

JPB CAC
CORRESPONDENCE
AS OF

July 16, 2024

From: [Margaret Tseng](#)
To: chrisflorkowski@yahoo.com
Cc: [cacsecretary \[@caltrain.com\]](mailto:cacsecretary [@caltrain.com])
Subject: RE: Zoom issues with the CAC meeting - June 19th
Date: Thursday, June 20, 2024 3:08:36 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

Hello Chris.

Thank you for contacting us and letting us know about the technical difficulties during last night's Caltrain Citizens Advisory Committee.

The best method to report such issues is via email to cacsecretary@caltrain.com. Moving forward, we will consciously monitor in an effort to avoid this from happening again. We do apologize for the inconvenience caused and appreciate your attendance as well as comments at the meetings.

Thanks,

Margaret

Margaret Tseng
Deputy District Secretary | Phone: (650) 551-6108 | Email: mailto:tsengm@samtrans.com



From: C Florkowski <chrisflorkowski@yahoo.com>
Sent: Wednesday, June 19, 2024 6:25 PM
To: [cacsecretary \[@caltrain.com\]](mailto:cacsecretary [@caltrain.com]) <cacsecretary@caltrain.com>
Subject: Zoom issues with the CAC meeting - June 19th

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I have tried to access tonight's CAC meeting both through my desktop as well as my mobile using the phone number. I joined via desktop as well as mobile. I have left the meeting and returned. There is no audio. I was able to view some of the presentation slides on fare changes, but cannot hear anything going on in the meeting.

I have twice tried raising my hand to report the issue twice. I have no idea if anyone heard me. (The

second time I tried, I had the zoom call open on my phone, and did experience feedback. I could hear myself, but could not hear any of you.)

There appears to be no way to report technical issues. (Chat is disabled in these Zoom calls.) Can you provide a number to call or text to report such issues?

It is now 6:25pm and there is still no video or audio. I am conceding that I will not be able to participate. I hope there will be a functioning recording of this meeting.

~Chris Florkowski

From: [Sarah Nabong](#)
To: [Jeff Carter](#); [John Hogan](#); [Board \(@caltrain.com\)](#); [cacsecretary \[@caltrain.com\]](#); [Michelle Bouchard](#)
Cc: [adrian.brandt@gmail.com](#); [aldeivnian@gmail.com](#)
Subject: RE: VMS At 22nd Misdirecting Customers This Past Tuesday 13-February-2024/Monday 24-June-2024
Date: Wednesday, July 3, 2024 2:52:11 PM
Attachments: [image001.png](#)

Dear Jeff Carter,

Your message to the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence.

Thank you for your recent feedback regarding the platform closure incident that occurred on June 24, 2024. We have noted the challenges and confusion caused by the closure of the southbound platform and the subsequent boarding of all trains on the northbound platform. We understand that this situation resulted in inconvenience for passengers, and we apologize for any difficulties you experienced. Following your report and our investigation, we identified that at 15:45, an incorrect sign was reported at 22nd Street, and the VMS signs appeared to be stuck. The single tracking signs were removed from the Central Control Facility office at 15:17. Our communications team promptly addressed the issue by physically rooting the VMS the following day.

We value your feedback as it helps us to improve our services and prevent similar incidents in the future. Your observations are essential for us to enhance our operations and ensure a smoother experience for all passengers.

We appreciate your understanding and cooperation.

Regards,

Sarah Nabong, Customer Service Representative 2

1250 San Carlos Ave San Carlos, CA 94070

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



From: Jeff Carter <jcartrain@aol.com>

Sent: Monday, June 24, 2024 8:37 PM

To: John Hogan <HoganJ@caltrain.com>; Board (@caltrain.com) <BoardCaltrain@samtrans.com>; cacsecretary [@caltrain.com] <cacsecretary@caltrain.com>; Michelle Bouchard <BouchardM@caltrain.com>

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

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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: [Rachel Beddor](#)
To: [cacsecretary \[@caltrain.com\]](mailto:cacsecretary [@caltrain.com])
Subject: Public Comment : Caltrain Live Tracking
Date: Friday, July 5, 2024 4:36:21 PM

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Hi,

I live in San Carlos. I am an engineer and I commute into SF a few times a week for engineering events, interviews, etc.

I would prefer to take Caltrain into the city rather than driving, but it can feel really financially risky. About 20% of the time, my train is severely delayed and I don't know until I am at the station (it's a 15 minute walk away from my apartment). In those cases, I usually wait a while to see if the train shows up. Then if the train doesn't show up, I have to take uber because I'm running late - which is really expensive (it can be up to \$100 to commute from San Carlos in uber). As a result, I have mostly switched from commuting on the train to driving into the city.

I understand there's an electrification project and other challenges right now. So I understand that trains are delayed sometimes. My main problem is that I don't know when trains are going to be delayed until I get to the station. I try to use the live maps feature, but I find it frequently isn't accurate or is down completely. Sometimes live maps, google maps, Caltrain twitter are all saying different things - and I don't know what to trust.

My request is that we improve the live tracking of trains so that passengers can adequately plan in advance for when a train is delayed.

Thanks,
Rachel

San Carlos, California

From: [Noah Solnick](#)
To: [Caltrain BOD Public Support](#); [cacsecretary \[@caltrain.com\]](mailto:cacsecretary [@caltrain.com])
Subject: Unreliable commuting experience
Date: Wednesday, July 10, 2024 9:46:04 AM

Some people who received this message don't often get email from noah.solnick@gmail.com. [Learn why this is important](#)

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Dear Caltrain CAC and BOD,

I am writing to express my displeasure and disappointment with the quality of service I experienced on the morning of July 10, 2024. I was a passenger on train number 405, which was scheduled to depart at 8:30 and arrive in the city at 9AM. The trip was marred by a series of issues that led to my missing multiple work meetings.

At the outset, the 405 train was delayed by 30 minutes. This initial delay was frustrating enough, but the situation worsened when the train subsequently missed its stop at San Bruno. As a result, the train had to double back to drop off passengers, causing further delays. To make matters even more inconvenient, at South San Francisco we were instructed to unload and reboard onto a local train instead of continuing directly to SF.

This series of mishaps resulted in a total delay of one hour, which is wholly unacceptable. As a regular commuter, I rely on Caltrain to provide timely and reliable service, and this experience was far from meeting those expectations. The delays and the disorganization displayed on this trip caused significant inconvenience and disruption to my day, resulting in my being late for work and impacting my responsibilities.

I expect Caltrain to take steps to address these issues and to ensure that such incidents do not recur in the future. I look forward to hearing from you regarding the steps that will be taken to improve the service and to compensate passengers for the inconvenience caused on July 10.

Thank you for your attention to this matter.

Noah Solnick