



JPB Board of Directors
Meeting of April 4, 2024

Correspondence as of March 29, 2024

<u>#</u>	<u>Subject</u>
1	Re_ Caltrain Board_ Please Fix Platform Screens at Diridon ASAP.pdf
2	Re_ Complain worst service

From: [Ryan Globus](#)
To: [Sarah Nabong](#)
Cc: [Board \(@caltrain.com\)](#)
Subject: Re: Caltrain Board: Please Fix Platform Screens at Diridon ASAP
Date: Thursday, March 28, 2024 12:28:56 PM
Attachments: [image001.png](#)

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Hi Sarah,

Do you know if Caltrain has a public web API that includes platform information? I've been testing out the 511 API, but it doesn't get more precise than "Diridon northbound" or "Diridon southbound."

If there were an API I could access with platform numbers, I'd be more than happy to spin up a website that displays platform info.

Thanks,
Ryan

On Thu, Mar 14, 2024 at 9:38 AM Sarah Nabong <nabongs@samtrans.com> wrote:

Hello Ryan,

Thank you so much for sharing your feedback and valuable suggestions regarding the ongoing Caltrain platform assignment issue. We truly appreciate your thoughtful input and proactive approach to finding solutions.

Your ideas for implementing short-term fixes such as A-frame signs directing passengers to the digital platform assignment display and temporary informational signs are fantastic and could greatly improve the passenger experience during this challenging time.

We are actively looking into implementing some of these suggestions to help alleviate the confusion and inconvenience caused by the platform assignment changes. Your engagement and feedback are immensely valuable to us as we work towards providing a better service for all our passengers.

Once again, thank you for taking the time to share your insights with us. Your contribution is highly appreciated, and we are committed to addressing the issue promptly and effectively.

Warm regards,

Sarah Nabong

From: Ryan Globus <ryanglobus@gmail.com>

Sent: Thursday, March 14, 2024 9:33 AM

To: Sarah Nabong <nabongs@samtrans.com>

Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>

Subject: Re: Caltrain Board: Please Fix Platform Screens at Diridon ASAP

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Hi Sarah,

Thanks so much for your detailed response. I'm glad to see there is a project in the works to fix the issue.

Given that this has been an issue for months and will continue for weeks/months, could Caltrain have a short-term fix? A couple ideas:

* Some A-Frame signs that say "Caltrain Track Assignments on Screen by Platform 1" with an arrow pointing towards the working digital sign.

* Temporary sign that says something like "Caltrain usually leaves from platforms 3-6; Capitol Corridor 1-3; etc"

Thanks again,

Ryan Globus

On Thu, Mar 14, 2024 at 9:23 AM Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Ryan Globus,

Your email to the Caltrain Board of Directors has been forwarded to me for response. They will receive a copy of this email.

Thank you for bringing to our attention the issues with the screens at Diridon Station. We understand the importance of having accurate and functioning information displays to ensure a smooth travel experience for all passengers.

I want to inform you that we are actively working on a project to address the screen problems at Diridon Station. The project is currently in the preparatory phase, awaiting the necessary equipment, procurement of hardware, installation arrangements, and software testing.

We acknowledge the inconvenience caused by the broken screens and the confusion it has led to for passengers, especially with the upcoming electrification. Rest assured that we are prioritizing this project to ensure that new riders and existing passengers have a positive experience and do not miss their trains.

We appreciate your patience and understanding as we work to resolve this issue. If you have any further questions or concerns, please feel free to reach out to us.

Thank you for your feedback and for being a valued rider at Diridon Station.

Best regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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



From: Ryan Globus <ryanglobus@gmail.com>
Sent: Wednesday, March 6, 2024 12:06 PM
To: Public Comment <publiccomment@caltrain.com>
Subject: Caltrain Board: Please Fix Platform Screens at Diridon ASAP

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

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To the Caltrain Board of Directors,

The vast majority of the screens at Diridon which indicate which train leaves which platform are broken. This is unacceptable for a station with ~10 platforms. Please fix them as soon as possible, as this causes major confusion.

There are currently two working screens: one by platform 5 and one by the bus terminal. If you enter Diridon from the light rail side, there is absolutely zero indication of where to go.

I take the train 3-4 times per week, and I see confused riders nearly every time, especially when there is also a Capitol Corridor train leaving around the same time. I wouldn't be surprised if people frequently miss the train. I live near Diridon and have taken Caltrain for 14 years, and even I get confused sometimes.

Furthermore, the bus-side screen is sometimes broken. I recently went to Diridon to take the 311 train, and it was not listed on the screen, which was stressful as the train was about to leave. I eventually realized the information was alternating on the bottom chyron along with "bayshore elevator broken" and "bikes board first." (pictures attached). But because the chyron moves so slowly, it took a long time to appear, and I almost missed my train.

It will be especially important to fix the screens before electrification, to ensure new riders have a positive experience and don't miss their trains.

Thanks,

Ryan Globus

San Jose Resident

Where is Caltrain 311 (leaving at 5:21pm)?

Train	Type	Departs	Track	Destination	Status
124	Local	5:16 p.m.	6	Tamien	8 MIN LATE
410	Limited	5:26 p.m.	6	Gilroy	On Time
413	Limited	5:42 p.m.	4	San Francisco	On Time
310	Limited	5:49 p.m.	6	Gilroy	On Time
129	Local	5:52 p.m.	3	San Francisco	On Time
711	Bullet	5:57 p.m.	5	San Francisco	On Time
126	Local	6:19 p.m.	6	Tamien	On Time
313	Limited	6:21 p.m.	3	San Francisco	On Time
415	Limited	6:42 p.m.	5	San Francisco	On Time
312	Limited	6:50 p.m.	6	Tamien	On Time
131	Local	6:54 p.m.	3	San Francisco	On Time

Service Notification:
w bicyclists to board first.

Caltrain

Thursday, February 15, 2018

Train	Type	Departs	Track	Destination	10 MIN LATE
124	Local	5:16 p.m.	6	Tamien	On Time
410	Limited	5:26 p.m.	6	Gilroy	On Time
413	Limited	5:42 p.m.	4	San Francisco	On Time
310	Limited	5:49 p.m.	6	Gilroy	On Time
129	Local	5:52 p.m.	3	San Francisco	On Time
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313	Limited	6:21 p.m.	3	San Francisco	On Time
415	Limited	6:42 p.m.	5	San Francisco	On Time
312	Limited	6:50 p.m.	6	Tamien	On Time
131	Local	6:54 p.m.	3	San Francisco	On Time

Service Notification:

Train 311 will Depart off Track 4

VTA Light D

From: [JOSE RODOLFO GUTIERREZ MEDEL](mailto:JOSE.RODOLFO.GUTIERREZ.MEDEL@caltrain.com)
To: [Board \(@caltrain.com\); PRA](mailto:Board (@caltrain.com); PRA)
Subject: Re: Complain worst service
Date: Tuesday, March 26, 2024 9:03:55 PM
Attachments: [Video.mov](#)

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

Today Caltrain train 518 was parking 24 minutes in hillsdale station. It's really. Always problems with Caltrain.

Enviado desde mi iPhone

El mar. 22, 2024, a la(s) 5:33 p.m., JOSE RODOLFO GUTIERREZ MEDEL <PUPIOLECTER@hotmail.com> escribió:

I'm so angry, today I come 1 min before 5:27pm in the station 4 and king, and the doors was close since 5:25pm and the personal didn't open the door. It's really with your puntuality. Really I'm am so angry with the personal and the service for the train. I will report to San Mateo transportation. Really worst service.

I see that Caltrain didn't do anything.

Enviado desde mi iPhone

El mar. 21, 2024, a la(s) 8:07 a.m., JOSE RODOLFO GUTIERREZ MEDEL <PUPIOLECTER@hotmail.com> escribió:

The train today is 20 min late. Always the trains are delay. If the train don't come at time please don't ask for the tickets or the pay, you must to be responsable for the delays. We are really angry.

El mar. 19, 2024, a la(s) 8:07 a.m., JOSE RODOLFO GUTIERREZ MEDEL <PUPIOLECTER@hotmail.com> escribió:

The train today is 30 min late.

Enviado desde mi iPhone

El mar. 12, 2024, a la(s) 9:00 p.m., JOSE RODOLFO GUTIERREZ MEDEL <PUPIOLECTER@hotmail.com> escribió:

I hereby want to express my dissatisfaction with all the delays that Caltrain trains have. At least 2 times a week the train is delayed, causing us to not arrive at our destination on time and therefore we do not arrive on time to our work, but nevertheless the ticket collectors (ticket) charge you for access to the train even though the train has more 30 minutes late and even though it's super full and a lot of people have to stand. I would like you to take responsibility for the damage you are causing and at least not charge if you do not offer a quality service. Truly, service is evil. I think I will go to the city of San Mateo to report all these incidents and I will also have to go report this on television. I'm very upset.

Rodolfo Medel

<Video.mov>

<Video.mov>

<Video.mov>

From: JOSE RODOLFO GUTIERREZ MEDEL
To: board@caltrain.com; pra@caltrain.com
Subject: Complain worst service
Date: Friday, March 22, 2024 5:33:32 PM
Attachments: [Video.mov](#)

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<Video.mov>

<Video.mov>