

**CITIZENS ADVISORY COMMITTEE (CAC)  
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING  
Bacciocco Auditorium, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF AUGUST 21, 2019**

**MEMBERS PRESENT:** A. Brandt, A. Dagum, L. Klein, M. Romo, Patricia Leung, R. Valenciana (Vice Chair), B. Shaw (Chair)

**MEMBERS ABSENT:** None

**STAFF PRESENT:** D. Hansel, M. Jones, J. Le, J. Navarrete, J. Navarro, S. Petty

Chair Brian Shaw called the meeting to order at 5:43 p.m. and led the Pledge of Allegiance.

**INTRODUCTION OF NEW CAC MEMBER**

Chair Brian Shaw introduced newly appointed Santa Clara County committee member, Patricia Leung.

**APPROVAL OF MINUTES OF JULY 17, 2019**

Motion/Second: Klein / Valenciana  
Ayes: Brandt, Dagum, Romo, Leung, Shaw  
Absent: None

**PUBLIC COMMENT**

Jeff Carter, Millbrae, pointed out that the Agenda looked lengthy and may take a long time to get through all of the items. He stated that the CAC meeting times were set up to be train schedule friendly. He stated that members of the public may need to leave before the meeting ends and hopes that future Agendas are more brief for future meetings.

Andy Chow, Redwood City, voiced his concern regarding the Millbrae transfer. He stated that if a passenger coming from BART misses their Caltrain connection, they can be waiting for more than an hour for the next train. He suggested having a better transfer schedule at Millbrae. He also mentioned that Caltrain needs more capacity during concerts. He stated because Caltrain uses a load and go method, passengers wait until the train is full before departing the station and end up arriving past 1:00am. He suggested staff have a better method during events.

### **CHAIRPERSON'S REPORT**

Chair Brian Shaw requested to add an item to September's Agenda, the discussion and decision to amend the bylaws to allow alternates to form a quorum. Chair Shaw also mentioned that the San Francisco County representative will be joining the committee next month. He also stated that he will have more information regarding the additional Santa Clara representative at next month's meeting.

### **COMMITTEE COMMENTS**

Member Adrian Brandt requested staff to continue to focus on ways to prevent vehicles on the tracks. He stated that last month over one hundred passengers were stuck on the train for over 90 minutes due to a vehicle on the tracks. He then stated that the media has reported that electrification is up to two years behind schedule and requested that the JPB encourage the contractor to get back on track. Lastly, Adrian stated that the High Speed Rail Authority is proposing to go with the minimum passing tracks scenario which is not compatible with Caltrain's clock face schedule with higher frequency.

### **PROOF OF PAYMENT**

Jenny Le, Management Analyst, San Mateo County Sheriff's Office, presented the Proof of Payment presentation.

The full PowerPoint presentation can be found on [caltrain.com](http://caltrain.com).

### **Committee Comments:**

Member Adrian Brandt asked, when unpaid citations are handed off to the Franchise Tax board, how does Caltrain receive the 100% closure rate, when not everyone pays taxes. Jenny Le responded that unpaid citations are handed over to a third-party agency and if the citation still goes unpaid and is forwarded to the Franchise Tax board, the passenger is charged a penalty and eventually, the money is recouped. Member Adrian then asked about the low-income passengers that cannot pay and Jenny Le responded that Caltrain has a process for those passengers that meet the low-income threshold. Member Adrian then asked whether the collection agency purchases the unpaid citations upfront from Caltrain. Jenny Le confirmed and stated that the collection agency charges a 30% collection fee and a \$25 late fee that is passed to the customer along with a \$75 fine. Member Adrian asked how staff handles customers that have had a third offense. Jenny Le responded that the conductor provides the passenger the proper language of the 90-day exclusion and the Sheriff's department is dispatched to meet the train escort the passenger off the train. Member Adrian then asked what the mechanics of the Rover teams are. Joe Navarro, Deputy Chief, Rail Operations responded that Caltrain has two dedicated individual rovers that follow a schedule and partners with the crew on board to enforce fares. Lastly, Member Adrian asked what the evasion ration is. Mr. Joe Navarro responded that Caltrain enforces fares with two types of machines and the HCR4 machine from MTC,

does not capture that data, however staff is currently working with Turbo Data to find a way to obtain that information.

Vice Chair Valenciana asked whether the clipper card of those individuals on the 90-day exclusion are suspended. Jenny Le stated that the clipper card is not suspended and that if the individual is caught on the train, the individual is considered trespassing and criminal action will be taken.

Member Larry Klein asked how many individuals are on the 90-day exclusion list. Jenny Le responded that currently Caltrain has two individuals on the list.

Joe Navarro, Deputy Chief, Rail Operations stated that staff will present this to the Board next month and request to extend Turbo Data's contract for the next eight years.

Public comment:

Jeff Carter, Millbrae, requested staff to provide the rate of evasion ratio. He also requested staff to provide slack on the zero tolerance/no exception rule when honest mistakes are made like and the passenger indeed has fare and just forgot to tag on/off.

Doug DeLong, Mountain View, shared anecdotal information. He stated that a conductor allowed an individual with the incorrect fare to deboard the train and did not receive a notice of violation. He stated that this conductor may need additional training as it does not follow the zero-tolerance rule.

## **PLAN BAY AREA 2050**

Melissa Jones, Principal Planner, presented Plan Bay Area 2050 to the committee.

The full PowerPoint presentation can be found on [caltrain.com](http://caltrain.com)

Committee Comments:

Member Larry Klein stated that he expected to see grade separation costs equal between all three plans to eliminate as many grade crossings as possible in all scenarios. Sebastian Petty, Director - Caltrain Policy Development, responded that the cost includes city generated projects and an additional investment in all the scenarios. In the moderate and high growth scenarios, where there is four tracking, additional grade separations would be required.

Member Anna Dugum asked what the current peak service between San Francisco and San Jose is. Ms. Jones responded that it is five trains per hour.

Member Adrian Brandt asked what the reasoning is behind submitting three separate scenarios for MTC to choose from, when the goal is to obtain funding from them and what prevents them from choosing the least cost scenario. Ms. Jones stated that the Board has not taken action yet and once the board adopts one of the service visions, staff will work with MTC to eliminate the other two scenarios. Mr. Petty also added that

MTC is required by law to put together a fiscally constrained plan for the region and by providing all options, if the model does not fit the fiscally constrained plan, there is room to scale back.

Vice Chair Valenciana asked what other transit agencies submit plans for the same geography footprint as Caltrain does. Ms. Jones responded that the multi county operators are BART and Golden Gate Transit.

Public Comment:  
None

### **FARE PROPOSAL**

Derek Hansel, Chief Financial Officer, presented the Fare Proposal to the committee and requested a vote for recommendation.

The full PowerPoint presentation can be found on [caltrain.com](http://caltrain.com)

#### Committee Comments:

Member Adrian Brandt asked, regarding the discounted fare, what percentage of riders will be eligible for the new 20% low income discount fare and stated that 20% is a timid discount when Caltrain will increase revenue with increased ridership. Mr. Hansel stated that there was an analysis of the available data completed and staff decided to offer a 20% discount to low income riders.

Member Anna Dagum asked what percent of revenue comes from the Go Pass. Mr. Hansel responded that it is a little over 20%. She also asked what types of companies are eligible to participate in the Go Pass program. Mr. Hansel stated that there is a minimum subscription amount and that there are several companies participating along the corridor, including the largest customer, Stanford University. Ms. Dagum then asked whether Caltrain risks losing Go Pass participation with the substantial increase in Go Pass fares and asked whether the substantial increase with Go Pass can subsidize low-income discount fares. Mr. Hansel stated that the revenue per passenger mile for Go Pass was the lowest fare product by far and to solve the perceived equity issue, by increasing fares, in 2025 this problem is solved. If staff continues to increase the Go Pass fare to offset the low-income fare, the equity concern will arise again for the opposite reason. Lastly, Ms. Dagum asked whether Caltrain has a program in place for subsidized Go Pass schools and/or non-profits. Ms. Hansel responded that Caltrain does not.

Member Larry Klein asked why staff decided to increase the Go Pass 5% every two years going forward as opposed to providing participating companies the price in 2022 and 2024 and then reevaluating the fare program every two years. Mr. Hansel stated there are several reasons, first the evaluation is a significant process and it made sense to increase fares all together, second there is an equity issue when the zone and base fares are increased and the Go Pass remains the same, and lastly, there were many

complaints with the onetime 50% increase split over two years as these companies also have budgets to plan for. Caltrain wants to create predictability in price for those customers. Lastly, Member Klein stated that there will be a lot of complaints with the two fare increases happening so close together, April and July.

Chair Brian Shaw recapped the changes to fares, the Go Pass will increase 5% every two years beginning 2020, that the Clipper discount program will remain, at a reduced level, and there is a new discount fare, an income-based means fare program that MTC is helping subsidize. Chair Shaw requested that an update of the means fare program be presented to the CAC in Dec 2020. He requested that this topic be added to the work plan. Mr. Hansel agreed to provide an update to the CAC in December 2020.

Vice Chair Valenciana stated that students in college may qualify for the low-income fare and asked whether staff plans to promote this at the colleges and universities. Mr. Hansel stated that he is not aware of promotion plans.

Member Anna Dagum asked whether the station-based fare proposal by a member of the public can be looked at and possibly implemented. Mr. Hansel stated that it would be challenging to implement.

Member Adrian Brandt asked why station-based fare is difficult to implement. Mr. Navarro responded that it is difficult to enforce fares every one to three miles and the determination will possibly be made once the stopping pattern is decided on and whether it would be reasonable to implement a station-based fare with the design of the new EMUs.

Public Comment:

Jeff Carter, Millbrae, stated that he supports Caltrain's participation in the means-based fare program and the increase of the Go Pass if it does not detour companies from purchasing the Go Pass. He would also like staff to address the mistake in increasing the multiplier of the monthly pass.

Chair Brian Shaw advised the committee that Mr. Hansel is looking for a recommendation from the committee and would need a motion and a second from the committee.

Vote to recommend the Fare Proposal

Motion/Second: Klein / Brandt

Ayes: Dagum, Romo, Leung, Valenciana, Shaw

Absent: None

The Citizen's Advisory Committee has recommended the Fare Proposal.

## **CALTRAIN BUSINESS PLAN UPDATE**

Sebastian Petty, Director - Caltrain Policy Development, presented Caltrain Business Plan Update to the committee.

The full PowerPoint presentation can be found on [caltrain.com](http://caltrain.com) and further information regarding the Business Plan Update can be found at [www.caltrain2040.org](http://www.caltrain2040.org)

### Public Comment:

Doug DeLeon, Mountain View, stated that the consultant doing the management analysis compared Caltrain to other railroads using two metrics. In the first metric, revenue service miles per employee, Caltrain matched the best other railroad in the country, New Jersey Transit. In the second metric, passenger miles per employee, Caltrain surpassed the next closest rated railroad by twice as much. Caltrain is unique as it has the same load in the reverse direction as it does in the peak direction, which allows Caltrain use their rolling stock and operating employees twice during each commute peak. Doug went on to say that the consultant doing the management analysis showed that Caltrain is under resourced for what it is doing.

Jeff Carter, Millbrae, stated that he hopes that Caltrain goes with the moderate to high growth scenarios as it has the potential to do a lot like take cars off the freeway.

### Committee Comments:

Member Patricia Leung asked whether there is consideration of the last mile problem. Mr. Petty advised that the plan does not include that consideration and had a set of default assumption made and that there will be additional analysis to come. Member Leung then asked whether there will be consideration with TODs. Mr. Petty stated that it is a major consideration and that there is a companion project, the Rail Corridor Use Policy, being done that will look at land that Caltrain owns to consider what land will need to be used for railroad usage and where there are opportunities for potential development.

Member Larry Klein asked what document the public should refer to and Mr. Petty advised that it is the document with over 150 pages and that there is a link on the project website to the YouTube Live presentation. Member Klein then asked what the plans are for sharing station space with other entities. Mr. Petty said that this question fits in the same category as the last and that the Business Plan sets a big picture framework defining long term space necessities for railroad usage and areas for opportunity to develop. Member Klein then asked whether current projects take into consideration the 2040 plan. Mr. Petty stated that current projects underway will not halt and that staff will continue to do work that gets Caltrain to the 2040 plan. Caltrain will also continue to look at funding options and opportunities and will look for new sources of funding.

Member Adrian Brandt, referred to the 2040 Operating Cost slide and asked why "traction electricity" and "fuel and electricity" are separated out. Mr. Petty stated that he will investigate that further. Member Adrian also asked what part of the \$3.6B is level boarding and Mr. Petty said that he would need to pull the detailed numbers. Member

Brandt wanted to emphasize the importance of level boarding and shared pictures he took of level boarding in Switzerland. The train had plates that come out and retract when the train leaves. He stated that it is a three-track station and that in twenty-three minutes time, they had five trains per track, fifteen trains moving on a three-track station and if a track is removed, they are moving ten trains on two tracks.

Chair Brian Shaw suggested the committee to review the Organizational Assessment as there was not enough time to go over it at last month's Board Meeting.

Mr. Petty then stated that the Board had made a couple of requests, to continue the presentation at the September Board meeting to discuss the service and to have a special meeting to look at the Organizational Assessment and has not been scheduled yet.

Chair Brian Shaw then asked whether Caltrain can use the 4 slots an hour being held for High Speed Rail at least until High Speed Rail comes on to the Peninsula. Mr. Petty stated that technically yes, however further analysis will need to be completed. Lastly, Chair Shaw asked whether the main difference between the money that is being programmed for the recommended/moderate approach vs. the high growth approach is the scope number of passing tracks that will be needed to get to that additional capacity in terms of the spend. Mr. Petty confirmed that it is the main difference.

#### **STAFF REPORT UPDATE**

Joe Navarro, Deputy Chief, Rail Operations, reported:  
(The full report can be found on [caltrain.com](http://caltrain.com))

#### **On-time Performance (OTP)**

- **July:** The July 2019 OTP was 93.8% compared to 90.5% for July 2018.
  - **Mechanical Delays** – In July 2019 there were 481 minutes of delay due to mechanical issues compared to 1144 minutes in July 2018.
  - **Trespasser Strikes** – There was one trespasser strike on July 12 and two trespasser strikes on July 22, all resulting in fatalities.
- **June:** The June 2019 OTP was 90.7% compared to 91.9% for June 2018.
  - **Trespasser Strikes** – There were two trespasser strikes on June 20 and 25, with no fatalities.

Mr. Navarro explained that the reason for the minutes of delay with the vehicle on the tracks, earlier in August, was due to not only cat poles and foundations in the way, but the vehicle went up the embankment and it was difficult for the tow truck to access the vehicle. Every situation has its unique complications.

Public comment:  
None

Committee comment:  
Member Adrian Brandt asked whether the old telegraph poles from SP days will be removed. Mr. Navarro will investigate further.

## **JPB CAC Work Plan**

### September 18, 2019

- Amending the By-Laws to include alternate CAC members
- Operating & Capital Budgets
- Rail Safety Education / Suicide Prevention Efforts

### October 16, 2019

- Camera System / Grade Crossing Improvements
- 529 Update
- TVM Upgrade update

### Items to be scheduled

- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez
- Presentation on a plan to clean-up right of way – requested by Chair, Brian Shaw on 8/15/18
- MTC Means-Based Discount Fare program update – requested by Chair, Brian Shaw on 6/19/19
- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- Distance Based Fares – requested by Chair, Brian Shaw on 6/19/19

### **DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**

September 18, 2019 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:56 pm