



JPB Board of Directors  
Meeting of March 5, 2020

Correspondence as of March 6, 2020

# Subject

- 1 VOCID-19 update
- 2 Ticket Agent Email Confirmation
- 3 San Joaquin Joint Powers Authority Draft 2020 Business Plan Update

**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

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

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**From:** City of South San Francisco <leslie.arroyo@ssf.net>  
**Sent:** Thursday, March 5, 2020 8:56 AM  
**To:** Board (@caltrain.com)  
**Subject:** County of San Mateo Opens Novel Coronavirus (COVID-19) Public Call Center



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## CORONAVIRUS UPDATE

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The County of San Mateo today announced the opening of a public call center for residents with non-medical questions about COVID-19.

The number is (650) 363-4422. The call center will open no later than noon Thursday, March 5. The center will take calls from 7:00 a.m. to 7:00 p.m. Monday through Friday and use a three-way language line to help non-English speakers seeking information about the novel coronavirus.

"We are receiving a tremendous number of calls to our emergency dispatchers and County Health from people seeking guidance on how they can prepare for and prevent the spread of the COVID-19 virus," said County Manager Mike Callagy. "Opening the call center will both relieve those departments and connect the public with resources and information related to COVID-19 and its impact on our area."

The opening of the call center follows the proclamation of a local emergency in San Mateo County by Callagy and the declaration of a local health emergency by San Mateo County Health Officer Dr. Scott Morrow. Following the state's own emergency declaration, the County's two emergency announcements makes the County eligible for reimbursement dating back to when the documents were signed. The County chooses to take both actions because the COVID-19 response has the potential for countywide disruptions beyond the impact to public health.

The Board of Supervisors is expected to ratify both documents at its March 10 regular meeting. Several other Bay Area counties have made similar proclamations.

"The effort to protect our community's health is a coordinated, countywide effort, and the Board's expected ratification of these two documents places the County and its resources in the best position to respond," Callagy said. "Our use of the term 'emergency' in the declarations is legally required and doesn't suggest that the situation has escalated."

On Monday, March 2, the County of San Mateo activated its Emergency Operations Center (EOC) to support the local County Health response with coordinated resources and communication. The EOC will operate through Friday, March 6, at which time its need will be reassessed.

County Health has reported that an adult resident of San Mateo County tested presumptively positive for COVID-19 and the case is pending confirmatory testing by the Centers for Disease Control and Prevention (CDC). This brings the county's total cases to two; an earlier case is an individual repatriated to the United States by the CDC and currently in isolation. County Health is also actively monitoring other individuals based on CDC guidelines.

General information about the novel coronavirus is available at [www.cdc.gov](http://www.cdc.gov) or <https://smchealth.org/coronavirus>

The Board of Supervisors meets at 9:00 a.m. Tuesday, March 10, 2020, in Board Chambers, 400 County Center, Redwood City.

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

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**From:** Rios, Rona  
**Sent:** Friday, March 6, 2020 12:52 PM  
**To:** 'russellpbrown@gmail.com'  
**Cc:** Board (@caltrain.com)  
**Subject:** Consumer Report #745329

Dear Mr. Brown,

Your correspondence to Director Brinkman was forwarded to Caltrain for investigation and review. First, we regret that your correspondence was due to issues with our service. Please accept our sincere apology for the poor experience you had travelling with us during your visit to the San Francisco Bay Area and we especially want to assure you the treatment described in your correspondence is appalling to us and absolutely not acceptable behavior.

We at Caltrain are well aware of our responsibility as a public transit agency, and we understand the manner in which we conduct our service is just as important as the service itself. Our crew members are expected to remain professional and courteous at all times, including during the course of fare checking. Your comments concerning this incident with Conductor Mowery were immediately forwarded to the proper parties within our organization for further handling. Our Rail Operations management team take personnel issues very seriously, and they always take appropriate action after a full investigation of the issue. Nonetheless, we realize this is only a reactionary measure; it does not change what happened. Again, we apologize for the negative experience.

Regarding your concern with the lack of ability to purchase tickets on board the train, I understand the frustration however, Caltrain initiated a proof of payment fare enforcement system which requires passengers to have a ticket before boarding, therefore the sale of onboard ticket purchases ended. Tickets can be purchased prior to boarding using a Caltrain mobile app, at the Ticket Vending Machines on the platforms, or by using a Clipper Card that allows travel by other means throughout the region. I understand you received a citation of violation and have filed an appeal, unfortunately I have not been able to obtain a status and this is handled through a 3<sup>rd</sup> party vendor.

We agree that public transit can always be better, which is why it is always our aim to improve. Whether it is modernizing our service through our Electrification Project or ensuring our employees adhere to the professional standard expected of them, we make every effort to meet our goal: providing the community with a high-quality transit service. Feedback from our riders helps direct our efforts and we appreciate you taking the time to send us your comments about your experience.

Please do not hesitate to contact me directly should you want to discuss this further and I'm happy to work directly with you through your concerns.

Rona Rios  
Director, Customer Experience  
SamTrans|Caltrain|SMCTA  
1250 San Carlos Avenue  
San Carlos, CA. 94070  
[riosr@samtrans.com](mailto:riosr@samtrans.com)

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From: russellpatrickbrown <[russellpbrown@gmail.com](mailto:russellpbrown@gmail.com)>  
Sent: Saturday, February 29, 2020 9:42 AM

To: Chavez, Cindy <[Cindy.Chavez@bos.sccgov.org](mailto:Cindy.Chavez@bos.sccgov.org)>  
Subject: [EXTERNAL] Harassment from ticket agent onboard Caltrain

Dear Supervisor Chavez,

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>[https://urldefense.proofpoint.com/v2/url?u=https-3A\\_new.mta.info\\_fares-2Dand-2Dtolls\\_long-2Disland-2Drail-2Droad\\_buying-2Dtickets&d=DwMFaQ&c=jluf2QGe13CVwCCNhnnHSyGX0TfHadH8sr2VwRkl7n8&r=QEO9xqc\\_nHekxK\\_tbc5BOA28dODtT-kq9-Y040n0QRo&m=yvFVs6U6ai84w9XRrJqzbe5Re6DZ4z-eQjvHeUHM-9g&s=umo\\_s-oUXMGEa2cY2PZ0o3d9kA6cQjv6gwwUrXbdLBk&e=>](https://urldefense.proofpoint.com/v2/url?u=https-3A_new.mta.info_fares-2Dand-2Dtolls_long-2Disland-2Drail-2Droad_buying-2Dtickets&d=DwMFaQ&c=jluf2QGe13CVwCCNhnnHSyGX0TfHadH8sr2VwRkl7n8&r=QEO9xqc_nHekxK_tbc5BOA28dODtT-kq9-Y040n0QRo&m=yvFVs6U6ai84w9XRrJqzbe5Re6DZ4z-eQjvHeUHM-9g&s=umo_s-oUXMGEa2cY2PZ0o3d9kA6cQjv6gwwUrXbdLBk&e=>)).

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

18 Gay St 27B  
New York, NY 10014  
917.340.0378

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**From:** Seamans, Dora  
**Sent:** Thursday, March 5, 2020 6:29 PM  
**To:** russellpatrickbrown  
**Cc:** Rios, Rona; Murphy, Seamus; MTABoard  
**Subject:** RE: Harassment from ticket agent onboard Caltrain

Dear Mr. Brown – this email is to confirm receipt. Your correspondence has been sent to the Caltrain Board earlier this week so they are aware of it. Meanwhile appropriate internal staff has been informed of this incident for research and follow up with you and the Board.

Kind Regards,

Dora

Dora Seamans, MPA, CMC  
Executive Officer/District Secretary  
SamTrans, Executive Administration  
1250 San Carlos Ave  
San Carlos, CA 94070  
Tel: 650-508-6242  
[Seamansd@samtrans.com](mailto:Seamansd@samtrans.com)

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**From:** russellpatrickbrown <russellpbrown@gmail.com>  
**Sent:** Thursday, March 5, 2020 6:20 PM  
**To:** MTABoard <MTABoard@sfmta.com>  
**Cc:** Seamans, Dora <SeamansD@samtrans.com>  
**Subject:** Re: Harassment from ticket agent onboard Caltrain

Thank you Ms Boomer for your email,  
Would there be any follow-up to this?

Thanks,

Russell

Russell Brown

+1.917.340.0378

[russellpbrown@gmail.com](mailto:russellpbrown@gmail.com)

[Github](#) | [LinkedIn](#)

On Mar 2, 2020, at 2:43 PM, MTABoard <[MTABoard@sfmta.com](mailto:MTABoard@sfmta.com)> wrote:

Dear Mr. Brown:

Thank you for writing to Director Brinkman. Please know that she is no longer on the Caltrain Board. I have forwarded your email to the CalTrain Board Secretary for distribution.

Sincerely,

Roberta Boomer  
Secretary, SFMTA Board of Directors

---

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

EXT

Dear Ms. Brinkman,

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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 (NJT, MetroNorth and LIRR all do this).

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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 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."

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Kind regards,  
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**Sent:** Thursday, March 5, 2020 6:33 PM  
**To:** Seamans, Dora  
**Cc:** Rios, Rona; Murphy, Seamus; MTABoard  
**Subject:** Re: Harassment from ticket agent onboard Caltrain

Dear Ms. Seamans,

Thank you for your email. If I can be of assistance please let me know.

Kindly,  
Russell

Russell Brown  
+1.917.340.0378  
[russellpbrown@gmail.com](mailto:russellpbrown@gmail.com)

[Github](#) | [LinkedIn](#)

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SamTrans, Executive Administration  
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Tel: 650-508-6242  
[Seamansd@samtrans.com](mailto:Seamansd@samtrans.com)

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Kind regards,  
Russell Brown

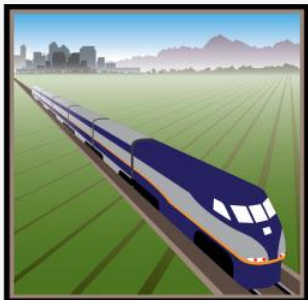
18 Gay St 27B  
New York, NY 10014  
917.340.0378

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**From:** San Joaquin Joint Powers Authority <info@sjjpa.com>  
**Sent:** Friday, March 6, 2020 2:13 PM  
**To:** Board (@caltrain.com)  
**Subject:** Draft 2020 SJJPA Business Plan Update

## San Joaquin Joint Powers Authority

### Draft 2020 SJJPA Business Plan Update



Dear SJJPA Stakeholder:

SJJPA is proud to release its **Draft 2020 SJJPA Business Plan Update** for public review.

[Draft 2020 SJJPA Business Plan Update](#)

SJJPA would appreciate comments to be submitted to Paul Herman, Senior Planner, at [paul@sjjpa.com](mailto:paul@sjjpa.com) by March 18, 2020.

The Business Plan will be on the agenda as an Action Item at the next SJJPA Board Meeting on March 27, 2020 in Sacramento.

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San Joaquin Joint Powers Authority | 949 E. Channel Street, Stockton, CA 95202

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