

JPB CAC

CORRESPONDENCE
AS OF

October 18, 2022

Givens, Patrice

From: Catherine McIntyre <catherineam65@live.com>
Sent: Tuesday, September 27, 2022 7:18 AM
To: cacsecretary [@caltrain.com]
Subject: Lack of clear communication when there are Caltrain delays

[You don't often get email from catherineam65@live.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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Hi there

I catch the Caltrain every day SJ Diridon to Palo Alto (I work at Stanford) When the train is on time which is most of the time it works like a dream!

When there are delays like today (9/27) information is very confusing at best.

I am currently on platform 3 in SJ at 715am waiting for train 303. The information on the loud speaker is different to that showing on the display board, which is different again on the Caltrain app and twitter!

I basically have no idea if/when a northbound train will arrive and just need to wait until a train turns up!

All we need is accurate consistent information!

Thanks for all you do to help

Thanks
Catherine

Sent from my iPhone

Givens, Patrice

From: Tietjen, Brent
Sent: Tuesday, September 27, 2022 5:08 PM
To: binglie.luo@nyu.edu
Cc: Board (@caltrain.com); publicworks@cityofsanmateo.org; cacsecretary [@caltrain.com]
Subject: RE: Excessive gate down time pose great danger to San Mateo / JPB Citizen advisory committee comment Sep21, 2022

Hi Bing,

Thank you for your email. There are a number of issues that can cause a crossing gate to remain down for an extended period of time. While Caltrain has a robust maintenance protocol, issues can arise at any crossing along the Caltrain corridor at any time. When a crossing gate malfunctions, they are placed into a fail-safe mode which puts the gates into the down position. When an issue is identified, Caltrain sends maintenance crews to the affected crossing to restore functionality as soon as possible.

If you notice irregularities in gate downtimes or think the gate is malfunctioning, please call Transit Police at 1.877.723.7245. The number and a unique crossing identifier is also posted on large blue signs on structures at each railroad crossing. Crews will restore the functionality of the gates as soon as possible. For all other Caltrain questions or comments please call the Caltrain Electrification Hotline at 650.399.9659 or email calmod@caltrain.com.

Thanks,
Brent Tietjen

From: Binglie Luo <binglie.luo@nyu.edu>
Sent: Friday, September 16, 2022 4:56 PM
To: cacsecretary [@caltrain.com] <cacsecretary@caltrain.com>; Board (@caltrain.com) <BoardCaltrain@samtrans.com>; publicworks@cityofsanmateo.org
Subject: Excessive gate down time pose great danger to San Mateo / JPB Citizen advisory committee comment Sep21, 2022

You don't often get email from binglie.luo@nyu.edu. [Learn why this is important](#)

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Dear Caltrain board, JPB committee, and San Mateo Public Work,

Living less than 100 feet from a grade crossing, I have observed many instances of excessive gate down time when there is no train in San Mateo. Sometimes it happens at late night or early morning when the ringing sound is especially disturbing. Sometimes it happens at busy early evenings when many cars and pedestrians line up and keep waiting to cross. The gates will sometimes keep being in the down position for hours. That is ridiculous when JPB just requires gates to activate for 25 seconds prior to train approaching.

What's particularly endangering is when drivers and pedestrians stop trusting the gates and just cross from the other side of the road. Cars might be able to use a different crossing but pedestrians may need to take the risk. I have seen cars and pedestrians cross with gates down more than 5 times when I take my daily casual walk from home. This

completely defeats the purpose of having a gate at grade crossing. What about the hours of sleep lost? Is there a way to quantify the toll on people's health?

These are not isolated incidents but I do not see any real attempt to fix these issues. It casts doubt on the purported statement by Caltrain "Grade crossing activation system is a key safety component of the railroad and of an electrified system". I wonder how Caltrain evaluates whoever contractor's work on delivering "a certified grade crossing activation system" (Balfour Beatty? certified by whom?) considering the contract is worth 700 million dollars and above.

If this new system takes time to get installed, what about any mitigation measures? How about quad gates? If quad gate is expensive, can you simply putting longer stick to block both sides of the road. How much time will that take? Or road closure? This may be better than lives lost.

Please let me know what you think.

Best,
Bing