

JPB CAC

CORRESPONDENCE
AS OF

February 20, 2024

From: [Jeff Carter](#)
To: [John Hogan](#); [Board \(@caltrain.com\)](#); [cacsecretary \[@caltrain.com\]](#); [Michelle Bouchard](#)
Cc: [adrian.brandt@gmail.com](#); [aldeivnian@gmail.com](#); [JCARTRAIN@aol.com](#)
Subject: Re: VMS At 22nd Misdirecting Customers This Past Tuesday 13-February-2024
Date: Thursday, February 15, 2024 2:47:49 PM

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Hi John,

Thanks for the quick response. Wondering if any other customers reported on this incident?

Jeff Carter

In a message dated 2/15/2024 1:28:07 PM Pacific Standard Time, HoganJ@caltrain.com writes:

Jeff,

I have forwarded this information to our contractor TASI. We have recently added 4 clerks position so this type of confusion don't happen anymore. We are digging into this incident and dealing with the employees responsible to make sure it doesn't happy again.

Apologies,
John

John Hogan
Chief Operating Officer
Caltrain
617-756-0329

From: Jeff Carter <jcartrain@aol.com>
Sent: Thursday, February 15, 2024 12:49:11 PM
To: Board ([@caltrain.com](#)) <board@caltrain.com>; [cacsecretary \[@caltrain.com\]](#) <cacsecretary@caltrain.com>; [Michelle Bouchard](#) <bouchardm@samtrans.com>; [John Hogan](#) <hoganj@caltrain.com>
Cc: [adrian.brandt@gmail.com](#) <adrian.brandt@gmail.com>; [aldeivnian@gmail.com](#) <aldeivnian@gmail.com>; [jcartrain@aol.com](#) <jcartrain@aol.com>
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Good Afternoon Caltrain/JPB Board, CAC, and Staff,

On Tuesday, 13-February-2024, I went to catch my normal train #410, which departs at 16:15 from 22nd. The VMS sign said: "Platform closed. All trains will board on the Northbound platform." So, all customers were waiting on the NB platform. However, when the train was approaching (in tunnel #1) passengers could see that #410 was on the southbound track, so we all sprinted up the stairs and over to the SB platform, there were about 25 of us, I had my bike in hand... The crew waited for all of us, including slow poke me. When on the train, I noticed that I had lost my rain pants. I could see that they were on the stairs, however, the conductor was not able to let me off to retrieve them. So, I decided to double back from the next stop which was San Bruno. I took #409 back, arriving at 22nd @16:52 and there were a lot of confused customers waiting on the NB platform. The next SB train at 22nd was #412 @ 17:15. The VMS sign was still directing customers to the northbound platform, many were quite confused, waiting on the 22nd bridge, and at the top of stairs on both sides. I called the Caltrain customer service number and was told they have an email indicating that the southbound platform was closed and there were no updates. I noted that #710 bullet did operate on the SB track. After talking with a couple customers, they told me that they were waiting on the opposite (NB) platform as directed by the (VMS) sign. However, #126 @16:42, was approaching on the normal SB track. So, when they sprinted over to the other side, the train/crew did not wait and closed the doors in their faces. I don't know how many boarded or were left behind by #126? So, when # 412 approached some customers were waiting on the NB stairs and 22nd bridge, we all signaled for them to come to the normal SB platform, and it looked like everyone was able to board.

This is not the way to get people committed to using Caltrain.

Not sure how long this problem went on, but staff needs to investigate this.

Regards,

Jeff Carter.