Chair Brian Shaw called the meeting to order at 5:46 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF OCTOBER 18, 2017
Motion/Second: Tucker/Escobar
Ayes: Fernandez, Tucker, Klein, Escobar, Shaw
Absent: Chamarthy, Chang, Valenciana, Welch

PUBLIC COMMENT
Member Julia Welch arrived at 5:50 p.m.
Jeff Carter, Millbrae, provided a report on the Caltrain Zone System Inequities and how the Caltrain Fare Study must address the inherent/unfairness of the current zone system.
Member Ricardo Valenciana arrived at 5:53 p.m.

Drew, San Mateo, said he appreciates staff trying to mitigate the concerns at the New Hillsdale Station location and safety of crossing the major roads for the riders that live south of the station.

COMMITTEE COMMENTS
Mr. Larry Klein, introduced himself as the new member representing Santa Clara County and is an active Caltrain rider.

APPROVAL OF THE 2018 JPB CAC MEETING CALENDAR
Member Cat Chang arrived at 6:10 P.M.
The proposed November meeting date is the 14th.
Motion/Second: Welch/Klein
Ayes: Fernandez, Tucker, Valenciana, Welch, Klein, Escobar, Shaw
Absent: Chamarthy
REPORT ON FARE ENFORCEMENT PROGRAM

Ms. Jenny Le, Management Analyst, Transit Police, reported that Caltrain uses a Proof-of-Payment/Honor-based system. The new process of issuance will be from criminal infraction to civil administrative citations. The current fines are $250 plus court administrative fees. The proposed Ordinance would reduce fines to a $75 administrative penalty and reduce man-hours, standardize issuance procedures that would include electronic ticketing, free up conductors to check more tickets, and has the potential to generate more revenue.

Member Julia Welch asked why go from criminal to civil. Ms. Le said they will continue with current citation process and if someone has been a fare evader more than three times, the new electronic system would be able to track chronic fare evaders and Transit Police would be notified. It would eliminate the high number of error rates and loss of credibility with the three jurisdictional courts and confusion for Caltrain riders that are unsure where to pay the citation.

Member Ricardo Valenciana asked the cost to purchase new equipment. Ms. Le said the cost would be a lease through a third party processing agency that also has authority to process the civil violations for all three jurisdictional counties.

Member Paul Escobar asked to provide more details on the chronic fare evaders that are cited three times or more. Ms. Le said the system would track the fare evaders citation history and would be at the discretion of Transit Police. She also noted that the citation process would exclude minors.

Member Cat Chang asked how conductors would be re-trained on the new process and how is the personal information stored in the new electronic ticketing system. Ms. Victoria O’Brien, Lieutenant, Transit Police, said conductors will receive eight hours of training and two exams before using the new hand held. Ms. Le said the third party processing agency for the equipment follows Superior Court law for records retention.

Member Larry Klein asked if the electronic system immediately accesses the Department of Motor Vehicles (DMV) records and asked what happens if the address on file is not current. Ms. O’Brien said the conductor does not have authority to access DMV records, he/she would need to verify current address.

Member Klein asked how staff hours are structured for the administrative hearings. Ms. O’Brien said she would assign a deputy on work duty that is not involved with the citation on work duty.

Chair Shaw asked if the public can pay their tickets online. Ms. Lee said online and by phone.

Public comment

Andy Chow, Redwood City, said that the current issue with proof of payment process is that it worries the riders, particularly the immigrants that are afraid of deportation. He hopes this new process would eliminate these types of issues.

Adrian Brandt, Redwood City, said the $75 fine is low and should escalate. When conductors issue citations they still need to keep the train moving.
Doug Delong, Mountain View, suggested installing surveillance cameras. He said the proposed approach might be useful for accidental fare evasion riders that are trying to follow the rules and make a minor error.

Jeff Carter, Millbrae, asked how much fare evasion exists. He also does not like the phrase “fare evasion” or “cheater” as it sounds harsh.

2017 CALTRAIN CUSTOMER SATISFACTION SURVEY KEY FINDINGS
Julian Jest, Marketing Research Analyst, said the annual survey evaluates services provided by the agency’s contract operator, Transit America Services, Inc. (TASI). The ratings are one of the performance measurements used to determine a portion of the contractor’s compensation. The survey also presents an opportunity to assess customer needs and provides Caltrain customers with a venue to submit comments. He reported on the objectives, methodology, results and next steps of the customer satisfaction survey.

Member Ricardo Valenciana asked if the survey includes rider opinions from riding the older trains versus the new trains. Mr. Jest responded no, but will consider the idea. Member Valenciana said it would be helpful to include as the restroom on the new train are much cleaner than the older train.

Public Comment
Doug Delong, Mountain View, said the ticket vending machines are non-intuitive for first time users and restrooms will not be perfect. The restrooms in the gallery trains seem to leak in the pumping mechanism.

STAFF REPORT UPDATE
Mr. Navarro, Director, Rail Operations, reported the following key highlights of the report:
- **On-Time Performance (OTP)** –
  - **October:** The October 2017 OTP was 93.5 percent compared to 95.2 percent for October 2016.
    - **Vehicle Strikes:** There were two one vehicle strikes on October 5 and 16.
    - **Mechanical Delays:** In October 2017 there were 640 minutes of delay due to mechanical issues compared to 920 minutes in October 2016.
    - **Trespasser Strikes:** There were two trespasser strikes on October 12 and 19, both resulting in a fatality.
  - **September:** The September 2017 OTP was 94.7 percent compared to 94.1 percent for September 2016.

Mr. Navarro said that there is new management on the bathroom cleaning service for better productivity.

Member Julia Welch asked if there will be any additional Clipper stations. Mr. Navarro responded that staff is looking at potential portable Clipper card readers.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:
December 20, 2017 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 7:02 p.m