



JPB Board of Directors
Meeting of March 5, 2020

Correspondence as of February 28, 2020

Subject

- 1 Ticket Agent Interaction
- 2 Tasi Contract Comments
- 3 SSF Coronavirus Newsletter

From: Russell Patrick Brown <russellpbrown@gmail.com>
Sent: Saturday, February 29, 2020 9:42 AM
To: MTABoard@sfmta.com; Board (@caltrain.com)
Subject: Harassment from ticket agent onboard Caltrain

Dear Ms. Brinkman,

On my visit to San Francisco Bay Area this week I was harassed, verbally assaulted and slandered by one of your ticket attendants onboard a train. Like you I value public transport immensely and have not owned a car in 15 years, so this really breaks my heart that this kind of experience would happen to passengers like me trying to do the right thing by not driving or taking car services.

I flew in for the day to interview for position in the area and decided to take the train from Palo Alto to San Francisco to help the environment instead of taking the free Uber ride which would have been paid for by the company. A train arrived just as I got on the platform in Palo Alto and I did not have time to buy a ticket and I saw no messaging saying that I could not buy a ticket onboard the train on the platform. I wrongly assumed like in my hometown of New York that I can buy a ticket onboard for an increased price (NJ, MetroNorth and LIRR all do this).

When the ticket agents came around I asked them to buy a ticket and they said to wait. Then an agent came over and I asked again for a ticket and she immediately got very rude with me. She seemed to take it personally and said they do not sell tickets onboard and she asked for my ID without telling me what was going on. She did not inform me of my rights or what was going on.

After asking multiple times she finally said I was going to get a citation ticket. I said I didn't know I could not buy a ticket on board as I am from out of town. It was an honest mistake. Then the agent started getting nasty with me. She then looked at my ID and then personally attacked me by saying that I was from New York and that I should should know that I cannot pay for tickets onboard. I told her that is not true and that you can buy tickets onboard all commuter rails for an increased price. She then got very outlandish and said "well I've been to New York I know you can't." This is completely false (<https://new.mta.info/fares-and-tolls/long-island-rail-road/buying-tickets>).

Our system in the Tri-state area helps people who do not know or do not have time to buy a ticket before boarding, it does not punish them. She continued to assault me by saying that I was trying to get a free ride. When I tried to show her the website that says that you can buy tickets onboard the Long Island Railroad she said "get that phone out of my face." I told her she had no right to speak to me with that attitude. I asked if her name was on the ticket and she shouted at me "IT SURE IS."

I complied with all her demands, accepted my violation and thought it would then be over. She then she starts talking badly about me to other customers onboard the train. She was talking about how I live in a world where I want a free ride and talking about arresting me. Then she started talking about performing a citizen's arrest on me to others. This did not stop until we all left the train at Millbrae.

I can say in 15 years of riding New York Public transit I have never been treated this way. That your city finds it acceptable to treat visitors this way means to me that I will never take your trains again, and I prefer public transit over cycling or cars. I would not recommend the Bay Area to anyone who values the same.

Why do you not allow people to buy onboard? Why do you not allow people to buy on their phones and present

to the agent? Why do you attack visitors to your town and on your public transport? How is it acceptable for your agents to personally attack, try to provoke and slander riders who do not have a ticket?

Thank you for your time and attention on this matter. It was a humiliating, awful experience. My violation number is 24000901 and the citation was issued by Mowery, T. Badge: 694. I filed an appeal, but that hardly does justice to what this agent did to me.

I hope we can work together to improve public transit experience onboard Caltrain, whether I move to the area or not. We can always make public transit better.

Kind regards,
Russell Brown

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New York, NY 10014
917.340.0378

From: Roland Lebrun <ccss@msn.com>
Sent: Wednesday, March 4, 2020 12:14 AM
To: Board (@caltrain.com)
Cc: Steve Stamos, Clerk of the Board; VTA Board Secretary; MTC Commission; cacsecretary
[@caltrain.com]; SFCTA CAC; Caltrain, Bac (@caltrain.com)
Subject: TASI contract
Attachments: TASI contract.pdf

Dear Chair Pine and Board members,

The intent of the attached letter is to substantiate and elaborate on the comments I made at the Finance Committee about the unsustainability of the TASI contract.

Sincerely,

Roland Lebrun

CC
SFCTA Commissioners
VTA Board of Directors
MTC Commissioners
Caltrain CAC
SFCTA CAC
Caltrain BAC
VTA CAC

Dear Chair Pine and Board members,

The intent of this letter is to substantiate and elaborate on the comments I made at the Finance Committee about the unsustainability of the TASI contract.

Background:

The JPB awarded the initial 5-year TASI contract in 2011. The following table shows that the annual cost (in thousands) of the contract increased by 65% over 8 years

2011 60,637
2012 65,882
2013 65,485
2014 75,238
2015 78,240
2016 82,942
2017 89,639
2018 92,899
2019 99,541

On January 27, SamTrans submitted its Quarterly PTC progress report to the FRA. <https://www.regulations.gov/contentStreamer?documentId=FRA-2010-0051-0092&attachmentNumber=1&contentType=pdf>

Page 9 of the report lists a total of **444** employees requiring training on PTC

Employee Category ⁹	Q1 – # Employees Trained	Q2 – # Employees Trained	Q3 – # Employees Trained	Q4 – # Employees Trained	Sum of Quarterly Totals	PTCIP Year End Goal	Cumulative # of Employees Trained	Grand Total Reported in PTCIP
Employees who Install, Maintain, Repair, Modify, Inspect, and Test the PTC System	2	32	65	0	99	N/A	107	118
Employees who Dispatch Train Operations	0	0	14	0	14	N/A	14	17
Train and Engine (Operations) Employees	5	89	54	0	148	N/A	178	179
Roadway Worker Employees	7	54	20	0	81	N/A	86	94
Direct Supervisors of the Above Employees	0	0	24	0	24	N/A	29	36

It is unclear why Caltrain needs to train 118 employees to “*install, maintain, repair, modify, inspect and test the PTC system*” given that this work is currently being performed by Wabtec. It is also unclear why SamTrans recently spent \$21M of Caltrain farebox revenue bonds on the acquisition of two Menlo Park buildings to house these employees.

Please consider these factors when assessing Caltrain’s forthcoming operating budget.

Thank You.

Roland Lebrun

From: City of South San Francisco <leslie.arroyo@ssf.net>
Sent: Wednesday, March 4, 2020 12:21 PM
To: Board (@caltrain.com)
Subject: Letter from the South San Francisco Mayor regarding the Novel Coronavirus (COVID-19)



LETTER FROM THE MAYOR

Dear South San Francisco residents and businesses owners,

The City of South San Francisco is closely monitoring the novel coronavirus (COVID-19), which is causing an outbreak of respiratory illness throughout the world. This outbreak began in early December, 2019, near the city of Wuhan, China, and continues to expand in scope and magnitude. The City is coordinating with the San Mateo County Health Department and the Centers for Disease Control (CDC) to obtain the most current guidance related to COVID-19. The CDC is the lead agency within the United States Government tasked with responding to the outbreak of respiratory illness caused by COVID-19. As of March 4, 2020, there are two reported cases of COVID-19 in San Mateo County.

I want to assure all residents and business owners that the City is fully prepared to respond should a case arise in South San Francisco. The City and its Police and Fire Departments remain engaged and prepared to respond to the COVID - 19 virus. In an effort to continually prepare for a variety of potential public safety issues, steps have been taken to ensure our first responders have the equipment and training needed to respond to not only this virus, but influenza and other transmissible diseases. Our public safety departments remain in contact with the San Mateo County Health Department and are referencing updates from the Center for Disease (CDC) in real time. While the threat to public health is believed to be low, we remain prepared for a different outcome.

In addition to our local preparedness efforts, the County of San Mateo and its Office of Emergency Services (OES) are coordinating their actions with the San Mateo County Health Department, the California Office of Emergency Services, and the CDC. As a precaution, OES is activating their emergency operations center, which

allows OES to accelerate emergency planning, enhance coordination, and possibly seek funding reimbursement from both the State and Federal governments. This action will also provide more timely information to South San Francisco, and all communities in San Mateo County. The City will continue to monitor this issue and if any substantial updates are released, or additional action is required, you will be updated.

Help prevent the spread of COVID-19:

While the immediate risk of this new virus to the American public is believed to be low at this time, everyone can do their part to remain healthy and prevent this virus from spreading. **The CDC is recommending preparedness, not panic.** We encourage everyone to take common-sense precautions to prevent the spread of all infectious diseases, including common illnesses like colds and flu.

- Avoid close contact with sick people.
- Avoid touching your face, particularly your eyes, nose, and mouth.
- While sick, limit contact with others as much as possible.
- Cover your nose and mouth when you cough or sneeze.
- Clean and disinfect surfaces and objects that may be contaminated with germs.
- Check out the following information on handwashing and hygiene:
 - [CDC Videos for proper handwashing techniques](#)
 - [CDC General Handwashing Information](#)
- The CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
- If you feel sick with fever, cough, or difficulty breathing, and have traveled to China, Italy, or Iran, or were in close contact with someone with COVID-19 in the 14 days before you began to feel sick, seek medical care. Before you go to a doctor's office or emergency room, call ahead and tell them about your recent travel and your symptoms.

Stay informed

San Mateo County's Health Department offers facts and updates about the novel Coronavirus at the following link: <https://www.smchealth.org/coronavirus>.

The CDC is also updating its website daily with the latest information and advice for the public (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>).

South San Francisco Informational Bulletin

Although no confirmed cases of COVID-19 have been reported in the City of South San Francisco, please keep in mind that we are still in the middle of peak flu season. The community is urged to practice preventative hygiene to keep

themselves, as well as others from becoming sick. In addition, in partnership with the San Mateo County Health Department, the City will engage all staff in taking precautionary efforts to ensure the safety and health of its employees, and by extension, the residents of South San Francisco.

Sincerely,



Mayor

See what's happening on our social sites:



City of South San Francisco, 400 Grand Avenue, South San Francisco, CA 94080

[SafeUnsubscribe™ board@caltrain.com](mailto:SafeUnsubscribe™_board@caltrain.com)

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Sent by leslie.arroyo@ssf.net in collaboration with



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