



SamTrans Board of Directors

Meeting October 7, 2026

Correspondence as of September 11, 2026

Subject

1. Debris Issue by bus stop @ 2526 El Camino Real Redwood City, CA
2. Re: Please Complete and Return Enclosed Claim Form

From: [Preark Patel](#)
To: [Public Comment](#)
Subject: Debris Issue by bus stop @ 2526 El Camino Real Redwood City, CA
Date: Friday, September 4, 2026 11:39:08 AM

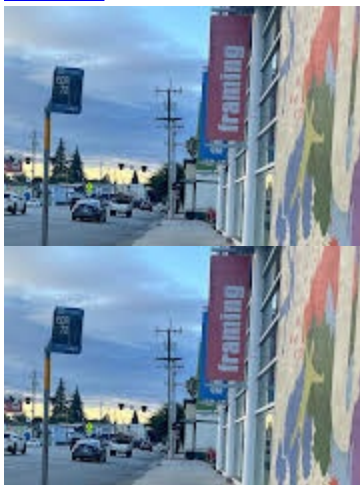
You don't often get email from budgetin2526@gmail.com. [Learn why this is important](#)

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[Preview attachment WhatsApp Image 2026-09-02 at 12.39.16 PM.jpeg](#)
[Preview attachment WhatsApp Image 2026-09-02 at 12.39.16 PM.jpeg](#)



[WhatsApp Image 2026-09-02 at 12.39.16 PM.jpeg](#)
263 KB



[Preview attachment WhatsApp Image 3.jpeg](#)
[Preview attachment WhatsApp Image 3.jpeg](#)



[WhatsApp Image 3.jpeg](#)
281 KB



To whomever it concerns

Please install a city trash can at the bus stop near 2526 El Camino Real immediately. This is our formal request to address a persistent sanitation issue that is negatively affecting our business operations at the Budget Inn.

Despite our previous emails and the photos we provided, we have not yet received a response or a resolution from the City of Redwood City. We are currently forced to clean our landscape area and the surrounding bus stop daily because bus commuters and other individuals frequently leave trash on our property. This ongoing issue creates an unsightly environment and detours potential customers.

Please prioritize this request and confirm when the trash can will be installed.

Regards,

Priti Patel
Manager, Budget Inn
2526 El Camino Real
Redwood City, CA 94061

From: Claudia Velazquez <cmbonilla@sbcglobal.net>
Sent: Tuesday, September 8, 2026 4:14 PM
To: Marshall Rush
Cc: Board (@samtrans.com); Jared Anderson
Subject: Re: Please Complete and Return Enclosed Claim Form

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Hello Mr. Rush,

Just letting you know that as of today, I have not received a phone call from anyone.

Best,

Claudia Velazquez

Sent from my iPhone

On Aug 17, 2026, at 2:33 PM, Marshall Rush <rushm@samtrans.com> wrote:

Ms. Velazques:

Please allow this to confirm our conversation in which your claim for damages is actively open. The District's 8/10/26 Notice of Action rejection letter does not bar you from recovery. As the notice states, you still have 6 months from the date of notice to resolve the matter with SamTrans or file a court action.

As of today, we have completed our investigation into this matter. The SamTrans claims team will reach out to you this week to move this matter towards a resolution.

You may contact this office directly with questions or concerns.

Very Truly

Marshall Rush, ARM, AIC
Insurance & Claims Administrator
San Mateo County Transit District

166 N. Rollins Road, Millbrae, CA 94030
Phone: 650-508-7742 | Cell:
Websites: [SamTrans](#) | [Caltrain](#) | [SMCTA](#)
<Outlook-umkga2xd.png>

From: Claudia Bonilla <cmbonilla@sbcglobal.net>
Sent: Thursday, August 13, 2026 5:12 PM
To: Jared Anderson <andersonj@samtrans.com>; Board (@samtrans.com) <Board@SamTrans.com>
Subject: Re: Please Complete and Return Enclosed Claim Form



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Hello Mr. Anderson,

I'm emailing you because I called you today and from previous experiences you have not returned my call. Mr. Anderson, I received a letter that I don't understand, it says like my claim was rejected by operation of law. I would like you to know if you could please explain to me what that means. I just want to recap the whole purpose of my claim.

My car was scratched by one of your buses on March 18, 2026. I submitted a report online and over the phone, I can kindly give you the two report numbers. I did not hear from anyone until probable end of May and received your first email on June 12, which is this email I'm replying. I submitted the claim and you sent it back because I did not specified the damages amount. You told me to return the claim back with that information and one more item that I didn't filled out. I asked a family friend if he know of any place that I could get an estimate of the damages which are very minimum, but need some work done. You could have easily made an offer to me and it could have been cheaper. This place I took the car, did an inspection throughly and came up with the estimate that was emailed to you by the auto shop. I would appreciate if you could please reply to this email and explain what says in the letter.

Thank you for your help in this matter.

Claudia Velazquez
408-816-5697

On Friday, June 12, 2026 at 09:46:15 AM PDT, Jared Anderson <andersonj@samtrans.com> wrote:

Thank you for contacting us. Please complete the enclosed claim form and return it at your earliest convenience so we can proceed with reviewing your claim.

If you have any questions or need assistance filling out the form, feel free to let me know—I'm happy to help.

Thanks,

Jared Anderson
Insurance Specialist
San Mateo County Transit District

166 N. Rollins Road, Millbrae, CA 94030

Phone: 650-551-6188

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

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