



JPB Board of Directors
Meeting of August 1, 2024

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|---|
| 1. MS At 22nd Misdirecting Customers This Past Tuesday 13-February-2024/Monday 24-June-2024 |
| 2. Public safety concerns: San Jose (Blossom)Caltrain parking lot |

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/Monday 24-June-2024
Date: Monday, June 24, 2024 8:36:51 PM

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Good Evening John,

It happened again at 22nd. The VMS said southbound platform closed, all trains will board on the northbound platform at approx 16:10 today, 24 June 2024. People were confused, waiting on both platforms and on the 22nd bridge for #410. This must happen often based on customers reactions and their chatter. I have seen it a few more times myself. Train 410 arrived on time and they waited for everyone to board. This is not good PR for Caltrain. TASI and whoever needs to be reprimanded.

Regards,

Jeff Carter
(925) 207-3408

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 happen 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>
Subject: VMS At 22nd Misdirecting Customers This Past Tuesday 13-February-2024

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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.

From: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
To: "Melody"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: Bernard Fung; Sarah Nabong
Subject: RE: Public safety concerns: San Jose (Blossom)Caltrain parking lot
Date: Wednesday, June 26, 2024 2:21:16 PM

Dear All – confirming receipt of latest email and respectfully noting that the property/lot is under the jurisdiction of the City of San Jose

Please contact your local police department. FYI: [San Jose Police Department, CA | Home \(sjpd.org\)](https://www.sjpd.org)
A copy of this email will be included into the Board’s weekly correspondence.

Best,

Dora S.

From: Melody <melodytliu8888@yahoo.com>
Sent: Monday, June 24, 2024 1:13 PM
To: Sarah Nabong <nabongs@samtrans.com>
Cc: Board (@caltrain.com) <BoardCaltrain@samtrans.com>; Bernard Fung <bernardfung8@gmail.com>
Subject: Re: Public safety concerns: San Jose (Blossom)Caltrain parking lot

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Hi Sarah,

I have been continuing calling 311 and sometime 911 and recently the issue came back again where I have a homeless person setup camp directly outside my fence and starts to scream profanity and very loud and very gross dialog with himself. He sometimes changes in public. I’m trying to call but am looking to see if Caltrain can have any kind of longer term solution with the city such as regular patrol to clear these out.

Thanks,
Melody

Sent from my iPhone

On Feb 21, 2024, at 8:30 AM, Sarah Nabong <nabongs@samtrans.com> wrote:

Dear Melody Liu,

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 reaching out to Caltrain with your observations. We provided your feedback to our Transit Police for their attention and the area you mentioned is handled by your local jurisdiction, who should be notified for real-time issues.

Thank you for your concerns and we appreciate your vigilance.

Kind regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

Phone: 800.660.4287

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

<image001.png>

From: Melody <melodytliu8888@yahoo.com>

Sent: Saturday, December 23, 2023 6:56 PM

To: Board (@caltrain.com) <board@caltrain.com>

Cc: Bernard Fung <bernardfung8@gmail.com>

Subject: Public safety concerns: San Jose (Blossom)Caltrain parking lot

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Dear Board of director,

The Caltrain Blossom Station parking lot in San Jose (Ford and Monterey) has become a breeding ground for crime.

It's a huge piece of paved road with no speed bumps and in recent days there's multiple incidents of vehicle making donuts and playing loud music in the middle of the night. There's posted signs for "no illegal dumping" and yet no regular enforcement for compliance. There's furniture, tents and homeless encampment generating regular trash. Today I had to call police and fire department as a homeless person brought accelerant and started an illegal fire right outside my walls where my kids were playing in the backyard. There is no oversight whatsoever.

Please find solution on what Caltrain can do, to ensure this parking lot does not become a major public safety issue.

Sincerely your neighbor,
Melody Liu