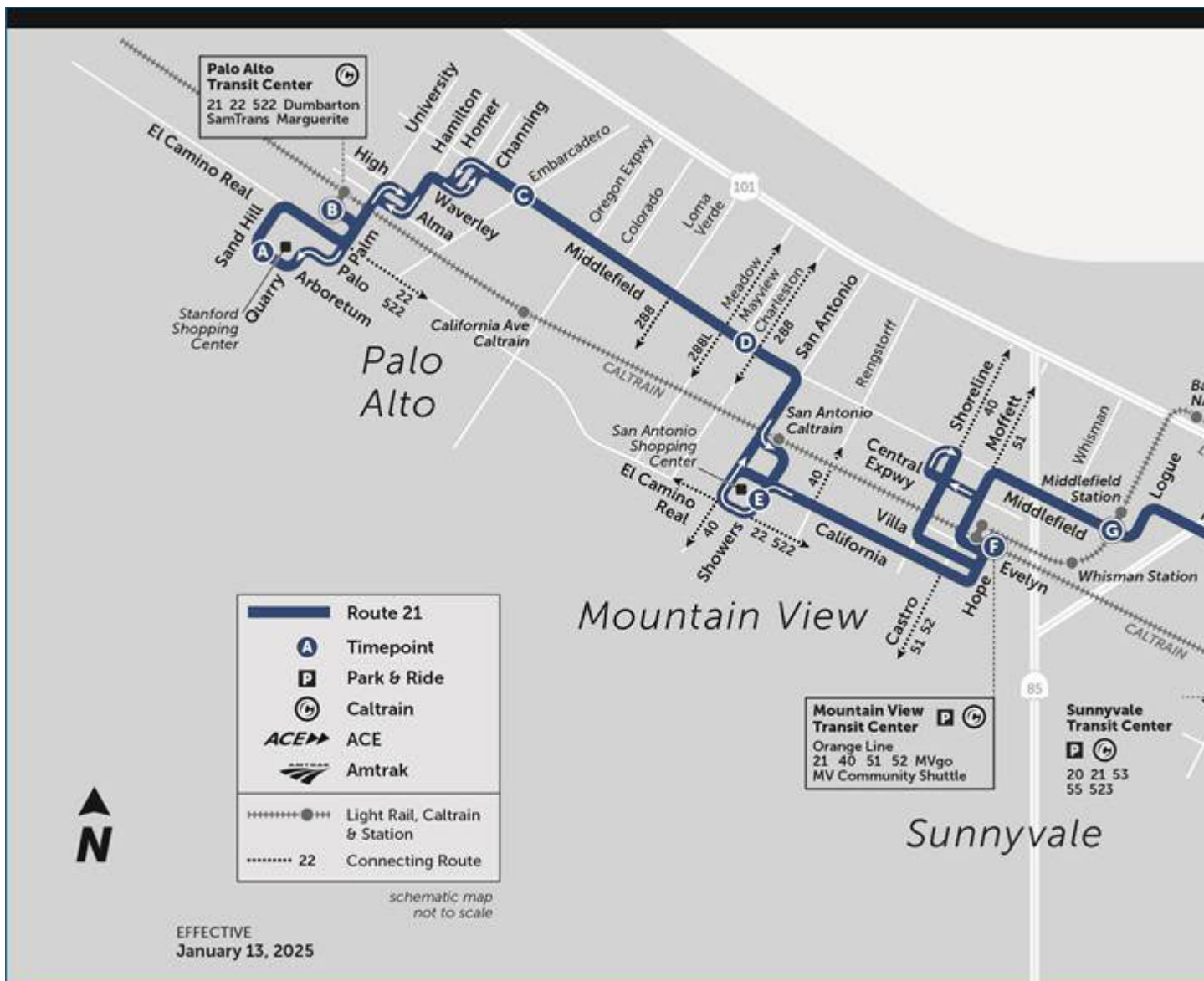
### Transit Connections

VTA 21



VTA ACE Gray





Regards,

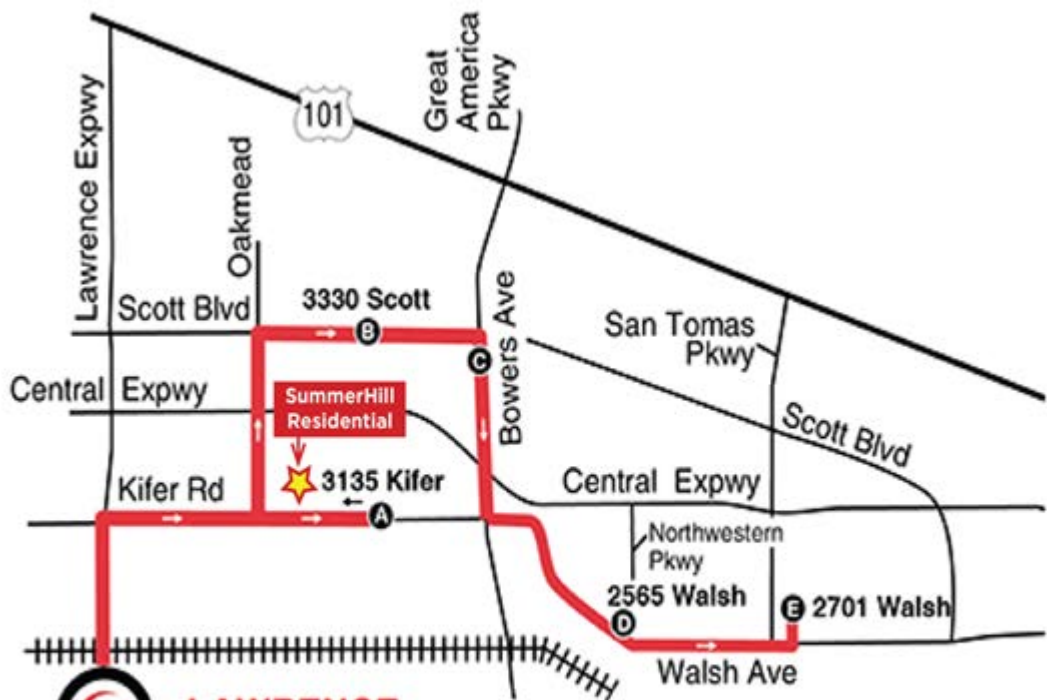
Elizabeth Hughes  
TDM & Commuter Consultant  
TDM Specialists, Inc.  
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**LAWRENCE  
CALTRAIN  
STATION**

# Bowers/Walsh Caltrain Shuttle

The Bowers/Walsh shuttle runs from the Lawrence Caltrans Station to 3333 Scott, Nvidia, Qualcomm and 2565 Kifer every morning and evening during commute hours, allowing employees of buildings near the stops to take the train to and from San Francisco.

The 3333 Scott Campus voluntarily participates in a SAMTRANS shuttle program coordinated by Elizabeth Hughes, a commute coordinator, for the local employers/projects that participate in the shuttle. Currently, the Irvine Company/Santa Clara Square is the official SAMTRANS Lead Organization for the participants. Menlo was for the last three years. SAMTRANS pays for the majority of the shuttle but requests the employers pay 32%, which is about \$40,000/annually. The Irvine Company, as the Lead Organization, will be responsible for paying the \$40,000 but will request that active participants pay their share. 3333 Scott Campus will likely be assessed about \$10K, depending upon who participates. This \$10K amount will be paid by the P1 Garage Association and reimbursed by all tenants.

The current shuttle route and schedule can be found at:

[http://www.caltrain.com/schedules/Shuttles/Bowers\\_Walsh\\_Shuttle/Bowers\\_Walsh\\_Shuttle.html](http://www.caltrain.com/schedules/Shuttles/Bowers_Walsh_Shuttle/Bowers_Walsh_Shuttle.html)

## Irvine Company Contact:

Brian J. Stoelker, LEED AP O+M  
Director, Portfolio Operations, Irvine Company Office Properties  
5451 Great America Parkway, Suite 201 | Santa Clara, California | 95054  
Main 408.330.0100 | Direct 408.330.0114  
bstoelker@irvinecompany.com

## SANTRANS Contact:

Michael Stevenson  
Associate Operations Contract Administrator - Shuttles  
Office: 650-508-7979 | Fax: 650-508-6373  
stevensonm@samtrans.com  
San Mateo County Transit District

Most of the coordination of the shuttle is done by Elizabeth Hughes. She completed the TDM for the 3333 Scott Campus. She is also Nvidia's commute coordinator and SAMTRANS generally prefers to work through her. Lyn Barshay was Menlo's representative at the employers meetings.

Elizabeth Hughes  
TDM Specialists, Inc.  
Senior Transportation Manager  
408 420 2411 or 916 214 4307  
elizabeth.hughes@tdmspecialists.com

# GREY SHUTTLE

## SOUTH SUNNYVALE

### Grey Shuttle Stops - Line 1

	AM			PM		
	01	03	05	04	06	08
Great America Station	6:06a	7:31a	8:36a	3:39p	4:39p	5:39p
Scott Blvd / Bowers Ave (AM Only)	6:15a	7:40a	8:45a	-	-	-
Scott Blvd / Lakeside Dr	-	-	-	3:23p	4:22p	5:17p
Arques Ave / Lakeside Dr	6:18a	7:43a	8:48a	3:20p	4:19p	5:13p
Stewart Dr / Santa Trinita Ave	6:21a	7:46a	8:51a	3:17p	4:15p	5:09p
Wolfe Rd / Arques Ave	6:25a	7:50a	8:55a	3:14p	4:12p	5:05p
Kifer Rd / Semiconductor Dr	-	-	-	3:11p	4:09p	5:02p
Evelyn Ave / Wolfe Rd	6:29a	7:54a	8:59a	-	-	-
Kifer Rd / Uranium Rd	-	-	-	3:09p	4:05p	4:59p
Kifer Rd / Semiconductor Dr	6:34a	7:59a	9:04a	-	-	-
Kifer Rd / Calabazas	6:38a	8:03a	9:08a	-	-	-

### Grey Shuttle Stops - Line 2

	AM			PM		
	03	05	07	02	06	08
Great America Station	7:31a	8:36a	9:28a	2:14p	4:39p	5:39p
Scott Blvd / Bowers Ave (AM Only)	7:40a	8:45a	9:37a	-	-	-
Scott Blvd / Lakeside Dr	-	-	-	1:58p	4:22p	5:17p
Arques Ave / Lakeside Dr	7:43a	8:48a	9:40a	1:55p	4:19p	5:13p
Stewart Dr / Santa Trinita Ave	7:46a	8:51a	9:43a	1:52p	4:15p	5:09p
Wolfe Rd / Arques Ave	7:50a	8:55a	9:47a	1:49p	4:12p	5:05p
Kifer Rd / Semiconductor Dr	-	-	-	1:46p	-	-
Evelyn Ave / Holly Terrace	7:54a	8:59a	9:51a	-	4:07p	5:00p
Kifer Rd / Uranium Rd	-	-	-	1:44p	-	-
Kifer Rd / Sem	7:59a	9:04a	9:56a	-	-	-
Kifer Rd / Uranium Rd	8:03a	9:08a	10:00a	-	-	-

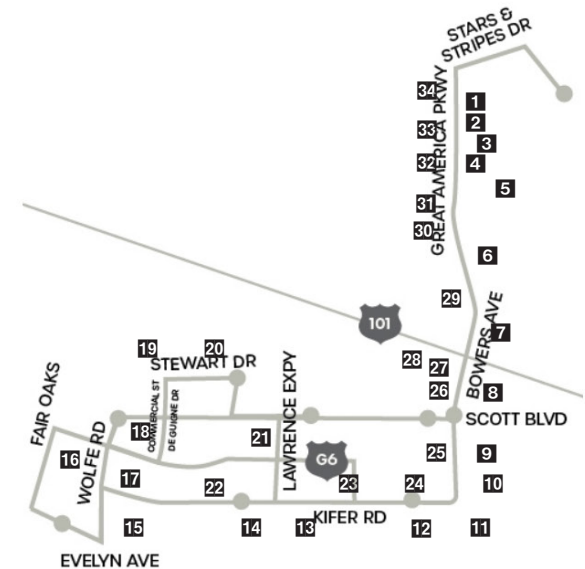
#### ALL INCLUDED STOPS

Scott Blvd / Bowers Ave (AM Only)  
 Scott Blvd / Lakeside Dr (PM Only)  
 Arques Ave / Garrett Dr  
 Arques Ave / Oakmead Pkwy  
 Arques Ave / Lakeside Dr  
 Arques Ave/Lawrence Expwy (AM Only)  
 Santa Trinita Ave / Arques Ave  
 Stewart Dr / Santa Trinita Ave

Stewart Dr / De Guigne Dr  
 De Guigne Dr / Stewart Dr  
 Arques Ave / De Guigne Dr (AM Only)  
 Wolfe Rd / Arques Ave  
 Wolfe Rd / Central Expwy (AM Only)  
 Wolfe Rd / Kifer Rd (PM Only)  
 E Evelyn Ave / Wolfe Rd  
 E Evelyn Ave / Fair Oaks Ave

Kifer Rd / Hendy Ave  
 Kifer Rd / Commercial  
 950 Kifer Rd (AM Only)  
 Kifer Rd / Semiconductor Dr  
 Kifer Rd / San Ysidro  
 Kifer Rd / Copper Rd  
 Kifer Rd / Uranium Rd

- 1 Regus Santa Clara Techmart Center
- 2 Hyatt Regency
- 3 Santa Clara Convention Center
- 4 Hilton Santa Clara
- 5 California's Great America
- 6 Le Petit Chef - Santa Clara
- 7 Mission Towers
- 8 Santa Clara Square
- 9 Silicon Valley Christian Assembly
- 10 Intel
- 11 Apple
- 12 Contractors' Warehouse
- 13 Intuitive Surgical
- 14 Savoy
- 15 ZMI USA Corp
- 16 The Myers Briggs Company
- 17 Pet's Friend Animal Clinic
- 18 Sunnyvale Corporation Yard
- 19 Apple
- 20 Trimble, Inc.
- 21 Public Storage
- 22 Intuitive Surgical
- 23 Intuitive Surgical
- 24 Qualcomm
- 25 Applied Materials
- 26 TownePlace Suites
- 27 Embassy Suites by Hilton
- 28 AC Hotel
- 29 Our Lady of Peace Church & Shrine
- 30 Avatar Hotel
- 31 Abbott Diagnostics
- 32 Encora HQ
- 33 Aviatrix Systems
- 34 Metabob



### **Caltrain Lawrence Station – Nearby Employers**

<b><u>Employer</u></b>	<b><u>Distance</u></b>
Texas Instruments	0.2 miles
Intuitive Surgical	200 feet
Fujitsu	0.65 miles
AMD	1.3 miles
Qualcomm	0.5 miles
Terremark	0.4 miles
Applied Materials	1.0 miles
Ericsson	1.4 miles
Nvida	1.8 miles
ServiceNow	1.8 miles
Silicon Image	0.5 miles
Apple (Central & Wolfe Campus)	1.5 miles
Costco	
Kaiser	
Whole Foods	
UCSC Silicon Valley Extension	

### **Residential Communities – 988 units**

**0.50 miles**

1. Nuevo at Lawrence Station
2. Prado apartments
3. Sofia Apartments
4. E-States at Nuevo HOA
5. Apex Condos HOA
6. Townhomes at Nuevo HOA

**Bowers / Walsh Caltrain Shuttle Contacts**

Company	Contact	Email	Phone	Title	Shuttle Stop Site Address
Applied Materials	Lance Mace	Lance_Mace@amat.com			
Applied Materials	Scott Antes	Scott_Antes@amat.com			
Applied Materials	Tanmai Bhogaraaj	Tanmai_Bhogaraaj@amat.com	408.986.7807	Facilities Analyst	3050 Bowers Avenue, MS 0166   PO Box 58039   Santa Clara, CA 95054-8039
Applied Materials	Vicki Sundstrom	Vicki_Sundstrom@contractor.amat.com			
Caltrain	John Ashish	john@samtrans.com			
Caltrain	Enrique Silvas	silvase@samtrans.com	650-508-6491		
Caltrain/Samtrans	Kelley Shanks	ShanksK@samtrans.com			
iHEALTH	Ben Duffey	Ben.Duffey@ehhealth.com	650-584-2771		2825 Augustine Dr 2nd Floor, Santa Clara, CA 95054
Intel	Susie Sotarez	susie.sotarez@intel.com	D. 408.653.7919 408-707-6340	Corporate Services, Space Planner & Site Services	
Intel	Joy Bowman	joy_bowman@intel.com			
Intel	Shawna Meloun	shawna_y.meloun@intel.com		prior "Lead Employer"	
Intuitive Surgical	Aleksander Voronin	Aleksander.Voronin@intusurg.com			
Irvine Company Office Properties	Brian J. Stoelker	bstoelker@irvinecompany.com	408.330.0100   Direct 408.330.0114	Director, Portfolio Operations	5451 Great America Parkway, Suite 201   Santa Clara, California   95054
Irvine Company Office Properties	Todd Hedrick	thedrick@irvinecompany.com	408-330-0126   Cell 415-640-1411	Regional Vice President	5452 Great America Parkway, Suite 201   Santa Clara, California   95054
Nuevo at Lawrence Station	Natanya Bone	cnunmute@nuevo-living.com			
Nuevo at Lawrence Station	Natanya Bone	Natanyabone@gallowayus.com			
NVIDIA	Aggie Choi	agchoi@nvidia.com		Green2Work	
NVIDIA	Braint Carter	BCarter@nvidia.com	408-623-4742	Green2Work	
NVIDIA	Mel Delmundo	MelDelmundo@nvidia.com	408-623-4742	Green2Work	
NVIDIA	Joe Cowan	jcowan@nvidia.com			
NVIDIA	Teresa Cordeiro	TCordeiro@nvidia.com		Green2Work	2701 San Tomas Expressway, Santa Clara
Palo Alto Networks	Ameliz Shuja	ashuja@paloaltonetworks.com			
Palo Alto Networks	Corinne Garcia-Matthews	cgarciamat@paloaltonetworks.com			
Palo Alto Networks	Tom Willow	twillow@paloaltonetworks.com			
QUALCOMM	Chad Harris	chadh@qualcomm.com			
QUALCOMM	Gwen Nichols	gnichols@qualcomm.com		Supervisor, Admin Services at Qualcomm	3135 Kifer, Santa Clara
QUALCOMM	Kim Fagundes	kimf@qualcomm.com			
QUALCOMM	Paul Fitzgerald	pff@qualcomm.com			
QUALCOMM	Rick Lloyd	rlloyd@qualcomm.com			3135 Kifer, Santa Clara
QUALCOMM	Zoltan Biacs	zbiacs@qti.qualcomm.com			3135 Kifer, Santa Clara
TDM Specialists, Inc.	Elizabeth Hughes	elizabethhughes@gallowayus.com	408-420-2411	Commute Consultant	
VANTAGE	Drew Cushing	dcushing@vantagedatacenters.com	408.215.7316 Office 217.390.1523 Cell	Director, Human Resources	2550 Walsh & 2805 Bowers, Suite 220, Santa Clara
VANTAGE	Tim White	twhite@vantagedatacenters.com	408 215-7772 Work Cell: 1-509-431-4697	Critical Facility Manager	2820 Northwestern Parkway Santa Clara, CA.
Prado Apartments	Taylor Santillan	taylor.santillan@greystar.com	(408) 737-7045	Property Manager	3560 Rambla Place, Santa Clara, CA, 95051
Prado Apartments	Taylor Santillan	gsadong@greystar.com		Property Manager	
Sofia Apartments	Mariesol Antioquia	mariesol.antioquia@liveamc.com	650-350-2912	Regional Property Manager	3380 Rambla Pl Ga, Santa Clara, CA 95051
Sofia Apartments	Em Lao	Sofia_mgr@liveamc.com	408.685.2101	Property Manager	
Apex at Lawrence Station HOA	Dillon Graber	Dillon.Graber@seabreezemgmt.com	925-949-8121	Senior Community Manager	3579 Rambla Pt, Santa Clara, CA 95051
E-States at Nuevo HOA	Jorge Adrian	jadrian@intempus.net	(408) 320-5509 ext 244	Intempus Management	
Townhomes at Nuevo HOA	Winnie Wang	WWang@intempus.net	(408) 404-4394	Senior Portfolio Mgr.	
Apex at Lawrence Station HOA	Mariela Jimenea	mariela.jimenea@seabreezemgmt.com	925-255-5701	Associate Manager	
Keypoint Credit Union	Aylin Romero	aromero@kpcu.com			3556 La Rambla Ave
Keypoint Credit Union	Katherine Cruz	kcruz@kpcu.com			
Keypoint Credit Union	Reid Louie	rlouie@kpcu.com		AVP Regional Bank Manager	
Keypoint Credit Union	Anahi Cardenas	ancardenas@kpcu.com		Assistant Branch Manager	
Her Studio	Darren	info@herstudio.com			
Stretch Labs	Anika Taylor	sunmyvale@stretchlab.com			
Zoom Room	Annie Wong	annie@zoomroom.com			
Stim Herbal					
AFYMETRIX	John Kumar		408-731-5488	408 731-5408	3420 & 3380 Central Expressway
CBRE Property Management	Collette Brown	collette.brown@cbre.com	408 550 3804		3333 Scott Blvd., Santa Clara
CBRE Property Management	Yumi Schulman	yumi.schulman@cbre.com	408 467 7589		

**From:** City of Morgan Hill <pio@morganhill.ca.gov>  
**Sent:** Monday, June 22, 2026 6:05 AM  
**To:** Board (@caltrain.com)  
**Subject:** Weekly 411 City News for June 22

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



**Week of June 22, 2026**



**Summer Fun with Parks & Recreation!**

[Registration is still open](#) for swim lessons, summer camps, and adaptive special events! Plus, there is the [Downtown Splash Pad](#) at the Community & Cultural Center and a [mini golf course](#) at the Aquatics Center.

And save the date for free [Parks & Rec activities in July!](#)

# City Government Engagement



## Are You Thinking About Starting or Expanding a Business?

Open House, Tuesday, June 23, 6 p.m. - 8 p.m.  
Morgan Hill Adult School, 17960 Monterey Road



The City is excited to host a series of free business classes, workshops, and consulting services in English and Spanish to support future and existing small business owners. View [program details](#) for dates and contact info.



Workshop options include business preparation, financial literacy courses, entrepreneurship, and specialty cohorts in food entrepreneurship. Sign up with the City's program partner, the [Renaissance Entrepreneurship Center](#).

## Planning Commission Meeting

Tuesday, June 23, 7 p.m.

Planning Commission conducts in-person meetings with the option to participate virtually:

- City Council Chamber Building, 17555 Peak Avenue
- <https://bit.ly/PlanningCommissionMtg> or call 669-900-9128, enter the meeting ID: 862 0324 6251
- Meeting [agenda and materials](#)

## Connecting the Community: Grants to Improve Our Roadways

Virtual Community Meeting, Wednesday, June 24, 6 p.m. - 7 p.m.

The City is applying for grants for local infrastructure upgrades and is requesting community feedback on proposed roadway improvements. We invite community members to share input regarding pedestrian and bicycle accessibility, tree canopy expansion, and other key safety enhancements.

Join us for our upcoming [virtual Community Meeting](#) or [visit our website](#) for more information and upcoming opportunities to share your input.

## Morgan Hill City Council Regular Meeting - Cancelled

Wednesday, June 24

Join us at the next scheduled City Council meeting.

## Celebrating Fourth of July in Morgan Hill

Road Closures Impacting July 3 and 4

Morgan Hill's annual Freedom Fest celebration is just around the corner on July 3 and 4! As you plan your holiday, please be aware of upcoming road closures due to both event festivities and ongoing construction closures along Hale and Wright Avenues.

Significant traffic delays are expected throughout town. We recommend planning ahead, allowing extra travel time, and using alternate routes whenever possible. Please drive safely! Additional details can be found on the [Morgan Hill Freedom Fest website](#).



### Help Keep Our Watersheds Clean!

Please remember to always pick up your pet's waste and dispose of it in the garbage, even when no one is around or your pet is out of sight!

Rainwater washes waste into storm drains, which flow into our waterways. Pet waste pollution can make people sick when they swim, wade, or play in the water.

## Community Corner



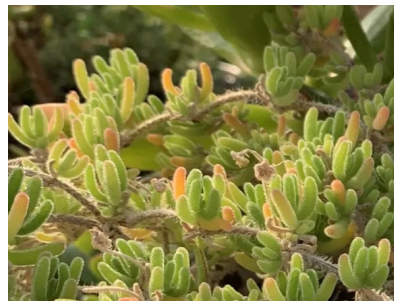
**VTA Traffic Advisory**  
**SR 25 & US 101 Intersection**  
**Daytime Construction June 22 - 26**

[Traffic Advisory Details](#)



**Library: Teen Safety Driving Course**  
**Tuesday, June 23, 5:30 - 7:30 p.m.**

[Course Info](#)



**Embroiderers' Guild of America  
Local Chapter Monthly Meeting  
Wednesday, June 24, 10 a.m.**

[Meeting, Group Info](#)

**UC Master Gardeners  
Growing Succulents  
Saturday, June 27, 9:30 - 11 a.m.**

[Workshop Info](#)



**Library: Tai Chi Class for Adults  
Saturday, June 27, 10 - 11:30 a.m.**

[Class Info](#)



**SUSAN & CHARLES  
BERGHOFF foundation**

**South County Dementia  
Caregivers Support Group  
Twice Monthly  
Next: Sunday, June 28, 2:30 p.m.**

[Support Group Info](#)

## Your Morgan Hill



### City Hall Office Hours

The Civic Center area buildings are open to the public: Monday through Friday, 8 a.m. - 5 p.m.

### Email Communication

[Sign Up](#) for a Range of Topics

### Social Media

[Facebook](#), [Instagram](#), [LinkedIn](#),  
and [Nextdoor](#)

### Job Opportunities with the City

[Current Openings](#)

### Elected Officials

#### City Council

- Mayor, [Mark Turner](#)
- District A, [Miriam Vega](#)
- District B, [Yvonne Martínez Beltrán](#)
- District C, [Soraida Iwanaga](#)
- District D, [Marilyn Librers](#), Mayor Pro Tem

#### [City Council Districts](#)

#### County Supervisor District 1:

[Sylvia Arenas](#)

#### California State Assembly District 28:

Including Morgan Hill: [Gail Pellerin](#)

#### California State Assembly District 29:

Including San Martin: [Robert Rivas](#)

#### California State Senate District 15:

[Dave Cortese](#)

**U.S. Congressional District 18:**

[Zoe Lofgren](#)

**U.S. Senators Representing California:**

[Alex Padilla and Adam B. Schiff](#)

**City Commissions:**

- [Library, Culture, and Arts](#)
- [Parks and Recreation](#)
- [Planning](#)

**City Advisory Committees:**

- [Senior Advisory Committee](#)
- [Youth Action Council](#)

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City of Morgan Hill | 17575 Peak Avenue | Morgan Hill, CA 95037 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!

**From:** [Nicholas Tan](#)  
**To:** [Caltrain BOD Public Support](#)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Complaint about flooding on the Caltrain Land behind my house  
**Date:** Monday, June 22, 2026 8:16:23 PM

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

Hi, any update on this?

On Thu, May 28, 2026 at 9:42 AM Nicholas Tan <[nicholastjs@gmail.com](mailto:nicholastjs@gmail.com)> wrote:  
Hi any update on this matter?

On Tue, Apr 21, 2026 at 16:01 Caltrain BOD Public Support <[CaltrainBODPublicSupport@caltrain.com](mailto:CaltrainBODPublicSupport@caltrain.com)> wrote:  
Dear Nicholas Tan,

Thank you for your message and for continuing to raise this concern.

As of 4-10-2026, this is still an ongoing issue. We have met with contractors at this location to assess conditions in the field, and we are currently waiting on a formal mitigation plan to address the drainage and flooding impacts.

Thank you for your follow up.

Kind regards,  
Your Caltrain BOD Public Support Team

---

**From:** Nicholas Tan <[nicholastjs@gmail.com](mailto:nicholastjs@gmail.com)>  
**Sent:** Tuesday, March 31, 2026 4:17 PM

**To:** Caltrain BOD Public Support <[CaltrainBODPublicSupport@caltrain.com](mailto:CaltrainBODPublicSupport@caltrain.com)>  
**Cc:** Board (@caltrain.com) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>  
**Subject:** Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

Is there any update on this? Is this just going to keep dragging on?

Thanks,  
Nicholas

On Thu, Feb 26, 2026 at 10:14 AM Caltrain BOD Public Support <[CaltrainBODPublicSupport@caltrain.com](mailto:CaltrainBODPublicSupport@caltrain.com)> wrote:  
Dear Nicholas Tran,

Your message to the Caltrain Board of Directors was forwarded to me for response. A copy of this correspondence will also be shared with the Board.

Thank you for following up and for sharing the photo. We understand your continued frustration, especially given the recurring nature of the standing water and the concerns about the stability of your backyard wall. The safety of your family is extremely important to us.

We are coordinating internally to ensure that a field visit either has occurred or is scheduled promptly so the issue can be properly evaluated and next steps clearly identified.

We sincerely apologize for the ongoing inconvenience and the lack of resolution to date. We appreciate your persistence in bringing this to our attention, and we are committed to addressing the matter more effectively moving forward.

Kind regards,

Your Caltrain BOD Public Support Team

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**From:** Nicholas Tan <[nicholastjs@gmail.com](mailto:nicholastjs@gmail.com)>  
**Sent:** Friday, February 20, 2026 4:23 PM  
**To:** Caltrain BOD Public Support <[CaltrainBODPublicSupport@caltrain.com](mailto:CaltrainBODPublicSupport@caltrain.com)>  
**Cc:** Board (@caltrain.com) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>  
**Subject:** Re: Complaint about flooding on the Caltrain Land behind my house

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

Hi,

Following up again on this issue. This rainy season, the land right behind my backyard floods every time it rains. See attached photo for the current condition.

I have been complaining for years, and each year I only receive empty promises that this issue will be mitigated. What will it take for you to really fix this? You are putting my backyard walls at significant risk of collapsing (one section has already collapsed), and that's a huge safety risk for my children.



On Thu, May 29, 2025 at 10:36 PM Nicholas Tan <[nicholastjs@gmail.com](mailto:nicholastjs@gmail.com)> wrote:  
Thank you Sarah for the update. I met with representative from Caltrain today, they stopped by my backyard and took a look at the situation, so they should have a good idea now.

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

Dear Nicholas Tan,

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

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

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

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

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

Best regards,  
Sarah Nabong

Your Caltrain BOD Public Support Team

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

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

Hi,

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

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

<1000025214.jpg>

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

Dear Nicholas Tan,

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

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

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

Best regards,

Your Caltrain BOD Public Support Team

**From:** Nicholas Tan <[nicholastis@gmail.com](mailto:nicholastis@gmail.com)>

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

**To:** Caltrain BOD Public Support <[CaltrainBODPublicSupport@caltrain.com](mailto:CaltrainBODPublicSupport@caltrain.com)>

**Cc:** Board (@[caltrain.com](mailto:caltrain.com)) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>

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

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

Hi Caltrain Team,

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

Thanks,  
Nicholas

On Apr 4, 2025, at 1:05 PM, Nicholas Tan <[nicholastis@gmail.com](mailto:nicholastis@gmail.com)> wrote:

Hi,

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

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

Thanks,  
Nicholas

<1000023577.jpg>

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

Dear Nicholas Tan,

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

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

Best regards,

Your Caltrain BOD Public Support Team

**From:** Nicholas Tan <[nicholastis@gmail.com](mailto:nicholastis@gmail.com)>

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

**To:** Caltrain BOD Public Support <[CaltrainBODPublicSupport@caltrain.com](mailto:CaltrainBODPublicSupport@caltrain.com)>

**Cc:** Board (@[caltrain.com](mailto:caltrain.com)) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>

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

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

Hi,

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

Thanks,  
Nicholas

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

Dear Nicholas Tan,

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

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

Best regards,

Your Caltrain BOD Public Support Team

**From:** Nicholas Tan <[nicholastis@gmail.com](mailto:nicholastis@gmail.com)>

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

**To:** Caltrain BOD Public Support <[CaltrainBODPublicSupport@caltrain.com](mailto:CaltrainBODPublicSupport@caltrain.com)>

**Cc:** Board (@[caltrain.com](mailto:caltrain.com)) <[BoardCaltrain@samtrans.com](mailto:BoardCaltrain@samtrans.com)>

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

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

Hi,

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

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

Please act quickly before things get a lot worse.

Thanks,  
Nicholas

<1000009804.jpg>

<1000009802.jpg>

<1000009803.jpg>

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

Dear Nicholas Tan,

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

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

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

Best regards,

Your Caltrain BOD Public Support Team

---

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

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

Hi Sarah,

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

Thanks,  
Nicholas

<PXL\_20250216\_231417869.PANO.jpg><PXL\_20250216\_231438547.PANO.jpg><PXL\_20250216\_231554912.PANO.jpg>

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

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

Thanks,  
Nicholas

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

Dear Nicholas Tan,

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

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

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

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

Best regards,

**Sarah Nabong, Customer Service Representative 2**  
[1250 San Carlos Ave San Carlos, CA 94070](https://www.caltrain.com)  
Websites: [Caltrain](https://www.caltrain.com) | [SamTrans](https://www.samtrans.com) | [TA](https://www.ta.com)  
<image001.png>

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

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

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

Hi,

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

This year during the rain season, water start to accumulate again. The last time there's rain was more than two

weeks ago, and there's still a good size pond right behind my house.

This will cause three significant safety risks:

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

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

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

Thanks,  
Nicholas

<image002.jpg>

<image003.jpg>

<image004.jpg>

<image005.jpg>

**From:** [Brian Silverman](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Public comment: unacceptable inaccurate communications around Mountain View Station BikeLink closures  
**Date:** Tuesday, June 23, 2026 9:04:47 AM

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Some people who received this message don't often get email from bsilver16384@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,

An update: the bike lockers were largely closed this morning, except for a few that look like mistakes. Again, this is hours after any of the posted times for reopening.

Brian

On Thu, Jun 18, 2026, 11:26 PM Brian Silverman <[bsilver16384@gmail.com](mailto:bsilver16384@gmail.com)> wrote:

Hello,

As you know, the Mountain View Station BikeLink lockers are being closed for the FIFA games. The communication around these closures has been inaccurate, which is completely unacceptable. I attempted to retrieve my bicycle earlier tonight, over an hour before the closure time posted on the locker, and was unable to. Even after waiting on a call with BikeLink support for 15 minutes, I was informed that there is no way to retrieve my bike tonight.

There have been three different closure times communicated, and apparently none of them are accurate:

\* <https://www.caltrain.com/worldcup26> says "Please note that bike lockers at the Mountain View Station will be closed four hours before and after each game."

\* The email I received from BikeLink says "the BikeLink eLockers at Caltrain's Mountain View Station be temporarily closed on the following dates during the World Cup", and <https://www.caltrain.com/alerts> (which is displayed on station information signs and announced out loud) says "Mountain View bike lockers closed on FIFA game days."

\* The sign posted on the locker says "Fri., June 19 at 12 a.m. through Sat., June 20 at 2 a.m. PDT" (along with corresponding dates and times for the other games).

I attempted to retrieve my bike around 10:30 PM on today, June 18, and was unable to do so.

This is a big problem for me. I get around on public transit and with my bicycle, I do not have a car. This means that I am going to waste, at a minimum, over an hour dealing with this:

\* 15 minutes on a phone call tonight, in a dark and empty train station

\* 15 minutes walking home, through dark streets

\* 15 minutes walking to the train station tomorrow, missing my usual train and being late to work

\* 15 minutes walking home tomorrow

\* 15 minutes walking back to the train station sometime this weekend, after canceling my weekend plans to retrieve my bike so I'm not late to work again on Monday

Obviously I wish you didn't close the lockers in the first place. It seems like any security concerns can be addressed by some of the dozens of law enforcement officers who can all look inside the mesh-sided lockers, just like they can look inside the trash cans and shelters on the platform. Perhaps you can work with your security partners to only close the solid-sided lockers and leave the mesh-sided ones open during future events? However, if you do feel it is necessary to close them (and drive away your regular riders in favor of tourists who will ride exactly twice), I can plan around that by adjusting my working hours, taking my bike to my destination, etc. But it is impossible to plan around this if you fail to provide accurate information.

I hope you can do better next week. I will extremely disappointed if you fail to do better for future events.

Yours,  
Brian

**From:** [Denys Kurylenko](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Improve fare validation at the gates at San Francisco station  
**Date:** Tuesday, June 23, 2026 5:38:51 PM

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Some people who received this message don't often get email from denys.kurylenko@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 Members,

I'm writing about the current ticket-checking process at the San Francisco station.

Right now, passengers who have already tapped their Clipper card or mobile wallet before boarding are still being funneled into a manual fare-check line. Staff then attempt to verify passes or mobile taps using scanners, but the cloud-based validation system is too slow for this to work efficiently. It can take several seconds per passenger, which creates long lines for people who have already paid.

In practice, the validation process feels performative rather than effective. Conductors appear to scan phones, but because the system is slow, they often do not wait for the cloud validation result to come back. There simply is not enough time to fully verify every passenger this way before departure. Then, in the final few minutes before the train leaves, the line is often released and everyone is allowed through anyway.

This means passengers like me arrive 10–15 minutes early only to stand in a line that does not appear to provide meaningful fare enforcement or reduce fare evasion. It adds friction without adding real value.

**This is direct effect of Clipper 2.0 that slowed validation process significantly.**

I strongly suggest Caltrain change this process:

- 1. Move tap validators to the boarding gates.**  
Tapping is fast and already serves as fare validation. It should not require a second manual check.
- 2. Create separate lanes.**  
One lane could be for passengers using Clipper or mobile tap, and another lane could be for paper tickets or cases requiring manual review.
- 3. Modernize paper tickets with fast NFC validation.**  
If paper tickets still need manual inspection, Caltrain should consider issuing tickets with some form of NFC or contactless validation, so they can be checked quickly at the gate like Clipper or mobile payments.

The current process is not scalable, especially at a major terminal station. It slows down boarding, frustrates riders, and creates the appearance of enforcement without consistently performing actual validation. A faster gate-based process would be more efficient for passengers, staff, and Caltrain operations.

Thank you for your consideration.

Sincerely,

Denys Kurylenko

**From:** [Caltrain BOD Public Support](#)  
**To:** [denys.kurylenko@gmail.com](mailto:denys.kurylenko@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](#)  
**Subject:** Re: Improve fare validation at the gates at San Francisco station  
**Date:** Thursday, June 25, 2026 2:55:14 PM

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Dear Denys Kurylenko,

Thank you for taking the time to share your feedback regarding the boarding process at San Francisco Station.

We understand your concerns regarding fare inspections and the boarding experience, particularly during peak commute hours. Our crews currently conduct fare inspections before boarding at San Francisco Station to help ensure passengers have valid proof of payment before entering the train. We recognize that this process can result in longer lines during periods of high passenger volume.

We appreciate your suggestions regarding gate-based validation, separate boarding lanes, staff deployment, and the use of handheld scanners. Your comments have been shared with the appropriate department for review as we continue to evaluate ways to improve the boarding experience and reduce delays for our customers.

Thank you again for your thoughtful feedback and for riding Caltrain.

Sincerely,

Your Caltrain BOD Public Support Team

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**From:** Board (@caltrain.com) <BoardCaltrain@samtrans.com>  
**Sent:** Tuesday, June 23, 2026 5:38 PM  
**To:** Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>  
**Subject:** FW: Improve fare validation at the gates at San Francisco station

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**From:** Denys Kurylenko <denys.kurylenko@gmail.com>  
**Sent:** Wednesday, June 24, 2026 12:38:32 AM (UTC+00:00) Monrovia, Reykjavik  
**To:** Board (@caltrain.com) <board@caltrain.com>  
**Cc:** Board (@caltrain.com) <BoardCaltrain@samtrans.com>  
**Subject:** Improve fare validation at the gates at San Francisco station

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

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Thank you for your consideration.

Sincerely,

Denys Kurylenko