



JPB Board of Directors
Meeting of August 6, 2026

Correspondence as of July 10, 2026

Subject

1. FOLLOW-UP: Formal Petition for Sound Barrier along Central Expressway - Rex Manor Bonny Street and Beatrice Street Neighborhood of Mountain View
2. Disruptive electric train horn
3. Formal Petition for Sound Barrier along Central Expressway - Rex Manor Bonny Street and Beatrice Street Neighborhood of Mountain View – *County of Santa Clara Roads and Airports Department, Acting Deputy Director of Infrastructure Development, response*
4. Re: Caltrain Lawrence Station Info and Bowers/Walsh Shuttle Discussion
5. RE: Caltrain Lawrence Station Info and Bowers/Walsh Shuttle Discussion – *TDM Specialists, Senior Program Coordinator, response*
6. Failure of Caltrain and Clipper to Honor Published Refund Policy
7. Fw: Disruptive electric train horn
8. Re: Ongoing Diesel Locomotive Idling at San Jose Diridon Station - Coupled to Amtrak Trains This Week – *Staff response*
9. This guy is a worker threatened mem
10. Re: This guy is a worker threatened mem
11. Request for Board Clarification Regarding Executive Consulting and Guadalupe River Bridge Project Financial Oversight
12. VTA's BART Silicon Valley Phase II Extension Project – Summer 2026 Newsletter
13. Cal/OSHA D-Letter re: Complaint #2461516

From: [Yukun Chen](#)
To: [Caltrain BOD Public Support Board \(@caltrain.com\)](#); [Kmak, Rocelia](#); [city.clerk@mountainview.gov](#); [Freitas, Harry](#); [District5](#)
Cc: [Board \(@caltrain.com\)](#); [Kmak, Rocelia](#); [city.clerk@mountainview.gov](#); [Freitas, Harry](#); [District5](#)
Subject: FOLLOW-UP: Formal Petition for Sound Barrier along Central Expressway - Rex Manor Bonny Street and Beatrice Street Neighborhood of Mountain View
Date: Saturday, June 27, 2026 9:48:52 PM

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

Subject: FOLLOW-UP: Formal Neighborhood Petition - Central Expressway Noise & Safety (Rex Manor)

Dear Director Harry, Acting Director Rocelia, and Caltrain BOD Support Team,

I hope this email finds you well.

It has been one month since our last correspondence regarding the Rex Manor neighborhood's formal petition for noise mitigation and safety barriers along the Central Expressway corridor.

As our community continues to experience compound noise levels reaching 67 dBA following the **2025 Caltrain service expansion**, we are writing to respectfully request an update on the internal reviews and collaborative efforts previously mentioned:

1.

For Santa Clara County Roads & Airports: Have there been any preliminary discussions regarding adding this corridor to future **Capital Improvement Program (CIP)** planning, or any progress in identifying specific state/federal grant opportunities for noise data verification?

2.

For Caltrain: Has your review team completed its assessment of the post-electrification environmental and noise impacts radiating into our residential zone?

3.

Inter-Agency Collaboration: Have the County, Caltrain, and the **City of Mountain View** initiated any joint dialogues to explore cost-sharing mechanisms for this critical infrastructure gap?

Our neighborhood remains highly engaged and deeply concerned about the ongoing

safety liabilities of the current chain-link fence and the escalating noise impacts. We would highly appreciate a brief status update or an estimated timeline for when the Department/Board can share its initial findings with the residents.

Thank you for your continued attention to this matter.

Sincerely,

Yukun Chen On behalf of the Rex Manor residents

On Wed, May 27, 2026 at 7:28 PM Yukun Chen <cykustc@gmail.com> wrote:

Dear Caltrain BOD Public Support Team,

Thank you for your response and for documenting our community's concerns, particularly regarding the increased noise impacts following Caltrain's landmark electrification and service expansion.

Since your team has kindly forwarded this issue to the appropriate parties for review, and given that the Santa Clara County Roads & Airports Department recently indicated a lack of immediate funding for a comprehensive noise evaluation, we respectfully request Caltrain's active involvement on the following fronts:

1.

Inter-Agency Mitigation Data: Will Caltrain share its post-electrification environmental impact data or recent acoustic monitoring with the County Roads & Airports Department to assist them in evaluating this corridor's immediate needs?

2.

Joint Grant Opportunities: Since the service expansion is a primary driver of the compound noise levels affecting Rex Manor, will Caltrain partner with Santa Clara County and the City of Mountain View to jointly pursue California State or Federal Railroad Administration (FRA) mitigation grants for this segment?

3.

Compound Noise Impact Review: While our immediate chain-link fence separates our neighborhood from Central Expressway, the increased horn and track noise from the Caltrain corridor directly opposite the expressway travels completely unobstructed into our homes. We urge your review team to assess how Caltrain's expanded operations have compounded the corridor's overall environmental impact on adjacent residential zones.

CC: Supervisor Margaret Abe-Koga, District 5 (Santa Clara County Board of Supervisors) , Mountain View City Council: We thank the County's Infrastructure Development division, **Supervisor Margaret**, and the **Mountain View City Council** for staying engaged. We hope this recognition from Caltrain serves as a catalyst for a collaborative, multi-agency effort to fund and install the necessary sound attenuation and security infrastructure for our community.

We look forward to an update from the reviewing parties.

Sincerely,

Yukun Chen On behalf of the Rex Manor residents

On Tue, May 26, 2026 at 4:20 PM Caltrain BOD Public Support
<CaltrainBODPublicSupport@caltrain.com> wrote:

Dear Yukun Chen,

Thank you for sharing this detailed request regarding a proposed permanent masonry sound wall along Central Expressway near the Rex Manor neighborhood in Mountain View.

We have documented your concerns, including the reported noise levels, safety considerations, infrastructure comparisons, and the impact of increased Caltrain service following electrification.

This feedback was forwarded to the appropriate parties for review. Thank you for taking the time to provide such a thorough account of the issue and community perspective.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <Board@caltrain.com>

Sent: Sunday, May 10, 2026 11:52 AM

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

Subject: FW: URGENT: Formal Petition for Sound Barrier along Central Expressway - Rex Manor Bonny Street and Beatrice Street Neighborhood of Mountain View

From: Yukun Chen <cykustc@gmail.com>
Sent: Sunday, May 10, 2026 6:51:21 PM (UTC+00:00) Monrovia, Reykjavik
To: director@countyroads.org <director@countyroads.org>
Cc: District5@bos.sccgov.org <District5@bos.sccgov.org>; city.clerk@mountainview.gov <city.clerk@mountainview.gov>; Board (@caltrain.com) <Board@caltrain.com>
Subject: URGENT: Formal Petition for Sound Barrier along Central Expressway - Rex Manor Bonny Street and Beatrice Street Neighborhood of Mountain View

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

TO: Director Harry of Roads and Airports Santa Clara County Roads and Airports Department

CC: Supervisor Margaret, District 5; Mountain View City Council; Caltrain Board of Directors

Dear Director and Honorable Supervisors,

I am writing to formally request a comprehensive noise and safety evaluation for the installation of a permanent masonry sound wall along the section of **Central Expressway** bordering the **Mountain mountain View Rex Manor** neighborhood, specifically between **Farley Street** and **Beatrice Street**.

Our community is uniquely positioned between two major transit arteries: **Central Expressway** and the **Caltrain corridor**. This creates a compounded noise environment that severely impacts the health, safety, and quiet enjoyment of our homes. Currently, our neighborhood is separated from these high-speed corridors only by a basic chain-link fence and ivy, which is insufficient for the following reasons:

- **Documented Excessive Noise Levels:** Based on initial noise monitoring conducted at our property line during peak hours, ambient noise levels have consistently reached **67 decibels (dBA)**. This level meets the threshold for "noise impact" under federal and state guidelines (23 CFR 772). This compounded noise environment—the constant tire roar from the expressway combined with frequent Caltrain operations—severely impacts the health and quiet enjoyment of our homes. (See Attachment A)
- **Infrastructure Inconsistency and Inequality:** There is a stark disparity in the County's infrastructure along this corridor. Neighboring residential segments along Central Expressway have already been equipped with standard masonry sound walls, while our stretch remains neglected. We request the same level of

environmental protection and infrastructure investment afforded to our neighbors. (See Attachment B and C)

- **Critical Safety and Liability:** A simple chain-link fence offers no structural protection against high-speed vehicle runoff accidents from the expressway. Furthermore, the lack of a reinforced barrier poses a significant liability risk should unauthorized pedestrians or pets breach the fence and enter the high-speed expressway or the adjacent live train tracks.
- **2025 Caltrain Service Expansion:** Following the full implementation of Caltrain's electrification and the **significant service expansion in 2025**, the frequency of train operations past our neighborhood has nearly doubled. This increased service volume means our community is now subjected to near-constant noise and vibration throughout the day, leaving zero intervals of quiet. The pre-2025 noise environment has fundamentally changed, necessitating a new, updated acoustic study.

We believe that closing this "gap" in the sound-wall system is a matter of public safety and equity. We respectfully request that the County Roads and Airports Department, in coordination with Caltrain where applicable, conduct a formal assessment of this site.

We also urge the **City of Mountain View** to actively advocate on behalf of its residents by formally supporting this request to the County. As our primary municipal representatives, your endorsement is critical in ensuring that our neighborhood receives the same environmental and safety standards as other sections of the Central Expressway corridor.

I look forward to your written response regarding the timeline for this evaluation and the steps our neighborhood can take to support this essential infrastructure improvement.

Attached is a formal petition signed by residents of **Rex Manor Bonny Street and Beatrice Street Neighborhood of Mountain View**. We have already sent the original petition with "wet signatures" to the Santa Clara County Roads and Airports Department via certified mail (Tracking # 9589071052702588399191).

We look forward to your response.

Sincerely,

Yukun Chen On behalf of the **Rex Manor Bonny Street and Beatrice Street** residents

From: autumnflower443@yahoo.com
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Disruptive electric train horn
Date: Monday, June 29, 2026 6:54:17 AM

Some people who received this message don't often get email from autumnflower443@yahoo.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 Members of the Caltrain Board of Directors,

I am writing to formally lodge a noise complaint regarding the severe disruption caused by the new electric train horns near the Belmont Caltrain Station. I live near the intersection of El Camino Real and Davey Glen Road in Belmont.

While I understand that this section of the track is grade-separated, the high-frequency, 110-decibel station-arrival blasts from the new electric fleet are incredibly loud and pierce directly into nearby residences. The intensity of these new horns is significantly more disruptive than the previous diesel trains, severely impacting the quality of life, sleep, and well-being of residents in this neighborhood. Additionally, late-night freight and maintenance train horn volumes continue to cause significant sleep disruption during the early morning hours.

I urge the Board to review the current horn volume settings on the new electric fleet, explore lower-frequency alternatives that do not carry as harshly into residential walls, and strictly enforce minimized horn usage at grade-separated station approaches during late-night and early-morning hours.

Thank you for your time, attention to this matter, and commitment to being a good neighbor to the Peninsula communities you serve.

Sincerely,

Concerned Resident
364 Malcolm Ave
Belmont Ca 94002

[Sent from Yahoo Mail on Android](#)

From: [Kmak, Rocelia](#)
To: [Yukun Chen](#); [Caltrain BOD Public Support](#)
Cc: [Board \(@caltrain.com\)](#); [city.clerk@mountainview.gov](#); [Freitas, Harry](#); [District5](#); [Kumar, Sal](#)
Subject: Formal Petition for Sound Barrier along Central Expressway - Rex Manor Bonny Street and Beatrice Street Neighborhood of Mountain View
Date: Monday, June 29, 2026 7:31:19 AM

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

Good Morning, Yukun,

Thank you for your follow-up email regarding the request for a sound barrier along Central Expressway.

You asked for a brief status update or an estimated timeline for when the Department can share its initial findings with residents. At this time, we do not have any new information to provide. As we mentioned earlier, we currently do not have sufficient funding to complete the comprehensive noise and safety evaluation that has been requested.

The County's budget for Fiscal Year 2027 was recently adopted by the Board of Supervisors. Our Department will begin preparing the next fiscal year's budget this winter, and we will consider including funding for a noise evaluation. However, please note that available funds are limited, and any budget request must be prioritized alongside many other community needs.

We appreciate your continued engagement and your communication with our Department. We also want to introduce our new Deputy Director of Infrastructure Development, Sal Kumar, who is copied on this email. Please feel free to include him in any future correspondence.

Thank you,

Rocelia

From: Yukun Chen <cykustc@gmail.com>

Sent: Saturday, June 27, 2026 9:49 PM

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

Cc: Board (@caltrain.com) <Board@caltrain.com>; Kmak, Rocelia <rocelia.kmak@rda.sccgov.org>; city.clerk@mountainview.gov; Freitas, Harry <harry.freitas@rda.sccgov.org>; District5 <District5@BOS.SCCGOV.ORG>

Subject: [EXTERNAL] FOLLOW-UP: Formal Petition for Sound Barrier along Central Expressway - Rex Manor Bonny Street and Beatrice Street Neighborhood of Mountain View

Subject: FOLLOW-UP: Formal Neighborhood Petition - Central Expressway Noise &

Safety (Rex Manor)

Dear Director Harry, Acting Director Rocelia, and Caltrain BOD Support Team,

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Our neighborhood remains highly engaged and deeply concerned about the ongoing safety liabilities of the current chain-link fence and the escalating noise impacts. We would highly appreciate a brief status update or an estimated timeline for when the Department/Board can share its initial findings with the residents.

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Sent: Sunday, May 10, 2026 11:52 AM

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To: director@countyroads.org <director@countyroads.org>

Cc: District5@bos.sccgov.org <District5@bos.sccgov.org>; city.clerk@mountainview.gov <city.clerk@mountainview.gov>; Board (@caltrain.com) <Board@caltrain.com>

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We look forward to your response.

Sincerely,

Yukun Chen On behalf of the **Rex Manor Bonny Street and Beatrice Street** residents

From: Prado Manager <pradomgr@greystar.com>
Sent: Monday, June 29, 2026 12:53 PM
To: Elizabeth Hughes; 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; 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; dcushing@vantagedatacenters.com; twhite@vantagedatacenters.com; taylor.santillian@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

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

Good afternoon,

I wanted to follow up regarding the discussion around reestablishing the Bowers/Walsh shuttle connection to the Lawrence Caltrain Station. Have there been any further conversations or updates on this effort? Thank you, and I look forward to hearing from you.

Kindly,
Taylor Santillan | Community Manager
Prado Apartments | 3560 Rambla Place | Santa Clara, CA 95051
o (408) 737-7045 | prado@greystar.com
liveprado.com | Facebook | Twitter
Proudly managed by [Greystar™](#)

Days off are Saturday & Sunday.

Please consider the environment before printing this e-mail.

From: Elizabeth Hughes <ElizabethHughes@GallowayUS.com>
Sent: Friday, June 19, 2026 10:32 AM
To: Kelley Shanks <ShanksK@samtrans.com>
Cc: Lance_Mace@amat.com <Lance_Mace@amat.com>; Scott_Antes@amat.com <Scott_Antes@amat.com>;

Tanmai_Bhogaraj@amat.com <Tanmai_Bhogaraj@amat.com>; Vicki_Sundstrom@contractor.amat.com <Vicki_Sundstrom@contractor.amat.com>; JohnA@samtrans.com <JohnA@samtrans.com>; silvase@samtrans.com <silvase@samtrans.com>; Kelley Shanks <ShanksK@samtrans.com>; Ben Duffey <Ben.Duffey@ehealth.com>; susie.sikarez@intel.com <susie.sikarez@intel.com>; joy.bowman@intel.com <joy.bowman@intel.com>; shawna.y.meloun@intel.com <shawna.y.meloun@intel.com>; Aleksander.Voronin@intusurg.com <Aleksander.Voronin@intusurg.com>; 'Brian Stoelker' <bstoelker@irvinecompany.com>; thedrick@irvinecompany.com <thedrick@irvinecompany.com>; Nuevo-Living <commute@nuevo-living.com>; Natanya Bone <NatanyaBone@GallowayUS.com>; achoi@nvidia.com <achoi@nvidia.com>; Brant Carter <BCarter@nvidia.com>; Mel Delmundo <MDelMundo@nvidia.com>; jcowan@nvidia.com <jcowan@nvidia.com>; TCordeiro@nvidia.com <TCordeiro@nvidia.com>; ashuja@paloaltonetworks.com <ashuja@paloaltonetworks.com>; Corinne Garcia-Matthews <cgarciamat@paloaltonetworks.com>; Tom Willow <twillow@paloaltonetworks.com>; chadh@qualcomm.com <chadh@qualcomm.com>; gnichols@qualcomm.com <gnichols@qualcomm.com>; kimf@qualcomm.com <kimf@qualcomm.com>; ptf@qualcomm.com <ptf@qualcomm.com>; Rick Lloyd <rlloyd@qualcomm.com>; Zoltan Biacs <zbiacs@qti.qualcomm.com>; Elizabeth Hughes <ElizabethHughes@GallowayUS.com>; dcushing@vantagedatacenters.com <dcushing@vantagedatacenters.com>; twhite@vantagedatacenters.com <twhite@vantagedatacenters.com>; taylor.santillian@greystar.com <taylor.santillian@greystar.com>; Prado Manager <pradomgr@greystar.com>; mariesol.antioquia@liveamc.com <mariesol.antioquia@liveamc.com>; Sofia.mgr@liveamc.com <Sofia.mgr@liveamc.com>; Dillon Graber <dillon.graber@seabreezemgmt.com>; jadrian@intempus.net <jadrian@intempus.net>; WWang@Intempus.net <WWang@Intempus.net>; Mariella Jimenea <mariella.jimenea@seabreezemgmt.com>; aromero@kpcu.com <aromero@kpcu.com>; kcruz@kpcu.com <kcruz@kpcu.com>; rlouie@kpcu.com <rlouie@kpcu.com>; ancardenas@kpcu.com <ancardenas@kpcu.com>; info@herstudio.com <info@herstudio.com>; sunnyvale@stretchlab.com <sunnyvale@stretchlab.com>; annie@zoomroom.com <annie@zoomroom.com>; Oh, Simon <OhS@samtrans.com>; Guevarra, Dino <Fernandino.Guevarra@vta.org>; VTA Marketing <market.development@vta.org>; Casey Rusk <ruskc@samtrans.com>; Lisa Peabody <peabodyl@samtrans.com>; PriscillaK@capitolcorridor.org <PriscillaK@capitolcorridor.org>; bakerj@caltrain.com <bakerj@caltrain.com>; dhaliwaln@caltrain.com <dhaliwaln@caltrain.com>; construction@caltrain.com <construction@caltrain.com>; publiccomment@caltrain.com <publiccomment@caltrain.com>; board@caltrain.com <board@caltrain.com>; Yee, Brandon <brandon.yee@jll.com>; Brown, Collette @ San Jose <collette.brown@cbre.com>; Schulman, Yumi @ San Jose <yumi.schulman@cbre.com>
Subject: [EXTERNAL] RE: Caltrain Lawrence Station Info and Bowers/Walsh Shuttle Discussion

Hello Kelley,

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

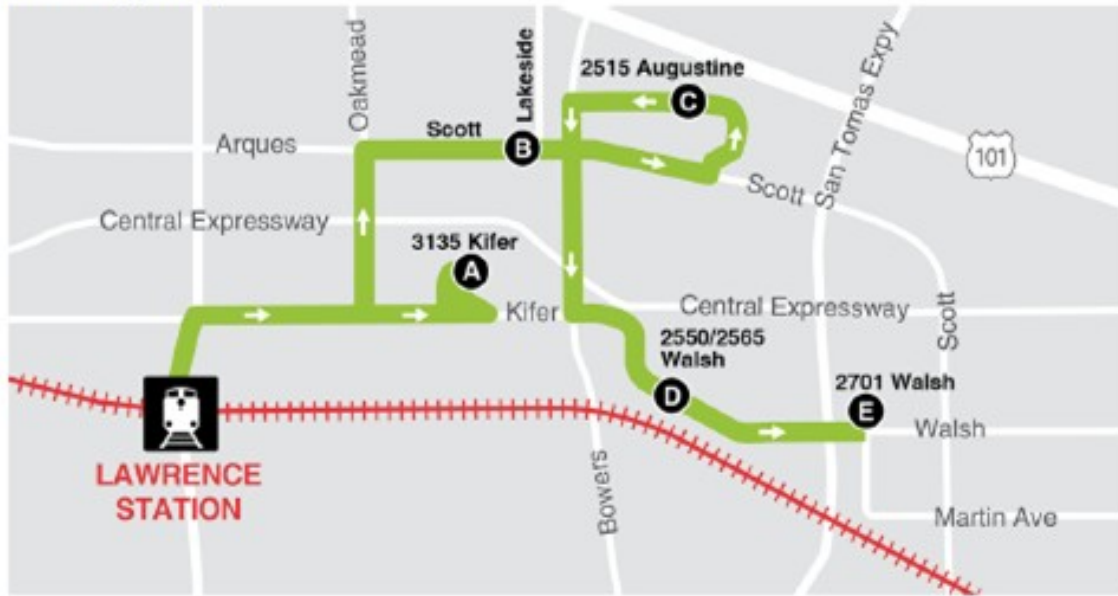
Attached is an updated list of employers and property managers in Santa Clara that have expressed interest in restoring the Bowers/Walsh Shuttle service serving the Lawrence Caltrain Station area. We have been trying for a long time to establish a shared shuttle for connectivity to the Caltrain Station.

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



Elizabeth Hughes

SR. TDM PROJECT MANAGER

O 650.477.1961 C 408.420.2411

ElizabethHughes@GallowayUS.com

GallowayUS.com | 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 <gagonzaes@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



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From: Kelley Shanks <ShanksK@samtrans.com>
Sent: Monday, September 15, 2025 5:55 AM
To: Elizabeth Hughes <Elizabeth.Hughes@tdmspecialists.com>
Cc: Natanya Bone <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>
Sent: Monday, September 15, 2025 12:35:40 AM
To: Kelley Shanks <ShanksK@samtrans.com>
Cc: Natanya Bone <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. [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,

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

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>
Sent: Monday, August 25, 2025 12:41
To: Simon Oh <OhS@samtrans.com>
Cc: Natanya Bone <natanya.bone@tdmspecialists.com>; Casey Rusk <RuskC@samtrans.com>; Lisa Peabody <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.
408-420-2411
916-214-4307

www.tdmspecialists.com



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From: Simon Oh <OhS@samtrans.com>
Sent: Monday, August 25, 2025 12:35 PM
To: Elizabeth Hughes <Elizabeth.Hughes@tdmspecialists.com>
Cc: Natanya Bone <natanya.bone@tdmspecialists.com>; Casey Rusk <RuskC@samtrans.com>; Lisa Peabody <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>

Sent: Monday, August 25, 2025 12:16

To: Simon Oh <OhS@samtrans.com>

Cc: Natanya Bone <natanya.bone@tdmspecialists.com>; Casey Rusk <RuskC@samtrans.com>; Lisa Peabody <PeabodyL@samtrans.com>

Subject: Lawrence Station Info and Bowers/Walsh Shuttle Discussion

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

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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

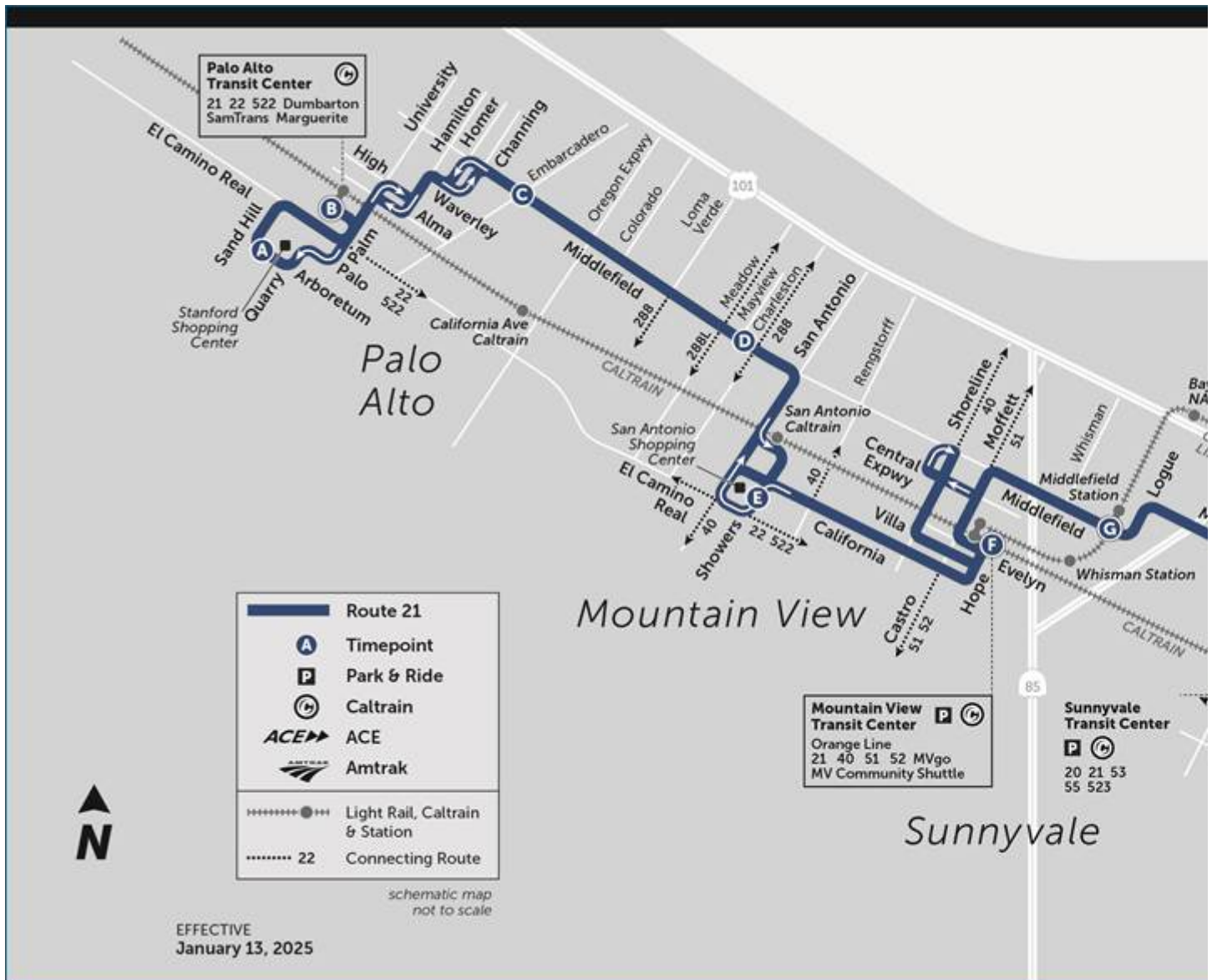

Pay Phone

Location Type
1

Transit Connections

 VTA 21 

 VTA ACE Gray 



Regards,

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

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From: Natanya Bone <NatanyaBone@GallowayUS.com>
Sent: Tuesday, June 30, 2026 11:22 AM
To: Prado Manager; Elizabeth Hughes; 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; 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; 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; dcushing@vantagedatacenters.com; twhite@vantagedatacenters.com; taylor.santillian@greystar.com; mariesol.antioquia@liveamc.com; Sofia.mgr@liveamc.com; Dillon Graber; jadrian@intempus.net; WWang@Intempus.net; Mariella Jimenea; aromero@kpcu.com; kcruez@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; Catherine David; Tyree, Jay; Baltazar Lopez; Kelley Shanks; Elizabeth Hughes; Natanya Bone
Subject: RE: Caltrain Lawrence Station Info and Bowers/Walsh Shuttle Discussion

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Hi Taylor,

Happy Tuesday.

Thank you for your email. Please see the update below, which is being shared with all interested stakeholders.

Hi Everyone,

At this time, Caltrain has confirmed that it is unable to provide a shuttle connection between the Bowers/Walsh area and the Lawrence Caltrain Station.

As an alternative, outreach has been made to VTA to explore opportunities to improve connectivity in the area. VTA has agreed to meet with interested stakeholders to discuss potential options and how a shuttle service or bus route could coordinate with the existing transit network at Lawrence Station.

VTA has proposed the following meeting times during the week of July 6:

- Tuesday, July 7 at **11:00 a.m.**
- Tuesday, July 7 at **4:00 p.m.**
- Thursday, July 9 at **10:00 a.m.**

This meeting will provide a valuable opportunity for employers, property managers, VTA representatives, and other stakeholders to connect and discuss the steps needed to establish a shuttle or transit service between the Bowers/Walsh area and the Lawrence Caltrain Station. It will also provide an opportunity to identify potential partners, available resources, and next steps for moving this effort forward.

If you are interested in participating, please reply directly to [Jay Tyree](#) with the date and time that work best for your schedule.

VTA is willing to discuss opportunities for transit network coordination and connect stakeholders with the appropriate regional partners and resources that may help advance this effort.

Thank you!

Best regards,

Natanya Bone



Natanya Bone

SR. TDM PROGRAM COORDINATOR

☎ 650.477.1961 ☎ 707.250.7573

NatanyaBone@GallowayUS.com

GallowayUS.com | tdmspecialists.com

From: Prado Manager <pradomgr@greystar.com>

Sent: Monday, June 29, 2026 12:53 PM

To: Elizabeth Hughes <ElizabethHughes@GallowayUS.com>; Kelley Shanks <ShanksK@samtrans.com>

Cc: Lance_Mace@amat.com; Scott_Antes@amat.com; Tanmai_Bhogaraj@amat.com;

Vicki_Sundstrom@contractor.amat.com; JohnA@samtrans.com; silvase@samtrans.com; Ben Duffey

<Ben.Duffey@ehealth.com>; susie.sikarez@intel.com; joy.bowman@intel.com; shawna.y.meloun@intel.com;

Aleksander.Voronin@intusurg.com; 'Brian Stoelker' <bstoelker@irvinecompany.com>; thedrick@irvinecompany.com;

Nuevo-Living <commute@nuevo-living.com>; Natanya Bone <NatanyaBone@GallowayUS.com>; achoi@nvidia.com;

Brant Carter <BCarter@nvidia.com>; Mel Delmundo <MDelMundo@nvidia.com>; jcowan@nvidia.com;

TCordeiro@nvidia.com; ashuja@paloaltonetworks.com; Corinne Garcia-Matthews

<cgarciamat@paloaltonetworks.com>; Tom Willow <twillow@paloaltonetworks.com>; chadh@qualcomm.com;

gnichols@qualcomm.com; kimf@qualcomm.com; ptf@qualcomm.com; Rick Lloyd <rlloyd@qualcomm.com>; Zoltan

Biacs <zbiacs@qti.qualcomm.com>; dcushing@vantagedatacenters.com; twhite@vantagedatacenters.com;

taylor.santillan@greystar.com; mariesol.antioquia@liveamc.com; Sofia.mgr@liveamc.com; Dillon Graber

<dillon.graber@seabreezemgmt.com>; jadrian@intempus.net; WWang@Intempus.net; Mariella Jimenea

<mariella.jimenea@seabreezemgmt.com>; aromero@kpcu.com; kcruz@kpcu.com; rlouie@kpcu.com;

ancardenas@kpcu.com; info@herstudio.com; sunnyvale@stretchlab.com; annie@zoomroom.com; Oh, Simon

<OhS@samtrans.com>; Guevarra, Dino <Fernandino.Guevarra@vta.org>; VTA Marketing

<market.development@vta.org>; Casey Rusk <ruskc@samtrans.com>; Lisa Peabody <peabodyl@samtrans.com>;

PriscillaK@capitolcorridor.org; bakerj@caltrain.com; dhaliwaln@caltrain.com; construction@caltrain.com;

publiccomment@caltrain.com; board@caltrain.com; Yee, Brandon <brandon.yee@jll.com>; Brown, Collette @ San Jose <collette.brown@cbre.com>; Schulman, Yumi @ San Jose <yumi.schulman@cbre.com>

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

Good afternoon,

I wanted to follow up regarding the discussion around reestablishing the Bowers/Walsh shuttle connection to the Lawrence Caltrain Station. Have there been any further conversations or updates on this effort? Thank you, and I look forward to hearing from you.

Kindly,

Taylor Santillan | Community Manager

Prado Apartments | 3560 Rambla Place | Santa Clara, CA 95051

o (408) 737-7045 | prado@greystar.com

liveprado.com | Facebook | Twitter

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From: Elizabeth Hughes <ElizabethHughes@GallowayUS.com>

Sent: Friday, June 19, 2026 10:32 AM

To: Kelley Shanks <ShanksK@samtrans.com>

Cc: Lance_Mace@amat.com <Lance_Mace@amat.com>; Scott_Antes@amat.com <Scott_Antes@amat.com>; Tanmai_Bhogaraj@amat.com <Tanmai_Bhogaraj@amat.com>; Vicki_Sundstrom@contractor.amat.com <Vicki_Sundstrom@contractor.amat.com>; JohnA@samtrans.com <JohnA@samtrans.com>; silvase@samtrans.com <silvase@samtrans.com>; Kelley_Shanks@samtrans.com <Kelley_Shanks@samtrans.com>; Ben.Duffey@ehealth.com <Ben.Duffey@ehealth.com>; susie.sikarez@intel.com <susie.sikarez@intel.com>; joy.bowman@intel.com <joy.bowman@intel.com>; shawna.y.meloun@intel.com <shawna.y.meloun@intel.com>; Aleksander.Voronin@intusurg.com <Aleksander.Voronin@intusurg.com>; 'Brian Stoelker' <bstoelker@irvinecompany.com>; thedrick@irvinecompany.com <thedrick@irvinecompany.com>; Nuevo-Living <commute@nuevo-living.com>; Natanya Bone <NatanyaBone@GallowayUS.com>; achoi@nvidia.com <achoi@nvidia.com>; Brant Carter <BCarter@nvidia.com>; Mel Delmundo <MDelMundo@nvidia.com>; jcowan@nvidia.com <jcowan@nvidia.com>; TCordeiro@nvidia.com <TCordeiro@nvidia.com>; ashuja@paloaltonetworks.com <ashuja@paloaltonetworks.com>; Corinne Garcia-Matthews <cgarciamat@paloaltonetworks.com>; Tom Willow <twillow@paloaltonetworks.com>; chadh@qualcomm.com <chadh@qualcomm.com>; gnichols@qualcomm.com <gnichols@qualcomm.com>; kimf@qualcomm.com <kimf@qualcomm.com>; ptf@qualcomm.com <ptf@qualcomm.com>; Rick Lloyd <rlloyd@qualcomm.com>; Zoltan Biacs <zbiacs@qti.qualcomm.com>; Elizabeth Hughes <ElizabethHughes@GallowayUS.com>; dcushing@vantagedatacenters.com <dcushing@vantagedatacenters.com>; twhite@vantagedatacenters.com <twhite@vantagedatacenters.com>; taylor.santillan@greystar.com <taylor.santillan@greystar.com>; Prado Manager <pradomgr@greystar.com>; mariesol.antioquia@liveamc.com <mariesol.antioquia@liveamc.com>; Sofia.mgr@liveamc.com <Sofia.mgr@liveamc.com>; Dillon Graber <dillon.graber@seabreezemgmt.com>; jadrian@intempus.net <jadrian@intempus.net>; WWang@Intempus.net <WWang@Intempus.net>; Mariella Jimenea <mariella.jimenea@seabreezemgmt.com>; aromero@kpcu.com <aromero@kpcu.com>; kacruz@kpcu.com <kacruz@kpcu.com>; rlouie@kpcu.com <rlouie@kpcu.com>; ancardenas@kpcu.com <ancardenas@kpcu.com>; info@herstudio.com <info@herstudio.com>; sunnyvale@stretchlab.com <sunnyvale@stretchlab.com>; annie@zoomroom.com <annie@zoomroom.com>; Oh, Simon <OhS@samtrans.com>; Guevarra, Dino <Fernandino.Guevarra@vta.org>; VTA Marketing <market.development@vta.org>; Casey Rusk <ruskc@samtrans.com>; Lisa Peabody <peabodyl@samtrans.com>; PriscillaK@capitolcorridor.org <PriscillaK@capitolcorridor.org>; bakerj@caltrain.com <bakerj@caltrain.com>; dhaliwaln@caltrain.com <dhaliwaln@caltrain.com>; construction@caltrain.com <construction@caltrain.com>; publiccomment@caltrain.com

<publiccomment@caltrain.com>; board@caltrain.com <board@caltrain.com>; Yee, Brandon <brandon.yee@jll.com>; Brown, Collette @ San Jose <collette.brown@cbre.com>; Schulman, Yumi @ San Jose <yumi.schulman@cbre.com>
Subject: [EXTERNAL] RE: Caltrain Lawrence Station Info and Bowers/Walsh Shuttle Discussion

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



Elizabeth Hughes

SR. TDM PROJECT MANAGER

O 650.477.1961 C 408.420.2411

ElizabethHughes@GallowayUS.com

GallowayUS.com | 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@jill.com; Brandon.Yee@jill.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.](http://www.tdmspecialists.com)
408-420-2411
916-214-4307

www.tdmspecialists.com



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From: Kelley Shanks <ShanksK@samtrans.com>
Sent: Monday, September 15, 2025 5:55 AM
To: Elizabeth Hughes <Elizabeth.Hughes@tdmspecialists.com>
Cc: Natanya Bone <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>

Sent: Monday, September 15, 2025 12:35:40 AM

To: Kelley Shanks <ShanksK@samtrans.com>

Cc: Natanya Bone <natanya.bone@tdmspecialists.com>

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

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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
[TDM Specialists, Inc.](#)
408-420-2411
916-214-4307

www.tdmspecialists.com



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

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>
Sent: Monday, August 25, 2025 12:41
To: Simon Oh <OhS@samtrans.com>
Cc: Natanya Bone <natanya.bone@tdmspecialists.com>; Casey Rusk <RuskC@samtrans.com>; Lisa Peabody <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.
408-420-2411
916-214-4307

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From: Simon Oh <OhS@samtrans.com>
Sent: Monday, August 25, 2025 12:35 PM
To: Elizabeth Hughes <Elizabeth.Hughes@tdmspecialists.com>
Cc: Natanya Bone <natanya.bone@tdmspecialists.com>; Casey Rusk <RuskC@samtrans.com>; Lisa Peabody <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>
Sent: Monday, August 25, 2025 12:16
To: Simon Oh <OhS@samtrans.com>
Cc: Natanya Bone <natanya.bone@tdmspecialists.com>; Casey Rusk <RuskC@samtrans.com>; Lisa Peabody <PeabodyL@samtrans.com>
Subject: Lawrence Station Info and Bowers/Walsh Shuttle Discussion

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[Learn why this is important](#)

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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

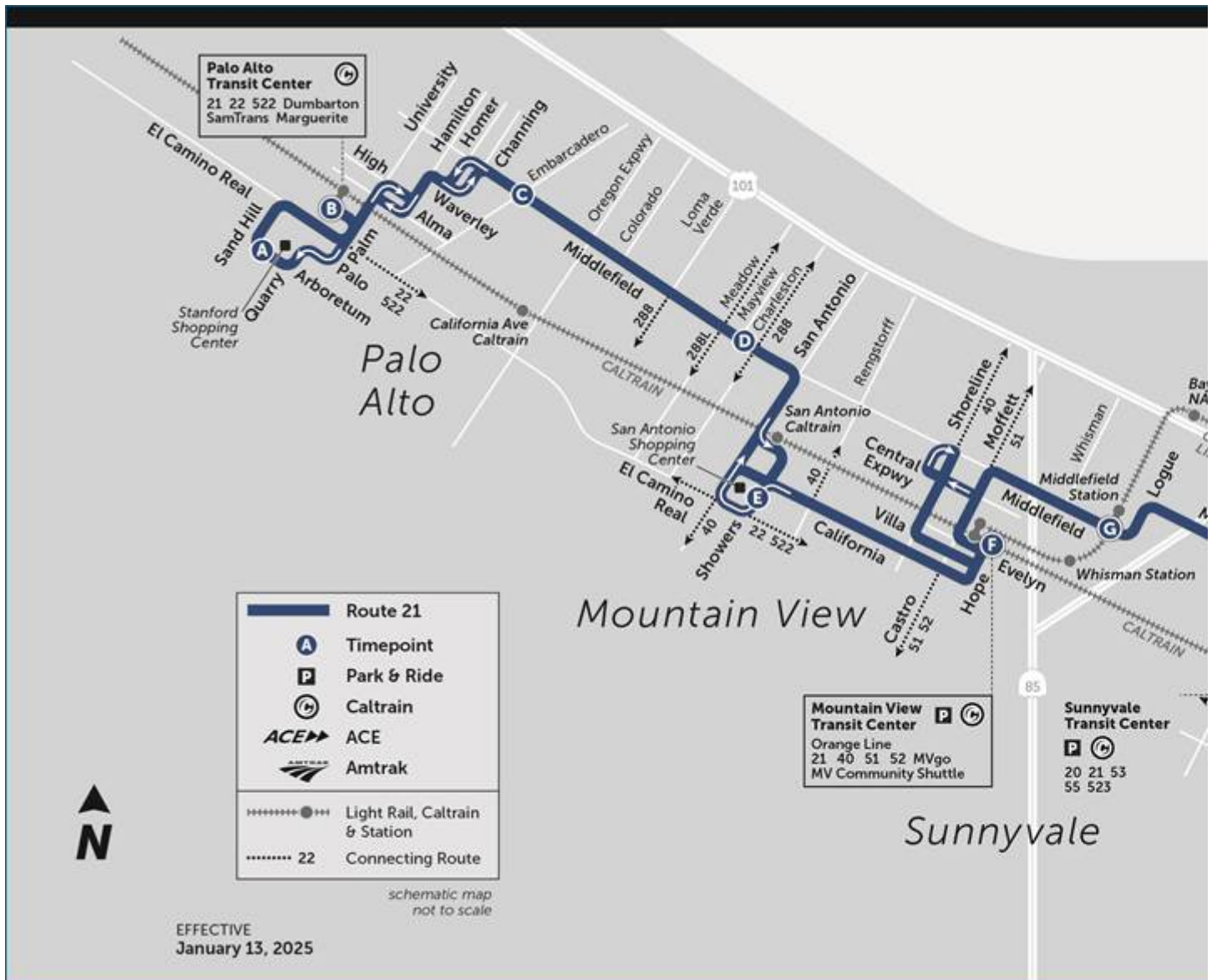

Pay Phone

Location Type
1

Transit Connections

 VTA 21 

 VTA ACE Gray 



Regards,

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

www.tdmspecialists.com



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From: [Luciana Torres](#)
To: [Board \(@caltrain.com\)](#)
Subject: Failure of Caltrain and Clipper to Honor Published Refund Policy
Date: Thursday, July 2, 2026 6:45:06 PM
Attachments: [Clipper 02.png](#)
[Clipper 01.png](#)
[IMG_1152.jpg](#)
[Screenshot 2026-07-02 at 18.42.13.png](#)

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

I am submitting this complaint because, despite fully complying with Caltrain's published refund policy and making every reasonable effort to resolve the matter directly, I have been unable to obtain the refund to which my husband and I are entitled.

On **June 22, 2026**, my husband and I accidentally purchased **two Caltrain Monthly Passes** from a Caltrain Ticket Vending Machine (TVM). Our intention was to add value to our Clipper cards for bus transportation, but we mistakenly selected Caltrain Monthly Passes instead. We paid **US\$96.00 for each pass**, for a total of **US\$192.00**.

As soon as we realized the mistake, we acted immediately. On **June 23, 2026**, one day after the purchase and **before either pass became valid**, I contacted Clipper Customer Service by telephone and requested a refund. The representative instructed me on the next steps, and I also completed the online refund request form required by Caltrain.

The passes have **never been used**. At the time I requested the refund, they had **not yet become valid**, which places my request squarely within Caltrain's published refund policy, which states:

"An unused Monthly Pass, cancelled prior to the date the pass first became valid, will be refunded for the full fare paid."

Despite this clear policy, I have spent the past several days being transferred back and forth between Caltrain and Clipper without anyone accepting responsibility for processing the refund.

My efforts to resolve this matter have included:

Two telephone calls to Clipper Customer Service;

Two telephone calls to Caltrain Customer Service;

Submission of Caltrain's official online refund request form;

Multiple follow-up communications regarding the status of my request.

After submitting the online refund request, I received an email from Caltrain informing me that **Clipper is responsible for issuing the refund** and instructing me to contact Clipper. I

opened a case in Clipper and the reference number is **CAS_52420_F5L0Z6**.

However, when I contacted Clipper again, I was told exactly the opposite: that **Caltrain is responsible** for processing the refund.

As a result, both organizations continue directing me to one another, while neither organization actually processes the refund.

At this point, I have exhausted every reasonable avenue available to a consumer. I have followed every instruction given to me, contacted both organizations multiple times, completed the required forms, and complied fully with the published refund policy. Nevertheless, my refund remains unresolved.

The issue is no longer simply about recovering **US\$192.00**. The more serious problem is that **Caltrain publicly advertises a refund policy that consumers cannot effectively use in practice**. Consumers are instructed to contact Clipper, while Clipper directs them back to Caltrain. The result is that the published refund policy becomes practically unenforceable.

Consumers should not be expected to resolve internal administrative disputes between two organizations. If Caltrain and Clipper have internal agreements regarding which entity processes refunds, those arrangements should be transparent to consumers and should never prevent eligible refunds from being issued.

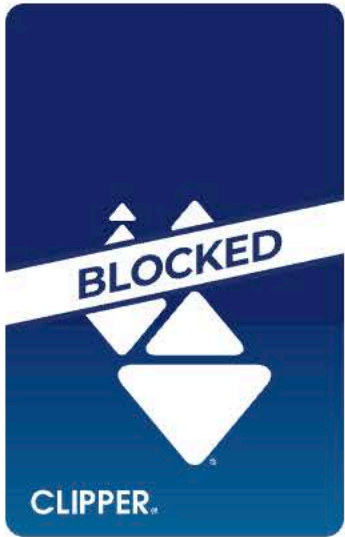
I respectfully request that this matter be investigated and that my husband and I receive the full refund of **US\$192.00**, consistent with Caltrain's published refund policy.

I am prepared to provide all supporting documentation, including:

- Purchase receipts;
- Proof that the passes were never used;
- Email correspondence;

Thank you for your attention to this matter. I hope this issue can be resolved promptly, both for my case and to prevent other consumers from experiencing the same situation.

Luciana (6444)



Clipper Card Number
1216716444

Transit Account Number
100053609986

Nickname

 Your Clipper card has been blocked by the system. If you have an outstanding balance, please reload your c

Cash Value **\$-0.15**



 Auto-reload Off

☐ **Caltrain Adult 12 Monthly Pass**

Starts on Jul. 01, 2026

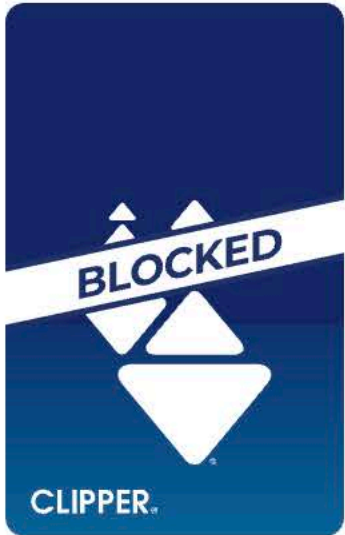
 Auto-reload Off

[Set Up](#)

Recent Trips

MONDAY, JUNE 22

My Clipper Card (6157)



Clipper Card Number
1218716157

Transit Account Number
100053610315

Nickname
My Clipper Card [Edit](#)

Card Type
Adult

Your Clipper card has been blocked by the system. If you have an outstanding balance, please reload your c

Cash Value **\$-0.15**



Auto-reload Off

☐ **Caltrain Adult 1Z Monthly Pass**
Starts on Jul. 01, 2026

Auto-reload Off
[Set Up](#)

Recent Trips

MONDAY, JUNE 22

Single Ride

08:50 AM 22

TVM: 106

Credit Card Receipt

*****6738

\$96.00

22 JUN 26

9:28 pm

266222128 JPB106 193981 \$96.00

Credit Card Receipt

*****6738

\$96.00

22 JUN 26

9:30 pm

266222130 JPB106 193982 \$96.00

TVM: 106

1218716157

HOW TO PAY:

1



2



THIS CARD IS RELOADABLE.
Clipper® Customer Service:
clippercarg.com

TD for hearing impaired: 877.878.8883

Use of this card accepts the terms of the
cardholder agreement at clippercarg.com.

HOW TO PAY:

1



2



THIS CARD IS RELOADABLE.
Clipper® Customer Service:
clippercarg.com

TD for hearing impaired: 800.735.2929

Use of this card accepts the terms of the
cardholder agreement at clippercarg.com.

1216716444



24 of 4,527



Date of Purchase: Mon., 6/22 (Contact Clipper) Inbox x



CustomerServiceSupport <CustomerServiceSupport@samtrans.com>

to me ▾

Tue, Jun 30, 3:07 PM (2 days ago)



LUCIANA DE OLIVEIRA TORRES,

You have to contact Clipper for the refund request.

CLIPPER CUSTOMER SUPPORT

877.878.8883

TDD/TTY: 711 or 800.735.2929

Monday–Friday

7 a.m. – 7 p.m.

Saturday

7 a.m. – 4 p.m.

From: autumnflower443@yahoo.com
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Fw: Disruptive electric train horn
Date: Sunday, July 5, 2026 10:42:01 AM

Some people who received this message don't often get email from autumnflower443@yahoo.com. [Learn why this is important](#)

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ONCE AGAIN!!!! THESE MESSAGES WILL CONTINUE UNTIL I GET A REPLY.
OTHERWISE U DONT WANT ME TO CONTACT YOUR CORPORATE OFFICE!!!

[Sent from Yahoo Mail on Android](#)

----- Forwarded Message -----

From: "autumnflower443@yahoo.com" <autumnflower443@yahoo.com>
To: "board@caltrain.com" <board@caltrain.com>
Sent: Mon, Jun 29, 2026 at 6:53 AM
Subject: Disruptive electric train horn

Dear Members of the Caltrain Board of Directors,

I am writing to formally lodge a noise complaint regarding the severe disruption caused by the new electric train horns near the Belmont Caltrain Station. I live near the intersection of El Camino Real and Davey Glen Road in Belmont.

While I understand that this section of the track is grade-separated, the high-frequency, 110-decibel station-arrival blasts from the new electric fleet are incredibly loud and pierce directly into nearby residences. The intensity of these new horns is significantly more disruptive than the previous diesel trains, severely impacting the quality of life, sleep, and well-being of residents in this neighborhood. Additionally, late-night freight and maintenance train horn volumes continue to cause significant sleep disruption during the early morning hours.

I urge the Board to review the current horn volume settings on the new electric fleet, explore lower-frequency alternatives that do not carry as harshly into residential walls, and strictly enforce minimized horn usage at grade-separated station approaches during late-night and early-morning hours.

Thank you for your time, attention to this matter, and commitment to being a good neighbor to the Peninsula communities you serve.

Sincerely,

Concerned Resident
364 Malcolm Ave
Belmont Ca 94002

| [Sent from Yahoo Mail on Android](#)

From: [Caltrain BOD Public Support](#)
To: paayalsinha@gmail.com
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Ongoing Diesel Locomotive Idling at San Jose Diridon Station - Coupled to Amtrak Trains This Week
Date: Tuesday, July 7, 2026 9:46:25 AM

Dear Payal Sinha

Thank you for contacting Caltrain and sharing your concerns. We appreciate you taking the time to provide the video and detailed description of what you have observed at San Jose Diridon Station.

We understand your concerns regarding the noise from the idling locomotive and the impact it may have on nearby residents.

After reviewing the information you provided, we can confirm that Locomotive 920 shown in your video is currently being leased to Capitol Corridor and is not being operated by Caltrain. As such, Caltrain is not responsible for the operation or idling of that locomotive.

We encourage you to share your concerns directly with Capitol Corridor, as they are best positioned to address questions regarding the locomotive's operation, the duration of its use, and any mitigation measures or community outreach related to its service.

Thank you again for bringing your concerns to our attention.

Sincerely,

Your Caltrain BOD Public Support Team

From: Board (@caltrain.com) <board@caltrain.com>
Sent: Friday, June 12, 2026 1:44 PM
To: Caltrain BOD Public Support <CaltrainBODPublicSupport@caltrain.com>
Subject: FW: Ongoing Diesel Locomotive Idling at San Jose Diridon Station - Coupled to Amtrak Trains This Week

From: payal sinha <paayalsinha@gmail.com>
Sent: Friday, June 12, 2026 8:44:12 PM (UTC+00:00) Monrovia, Reykjavik
To: Customer Service <customerservice@caltrain.com>; Board (@caltrain.com) <board@caltrain.com>
Subject: Ongoing Diesel Locomotive Idling at San Jose Diridon Station - Coupled to Amtrak Trains This Week

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

paayalsinha@gmail.com. [Learn why this is important](#)

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To Whom It May Concern,

I am writing to formally raise a concern about diesel locomotives idling at San Jose Diridon Station that are coupled to Amtrak trains (see attached photo). These appear to be the same older Caltrain diesel engines that were supposed to be retired or removed from service as part of Caltrain's transition from diesel to electric operations. I have attached the video, which is live noise.

This should not be happening. The entire point of electrification was to eliminate exactly this kind of impact on the community. During the transition period, our community already experienced prolonged idling of these diesel units, along with the resulting noise, exhaust, and air quality impacts, and that situation went unaddressed for nearly eight months despite concerns being raised. Now it appears to be happening again, and I would like to understand what I'm missing.

Why are these older diesel locomotives, which should have been dismantled or retired following Caltrain's electrification, currently in service and idling at Diridon Station?

Here's the video of train NOISE.



IMG_6902.mov

This has been continuous for the past three days. The locomotive is idling roughly every three minutes for hours at a time, and I genuinely do not understand how this is happening again after the issues we already went through. It feels like no consideration is being given to the community living near this station.

What outreach or communication process is in place to notify the surrounding community when situations like this occur, and why were residents not notified in advance this time, as should have happened given our prior experience?

I would appreciate a substantive response addressing why this is occurring, how long it is expected to continue, and what is being done to mitigate the noise and air quality impact on nearby residents in the meantime. I am also filing a complaint with the Bay Area Air Quality Management District regarding the idling, given the state's anti-idling regulations.

I look forward to your response.

--

Regards,
Payal Sinha

From: [Matt Peterson](#)
To: [Board \(@caltrain.com\)](#)
Subject: This guy is a worker threatened mem
Date: Tuesday, July 7, 2026 1:32:07 PM

Some people who received this message don't often get email from mattpete999@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.

I'm at Palo Alto now he told me to get off to tag back on and he tried to close the door on me when I try to jump back on the train he told me that he was going to call the cops and told me to get off made me embarrassed and unsafe I am a very well respected passenger. On these [ains I ride every day I spend about 80\$ every day with clipper cards he was illegitimately doing it on purpose.

From: [Matt Peterson](#)
To: [Board \(@caltrain.com\)](#)
Subject: Re: This guy is a worker threatened mem
Date: Tuesday, July 7, 2026 1:32:49 PM
Attachments: [660.jpg](#)
[661.jpg](#)

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On Tue, Jul 7, 2026, 1:31 PM Matt Peterson <mattpete999@gmail.com> wrote:

I'm at Palo Alto now he told me to get off to tag back on and he tried to close the door on me when I try to jump back on the train he told me that he was going to call the cops and told me to get off made me embarrassed and unsafe I am a very well respected passenger. On these trains I ride every day I spend about 80\$ every day with clipper cards he was illegitimately doing it on purpose.





From: [Audrey Brook](#)
To: [Board \(@caltrain.com\)](#)
Cc: [Public Comment](#)
Subject: Request for Board Clarification Regarding Executive Consulting and Guadalupe River Bridge Project Financial Oversight
Date: Tuesday, July 7, 2026 8:00:22 PM

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Dear Chair Medina and Members of the Board,

After reading the *San Mateo Daily Journal* article published on **July 6, 2026**, I have several questions regarding the Board's oversight of consultant spending and the financial management of major capital projects that I hope the Board can help clarify.

As a taxpayer, San Mateo County resident, and Caltrain rider, I respectfully request clarification on the following matters.

Executive Consulting

1. Use of Previously Approved Contingency Authority

According to the *San Mateo Daily Journal*, the approximately **\$1.4 million consulting Work Directive** did not go before the Board because it was funded through the contingency of a previously approved contract.

Given that the Work Directive authorized executive consulting services under a previously approved contract with additional funding, duration, and responsibilities, I respectfully request clarification on the following:

- What criteria are used to determine whether a Work Directive remains within the scope of a previously approved contract and its contingency authority?
- How does the agency determine when changes in scope, purpose, duration, or level of effort become sufficiently significant to warrant returning to the Board for review and approval?
- What governance controls exist to ensure that contingency authority is used consistently with the Board's original authorization?
- What is the Executive Director's delegated authority to approve Work Directives or other expenditures without further Board approval, including any applicable dollar thresholds, scope limitations, reporting requirements, or other conditions established by Board policy?

2. Basis for the Board Chair's Cost Savings Statement

In the *San Mateo Daily Journal* article, Board Chair Rico Medina stated:

"Some projects were off track, and I think it saved us money to have her come on board."

I respectfully request clarification regarding the basis for that conclusion:

Which specific projects were considered to be "off track"?

- What objective information, performance metrics, or financial analysis supports the conclusion that the consulting engagement resulted in measurable cost savings for those projects?
- How were those cost savings quantified?
- Was this conclusion based on a formal analysis prepared by staff or on management's recommendation?
- If a written analysis exists, would the Board direct staff to publicly provide that analysis?

3. Transition to Employee Status

When was the decision made to reduce the approximately **\$1.4 million consulting Work Directive** and transition the role to an employee position, and when was that decision formally documented?

4. Long-Term Cost Comparison

Caltrain has publicly stated that bringing this leadership role in-house will reduce long-term costs.

Would the Board direct staff to publicly provide the cost comparison analysis supporting that conclusion, including:

- The assumptions used;
- The estimated costs of the consulting arrangement;
- The estimated costs of the employee position (including salary, benefits, retirement, and related overhead); and
- The projected long-term savings.

5. Guadalupe River Bridge Replacement Project Life-of-Project Financial Summary

The *San Mateo Daily Journal* article specifically cited the Guadalupe River Bridge Replacement Project. To promote transparency regarding the project's financial performance, would the Board direct staff to publicly present a life-of-project financial summary for the Guadalupe River Bridge Replacement Project, including:

- Original Board-approved budget;
- All subsequent Board-approved budget amendments, including the date, amount, and purpose of each amendment;
- All change orders, including the basis and justification for each significant change order;
- Contingency allocations and transfers;
- Current or final project cost;
- Funding sources; and

- Any reported cost avoidance, including the methodology and supporting analysis used to calculate it.

6. Verification of Financial Reporting

How does the Board independently evaluate significant claims of cost avoidance before approving additional appropriations or budget amendments?

If these questions are more appropriately addressed by staff, I would appreciate the Board directing staff to provide a public response so that all interested members of the public may better understand these matters.

I appreciate the Board's willingness to serve the public and recognize that major capital programs involve complex decisions. My intent is to better understand how these decisions were made, how public funds are being managed, and how the Board exercises its oversight responsibilities. I believe greater transparency benefits not only the Board and the agency, but also the taxpayers and riders who rely on Caltrain every day.

Thank you for your time and consideration. I appreciate any clarification the Board is able to provide.

Respectfully,

Audrey

From: VTA BART Phase II <vtabart@vtabsv.com>
Sent: Thursday, July 9, 2026 9:21 AM
To: Board (@caltrain.com)
Subject: VTA's BART Silicon Valley Phase II Extension Project – Summer 2026 Newsletter

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SUMMER 2026 NEWSLETTER

BART SILICON VALLEY
PHASE II EXTENSION PROJECT



VTA's BART Silicon Valley Phase II Extension Project's [Summer Newsletter](#) has just been published! Learn about the project's latest milestones, construction updates, employees and work in the community!

Have a question for us about Phase II?

Visit www.vtabart.org or email us vtabart@vtabsv.com



BART SILICON VALLEY PHASE II EXTENSION PROJECT

vtabart@vtabsv.com

(408) 321-2345 BART Silicon Valley Hotline



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Our mailing address is:

Valley Transportation Authority
2830 De La Cruz Blvd
1st Floor
Santa Clara, CA 95050

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From: [DIR DOSHFREMONT](#)
To: [Board \(@caltrain.com\)](#)
Subject: Cal/OSHA D-Letter re: Complaint #2461516
Date: Thursday, July 9, 2026 11:57:06 AM
Attachments: [FMTOSHDO_69@dir.ca.gov_20260709_121744.pdf](#)

[Some people who received this message don't often get email from doshfremont@dir.ca.gov. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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Department of Industrial Relations
Division of Occupational Safety and Health
Fremont District Office
39141 Civic Center Drive, Suite 310
Fremont, CA 94538
Tel: (510) 794-2521 Fax: (510) 794-3889

DEPARTMENT OF INDUSTRIAL RELATIONS
Division of Occupational Safety and Health
Fremont District Office
39141 Civic Center Drive, Suite 310
Fremont, CA 94538
Tel. # (510) 794-2521 Fax # (510) 794-3889



July 9, 2026

Sent via email: board@caltrain.com

Transit America Services, Inc.
93 Cahill Street
San Jose, CA 95110

Dear Employer:

The Division of Occupational Safety and Health has received a complaint (Complaint No. 2461516) alleging the following conditions at your workplace at 585 Lenzen Avenue, San Jose, which may be a violation of the Safety Orders found in Title 8 of the California Code of Regulations:

Code Sections and Alleged Conditions:

1. Concern regarding workers tying off to brackets or other rooftop components without approved (anchor points) for fall protection, and lifelines during new maintenance on EMO train.
Title 8 CCR Sections 3203, 3210 & 1670.
2. Concern regarding lack rescue procedures for fall hazards when performing maintenance on new EMO train.
Title 8 CCR Sections 3203, 1675, 3210, 1670 & 3276
3. Concern with not inspecting and following Bailey lift procedures (SOP) during maintenance operations, lift not being grounded and bonded. The interlock system (kirk key) is being by-passed when left installed.
Title 8 CCR Sections 3203, 3314, 2940, 2940.13 & 2940.1
4. Concern with lack of personal protective equipment, PPE, provided for working outdoors in hot weather. Rooftop work in direct sunlight on hot days.
Title 8 CCR Sections 3203 & 3380
5. Concern with lack of proper lighting when working at night, during wet/rainy conditions.
Title 8 CCR Sections 3203 & 3317
6. Concern with working on slippery wet metal rooftops (with fall protection/harnesses).
Title 8 CCR Sections 3203, 1670 & 3273

To review Title 8, California Code of Regulations, go to www.dir.ca.gov, click on "Title 8 Regulations" then click on "Cal/OSHA" and enter the code section number mentioned above. Or you can go directly to www.dir.ca.gov/samples/search/query.htm.

The Division has not determined whether the hazards, as alleged, exists at your workplace and, at this time, the Division does not intend to conduct an inspection of your workplace.

However, you are required to investigate the alleged conditions and notify this office in writing no later than fourteen (14) calendar days after receipt of this letter whether the alleged conditions exist and, if so, specify the corrective action(s) you have taken and the estimated date when the corrections will be completed. If possible, please fax or e-mail your response to Kelly Tatum, district manager, at fax number (510) 794-3889 or e-mail at DOSHREMONT@dir.ca.gov

Please include any written documentation, e.g., equipment purchase orders or contracts for corrective work, and photographs, if appropriate, in your response. If you do not respond in a timely and satisfactory manner, an unannounced inspection of your workplace will be scheduled, which may result in citation(s) and monetary penalties. Also, every tenth satisfactory letter response from employers is subject to verification by an inspection.

You are required to post a copy of this letter in a prominent location in the workplace where it is readily accessible for employee review for at least three (3) working days or until the hazard is corrected, whichever is longer.

This letter is not a citation or a notification of a proposed penalty. Citations and penalties can only be issued after an inspection of your workplace. If the Division does not receive a satisfactory response from you within fourteen (14) calendar days after receipt of this letter, an on-site inspection will be conducted as appropriate.

If the identity of the complainant is known to the Division, a copy of this letter will be sent to the complainant. Also, the complainant will be notified that California law protects any person who makes a complaint about workplace safety or health hazards from being treated differently, discharged, demoted, suspended or retaliated against in any manner by their employer. If a complainant believes they have been retaliated against, it is their right to file a complaint with the Division of Labor Standards Enforcement within one (1) year of the retaliatory action. The complainant also has a separate right to file a concurrent complaint with the Federal Occupational Safety and Health Administration within thirty (30) days of the retaliatory action.

If you have any questions concerning this matter, please contact me at the address in the letterhead.

Your interest in the safety and health of your employees is appreciated.

Sincerely,



Kelly Tatum
District Manager

KT/MG

reference: Complaint No. 2461516 - Ltr D