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July 15, 2015

Mr. Michael Kashiwaga, P.E.  
Community Services Director  
Town of Atherton  
91 Ashfield Road  
Atherton, CA 94027

Dear Mr. Kashiwagi,

Thank you for your letter on behalf of the Town of Atherton Rail Committee regarding their concerns on maintenance issues at the Atherton Caltrain station. We also appreciate the time you took to meet in person recently at the station.

At the station visit, there were three issues identified that we are addressing:

- 1) The car accident debris by the crossing arms was cleaned up in late June.
- 2) The station will have the paint touched up and the rotting wood replaced by the end of September.
- 3) The window pane frames at the station will be replaced and painted by the end of September.

Several other issues were raised, particularly regarding substantial infrastructure and aesthetic improvements to the station. Unfortunately, those issues will have to be addressed in the context of the full range of priorities we face at all 32 of our stations from San Francisco to Gilroy. The Atherton station is not unique in its need for infrastructure improvement -- Caltrain's stations are aging system-wide.

Caltrain and the operating contractor make the best efforts possible to maintain the facilities to a state of good repair based on available resources and funding. This includes ensuring there are no safety issues and the stations are kept clean. Aesthetics are not a priority in our current mode of operations, the exceptions being graffiti and other obvious incidents.

As mentioned during the station visit, there is a regular schedule for maintenance at all stations and the below list details the current work and schedule for Atherton Station related services:

- Gutters cleaned – annually
- Outside waiting areas, and seating wiped down during operation days - Saturday and Sunday
- Entire shelter pressure washed, and glass cleaned – as needed
- Damaged shelters or seating areas will be repaired. Same day emergency repairs arranged if necessary.
- Platforms and crosswalks kept in a state of good repair. Surface failure will be corrected as soon an issue as discovered.
- Patch potholes as necessary
- Graffiti painted over – as necessary and within 48 hours of notification
- Broken glass replaced within 72 hours of notification
- All signs in the station area shed and wiped clean - monthly
- Pest control – monthly
- Sign as damaged by vandals or automobiles will be replaced within 1 week
- Avian control services as needed. Remove dead birds immediately upon notification.
- Etched glass / plexiglass will be replaced as requested by JPB
- Janitorial: Public waiting areas (interior and exterior) are to be cleaned and serviced at the end of each day they are open and available for public use (Atherton Saturday, and Sunday)
  - Remove graffiti
  - Empty trash receptacles and ashtrays, install new liners, and clean top of trash receptacles
- Landscaping:
  - Trim trees & hedges - quarterly
  - Trim trees to avoid top-heavy conditions and line-of sight restrictions - semi-annual
  - Remove dead or diseased hedges and shrubs and replace with equal to five gallon size
  - Remove dead or diseased hedges and shrubs and replace with equal to five gallon size
  - Replace missing trees in planter areas (including tree line adjacent to platforms) with equal to 15 gallon size
- Inspection: TASI Staff – monthly; TASI / JPB Staff- quarterly

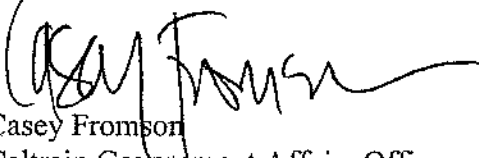
The suggestion that Atherton take over maintenance at this station can be discussed further, if the Town of Atherton is interested in pursuing the matter.

It should be noted that many of the maintenance and infrastructure issues could be resolved by replacing the building with the standard Caltrain structure/shelter, although

we recognize the historical value placed on the station structure by Atherton residents and understand that is an option the Town might find unacceptable.

If there are other issues or concerns that arise associated with this facility or if you observe a lapse in the regularly scheduled services performed at this station, please let me know as soon as possible.

Best regards,

A handwritten signature in black ink, appearing to read "Casey Fromson". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Casey Fromson  
Caltrain Government Affairs Officer

