

JPB CAC

CORRESPONDENCE
AS OF

March 19, 2024

From: [John Hogan](#)
To: [cacsecretary \[@caltrain.com\]](mailto:cacsecretary [@caltrain.com])
Subject: Signs
Date: Friday, March 1, 2024 3:42:49 PM
Attachments: [Image.png](#)

Patrice please send to cac. This is the sign we are trying at San Carlos. If all goes well they will be installed down on the Gilroy extension.



John Hogan
Chief Operating Officer
Caltrain
617-756-0329

From: [Adrian Brandt](#)
To: [Dora Seamans](#)
Cc: [Brian David Shaw](#); [cacsecretary \[mailto:cacsecretary@caltrain.com\]](mailto:cacsecretary@caltrain.com)
Subject: Re: Confirmed receipt and was referred to Customer Experience for response. RE: Did my letter get included in the board correspondence packages?
Date: Friday, March 8, 2024 2:40:38 PM

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

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hi Dora (cc Brian & CAC),

Thanks for the investigation and response.

Like I think most anyone trying to reach the board on timely or urgent topics, I do not want or need my letter delayed from being published to its intended audience by an indeterminate-length staff detour (now already by over 1 week!).

And, unlike letters actually concerning customer experiences, my letter urges engineering safety improvements at grade crossings, and so clearly has nothing whatsoever to do with “Customer Experience.” ♂

My letter was addressed & emailed to the board on February 29th with the intention and reasonable expectation of having it appear in the correspondence package for yesterday's (March 7) board meeting. (And there was, indeed, a file provided to the board & public under the online meeting “Documents” tab for correspondence received “as of March 6”!)

Now my letter won't reach the board until over a month after it was sent. So that's another month's worth of potentially fiery vehicle intrusion crashes before they see the letter.

While I didn't really need or expect a staff response, I think it's fine if staff wishes to respond to selected letters where it seems appropriate ... but that should never result in letters such as mine being delayed from timely reaching their intended audience.

I wish and intend to raise this process issue at the next CAC meeting and am hereby requesting it be added as a short agenda item so that the committee and public may comment.

Thanks!
Adrian

On Fri, Mar 8, 2024 at 11:38 Dora Seamans <SeamansD@samtrans.com> wrote:

Hi Adrian – we checked and found that your email/letter was received and referred to Customer Experience for a response/follow up as has been our practice for a while. You may expect a response from them which would then be included into future Board correspondence packet. Since this was brought to my attention, I have also updated the automatic replies to emails to the Caltrain Board so that it should be clearer for all.

Best,

Dora

From: Adrian Brandt <adrian.brandt@gmail.com>
Sent: Thursday, March 7, 2024 10:29 AM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Did my letter get included in the board correspondence packages?

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Hi Dora,

My original letter was attached to my prior email.

As you can see, it was sent to you & clearly addressed to the board.

On Thu, Mar 7, 2024 at 10:10 Board (@caltrain.com) <BoardCaltrain@samtrans.com> wrote:

Hello Adrian – I am sorry about that. Can you send it to us again? I was informed last week there wasn't any Board correspondence to post so am concerned. It may be that your comment was referred to customer experience but do not know at this time. I've copied staff herein to research/look for something from you.

Again very sorry,

Dora

From: Adrian Brandt <adrian.brandt@gmail.com>
Sent: Thursday, March 7, 2024 10:03 AM
To: Board (@caltrain.com) <Board@caltrain.com>

Subject: Did my letter get included in the board correspondence packages?

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Hi Dora,

I'm not seeing my letter of February 29th (attached below) in the board correspondence PDFs posted to the "Documents" tab for today's board meeting.

It's not in the "As of March 6" PDF package:

<https://www.caltrain.com/media/33009/download>

... and the package before that is "As of Feb 23rd" — which is too early.

I'm concerned my and other letters are missing and won't be seen by everyone it was meant to reach.

Can you please check. Maybe I'm overlooking something?

Thanks!

-Adrian

----- Forwarded message -----

From: **Adrian Brandt** <adrian.brandt@gmail.com>

Date: Thu, Feb 29, 2024 at 16:06

Subject: Caltrain suffers another avoidable vehicle intrusion crash, this time fiery

To: Dora Seamans <Board@caltrain.com>

Honorable Caltrain Boardmembers & Staff:

Caltrain was forced to hit a vehicle on the tracks at San Bruno's Scott Street crossing last night. The driver wisely evacuated before impact, but the crash resulted in a spectacular fire.

Caltrain has long been suffering an average of 6 or so "vehicle intrusions" every month. This is where confused drivers mistakenly turn their vehicle off of paved grade crossings and onto the tracks (almost exclusively after dark), whereupon they often get stuck. Trains are usually stopped in time, but sometimes they aren't ... resulting in collisions, and sometimes even fiery ones.

Either way, systemwide delays are always the result.

Thankfully, Caltrain has yet to suffer a derailment from hitting such vehicles ... but it has happened elsewhere such as the derailment Metrolink suffered in 2005 in which 11 were killed after hitting an SUV on the tracks in Glendale.

After noticing that these incidents almost exclusively occur when it's dark out, I have for well over a year now repeatedly suggested to Caltrain how these incidents could be greatly reduced or eliminated by simply installing bright overhead lighting to make it obvious to drivers that the tracks are not just a dark street ... or by installing a second set of crossing gates that normally stay down across the tracks and only rise when the existing gates go down for approaching trains.

How long until our luck runs out and something even more serious happens here?

As prevention is the only way to avoid systemwide delays (as well as dangerous & costly crashes) resulting from these inadvertent nighttime intrusions, I urge immediate renewed and/or increased efforts focused on **preventative** — not reactionary — measures.

Best regards,

Adrian Brandt

<https://www.kron4.com/news/bay-area/caltrain-strikes-unoccupied-vehicle-on-tracks-in-san-bruno/>



