

**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 JULY 21, 2021**

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

**MEMBERS ABSENT:** P. Flautt, B. Shaw (Chair)

**STAFF PRESENT:** T. Burgwyn J. Navarrete, J. Navarro,

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.

Vice Chair Adrian Brandt called the meeting to order at 5:41 p.m. and led the Pledge of Allegiance.

**APPROVAL OF MINUTES OF JUNE 16, 2021**

Vice Chair Brandt requested that the "draft" watermark be removed from the final version of the Distance Based Fare Resolution that passed at last month's meeting.

Motion/Second: Brandt / Klein

Ayes: Kutler, Leung, Tuzman

Absent: Shaw, Flautt

**PUBLIC COMMENT**

Jeff Carter, Millbrae, via Zoom Q&A, referred to his correspondence in the CAC packet and stated that although, discussion regarding technology limitations that prevents Caltrain from real time ridership reporting will be discussed later in October, he hopes that staff can identify those limitations. He stated that the SMART train posts daily ridership, Clipper tags, conductor counts and data from their mobile app. Jeff is looking forward to hearing more about any comprehensive fare package Caltrain may be working on and the results of the Distance Based Fares Resolution that passed the last month.

Adina Levin, via Zoom Q&A, identified herself as having a role as Chair of the Advisory body to the Fare Study and reported that on August 2<sup>nd</sup>, the Advisory body will hear an update on the Fare Study, including preliminary information about the recommendations on the Fare Study. She encouraged anyone who is interested, to join the meeting. She then stated that the Fare Integration Task Force would be looking

at an update on the fare study and recommendations for example; free transfers, multi-agency passes and accumulators, potentially standardizing regional fares. Lastly, Adina shared her concern regarding staff mentioning that a presentation would be shared to the Board prior to it being shared with the Citizen's Advisory Committee. She shared her confusion as the Board has asked the Citizen's Advisory Committee to give advice through staff and directly to the Board. She asked whether it made sense to present to the CAC first, so the CAC can make recommendations to the Board.

Roland Lebrun, San Jose, via Zoom Q&A, shared that the Blue Ribbon Transit Recovery Task Force will meet on Monday July 26, at 1:00 p.m. and that more information can be found on the MTC website. He then shared information regarding the DTX, the Downtown extension. He stated that the ESC, Executive Steering Committee has agreed to conduct a study on the Transit Center as a true station and analyze capacity. Roland then reported that he was disappointed to hear that it regardless of the outcome of the capacity analysis, it was voted that there would be no changes to the DTX as currently designed. He said that he has written letters to the appropriate parties with further information.

### **CHAIRPERS'S REPORT**

Vice Chair Adrian Brandt reported that he was filling in for Chair Brian Shaw during his absence. Vice Chair, Brandt provided details from the ESC, Executive Steering Committee meeting. He then stated that Caltrain and other commuter railroads are struggling with what to do with service, wanting to avoid service cuts in the future. There is concern, once the COVID relief funds are expended, what ridership will look like post-pandemic.

### **COMMITTEE COMMENTS**

Member David Tuzman reported that Melissa Jones, Caltrain staff, informed him that the CAC could receive a presentation after presented to the Agency Boards, in the second half of October. He stated that he would continue to follow-up to, potentially, have something sooner. He then referred to public comment from Adina stating that the CAC is supposed to be representing the riders and feeding recommendations up to the Board. He requested staff to further review the timing of the presentation.

Member Rosalind Kutler thanked staff for their coordination during construction at the Bayshore station. She then stated that the timed transfers are extremely helpful. Lastly, she reported a construction issue at the Redwood City platform. Joe Navarro, Deputy Chief, Rail Operations stated that he would look into the issue.

### **Public Comments:**

Roland Lebrun, San Jose, via Zoom Q&A, referred to Government Code section 14954.3, which mandates that Brown Act meetings take public comment either before or immediately after every single item on the agenda, which includes the Chairperson's Report. He stated that he would be commenting on that. He said that the reason it is believed that BART technology is coming to the Transbay Terminal is

because there is a concerted effort to suppress information. Specifically an email he sent out in March regarding the DTX and another recent email that informs the true station capacity analysis that is currently under study. He stated that his correspondence is not appearing in the Agenda packets. He explained that BART technology will indeed not be in the Transbay terminal and that, between Emeryville and Brisbane it will be able to support thirty trains an hour in each direction.

### **UPDATE ON SERVICE RESTORATION**

Ted Burgwyn, Director, Rail Network & Ops Planning, presented an Update on Service Restoration.

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

#### Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, said he believes that this is a step in the correct direction. He also stated that staff is listening and that he has been waiting for this presentation to write to the Board. Roland commented on several slides of the presentation. He talked about the previous success of the Baby Bullets. He made a note that some of the market research is three months old. He said that staff needs to capture the pre-pandemic market. He then stated that passengers make decisions to ride Caltrain based on travel time, not the rate of speed. He stated that Baby Bullet service is needed throughout the day, at least once per hour. He went on to say that staff has eliminated half of the Baby Bullet market and that he has no choice but to drive, right now. He suggested that Baby Bullets originate out of Gilroy. He mentioned that during special events, if the trains are full, to run more trains. He then mentioned equity and referred to slide sixteen. Lastly, he said that the fare box would remain low as long as previous customers are being targeted.

Jeff Carter, Millbrae, via Zoom Q&A, appreciated the report and stated that staff is on the right track. He then stated that Caltrain should explore new fare options for riders that are not working the normal five days a week; he suggested staff to keep the monthly pass at low enough prices to encourage those passengers to ride. Jeff mentioned the distance based fares. Jeff then suggested running more bullet or express trains on weekends. Regarding equity, he stated that lower fares would help encourage the lower income riders. He then stated that he is glad to see more than one train during the off peak and that it should help encourage ridership.

Andy Chow, via Zoom Q&A, stated that he is glad that Measure RR passed to pay for this expanded service, given that ridership is still coming back, and may not come back very quickly. He remembers when Caltrain could not afford to expand service beyond the peak period because of cost. He hopes that the schedule will help transform the system, as Caltrain continues with electrification. He mentioned that he liked the half-half semi local service schedule, pre-pandemic. He is hopeful to see the Agency react accordingly to ridership.

Drew, via Zoom Q&A, thanked staff for the presentation. He enjoyed the heat diagrams on Highway 101 and mentioned that rush hour traffic patterns are different throughout the day depending on people's type of work and schedule. He stated that he would like to see Caltrain address the VTA transfer connection, not just the BART connection. Drew then advocated that Sunnyvale be a Bullet train stop instead of Mt. View, if a second Bullet Train is added. He pointed out the typo with the Gilroy train time. He then expressed that he would like to see express trains on the weekends. He stated that there are great things about this schedule with equity. He stated that he would like to see a fare structure that goes hand in hand with this schedule.

Adina Levin, via Zoom Q&A, thanked staff for the schedule that has taken into account a lot of the changes that are happening, including looking to bring back commuters in a world with different commuting patterns, less peak oriented and new travel behavior as well as supporting different types of trips and different types of riders. She hopes that Caltrain will pay attention to how people are using the service and make changes accordingly, if necessary. She was happy to see the BART connections made during the pandemic, however is concerned with BART connections on nights and weekends. She stated that having information at the stations and on the websites would be helpful for passengers on what to expect. Lastly, she expressed her concerns with Sunnyvale not having a Bullet train stop.

#### Committee Comments:

Member Tuzman thanked Mr. Burgwyn for the very informative presentation and thanked staff for their work in balancing many competing goals and taking into account the new way that people are traveling. He then expressed the importance of not shying away from express and bullet trains during mid-day. He stated that with flexible work schedules, it would likely increase car usage, particularly mid-day because folks are home and would take more incidental trips. If Caltrain can provide convenient service during those mid-day irregular times, staff would help avoid congestion and pollution of more cars on the road. He then asked what the latest train would be on Sundays. Mr. Burgwyn responded that the Sunday and Saturday scheduled match and that the latest northbound will get into San Francisco at 12:52 a.m. and the latest southbound train leave San Francisco at 12:05 a.m. gets into San Jose at 1:44am. Member Tuzman then asked regarding the Millbrae BART connection schedule difficulty and asked what is the longest a passenger would wait on the platform for a connection and Mr. Burgwyn responded a little bit over 30 minutes.

Mr. Burgwyn acknowledged the typo on the Gilroy slide at stated that it should read 6:52 a.m., not 5:52 a.m.

Member Larry Klein asked Mr. Burgwyn whether the Baby Bullet stops listed are exactly the same going north and south in peak hours. Mr. Burgwyn confirmed, however with the only difference being 22nd street. Member Klein asked how that was decided. He stated that as heard in public comment from Roland, Adina and Drew there is concern regarding Sunnyvale not having a Baby Bullet stop. Member Klein then said that Sunnyvale had northbound Baby Bullets in the morning; it was split between Mountain View and Sunnyvale, but none going south. Ultimately, there were many riders

boarding going in the northbound direction in the mornings and asked why the new schedule will not meet those rider's needs anymore. Mr. Burgwyn stated that the Sunnyvale issue was one that staff looked at carefully and that the problem with that specific train is that if a Sunnyvale stop were added, it would interfere with Bullet train overtaking the local. How that was balanced out was that Sunnyvale will get three trains per hour in the peak and one of those trains is a limited train that provides pretty good travel time between Sunnyvale going into San Francisco. Mr. Burgwyn also mentioned that staff is looking at different options for the second potential Baby Bullet train. Member Klein expressed his worry that people will now get in their cars, because they cannot walk to the station to take the Baby Bullet to the city. He hopes that whatever decision-making was done with the 22nd street station that it could conceivably be done in Sunnyvale. Member Klein then asked what the monitoring thresholds to add another Baby Bullet are. Mr. Burgwyn responded that staff would be looking at ridership, not just trends across the system, but train by train. Mr. Klein said that he is afraid that it would not capture those riders no longer riding Caltrain and choosing to drive instead, because the Baby Bullet will no longer be an option with the new schedule.

Member Rosalind Kutler thanked Mr. Burgwyn for the presentation and mentioned that is a sophisticated schedule that answers many of the current needs and builds on the equity issues. She then stated that the Bayshore station serves a huge equity need and hopes staff keeps that in mind. As a representative of San Francisco, in her mind, Bayshore serves southeast San Francisco corridor, especially with the loss of Paul Ave. She mentioned that she is very happy to see the growth of ridership and hopes to keep a strong schedule there to keep those new riders.

Vice Chair Brandt thanked staff for the presentation and commented on distance based fares versus the current inequitable zone based system and stated that the distance based fares would attract a new demographic. He then stated that Caltrain is fortunate to have a bidirectional, all day market with all different types of trips and recommended increasing off peak service. He shared his concern with the proposed schedule because for many stations, it remains an hourly-based service, even though there are two trains per hour. He acknowledged that the more popular stations get two trains per hour. Additionally, he agreed with the previous comments expressing the need for express service on the weekends. Vice Chair Brandt also agreed with previous comments regarding the Sunnyvale service. He mentioned that although staff will monitor ridership, there is an epistemological problem with figuring out what the actual demand is versus what people are doing. Lastly, he stated that he agrees with public comment regarding Bullets going to or from Gilroy.

### **COVID-19 CLEANING EFFORTS COST**

Joe Navarro, Deputy Chief, Rail Operations reported COVID-19 Cleaning Efforts Cost

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

Committee Comments:

Vice Chair Brandt asked whether the \$100K per month includes labor or just materials cost. Mr. Navarro responded that it includes everything for example, labor, materials and third party contractors. Vice Chair then asked what, if any, vaccine policy does Caltrain have for employees. Mr. Navarro stated that masks continue to be mandatory on the trains and throughout all departments, including operations and maintenance departments. Vice Chair Brandt then asked what, if any, is the vaccine policy for employees that have customer contact. Mr. Navarro responded that staff set up vaccination sites in Santa Clara and held three events that gave employees the opportunity to receive their vaccinations. Additionally, there was an incentive for employees to get vaccinated and voluntarily share their vaccination status. Approximately sixty-three percent of employees have been vaccinated, according to the voluntary vaccination status reported. Vice Chair Brandt shared his concern knowing that potentially approximately thirty percent are unvaccinated. He suggested looking into what employers can do to ascertain vaccination status. Mr. Navarro clarified that the percent includes all departments, which include operations, signal and mechanical departments, just to name a few and does not include just customer facing employees; that percent may be higher. Vice Chair Brandt then asked Mr. Navarro to speak to the air treatment. Mr. Navarro stated that the fleet is equipped with MERV 13s, which is the highest range of filtration. He then stated that there was a study on the airflow, which had previously been presented to the CAC by the Deputy Director, Rail Vehicle Maintenance. Vice Chair Brandt did indeed recall that presentation and thought it was worth mentioning again.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, commented on airflow with the Stadler EMUs. He mentioned that Amtrak is testing the new Alstom trains and TCCI had some significant input on how to modify the air flow in the in the train, to have the air originate from the ceiling going down being extracted and then going through the ventilation system, rather than just blowing air horizontal. Roland then asked staff to touch base with TCCI regarding this feedback for a future staff report.

Continued Committee Comments:

Alternate Member Kathleen Maxwell suggested that vaccination be required for conductors and those employees that are on the train. Vice Chair Brandt reiterated Joe to look into making the vaccination a condition of being able to work. Mr. Navarro responded that he would follow-up with the exact percent breakdown by department of those vaccinated. Vice Chair Brandt then asked what staff could proactively do to ensure customer-facing employees are vaccinated.

Continued Public Comments:

Jeff Carter, Millbrae via Zoom Q&A, stated that he works for the City and County of San Francisco and that they are required to submit their vaccination card, and is mandating city employees get a vaccination, unless there is a medical or other reason that they cannot. He then stated that when work is being done on site, they are required to complete a health check online. He stated that the city has imposed these safety measures to help reduce the spread of the COVID virus and the Delta variant.

## **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) –**

- **June:** The June 2021 OTP was 91.5% compared to 96.3% for June 2020.
  - **Vehicle Strikes** – There was one vehicle strike on June 18.
  - **Vehicle on Tracks** – There was one day, June 23 with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In June 2021 there were 329 minutes of delay due to mechanical issues compared to 589 minutes in June 2020.
  - **Trespasser Strikes** – There was one trespasser strike on June 3, resulting in a fatality.
- **May:** The May 2021 OTP was 90.1% compared to 95.8% for May 2020.
  - **Trespasser Strikes** – There was one trespasser strike on May 4, resulting in a fatality.

Mr. Navarro then shared an Average Weekday Ridership slide comparing months April, May and June in 2019, 2020 and 2021. He mentioned that ridership is coming back as the bar graph reflects an increase in 2021 over 2020. He stated that the weekends are also picking up with the hourly service.

### **Committee Comments:**

Vice Chair Brandt asked to confirm that ridership in June 2021 is just below ten percent and Joe confirmed. Vice Chair Brandt then pointed out that graph's visual is misleading and makes it look like ridership is ninety percent back. Mr. Navarro explained that the chart would appear small and would not be easy to see and decided to zoom in on the slide. Vice Chair Brandt understood and mentioned that the trend is heading in the right direction. He then asked whether the Safety and Security reports are being worked on. Mr. Navarro confirmed and stated that he may have it ready for next month's meeting. Lastly, Vice Chair Brandt followed-up on whether station boards will have highlighter across the station times. Member Kutler reminded Vice Chair Brandt that Mr. Navarro already addressed this concern and stated that the visual disability community will not be able to see that. Mr. Navarro then stated that what has been done is that the station name of the passenger's location is

indeed highlighted. Vice Chair Brandt stated that he has not been to Redwood City to check. Member Kutler confirmed that the station name is highlighted in green.

Public comments:

Roland Lebrun, via Zoom Q&A, requested staff to provide further details regarding vehicles on the track, specifically the location, time of day and whether the intersection had special treatment to deter. Roland then asked staff to consider starting special event trains from Tamien and not San Jose to encourage passengers to ride the train and save on parking. Lastly, Roland agreed with Vice Chair Brandt that it is misleading and said that he would send staff examples of other agency's ridership report.

Drew, via Zoom Q&A, appreciated the chart and understands the mixed views on the Y legend and appreciated how it showed the last three months, year over year for 2019, 2020 and 2021 and was able to follow the data on the right side.

Jeff Carter, Millbrae, via Zoom Q&A, agreed with previous public comment from Roland regarding Tamien parking. He stated that riders can benefit from free parking. Jeff expressed his appreciation with the Ridership chart and asked staff to add the percentage to the chart.

Continued Committee Comments:

Vice Chair Brandt asked how the costs are covered for special event trains. Mr. Navarro stated that it is minimal with just fuel and overtime. Special event trains are budgeted every year. Vice Chair asked whether Caltrain charges for Special Event trains not in the budget. Mr. Navarro explained that staff was pursuing MOUs for cost revenue service, however with the pandemic, efforts have halted. Mr. Navarro also clarified that with ridership, the service pays for itself as passengers purchase tickets to ride. Vice Chair Brandt stated that it sounds like a win-win. He then asked for further details regarding vehicles on the tracks. Mr. Navarro stated that they could discuss adding a presentation to the Work Plan at the Agenda setting meeting.

Continues Public comments:

Adina Levin, via Zoom Q&A, requested staff to look into providing real time ridership data or as close as possible to real time, but understands that Caltrain may not be able to provide ridership data as BART does.

Mr. Navarro advised the committee that for next month's meeting, he would look into providing an additional data that includes month to date. He said that he would use the same format as he did this month and provide an additional slide that includes month to date data.

## **JPB CAC Work Plan**

August 18, 2021

JPB CAC Meeting Minutes  
July 21, 2021

- High Speed Rail
- PCEP Update (Schedule)
- South San Francisco

September 15, 2021

- Rail Safety Month
  - JPB
  - TASI

October 20, 2021

- Code of Conduct
- Clipper Data Availability
- 

November 17, 2021

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- 
- 

December 15, 2021

- Customer Experience Completions & Recommendations
- 
- 

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

- Industry Safe Functionality
- Regional Fare Integration Task Force – requested by Member David Tuzman on 6/1/21
- Blue Ribbon Task Force

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

August 18, 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 7:34 pm