

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

MINUTES OF JULY 15, 2020

MEMBERS PRESENT: A. Brandt (Vice Chair), A. Dagum, P. Flautt, R. Kutler, P. Leung, M. Romo, B. Shaw (Chair)

MEMBERS ABSENT: L. Klein

STAFF PRESENT: H. Chan, C. Kwok, R. McCauley, J. Navarrete, J. Navarro, S. Petty

Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20, which suspends certain requirements of the Ralph M. Brown Act.

Chair Brian Shaw called the meeting to order at 5:41 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF JUNE 17, 2020

Motion/Second: Leung / Brandt

Ayes: Dagum, Flautt, Kutler, Romo, Shaw

Absent: Klein

PUBLIC COMMENT

Public Comment received via email at cacsecretary@caltrain.com

Jennifer Navarrete, CAC Secretary, stated that the following written comments were received after the 3pm correspondence packet cut off time and may have been intended to be included. Chair Brian Shaw requested comments to be read.

Jeff Carter, Millbrae:

To Caltrain JPB Citizens Advisory Committee July 14 2020,

Additional Public comments for the July 15, 2020 meeting from Jeff Carter:

At the June 17, 2020 CAC meeting there was some concern raised about the asymmetry and excessive padding in the 70-train schedule. Some local trains take 95 minutes, some take 104 minutes to serve 21 stations, trains 101 and 139 respectively, note that I'm including SF and SJ stations. Limited 205 serves 12 stations with a run time of 77 minutes and limited 207 serves 13 stations with a run time of 83 minutes.

I dug up a Southern Pacific timetable, dated August 6, 1977 and it shows train 122 (4:15 pm) taking 95 minutes to serve 24 stations SF to SJ. This was my regular afternoon train, it was 5 or 6 Harriman Subs, and had a lot of ons and offs for it's run, I recall the October 1979 passenger count showing this train had a total of 1006 passengers, I believe the maximum peak load was in the neighborhood of 350-400, which indicates a lot of intermediate ridership, this train was a workhorse. The typical run time for trains serving 21 stations was 80 minutes, for example, train 120, leaving SF at 3:00 pm. Granted, 1977 was much different as most ridership was to SF in the morning and out of SF in the evening, there was little reverse commute and intermediate station activity, however, this was beginning to change. Of course, there were no bicycles or wheelchairs and not the heavy pre-COVID ridership we have in recent times. However, given the low ridership numbers currently on Caltrain, revision of the padding/run-times could result in time savings for Caltrain customers, and possibly a cost savings in on-board crew time. The service would be more attractive and encourage more ridership and revenue. I have attached the 1977 SP timetable for reference.
Jeff Carter

Jeff Carter, Millbrae:

To Caltrain/JPB Citizens Advisory Committee, July 14, 2020.

I submitted the following to the Joint Powers Board earlier this month. I have made a few minor adjustments to some the attached documents since then...

Each month the board agenda packet includes a monthly Key Performance Statistics Report. This includes a written staff report and several graphs/charts of ridership and ticket sales data. Most recently, staff has produced a chart showing the effects of COVID/shelter in place on ridership. These charts are most likely created from an Excel spreadsheet. I am requesting that the spreadsheet raw data be included as part of the monthly "Key Performance Statistics Report," or as backup data available through the Caltrain website. I would note that some past reports included the raw data used to create the graph showing "Caltrain Mobile Ticketing-Monthly Sales by Ticket Type," I have attached the December 2018 report which appeared in the February 2019 PCJPB Agenda packet, I have noted such in the attached report, plus additional notes on other graphs.

I have entered the data presented in "Graph C", creating my own Excel spreadsheet and graph, (also attached) which is almost identical to "Graph C" in the December 2018 Key Performance Statistics Report. Why can't staff include the spreadsheet with the graph? Why can't staff provide spreadsheet data for all graphs?

Jeff Carter

Jeff Carter, Millbrae, via Zoom Q&A, stated that regarding the first written comment read previously, that information was also sent to the Board earlier in the month. He stated that this written comment should have been included in the CAC packet. He then stated that the second comment was intended to be read after Agenda item number eight.

Roland Lebrun, San Jose, via Zoom Q&A, stated that five years ago the bullet train took 57 minutes between Diridon and San Francisco and now that traffic is less there is no way Caltrain can compete with driving and that until that is resolved, ridership will not come back. He then stated that the video platform to archive the Zoom Meetings is

useless because users cannot go back and forth as it freezes. Mr. LeBrun suggested providing direct links to the video archives or to move them to YouTube. He then stated that there were comments at the last meeting and again during the Board Meeting, that Constant Warning Time was part of CBOSS then when CBOSS went to Wabtec, Constant Warning Time disappeared. He stated that CWT was never part of CBOSS and is part of the Electrification Project, and it needs to be severed. He stated that a Change Order will need to be issued to allow the right people to do it. He stated that it is a prerequisite to electrification. Lastly, Mr. LeBrun stated that the Board of Supervisors did not put the one eighth sales tax on the November ballot. He stated that he does not agree when VTA is told that they no longer have to contribute to Caltrain. He stated that voters voted twice, in 2000 for Caltrain Operation \$300M and again in 2016 with Measure B.

Aleta Dupree, via Zoom Q&A, stated that it is important to continue to work to streamline TVM Upgrades and Mobile App for parking. She also mentioned that the Clipper Start Program was turned on today and asked all three counties to be the eyes and ears of the public because Clipper is a Safe Register Program and helps people get Clipper cards, keep their fare registered and will save people money, especially for those who travel regionally on multiple systems. She stated that it is important to continue to streamline and get away from paper tickets with the TVM upgrades. Lastly, she stated that electrification is very important because once the project is complete it will help a lot of people.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that Caltrain is in a fairly contentious situation right now without the sales tax and does not know what the funding mechanism will be for the railroad beyond the end of the year when the federal money is projected to run out. He stated that the local counties will have to contribute more money, if they have it, or the railroad will not be in a position to continue to function. Chair Shaw stated that this is a very challenging situation for the railroad because the fares have been so severely compromised during this period, and likely will remain that way. He then shared that at Stanford, more people have been coming back to work and noticed that the buses seem busy from the train station in the mornings and hopes it is a good sign.

COMMITTEE COMMENTS

Member Patricia Leung shared how disappointed she was about the tax being shut down by San Francisco. She asked who to advocate to, within the counties, to come up with funding. Secondly, Member Leung asked about development projects around the various train stations that will take parking from Caltrain, Santa Clara in particular. She thanked the CSC Secretary, Patrice, for providing the appropriate contacts to discuss the concern and thanked Caltrain's Real Estate team for being patient and responsive. She shared that there is a proposal to build housing in the Caltrain Parking lot at Santa Clara station to build dorms similar to the ones at UC Davis. This will reduce the number of parking spaces from 240 spaces to 94 spaces. She stated that about 1000 people board at Santa Clara and less than 100 with bikes, pre COVID. She stated that the parking lot usually fills up by 8:30 am. Member Leung also reported that there

was a public outreach meeting in San Jose regarding the development at the Tamien Station parking lot.

Member Roz Kutler agreed that things are dispiriting and recommended Caltrain to continue to push air quality and not just the ridership issue. She stated that air quality is something that is very important to San Francisco and recommended staff to talk about environmental issues. She also shared that she is an essential worker riding Caltrain and is glad that staff is addressing the equity issues.

Vice Chair Adrian Brandt agreed with Public Comment from Jeff Carter about the excessive padding in the current schedule, to the point that makes Caltrain less competitive. Vice Chair urged staff to do everything possible to make an aggressive, attractive and time efficient as possible schedule with very little extra padding. He stated that he would like to see the service be more balanced between some of the more popular stations, serving stations with skip stop trains in one direction in the morning and not the other way coming back. Mr. Brandt then pointed out that he continues to see Raymond Chen, member of the public, who lives adjacent to the San Francisco station continue to have problems with excessive train idling. Mr. Brandt suggested Caltrain to use wayside power so that the locomotive does not have to idle and generate lots of noise and exhaust. Mr. Brandt then suggested staff to revisit Constant Warning Time because staff is choosing to go forward with a non-Constant Warning Time Solution that will dramatically increase gate down times. Lastly, Mr. Brandt emphasized the tragic significance of the San Francisco Board of Supervisors failing to agendize SB797, the one eighth sales tax.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that there is absolutely no way Caltrain is going to shut down. He said that Santa Clara County has plenty of money. He then pointed out that in May, the Governor revised his budget and negotiated a ten percent cut with the Labor Unions and Caltrain did nothing and it basically speaks to the San Francisco Board of Supervisors decision. Lastly, he stated that the Tamien Station parking lot will lose the entire lot, 450 spaces, 15,000 square feet and a childcare center, which had 75 spaces dedicated to parents and single parent families.

Jeff Carter, Millbrae, via Zoom Q&A, expressed his disappointment with the San Francisco Board of Supervisors for not advancing the SB797 sales tax. He stated that it is very important for the Peninsula and Bay Area to reduce traffic congestion and air pollution. Secondly, Mr. Carter commented on the idling trains in San Francisco and suggested Caltrain to take advantage of the wayside power at San Francisco, San Jose and CEMOF.

EQUITY ASSESSMENT UPDATE

Sebastian Petty, Director, Caltrain Policy Dev, presented the Equity Assessment Update

The full Power Point presentation can be found on caltrain.com

Committee Comments:

Member Patrick Flautt thanked Mr. Petty for the sobering presentation on Caltrain's current financial state. He then asked, concerning slide six, how Caltrain would monetize assets. Mr. Petty responded that monetizing assets has generally been in the context of development of JPB owned property or looking at leasing of fiber optic space along the corridor. The goal would be to try to find options that stay within the policy framework of this agency.

Vice Chair Adrian Brandt commented on the topic of making the system more usable and accessible for everyone that means attracting a broader range of rider demographics and income levels. He stated that it is important to go beyond the Clippers Start Pilot program. He also suggested fixing the Tariff since to ride one station stop in one direction may be double to ride many stations in the other direction. He also suggested to begin work on level boarding projects to make the system useful and more accessible for everyone. Mr. Brandt then suggested that with the closing of the Atherton station, staff consider a station to replace Atherton at the midpoint of Menlo Park in Redwood City in the vicinity of Fifth Avenue, Friendly Acres, the southern part of Redwood City. Lastly, Mr. Brandt suggested to take a page from Europe, and offer day passes valid for 24 hours, monthly passes valid for 30/31 days, no longer tied to a month and introduce a seven-day pass, ideal for tourists.

Member Roz Kutler asked Mr. Petty whether any of the organizations, on the list, are based in southeast San Francisco. Mr. Petty confirmed that there are. Member Roz then suggested that printed materials be available in multiple languages.

Member Anna Dagum emphasized that in terms of ridership and increasing ridership for communities who have been historically marginalized in the planning process, Caltrain not forget about housing and the commitment to thirty percent affordable housing. She suggested making it all low income housing because even in this area, affordable housing is not affordable for the majority of people who are living here. This would increase ridership and equity at the same time. Riders take the train when it is convenient. She then stated that many lower income riders use the bus to get to the train, however the Samtrans bus she takes rarely makes the connection to the train. Again she reiterated that building more housing should not be overlooked, especially in light of the California High Speed Rail Environmental Impact Report that was published July 10th that specifies certain numbers of houses and businesses will be displaced with the new track being built. She stated that the land that Caltrain has is incredibly valuable and should be used to promote more affordable and low-income housing to increase equity.

Member Patricia Leung stated that VTA and the City co-own a piece of land in the parking lot at the Santa Clara station, and that VTA is trying to build 100% affordable low income housing on their portion. She stated that she is advocating for the City to also build affordable housing instead of building student housing for the University. Regarding service, Member Leung then suggested staff to focus on other trip types like off peak hours and weekends because a lot of the ridership during the peak hours were white collar workers now working from home and it would be a good time to engage other ridership. She then shared her appreciation of increased communication on the social media platforms and the partnership with Channel Seven News, talking about

the COVID safety measures being taken on the trains as it puts more people at ease. Lastly, Member Leung stated that the clock face schedules make it easier for people to understand when the train will arrive and is glad to hear that it is being talked about.

Vice Chair Adrian Brandt was pleased to learn that Caltrain is part of the Blue Ribbon Transit Committee, essentially multiple Transit Agencies getting together with MTC to provide consistent messaging for COVID recovery safety measures when riding transit. He then stated that videos and materials emphasize a little too much on surface disinfecting and suggested focusing on the airborne transmission risk to reiterate the importance of wearing masks and what the agencies are doing to improve ventilation and filtration on their vehicles and requested Caltrain to bring that to the Blue Ribbon panel.

Chair Brian Shaw was pleased that Caltrain, under these challenging conditions, took the time to complete the Equity Assessment Update and that it speaks volumes of the concern the agency has for its current ridership and future ridership. He shared that the ridership for Caltrain will need to change to survive and will need to branch out and provide more diverse offerings to folks who do not ride today because it is too expensive, for folks who do not ride today because it does not offer convenient scheduling for their work hours or their trip needs and folks for which getting to the train is challenging because of where they live in relationship to the train. He stated that if this railroad is going to survive, it must diversify its ridership base, and it must provide a deeper service to the community so that folks will vote to support it. Chair Shaw urged the Committee to take the opportunity, in the next coming weeks, to review and provide additional feedback from either themselves or the groups they may represent as it is an important initiative and will need support.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, agreed with Chair Shaw's previous comments and appreciates Caltrain for looking into Equity at this time. He then stated that he also strongly agrees with the comments made by Vice Chair Brandt, except for the 31-day pass because it does not make sense to have the monthly pass be renewed at an odd time in the month. Jeff Carter then commented on equity. He stated that it is great that Caltrain is addressing equity in fares and equity in scheduling and coordination. He stated that this could be part of Seamless Bay Area where all transit gets coordinated with the fares and schedules. He stated that regarding discounts, it could be a tricky subject because some of the biggest discounts are provided by the employer, as the Go Pass and some employers also subsidize the monthly pass. He stated that it is unfair to address discount as to who can afford it and who cannot when not everybody is included. He stated that one of the problems is that Caltrain increased the month multiplier and made the monthly pass less attractive, but a solution would be to use an accumulator on Clipper as SMART train does.

Drew, via Zoom Q&A, appreciated the mention of the fares and looking at the fare structure. He stated that the current zoning is almost criminal when it comes to equity and really appreciated it and stated that it is important to make headway to either distance-based fares or making the zones a lot smaller. He also expressed his appreciation around the idea of new stations like Fair Oaks to connect communities

across lines. Drew then stated that there are six stations where Caltrain owns all of the land and can make those stations more accessible, with coordination from the respective cities. He stated that Caltrain can lead the effort in making connectivity.

TVM UPGRADE PROJECT

Christiane Kwok, Manager, Fare Program Operations, presented the TVM Upgrade Project presentation

The full Power Point presentation can be found on caltrain.com

Committee Comments:
None

Public Comments:

Aleta Dupree, via Zoom Q&A, appreciated the presentation and stated that he chip readers are a safer method for payment and will provide confidence to the public. She stated that they are more reliable and resilient than the swipes. She stated that the swipes tend to get dirty from the magnetic dust that accumulates. She then stated that once the TVMs are updated, staff should look at the elimination of paper tickets to drive more business through Clipper, continue the use of chip cards to reduce cash taken and increase mobile applications.

CALTRAIN MOBILE APP UPDATE AND CALTRAIN PARKING INTEGRATION

Christiane Kwok, Manager, Fare Program Operations, presented both the Caltrain Mobile App and Caltrain Integration presentations

The full Power Point presentations can be found on caltrain.com

Committee Comments:

Vice Chair Adrian Brandt requested status of the Pay by License Plate. Ms. Kwok responded that at this time staff does not have a plan to include the pay by plate. Mr. Joe Navarro Deputy Chief, Rail Operations stated that the capability exists, however it will take time as the Mobile App developer may be considering selling the company.

Member Patricia Leung applauded staff for the integration as it makes a huge difference for passengers to pay on the app.

Chair Shaw stated that Pay by Plate is where the parking industry is going. Caltrain can collect more parking revenue, either from people paying or from tickets issued and may find it to be a much more efficient way of parking management. He also stated that customers will no longer need to remember their parking space number.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, expressed his disappointment with his written comments not included in the packet. He stated that he disagrees with the deadline since, in this time of virtual meetings, he is unable to bring the written material to

distribute during the meeting. Jeff then reiterated his written comments read earlier and asked why the raw data that created the graphs for the Mobile Update is not made available. Jeff then commented on the Clipper CIDs and stated that the more Clipper CIDs installed the better. He also said that it is great to relocate them to easier accessible areas. He is looking forward to TVMs offering Clipper transactions.

CIDs RELOCATION

Hubert Chan, Project Manager, presented the CIDs Relocation presentation

The full Power Point presentation can be found on caltrain.com

Committee Comments:

Vice Chair Adrian Brandt asked what the path forward will be when the current CIDs are no longer supported. Ms. Christiane Kwok responded that MTC is working to phase out the current equipment with new validators that were just designed and scheduled to be installed mid next year amongst twenty-two Transit Operators. Mr. Brandt then asked whether Caltrain will have funding to get the correct number of CIDs needed. Ms. Kwok stated that for the next generation, Caltrain will more than double the number of CIDs. She stated that basically, the thought behind it is to have at least one Clipper CID per train car exit. So, if Caltrain has seven car trains, at a minimum there will be seven validators on the platform.

Chair Brian Shaw shared that as a user of Redwood City, this project made a huge difference there. It aligned very well with the flow and made it easier to navigate the station. He stated that it has been tremendously beneficial to passengers using that station.

Member Roz Kutler stated that the CID relocation at Redwood City was extremely helpful with social distancing because passengers are no longer winding back. She then thanked staff.

Member Patricia Leung also thanked staff for the CID relocation at Palo Alto Station.

Public Comments:

Drew, via Zoom Q&A, thanked Mr. Navarro and his team for the many projects completed. He stated that the public hears a lot about the big projects with electrification and that there are also smaller projects that make passenger's lives better and easier for people to ride.

Roland Lebrun, via Zoom Q&A, asked the Chair, regarding contract 15-KP-031, how much was paid to Stantec for the outstanding piece of work. He stated that during these hard times, it would be useful information. Mr. Hubert Chan stated that he will forward the information to have it shared.

STAFF REPORT UPDATE

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

On-time Performance (OTP) –

- **June:** The June 2020 OTP was 96.3% compared to 95% for June 2019.
 - **Mechanical Delays** – In June 2020 there were 589 minutes of delay due to mechanical issues compared to 787 minutes in June 2019.
 - **Trespasser Strikes** – There were three trespasser strikes on June 8, 11 and 12, all resulting in fatalities.
- **May:** The May 2020 OTP was 95.8% compared to 95% for May 2019.
 - **Trespasser Strikes** – There were two trespasser strikes on May 4 and 16, both resulting in fatalities.

(The full report can be found on caltrain.com)

Joe Navarro, Deputy Chief, Rail Operations, stated that part of his job is coming up with reasonable accommodations that benefit everyone. What may be reasonable for one person may not be for the majority of other passengers. He stated that solutions need to be weighed out just as they do for the train idling issue and that there is a lot that goes on behind the scenes. There are eleven Unions on the property along with PTC guidelines that need to be adhered to. He then commented on dwell times and stated that Caltrain is dealing with COVID-19 in three different counties with three different requirements or recommendations that make it very difficult. One of the counties requested dwell times built into Caltrain's service so that people do not gather and keep social distancing. He stated that these are some of the things staff has been dealing with. He also stated that staff has been taking concerns from the Committee and Members of the Public and have been weighing out reasonable accommodations for everyone all while following what is required by the various local governments, the CPUC, the three Counties, the Federal Government, the FTA, and the FRA. Mr. Navarro reiterated that staff takes the concerns of the Committee and the Members of the Public into consideration and looks at everything.

Committee Comments:

Chair Brian Shaw appreciated Mr. Navarro sharing the context for challenging situations staff navigate even more so today than ever before.

Vice Chair Adrian Brandt thanked Mr. Navarro for his response on idling trains. He stated that there is room for a happy medium and suggested not positioning trains that are idling on the outside track, which face the condos so that a train that is shut down

can be on track 12 and the idling train can be closer to the center, so they are blocked by the other trains. Mr. Navarro stated that it is already happening. He also stated that there are policies and procedures in place, which are inspected by Managers and his staff, several times a month. Vice Chair Brandt then asked staff to share the county's request to pad dwell time with the public. Mr. Navarro stated that it is Santa Clara's recommendation. Mr. Brandt appreciated the clarification.

Public comments:

Jeff Carter, Millbrae, via Zoom Q&A, expressed his deepest appreciation to Joe and his team because in the past, Caltrain has not been so responsive and since Joe arrived, there has been a great response to making the service better and trying to address the concerns of the public and the CAC Members.

Drew, via Zoom Q&A, asked whether there were slow orders at the Hillsdale 25th Avenue Grade Separation. He said that if there are slow orders, it may add time to the schedule and if the same thing is happening at South San Francisco that may also add time to the schedule that may not be evident.

Roland Lebrun, San Jose, via Zoom Q&A, agreed with Jeff Carter's previous public comment and stated that the public should not pile on too much for staff with the situation right now. He then asked Mr. Navarro to share when there are issues that are close with different counties doing different things, it is something the public should be made aware of because perhaps there is something that can be done.

JPB CAC Work Plan

August 19, 2020

- FY 2021 JPB Preliminary Operating & Capital Budgets
- COVID-19 Productivity Report

September 16, 2020

- Rail Safety Education / Suicide Prevention Efforts
- Industry Safe Functionality

October 21, 2020

- Brown Act Training
-

November 18, 2020

- PCEP Update
-

December 16, 2020

-



Items to be scheduled

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Summary video of the CAC meetings by the Social Media Officer – requested by Chair, Brian Shaw on 12/18/19
- Grade Crossing Improvements to be scheduled for a future meeting
- Operating Costs – requested by Member Adrian Brandt on 2/13/20
- Sales Tax Measure – requested by Member Adrian Brandt on 7/8/20

Committee Comments:

None

Public comments:

Roland Lebrun, San Jose, via Zoom Q&A, Roland referred to Drew's earlier public comment regarding a possible new North Fair Oaks station and wanted to bring to everyone's attention that on August 4th at the Atherton Rail Committee, he will be presenting a full blown High Speed Rail station, double length station with passing tracks, transfer platforms and a connection to the Dumbarton Rail. He offered to present the same presentation to the CAC if the committee is interested. He also welcomed everyone to attend via Zoom if they are interested. Lastly, he stated that by next month he may be able to present on Constant Warning Time.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

August 19, 2020 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 8:07 pm