

**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 FEBRUARY 17, 2021**

**MEMBERS PRESENT:** A. Brandt (Vice Chair), A. Dagum, L. Klein, R. Kutler, P. Leung, N. Mathur (Alternate), K. Maxwell (Alternate), D. Tuzman, B. Shaw (Chair)

**MEMBERS ABSENT:** P. Flautt, M. Romo

**STAFF PRESENT:** J. Lipps, J. Navarrete, J. Navarro, S. Petty, A. Simmons

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 5:40 p.m. and led the Pledge of Allegiance.

**APPROVAL OF MINUTES OF JANUARY 20, 2021**

Motion/Second: Klein / Leung

Ayes: Brandt, Dagum, Shaw, Tuzman

Absent: Flautt, Kutler, Romo

R. Kutler joined at 5:50 p.m.

**PUBLIC COMMENT**

Roland Lebrun, San Jose, via Zoom Q&A, mentioned that VTA is looking to convert the seven-acre parking lot in Gilroy into TOD (Transit Oriented Development) to increase their ridership for bus route 68. Roland questioned why VTA has not looked at their other property in Santa Teresa because it has been estimated that High Speed Rail will receive a minimum of ten thousand passengers a day with a parking demand of 869 parking spaces. Roland requested that the CAC along with the Caltrain Board to start engaging the VTA with the purchase of parking lots near Caltrain stations. He stated that there is plenty of funding. He then stated that if the TODs are built, the potential residents will not be able to use public transit and will be forced to drive.

Jeff Carter, Millbrae, via Zoom Q&A, commented that the Caltrain timetables are not available on the trains or at the station bulletin boards and that it may lead to passengers unaware of train arrival time or what trains serve what stations. He stated that it is important for passengers to be aware of the timetable schedule especially

since there have been changes due to the pandemic. He stated that although it is available online, some customers do not have smartphones or a computer to view the most current timetable and that it would be common courtesy to have a printout available on the trains and in the station bulletin board. Lastly, Jeff asked where is the first test train, in Pueblo Colorado or still in Salt Lake City.

### **CHAIRPERSON'S REPORT**

None

Public Comments:

None

### **COMMITTEE COMMENTS**

Vice Chair Adrian Brandt referred to an item from the correspondence packet from Roland LeBron regarding the CDC order that asks all Transit Operator Agencies to enforce mask policies. Vice Chair Brandt then commented on the study sessions conducted by Redwood City further looking at the Sequoia Station redevelopment. Vice Chair Brandt suggested the CAC and members of the public pay close attention to the progress and shared the website that has the details, <http://www.sequoiacentervision.com/>. He stated that there are a lot of moving parts as the city is simultaneously doing a citywide grade separation study.

Member Rosalind Kutler shared that Redwood City will be having business sessions, however open to the public. She mentioned that there will be a couple held at the end of February and wanted to make everyone aware.

### **WEBSITE REPLACEMENT PROJECT UPDATE**

Jeremy Lipps, Social Media Officer, provided a Website Replacement Project update with guest speakers from FivePaths.

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

Committee Comments:

Member Kutler shared that she is an SFMTA website user and a MUNI rider and suggested that the pictures for the bus stops might be overkill and that she liked the graphics for the bus route that are employed for the SFMTA website and thought that the art would be prohibitively expensive, however very useful. She also suggested to separate the archived and modified schedules from the current and real time schedules.

Vice Chair Brandt suggested not using the word "fun" when promoting the website replacement and to instead point out its practical features for example, where is the train, is it on time, is it reliable, the ability to see the vehicles on a live map etc. Additionally, he suggested the information on the website be quick and easy to find for

the experienced user. He also suggested that the archived PDFs on the website be searchable text to easily find information. Mr. Lipps responded that going forward he may implement a responsible process that ensures compliance, however retroactively converting documents is at the Organization level and is being discussed at the Executive level.

Member Larry Klein stated that from an accessibility standpoint right now one of the biggest failings is accessibility of different languages and that it should be a priority. Jens-Peter Jungclaussen from FivePaths responded that at the top of all pages, users will be able to change the language. Member Klein then asked whether this is a stepping off point to the Caltrain Mobile Ticketing app. Jens-Peter Jungclaussen from FivePaths responded that the idea is that if the user is already on their phone, that there will be an easy way to download the separate Mobile Ticketing app. Member Klein stated that it is important for users to easily get their tickets and is looking forward to the updates.

Alternate Member Kathleen Maxwell agreed with Vice Chair Brandt's comment regarding promoting practical use of the website and taking the trains. She suggested promoting taking the train by showing people at work and how productive they can be or show passengers napping on the train. She shared that taking the train from San Francisco to Santa Clara helped her prep for work and not be frazzled from driving through a traffic jam. She also suggested a discounted fare as an incentive for passengers to ride the train. Lastly, she suggested to make passengers aware that parking purchase is available through the mobile app.

Chair Brian Shaw shared that video testimonials, passenger's real experiences and demonstrating how to do things like using the clipper card, etc. would be very beneficial to users. He hopes that part of the website replacement integrates the ability to show videos through a web portal that helps people, how to use the TVMs, how do you buy parking, how to use a Clipper card, where to wait for the train, etc. He stated that he sees a lot of potential and is excited about the update.

Member Kutler agreed that the availability for other languages on the website is important. She also suggested not to automatically open the app when users are on their phone as she feels it is an invasion of privacy and that it is a better idea for users to opt in to use the app. Lastly, she agreed with Alternate Member Maxwell to offer a discounted fare as an incentive for passengers to ride the train. Chair Shaw suggested a discount for those passengers that purchase parking through the app to further promote the mobile app.

Alternate Member Neeraj Mathur agreed that the availability to purchase parking through the mobile app should be promoted as he was also unaware of that feature.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, shared that he likes the idea of mapping around the stations and seeing, in real time, the data of the train or connecting bus. He also agreed with Chair Shaw regarding "how to" video availability on the website to show

passengers how easy it is to use the system. He also suggested the archived data and meetings continue to be available on the website.

Roland Lebrun, San Jose, via Zoom Q&A, commented on his correspondence included in the meeting's packet. He addressed the letter from the CDC, an executive order from the President of the United States. Roland stated that a lot has happened since he wrote that letter, specifically the person in charge of implementing the President's Executive Order. Roland stated that the day prior, it was reported that there are 145 operator fatalities nationwide. Roland stated that mask enforcement by operators will not work and the Feds should be the ones doing the enforcement. He then shared that there are multiple fatal flaws, with the design at Redwood City. The first one is that a train cannot operate at 110 miles an hour on the track immediately adjacent to a platform. The second point is that one of the major advantages of doing grade separation is that it makes it possible to operate trains at speeds in excess of 125 miles an hour. He then stated that the Mayor recommended moving forward that they look at Redwood junction and in his opinion, it is a Diridon waiting to happen. He said the biggest problem with the current design is the connection with Dunbarton Rail. He then commented on the Website Replacement Update. He recommended that the presentation be made available ahead of the meeting so that the public may prepare comments and feedback. He pointed out that "grand" should be spelled "grant" on pages 25-27. He stated that since the separation San Mateo County Transit District and Caltrain is imminent and hopes that Caltrain will have it have its own website. He then commented that the wheel should not be reinvented as trip planner with Google Maps exists in multiple languages. Lastly, he suggested to present this to the both the Samtrans and the SMCTA and Caltrain to have their special board meetings.

### **SAN FRANCISCO DOWNTOWN EXTENSION UPDATE**

Sebastian Petty, Director, Caltrain Policy Development, and Anthony Simmons, Director, Systemwide Planning, presented the San Francisco Downtown Extension Update.

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

Sebastian Petty shared that the verbal presentation would be fairly brief and plans to come back sometime in the next few months with a further discussion of some the ongoing analysis around the DTX facility. He then introduced Anthony Simmons, the Director of system wide planning at Caltrain. Anthony Simmons continued the update.

#### **Committee Comments:**

Member Kutler asked whether the Sea Level Rise Funding is part of the funding that goes into the fundability portion. Mr. Simmons responded that they are beginning to work on a funding plan and that the first stages of that is on the Agenda for the meeting that will be held on February 19<sup>th</sup>, 2021, available online.

#### **Public Comments:**

Roland Lebrun, San Jose, via Zoom Q&A, recommended that everyone read his letter he copied the Board, stating that from day one, staff never considered the Transbay crossing. He shared that there is a website, [link21project.com](http://link21project.com) where BART and Capitol Corridor work on a new Transbay crossing coming from the Eastbay to San Francisco and will happen sooner than anyone thinks. He also recommended everyone to attend the meeting on Friday, February 19th, at 11 o'clock and to review the meeting minutes as background. Lastly, he stated that the Sea Level Rise Funding will be used when the Transbay Terminal will need to punch a hole into the Sea Wall under the YMCA building.

### **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) –**

- **January:** The January 2021 OTP was 86.9% compared to 95.4% for January 2020.
  - **Trespasser Debris Strike** – On January 27 there was a trespasser debris strike that caused train delays.
  - **Mechanical Delays** – In January 2021 there were 144 minutes of delay due to mechanical issues compared to 913 minutes in January 2020.
  - **Trespasser Strikes** – There was one trespasser strike on January 21, resulting in a fatality.
- **December:** The December 2020 OTP was 95.3% compared to 92.5% for December 2019.
  - **Trespasser Strikes** – There was one trespasser strike on December 8, resulting in a fatality.

Mr. Navarro advised that the first train that has been built is on its way to Colorado and left February 10th out of Salt Lake City. He then stated that since Shelter in Place began due to COVID, staff anticipated at least four to five schedule changes within the last eight months and considered the cost benefit with printing paper schedules. He said that there will be another schedule change in late March and since there is no anticipation to change the schedule for a while after that, staff may consider printing paper schedules again. Joe reviewed the On Time Performance statistics and stated that out of the 1441 trains, 217 trains were late and 123 of those trains were contributed to Capital Projects. Without the Capital Projects interfering, On Time Performance would have been running at 94.7%. Mr. Navarro acknowledged that Caltrain is running a reduced schedule compared to last year, and that although 26% less trains are

running, staff analyzes data to ensure Caltrain stays within the same realm of stability and reliability.

The full staff report may be found on [caltrain.com](http://caltrain.com)

#### Committee Comments:

Vice Chair Brandt suggested placing signage and branding Caltrain on bridges that Caltrain owns to promote riding the train. He also suggested highlighting the schedule line for the station at which the passenger is at. For example, he lives in Redwood city and he would walk down to the station and the big schedule board behind the Plexiglas would have yellow highlighter tape all the way across the line of the Redwood City station information. He stated that this would make it easy for people to read the schedule.

#### Public comments:

Roland Lebrun, San Jose, via Zoom Q&A, thanked Mr. Navarro for the Staff Report. He then reminded everyone that the train that is currently on its way to Pueblo in Colorado was supposed to be shipped to that location last year in February, before COVID. He then stated that he understands the issues with Capital Projects impacting On Time Performance, but that it needs to be looked at further. He then commented on the Hillsdale station and stated that the way the grade separation has been designed, there is a good opportunity to put four tracks there and get rid of the island platform in the middle of the of the main line, which is supposed to be operating at 110 MPH. He then stated that after Caltrain awarded the TASI extension there were multiple public records requests of incidents between TASI employees and passengers and he noticed that there are no records before 2016 and as he recalls Mr. Navarro was hired in 2016 which means that there were no controls at that time. However, he is concerned because he did not see incidents between 2018 and the present. Lastly, he did not see the incident that nearly killed seven passengers who were trying to get off the train at the holdout station in South San Francisco. He did find an incident where allegedly a conductor assaulted a female passenger in the bathroom with the other two accomplices aiding and abetting.

Jeff Carter, Millbrae, via Zoom Q&A, agreed with Vice Chair Brandt's idea about Caltrain branding and the bridges. He then thanked Mr. Navarro regarding the location of the new train and requested to have that information published on the Caltrain website.

Joe Navarro shared that he took a trip to Salt Lake City and took a tour with the mechanical team to see the upcoming changes and there is a lot of work to be done. Mr. Navarro shared some of the changes. Currently the brakes shoes are changed daily, however with the electric cars, brakes will only be changed once every four years. Additionally, the doors will not go into a sleeve, a track inside of the wall, but will pop out and go on the outside, so it would be easier to adjust and work on the technology, using a computer to get the information from the diagnostics to determine what is wrong. There will be horn sequencing for the grade crossing and will no longer

be a manual effort on the Engineers part and will help with the horn being consistent. He also stated that automatic people counters on trains will be very beneficial and that it will also count bikes. Mr. Navarro also stated that the Apple phones are being rolled out to the conductors and hoping for feedback from them and from this group with suggestions on what information should be pushed to the public. He also stated that the CCTVs will be in every train car and will not have any dead spots. Mr. Navarro stated that the team is getting a good sense regarding maintenance and are now working on the time per task to start developing the manpower.

## **JPB CAC Work Plan**

### March 17, 2021

- Sales Tax Measure
- Grade Crossing Improvements

### April 21, 2021

- EMU Testing Update
- PCEP Update

### May 19, 2021

- FY 2022 JPB Operating & Capital Budgets & TASI Budget
- Industry Safe Functionality

### June 16, 2021

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### July 21, 2021

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### Suggested Items:

- 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
- Operating Costs – requested by Member Adrian Brandt on 2/13/20

- Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
- South San Francisco
- Overview of COVID19 train schedule

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

March 17, 2021 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 7:59 pm