

**CITIZENS ADVISORY COMMITTEE (CAC)
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING
Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070**

MINUTES OF DECEMBER 16, 2020

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

MEMBERS ABSENT: None

STAFF PRESENT: B. Tietjen, 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.

Chair Brian Shaw called the meeting to order at 5:41 p.m. and led the Pledge of Allegiance.

K. Maxwell joined at 6:30 p.m.

REPORT OF NOMINATING COMMITTEE - ELECTION OF 2021 CHAIR AND VICE CHAIR

Member Patrick Flautt reported that the nominating committee nominated Chair B. Shaw and Member A. Brandt for Chair and Vice Chair, respectively. Both accepted the nominations.

Motion/Second: Flautt / Brandt

Ayes: Dagum, Klein, Kutler, Romo, Leung, Romo, Shaw, Tuzman

Absent: None

Chair B. Shaw was re-elected Chair

Member A. Brandt was re-elected Vice Chair

APPROVAL OF MINUTES OF NOVEMBER 18, 2020

Motion/Second: Kutler / Tuzman

Ayes: Brandt, Dagum, Flautt, Klein, Leung, Romo, Shaw

Absent: None

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, congratulated the re-elected Chair and Vice Chair on their reappointments.

Roland Lebrun, San Jose, via Zoom Q&A, commented on the BART extension. He stated the BART extension in San Jose is running at an operating subsidy, over the first six months, of \$300 per passenger. He then commented that the VTA is stating that the cost is \$2.2B - \$2.4B, however that it is closer to \$3B - \$3.5B because they are running two sets of books, one is federal and the other, non-federal. He then referred to his letter in the correspondence packet. He stated that with COVID, all Caltrain service to Gilroy, has been lost. He stated that the only thing left is the 68 and people are getting passed up on the 68. He stated that VTA is the only one that will have a CARES Act surplus at the end of FY21. He requested the Committee's support in his proposal of what should be done with VTA's surplus funding. He proposes that with the new Caltrain schedule is to use the funds to extend half of the trains to Gilroy to provide relief to the Southern end of the corridor.

CHAIRPERSON'S REPORT

Chair Brian Shaw pointed out that there were minor modifications to the agenda and that they have been moved to later next year as more information will be available at that time.

COMMITTEE COMMENTS

Member Anna Dagum stated that she would like to pass along a suggestion, to allow the purchase of the Go Pass to a building of small offices. They would come together to jointly to purchase the Go Pass. This would increase small business participation in the Go Pass program.

Vice Chair Adrian Brandt stated that the two newly opened BART stations, Milpitas and Berryessa, which are located in Santa Clara County are running quite low ridership compared to the rest of BART, however those stations did not have a ridership base to begin with, since they opened during the pandemic. He stated that he believes it was a wasteful improvement for VTA to open those in lieu of the existing bus service. He stated that he is concerned about ridership returning and suggested that all agencies think hard, strategize and do everything they can to make sure that safety is addressed to passengers, specifically regarding airflow. He then suggested to publicize the safety measures, so the public knows just how safe transit is when the right measures are employed, mask wearing and no talking. He stated that a lot of research, since the last meeting, confirms that talking is a big deal, the louder you speak.

Member Rosalind Kutler suggested staff receive training that includes what Vice Chair Brandt mentioned regarding not talking or limit talking. She stated that a reminder would be a great thing since she sees a lot of chatting between employees and customers.

Chair Brian Shaw stated that he thinks the traffic is getting worse but might be those that used to ride transit and must work. He stated that the virus is not just limiting ridership and so we need the vaccine to get people back on the trains and going places to have that comfort level.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated Roland stated that there were two great presentations regarding ridership at MTC. The first was the Regional Taskforce and they invited the Chief Executive of Metrolink. The other was presented last Monday, it showed what happened to various transit agencies. He stated that other agencies had low ridership and improved due to the change in the schedule. He stated with the connections with other transit agencies, Caltrain is bringing back some kind of network that works together and he sees the light at the end of the tunnel, however still need to fix the fifty-seven minute trips from San Jose and San Francisco.

Jeff Carter, Millbrae, via Zoom Q&A, mentioned that he has seen television commercials for VTA and asked whether VTA is benefiting from them and if so, suggested Caltrain running similar ads. He then stated that with the new schedule there are station pairs that are not served anymore. He hopes that ridership will pick up and that at some point there will need to be trains that serve all stations. Lastly, he stated that the Caltrain fares are too high and that the trip from San Fran San Jose to San Francisco is about \$8.15 for BART and \$9.45 using Clipper, for Caltrain and that the fares are probably drawing people to Bart than to Caltrain.

2021 DRAFT LEGISLATIVE PROGRAM / RR UPDATE

Brent Tietjen, Government & Community Relations Officer provided the 2021 Draft Legislative Program and the Measure RR Update.

Mr. Tietjen stated that the 2021 Draft Legislative Program was presented to the Board in December as an informational item and will go to the Board for adoption in January.

The full Draft Legislative Program can be found on caltrain.com

Committee Comments:

Vice Chair Brandt stated that he has been monitoring the Bay Area Blue Ribbon Task Force that is working on fair integration concepts. He stated that the big problem with switching to something like that is how do you make sure that every agency, that have different farebox ratios, on the same page and eliminate the concerns and budget fears. He stated that in Europe, they figured out how to backstop everybody and make sure everybody gets made whole. He stated that the critical element that he would like Caltrain to bring forward is that in the reincarnation of Bay Area Faster, the significant portion of funding be set aside to backstop all the agencies and make sure that they have assurance, just like they have with the with the, the new discounted Clipper Card. All the agencies are getting some funding from MTC to backstop their potential fare losses. He stated that this would make it less risky and more possible for all the agencies to sign up. Mr. Tietjen said that he would pass along Vice Chair Brandt's comment.

Roz Kutler asked whether Caltrain will benefit from state funding opportunities. Mr. Tietjen stated that he is not aware of opportunities as the governor's proposal for the 2021/22 budget does not come out until early January 2021. He also confirmed that in

the short term, the governor projected a \$15 billion surplus. Member Kutler stated that in her field of work equity was used as the unifying philosophy and asked whether Caltrain can do the same. Mr. Tietjen appreciated the comment and stated that the Board adopted the equity framework, earlier this year, and will be a key part of the legislation advocacy going forward.

Member David Tuzman shared that <https://www.seamlessbayarea.org/> has a map that illustrates zones of integrated fares. He stated that it is a nice visual of an example of the potential final implementation.

Chair Shaw stated that he joined a Zoom with the new incoming Chairman of the T and I Committee that oversees transit in the House, Congressman Chuy Garcia from Chicago. Chair Shaw mentioned that Congressman Garcia is supportive of transit from the Federal level and is optimistic for a change from DC.

Mr. Tietjen then provided an update on Measure RR and invited everyone to visit www.caltrain.com/dedicatedfunding

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that that regarding Faster, Plan Bay Area wants reduce greenhouse gas emissions by reducing speed limits on freeways to 55 MPH and might be a problem with passing Measure Faster. Regarding integration, he stated that there was a great presentation at the Transit Recovery Taskforce, and they have discovered that only 4% of the ridership are concerned about the cost of transit. The vast majority, 60% to 70%, are mainly concerned about integration, seamless transfers and not designing stations, like the BART Milpitas station that takes a four minute walk between BART and the Light Rail, when the lightweight is on top of the BART platform. He stated the reason why the fares are more expensive on the trains is because they have conductors for safety reasons. He then stated regarding the State Budget, the Governor's priorities are homelessness, etc. and t High Speed Rail is not a priority. Lastly, he stated that there is \$40 million cap in the special resolution we pass until we address the governance issue.

Jeff Carter, Millbrae, via Zoom Q&A, asked whether Mr. Tietjen's presentation could be found online because he did not see it posted on the website. He then stated that fare and transit integration need to happen as soon as possible.

CUSTOMER EXPERIENCE COMPLETIONS & RECOMMENDATIONS

Joe Navarro, Deputy Chief, Rail Operations provided a Customer Experience Update.

The full Power Point presentation can be found on caltrain.com

Committee Comments:

Member Kutler shared that regarding the PADS and VMS, the complaints are around delays. She stated that there is not enough information regarding delays or the

information that is displayed is old. She then suggested that in addition to announcing delays to also supply workarounds for passenger with alternative transit options. Mr. Navarro thanked her for her comments and suggestions.

Member Tuzman asked whether the VMS hardware would be replaced by equivalent to LCD monitors so that Caltrain would not be locked in to displaying a standard message. Mr. Navarro responded that it would be new technology where staff would not be locked into any type of format on the screen itself and would be able to rearrange and display information as intended.

Alternate member Kathleen Maxwell asked whether Engineers would also be receiving iPhones and Mr. Navarro responded that it is not permitted for Engineers.

Member Larry Klein stated that when looking at messaging including signage and the app, from an equity standpoint, he would like to ensure that staff will include multiple languages as much as possible wherever it makes sense. For example, signage in the station may point to the app where conceivably other languages are supported and that becomes a useful tool, from an equity standpoint. Member Klein looks forward to discussing further as it rolls out to improving the experience. Mr. Navarro responded that staff will definitely take a look at that.

Member Dagum asked whether there would be a feature to notify someone of a safety issue on the train. Mr. Navarro stated that staff is attempting to develop a Communication Desk in the control center and working on purchasing the 877-saf-rail phone number so that those calls may be directed to Communication Desk in the Control Center. He then thanked Member Dagum for her input.

Vice Chair Brandt said that he has seen other where there is a code visible at every seat within the vehicle and the phone number with a simple sign that says something like "need help, to report an issue text that code to the phone number given" This way an app is not needed, for those that do not have an app and could also work within the app. He also suggested having a location number by seat as well as by car. Vice Chair Brandt also suggested real time tracking for both via the app and via the website with messages pertaining to that train's delay with estimated time problem resolution, etc.

Member Dagum also reiterated passengers knowing their location in the car for safety reasons. Mr. Navarro responded that the new cars will indeed have a visible four-digit number that will allow authorities to know the passenger's location, not only what car, but what train they are on. Member Kutler also requested that when working with Transit Police on these matters to work with an equity lens to avoid problems other Transit Agencies have.

Member Tuzman asked whether staff is considering upgrades to the audio speaker systems of the stations. Mr. Navarro responded that if the new VMS signs are obtained, that will be part of the package.

Vice Chair Brandt shared that regarding announcements he has seen, around the world, standardized high-quality digital audio GPS or other automatically triggered announcements, so that it is very predictable and consistent. He then stated that the high-quality announcements are made in a very professional consistent voice and asked whether Caltrain would have something similar. Mr. Navarro confirmed and advised that something similar is already in the new system.

Vice Chair Brandt asked whether the eLockers will accept coin or only electronic payment. Mr. Navarro stated only electronic payment. Vice Chair Brandt then suggested not advertising bait bike operation.

Member Tuzman asked whether the bikelink can be done through Clipper. Mr. Navarro stated that he does not know the answer, however, will schedule a presentation to the CAC from the Bicycle Planner to present further details. Chair Shaw stated that the eLockers are a better product for the bike storage solution. Mr. Navarro addressed Member Larry Klein's previous concern and advised that the bike lockers at Sunnyvale have been cleared out until the new ones can be installed and that the same has been done in San Francisco.

Member Kutler commented on the Sherriff's Conductor training and shared her concern around equity and would like to see a positive enforcement mechanism for everybody so that everyone feels safer and more comfortable using the train.

Chair Shaw reported that he was on a Seamless Bay Area Zoom call and that research on essential workers using transit that ride Caltrain were not aware that they could buy their parking from the app. He asked Caltrain raise awareness that the app is there to buy parking. Public awareness around that tool that would really help some people who are having to maybe use the train more than they did before or are accustomed to buying parking from the TVMs. Member Kutler asked staff to consider raising awareness in traditional ways other than on Social Media. Vice Chair suggested signage on the TVMs or nearby. Mr. Navarro stated that staff will work on those ideas and thanked them for their suggestions.

Chair Shaw thanked Joe and his team for putting the update together. He stated that it is amazing how much has been done this year, in particular with the pandemic and everything else and the challenges put on top of all the other efforts to continue to make the railroad run better. He suggested that this update be presented to the CAC on an annual basis to understand how much has been done and how the feedback that comes from the Citizen's Advisory Committee meetings and how staff uses to improve the operations and the service for all of the riders. He stated that it is great to see and bring to everybody's attention.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, suggested improving directional signage to indicate Northbound and Southbound platforms. He also suggested better wayfinding on how to get to the desired platform and where to purchase tickets. He also suggested having the time indicated on the monitors at 4th & King station. He also

would like to see schedules on the train and not just available electronically. Lastly, he mentioned that although he is happy for the bathroom renovation at 4th & King, he is not sure whether eliminating the waiting room is a good idea as passengers may need a place to sit while waiting for the trains.

Roland Lebrun, San Jose, via Zoom Q&A, Roland thanked Joe for the presentation. He then applauded staff for adopting FRA Safety Rules, instead of developing local rules. He then stated that the iPhones will be an improvement. Roland stated that BART has trains that have GPS and indicate the next station and, in real time, where the train is and expects the same for the new EMUs. Roland then requested to agendaize "Diesel Fleet" for the next LPMG meeting and show Morgan Hill and Gilroy and ask where the \$4M from Measure B went. He then suggested testing Constant Time Warning on TTCL, not on a live system. Roland then stated that bait bikes are better than nothing. Regarding segment four, Roland would like to know when there will be poles over Highway 280 and Highway 87 because he does not see it getting to Tamien.

Doug DeLong via Zoom Q&A, Doug DeLong thanked Joe for the presentation and the huge amount of work shown there. He then suggested that the messaging on the platforms be turned off when they are no longer needed. He suggested the dispatch center to have a mechanism for specifying when the message is supposed to expire. He then pointed out that at the Board meeting Jim Harnett's report had the wrong engine numbers being sent to Alstem and that the PowerPoint presented at this CAC has the right engine numbers, however the text Staff Report posted the website is still incorrect, claiming that the 923 and 924 are being sent. He stated that it is wonderful that staff is accelerating the overhaul.

STAFF REPORT UPDATE

Jennifer Navarrete, Customer Experience Lead, reported on behalf of Joe Navarro, Deputy Chief, Rail Operations:
(The full report can be found on caltrain.com)

On-time Performance (OTP) –

- **November:** The November 2020 OTP was 96% compared to 93.4% for November 2019.
 - **Vehicle Strikes** – There was one vehicle strike on November 20.
 - **Vehicle on Tracks** – There were two days, November 5 and 17, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In November 2020 there were 623 minutes of delay due to mechanical issues compared to 751 minutes in November 2019.
- **October:** The October 2020 OTP was 97.4% compared to 93.3% for October 2019.

- o **Special Event Train Service** – Caltrain is not operating special event service due to the cancellation or postponement of events as result of the COVID-19 pandemic.

(The full report can be found on caltrain.com)

Committee Comments:
None

Public comments:
None

JPB CAC Work Plan

January 20, 2021

- Sales Tax Measure
- Transit Oriented Development
- PCEP Update
- TASI Operating Budget

February 17, 2021

- San Francisco Downtown Extension update
- Grade Crossing Improvements
- Industry Safe Functionality

March 17, 2021

-
-

April 21, 2021

- EMU Testing Update
-

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

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

January 20, 2021 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 7:52 pm