JPB CAC

CORRESPONDENCE AS OF

August 16, 2022

From:	Jeff Carter <jcartrain@aol.com>
Sent:	Wednesday, July 20, 2022 3:28 PM
To:	cacsecretary [@caltrain.com]
Cc:	JCARTRAIN@aol.com
Subject:	Comments For July 20, 2022 CAC Meeting From Jeff Carter
Attachments:	To JPBCaltrain Citizens Advisory Committee.docx

To JPB/Caltrain Citizens Advisory Committee, 20-July-2022

Public comment:

The CAC should receive detailed reports on Caltrain service for the Warriors parade and the SF Pride parades.

I had limited observations of train for the Warriors parade.   Trains were quite full and based on Twitter alerts there were complaints about afternoon service being all local service.   What are the difficulties in loading express/limited trains and local trains on separate platforms?

On Pride Sunday, which also included a Giants game at Oracle Park, I rode special 605 from Burlingame to Millbrae and it was medium full. Special 607 was SRO and stopped at Millbrae for several minutes.   NB 225 blew through Millbrae without stopping, leaving people on the platform.   Twitter alerts indicated some trains were full at Palo Alto and Redwood City and would bypass some stations   The Millbrae Parking lot was at capacity.   People were scrambling to bark and catch Caltrain.   Somebody asked me it Caltrain charges for parking on Sunday, I said I believe so. He didn't know how/where to pay, I said pay by stall number at the ticket machine.   To add insult to injury, a number of cars were ticketed in the afternoon probably for failure to pay parking fee.   The problem is that here is a huge special event, many possibly riding Caltrain for the first time and they face SRO crowded trains and get back to their car and face a parking ticket.   A bad experience may turn them off as future customers on Caltrain.   While there are rules regarding parking fees, there should be some compassion in light of the special event circumstances.   Parking enforcement officers should not take advantage of the situation.   The signage for parking rules is not that great.

How are the decisions made to bypass stations and or make all trains local?

Could Caltrain have staged a train to protect form over-crowding?

Agenda Item 8:   Caltrain Website Update:

I appreciate the updated website, the live map is great.   Is it possible to identify the train locations icons with the train number prior to clicking on the icon?

However, there are a few issues with the new website that I (at least) find more difficult than with the previous website. One is the meeting calendar, you have to use separate links to access future and prior/archive meetings.   The archive meetings only go back to 2019, which may be related to a PDF/ADA issue?   The archive needs to go back several more years like to old website did.

Another problem is finding Caltrain statistics and reports, I have to search for specific reports instead of clicking the link that was available on the old website.   For example, I can find ridership reports or surveys, but I have to specifically search for them.

I know staff is working to improve the website and very much appreciate this.

Regarding ridership reports, I hope that Caltrain will start posting more ridership details, such as data used to compile the monthly key performance statistics presented in the Board Meeting packets.   This is based on Clipper tag-on/off data which should be available on the website.

Thank-You,

Jeff Carter

To JPB/Caltrain Citizens Advisory Committee,   20-July-2022

Public comment:

The CAC should receive detailed reports on Caltrain service for the Warriors parade and the SF Pride parades.

I had limited observations of train for the Warriors parade.   Trains were quite full and based on Twitter alerts there were complaints about afternoon service being all local service.   What are the difficulties in loading express/limited trains and local trains on separate tracks?

On Pride Sunday, which also included a Giants game at Oracle Park, I rode special 605 from Burlingame to Millbrae and it was medium full. Special 607 was SRO and stopped at Millbrae for several minutes. NB 225 blew through Millbrae without stopping, leaving people on the platform.   Twitter alerts indicated some trains were full at Palo Alto and Redwood City and would bypass some stations   The Millbrae Parking lot was at capacity.   People were scrambling to bark and catch Caltrain.   Somebody asked me it Caltrain charges for parking on Sunday, I said I believe so.   He didn't know how/where to pay, I said pay by stall number at the ticket machine.   To add insult to injury, a number of cars were ticketed in the afternoon probably for failure to pay parking fee.   The problem is that here is a huge special event, many possibly riding Caltrain for the first time and they face SRO crowded trains and get back to their car and face a parking ticket.   A bad experience may turn them off as future customers on Caltrain.   While there are rules regarding parking fees, there should be some compassion in light of the special event circumstances.   Parking enforcement officers should not take advantage of the situation.   The signage for parking rules is not that great.

How are the decisions made to bypass stations and or make all trains local?

Could Caltrain have staged a train to protect form over-crowding?

Agenda Item 8:   Caltrain Website Update:

I appreciate the updated website, the live map is great.   Is it possible to identify the train locations icons with the train number prior to clicking on the icon?

However, there are a few issues with the new website that I (at least) find more difficult than with the previous website. One is the meeting calendar, you have to use separate links to access future and prior/archive meetings. The archive meetings only go back to 2019, which may be related to a PDF/ADA issue?   The archive needs to go back several more years like to old website did.

Another problem is finding Caltrain statistics and reports, I have to search for specific reports instead of clicking the link that was available on the old website.   For example, I can find ridership reports or surveys, but I have to specifically search for them.

I know staff is working to improve the website and very much appreciate this.

Regarding ridership reports, I hope that Caltrain will start posting more ridership details, such as data used to compile the monthly key performance statistics presented in the Board Meeting packets.   This is based on Clipper tag-on/off data which should be available on the website.

Thank-You,

Jeff Carter