

**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 AUGUST 15, 2018

MEMBERS PRESENT: K. Burke, C. Chang, P. Escobar, L. Klein, C. Tucker, R. Valenciana (Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: L. Fernandez

STAFF PRESENT: J. Navarro, J. Navarrete, M. Reggiardo, T. Bartholomew

Chair Brian Shaw called the meeting to order at 5:43 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF JULY 18, 2018

Public Comment

Roland Lebrun, San Jose, stated that he would like to recognize a job well done with the CAC meeting minutes. He suggested having the same structure for the JPB Board Meeting Minutes.

Drew, San Mateo, said he appreciates the meeting minutes. He wanted to clarify his public comment from the July 18th meeting minutes on p. 23 regarding the Work Plan. He said that he either attended the Samtrans CAC meeting or the Samtrans Board Meeting, where they demonstrated a Samtrans app that also included Caltrain routing information.

An update was made to Drew's Public Comment under Work Plan to reflect that he either attended the Samtrans CAC meeting or the Samtrans Board Meeting, where they demonstrated a Samtrans app that also included Caltrain routing information. The updated draft of Meeting Minutes for July 18 was approved.

Motion/Second: Tucker / Escobar

Ayes: Burke, Chang, Klein, Valenciana, Shaw

Absent: Fernandez

PUBLIC COMMENT

No public comment

CHAIRPERSON'S REPORT

Chair Brian Shaw welcomed the new CAC committee member, Kevin Burke. Kevin introduced himself and stated that he represents San Mateo County and lives in Belmont. He is a software consultant and works with Tech companies to resolve

software issues. He said that he doesn't own a car and commutes on Caltrain, all along the Peninsula, for work. He is excited to be a voice for the passengers of Caltrain.

Chair Brian Shaw advised that there is another appointment from San Mateo County that is due and that the CAC may have another member joining, with the Board's approval, in September.

COMMITTEE COMMENTS

No committee comments

RAIL SAFETY EDUCATION & SUICIDE PREVENTION

Tasha Bartholomew, Communications Officer, presented the Rail Safety & Suicide Prevention presentation

Overview:

- Don't Shortcut Life Public Education Program
- Suicide Prevention Initiatives
- September Activities
 - Rail Safety Month
 - Suicide Prevention Week

Don't Shortcut Life (Operation Lifesaver):

- In partnership with Operation Lifesaver, Caltrain has a public education program in place called Don't Shortcut Life that offers free rail safety presentations to the community.
- Operation Lifesaver is a national nonprofit public safety education and awareness organization dedicated to reducing collisions, fatalities and injuries at grade crossings, as well as trespassing on or near railroad tracks.

Three E's of Rail Safety:

- Education
- Engineering
- Enforcement

Education:

Rail Safety Presentations are given to the community such as:

- Students (Pre-K to High School)
- General adult audiences
- Driving schools
- Family/Homeless shelters

Since 2013, Caltrain staff has made nearly 150 presentations to approximately 10,300 individuals

Engineering:

Presentations include improvements being made along the corridor such as:

- Grade crossing improvements in Redwood City at Whipple, Main and Broadway.
 - At Broadway, new pedestrian gates were installed along with new pavement markings.
- Grade Separation –
 - 25th Ave
 - San Carlos
 - Belmont
 - San Bruno

Grade separation improves safety.

Enforcement – Transit Police

- The Transit Police Unit of the San Mateo County Sheriff's Office serves as the law enforcement arm of Caltrain
- Transit Police patrol the Caltrain corridor and are engaged in enforcement activities that have proven effective at preventing further loss of life through:
 - Crisis intervention training. The training helps them recognize people who may be a threat to themselves and allows the Transit Police to refer individuals for treatment

The Monthly Safety and Security Report can be found on Caltrain.com

Unfortunately though, not all lives can be saved on the tracks and fatalities happen on the Caltrain corridor. Tasha stated that it is her job along with the social media team to communicate when incidents occurs. She has worked very closely with the local news media about responsible reporting as it relates to fatalities on the railroad tracks, especially if it appears to have been intentional.

Each year, Caltrain experiences numerous fatalities along the rail corridor from San Francisco to San Jose and beyond. While the Transit Police is the lead investigator of these incidents, the final cause of death is determined by the coroner or medical examiner in San Francisco San Mateo County or Santa Clara County. Caltrain addresses suicides and works with the local communities to help stop suicides as best it can.

Suicide Prevention Initiatives

Community partnerships:

- San Mateo County Suicide Prevention Committee
- Santa Clara County Suicide Prevention Advisory Committee
- Project Safety Net (Palo Alto)

Tasha stated that suicide is the 10th leading cause of death among Americans. For nearly a decade, Caltrain has engaged numerous behavioral and mental health organizations in San Francisco, San Mateo and Santa Clara counties to address the root causes of suicide and to help be part of the solution.

Crisis Text Line:

- In December 2016, Caltrain formed a partnership with Crisis Text Line

- Crisis Text Line provides free, 24/7 support for people in crisis via text
- Research has shown that text messaging has become a preferred communication method, which is why this new partnership with Crisis Text Line is so important

Promoting Crisis Text Line:

- To help get the word out and promote the Crisis Text Line Number, Caltrain created leaflets and interior ad signs onboard trains
- Flyers have been posted on station boards at every Caltrain station

Caltrain + Crisis Text Line

- Promotion of 741741
 - In train stations, on trains, and (soon) on train tracks
- Escalate Active Rescues
 - Work directly with Transit Police to bring people in crisis to safety
- Data Reports
 - Crisis trends data reports about the Bay Area
 - No incidents have been reported from individuals at a station, but have had individuals texting from home, considering committing suicide at a Caltrain station.

Caltrain Activities

- Installed 250 suicide prevention signs at stations
 - There is Help
- Dedicated suicide prevention resource page
- Raised \$25,000 for American Foundation for Suicide Prevention's Out of the Darkness Walks
- Sponsored the Caminar for Mental Health Symposium three times

September Activities

Rail Safety Month

Activities:

- Creating a rail safety Public Service Announcement that shows what Caltrain staff does whenever there is an incident on the tracks
- Hosting a safety booth at Facebook Festivals in Menlo Park on September 8th
- On September 25th, Caltrain and Transit Police participating in Operation Clear Tracks which is being organized by Amtrak Police
 - Focus area - Whipple Avenue, Brewster Avenue and Broadway grade crossings in Redwood City
- Promoting rail safety through social media -#CaltrainSafe

National Suicide Prevention Week:

- National Suicide Prevention Week -
 - September 9 to 15
- Participating in social media campaigns with regional community partners

Member Larry Klein referred to page 6 of the presentation, regarding grade crossing improvements, and pointed out the yellow striped bump on the far tracks between the two rails. He asked whether this object will help prevent drivers from driving on the tracks as this yellow striped bump is not at all grade crossings and would help improve safety. Joe Navarro, Deputy Chief, Rail Operations, stated that he would like to further improve the safety at grade crossings and that once Union Pacific agrees to work around General Order 26, Caltrain will look at placing something higher and bigger to detour drivers from driving on the tracks. However Joe will take a closer look at this yellow striped bump located between the rails as a possible option.

Member Cat Tucker asked how one requests a Rail Safety Education presentation. Tasha responded to contact her directly at communications@samtrans.com. Cat thanked Tasha for keeping track of the incidents and asked whether she also tracked incidents by location. Tasha confirmed that the agency also keeps track of incident location.

Member Kevin Burke asked for clarification of interventions. Tasha explained that an intervention is when Transit Police removes a trespasser from the tracks. Tasha explained that any individual on the tracks are considered trespassers. Kevin also asked how staff measures how well suicide prevention is doing and whether there are metrics and/or bench marks to compare against. Tasha said that her team does not have data to compare to. She mentioned that she does receive reports from Crisis Text Line and as of yet, she determined that not a lot of people are texting. Tasha said that she will request data from the 800 number and will report back to the CAC with that data. Kevin also asked whether fatalities on the tracks are a source of liability to Caltrain. Tasha stated that she does not have that information. Joe stated that there are measures in place to prevent people from entering the tracks and individuals that trespass have entered the tracks illegally. Kevin asked with electrification and the ability for trains to decelerate faster, whether staff projects that it will help prevent suicides. Joe responded that the braking rate will be better; however it is difficult, when something sudden and unexpected occurs, to stop quick enough to avoid a strike. Kevin also asked where strikes occur most and Tasha responded that most times they occur at grade crossings.

Member Paul Escobar thanked Tasha and Joe for the presentation. Paul stated that suicide is the 10th leading cause of death and the 2nd leading cause among youth, ages 10 – 24. Paul observed on page 10 of the presentation that in 2009 there was a significant increase that lasted through 2015 and dips in 2016 and asked whether staff had insight as to why the reduction of deaths on the tracks. Tasha stated that she does not have a definitive answer, however would hope that part of it is due to the targeted outreach, educating the communities on Rail Safety and Suicide Prevention by the Agency and Transit Police removing trespassers, recognizing people who are threats to themselves and/or to others and referring these individuals for treatment. Paul asked in what communities these occur most. Tasha responded that they happen in all counties, however they occur more in San Mateo County and Santa Clara County than in San Francisco County. Paul asked for demographics. Tasha responded that it is mostly adults; middle aged white males. Paul asked whether there is targeted outreach for adult white males. Tasha said that Santa Clara County has radio spots

during the sports cast and have talked about putting information on coasters at sports bars. Paul asked to provide details on how Caltrain works with its Community Partnerships. Tasha said that Caltrain meets with the Community Partners monthly to talk about the issues that are going on. Lately, Caltrain has been collaborating with San Mateo County on ideas for Suicide prevention week. San Mateo County will focus on the LGBTQ community. Paul then asked about Rail Safety month activities and Caltrain's focus in Redwood City. He asked whether there are other teams that have other focus areas. Tasha advised that Caltrain is a part of the Northern California Rail Safety Team and is made up of other Rail Agencies and the CPUC. This year Caltrain's Rail Safety focus will be in Redwood City. Paul asked Joe what the build looks like in order to prevent more deaths by suicide. Joe responded that being in the railroad industry for over 35 years that it is almost impossible to stop. What staff will continue to do is educate the communities that there is help. Joe went on to say that staff has an ongoing fencing program that works on putting up additional fencing along the right of way. Paul ended his comment by asking staff to let the committee know whether there is anything they can do to support these efforts.

Member Cat Chang asked staff what how it plans to allocate efforts as there may be a limit to how effective engineering can be and asked whether there will be additional investment in education and/or enforcement. Tasha said that her team will be strategizing as electrification is approaching. In the meantime, her focus is to certify more of the Caltrain staff to conduct Rail Safety Presentations and Suicide Prevention. Cat suggested adding a 4th E, for Engagement which goes beyond the education piece. Tasha thanked Cat for her suggestion.

Vice Chair Ricardo Valenciana asked whether staff is targeting the homeless population. Joe responded that staff is working with Transit Police to tackle this issue. He will schedule staff from another department to further present on this topic to explain the clean-up plan of the right of way. Chair Brian Shaw would like to place this item on the Work Plan for whenever staff is ready to present.

Chair Brian Shaw asked whether it is always the Transit Police that intervene with trespassers. Tasha responded that Transit Police works with other law enforcement agencies and confirmed that it is always law enforcement intervention. Chair Shaw suggested, time allowing, completing comparisons to other railroads, comparable to Caltrain, to determine whether numbers are typical for a railroad like Caltrain. This will help identify and determine that these efforts are making a difference and the need for continued resources and support. Member Paul Escobar would like to hear back on the comparison to sister agencies and hopes to see best practices shared to help prevent fatalities on the tracks.

Member Larry Klein requested for a further breakdown of the report in the non-suicide deaths category, to identify vehicle related deaths.

Chair Brian Shaw requested this presentation to be an annual report to the CAC and requested it to be added to the Work Plan as a standing item. Tasha acknowledged that it would be a good time of year as it falls on the month prior to Rail Safety month.

Public comment:

Jeff Carter, Millbrae, appreciates the presentation and staff's efforts to prevent suicide. Jeff requested the monthly Safety and Security report presented to the JPB Board be made available online for the public.

Roland Lebrun, San Jose, said that there are several missed opportunities. For example at Sunnyvale, funds are being used to rebuild Caltrain's station; however he doesn't see funds being used to increase safety measures and is part of the station design. He submitted a proper station design in the CAC packet. He stated that if a train does not stop at a station, that train should not pass through near the platform. The design shows trains passing behind a barrier wall. This barrier wall will help prevent a passenger gaining access to these trains that blow by stations and will also prevent passengers from being sprayed with debris while waiting on the platform. Roland said that staff may be interested in Ria Hutabarat Lo's proposal.

Doug DeLong, Mountain View, said that when it comes to vehicle vs. trains, we are faced with a new problem; drivers are looking at and following their navigation systems, instead of outside their windshield. There is a national database that indicates the location of all grade crossings, however the navigation system does not warn drivers of these grade crossings. He stated that the navigation system manufacturers are negligent in warning users of the hazards of rail crossings.

Adrian Brandt, Redwood City, has been riding Caltrain since 1979 and said that it is important to understand a problem in order to address it properly. He stated that there is a problem with the fatality reporting because when the coroner finds no evidence of a suicide, those deaths are categorized as non-suicides. In the presentation, non-suicide is reported to be at 29% and is high for non-suicides and believes that number includes true suicides. Adrian analyzed deaths by train for the past two years, and five out of fifteen deaths occurred in Redwood City, four of fifteen were at grade crossings, that's two-thirds of deaths that occurred away from grade crossings and only one out of fifteen involved a vehicle. Adrian requested staff to use three categories going forward, Suicides, Non-Suicides and Indeterminate. Today the indeterminate deaths are categorized in the non-suicide category and exaggerate the number of accidental strikes. In his opinion, he believes that in the past 2 years, 14 out of 15 deaths are suicides. Adrian asked whether those individuals that are cited for trespassing, are counted as interventions and whether the intervention data is accurate and do not include the homeless living along the tracks. Adrian asked for better statistics in order to allocate resources better.

CALTRAIN BUSINESS PLAN UPDATE

Melissa Reggiardo, Principal Planner – Caltrain Modernization and the Deputy Project Manager for the Caltrain Business Plan, presented the Caltrain Business Plan Update.

Member Larry Klein stated that electrification and increasing capacity is critical in the short term and long term to make Caltrain viable. Larry asked whether Bay Area issues such as traffic and housing are in the business plan. For example, the concept of

utilizing surface level parking with housing above as well as commercial infrastructure as a long term income stream. As far as outreach, how does Caltrain envision capturing rider stakeholder's input on a per county basis other than standing committees and county/city staff? Melissa stated that staff is currently developing a public outreach strategy which may include several methods for obtaining input from different populations that include current riders and future riders and beyond that to include the general communities Caltrain operates through. Melissa stated that there will be more information to follow this fall.

Member Cat Tucker stated that although this is a 2040 business plan, she did not see much of South County included although she understands that it is Union Pacific territory. She stated that Gilroy is the fastest growing city in Santa Clara County. Melissa responded that staff will certainly look at potentially increasing service levels to Gilroy as part of the service planning element and is working with High Speed Rail. She stated that Caltrain cannot plan a blended service without High Speed Rail as a partner. Melissa stated that Caltrain has a limited control over that portion of the corridor as Caltrain does not own it. Melissa stated that there will be more information to follow.

Member Kevin Burke stated that he would like to see more pedestrian traffic and density around Caltrain stations. He went on to ask what plans are in place to build around Caltrain stations with the city's input. Melissa advised that through the community interface assessment, Caltrain will be holding meetings to understand the city's goals and priorities for the corridor and what has worked well in the past and what has not.

Member Paul Escobar thanked Melissa for her presentation. Paul asked, regarding the business plan development, what is Caltrain's approach when thinking about future possible scenarios. Melissa advised that this topic will be the focus of next month's written business plan presentation and more details will follow. Paul would like to see more flexibility around new and developing technologies for example with automated vehicles.

Member Cat Chang is excited to see the analysis around the economic drivers of demand. Cat suggested looking at substitutes and competition for Caltrain service over the next 20 years. Cat also reiterated looking at all of Caltrain's assets in a real estate perspective and assessing all of the possibilities. Lastly, Cat would like to see technology in the business plan, not just in terms of service itself, but with technologies like the mobile app, future customer interfaces, technological investments in terms of software and scheduling tools to help improve service and to include integrating digital displays.

Vice chair Ricardo Valenciana asked whether Caltrain has considered the effect BART's extension to San Jose will have on ridership. Melissa responded that a key part of the service planning exercise will consider what happens at major terminals and whether there is needed capacity.

Chair Brian Shaw suggested including BART in discussions regarding San Francisco and San Jose connections when developing a 25 year business plan. He also said that a

key element to the Business Plan is getting trains to the Sales Force Transbay Trainbox. Brian also mentioned that there is a growth with employment in the tech sector that Caltrain needs to consider. He suggested learning more about the tech companies and their business plans as it may affect an increase in ridership.

Public comment:

Jeff Carter, Millbrae, stated that Caltrain is unlike a business for profit like an airline and likes to say that Caltrain is a publicly funded transit service that provides reasonably priced transportation up and down the Peninsula. Jeff asked staff to look at increasing capacity. Jeff suggested looking at stakeholder input from non-riders and identifying what will get them to ride Caltrain. Jeff also asked how the business plan addresses door-to-door tech shuttles that are offered free of charge to the rider. He stated that tech campuses have acres of free parking and may be considered competition for Caltrain. He also said that although Caltrain was compared to Metrolink in the business plan, he stated that Metrolink's fares are too high and offer less capacity than Caltrain and he hopes that Caltrain can learn from their mistakes.

Doug DeLong, Mountain View, complimented the presentation and appreciated the added graphics. He said that today Caltrain is running at 130% capacity and plateauing at 65k average weekday riders. Doug stated that staff should consider a business plan that would carry 200k – 400k rides a day and figure out a way to handle this potential increased capacity. In addition, Doug asked Caltrain to consider retail business at Caltrain stations and to learn from BART as those spaces are now vacant and have proven to be problematic.

Roland Lebrun, San Jose, referred the committee to their packet as he included a 40 page document for their review. He said that regarding the Transbay Terminal, DTX will make it impossible to connect Transbay to the Eastbay. As far as the business plan, he said that it is important for BART and Google to be included. He encouraged everyone to attend the community meeting at the San Jose's City Hall at 6:00pm to express the importance of BART and Google being included. Regarding South County, the population continues to grow and service will need to meet the increasing demand. Regarding capacity, Roland stated that all of the Baby Bullet stations need to be a quarter of a mile long and that Caltrain needs to have trains that can carry over 2k passengers. Roland asked staff to consider trains with more capacity instead of more trains with less capacity. Lastly he stated that Caltrain cannot risk both safety and capacity and should design stations more like Lawrence and Bayshore.

Drew, San Mateo, requested staff to consider station locations and the possibility of building new stations. Drew mentioned that the Hillsdale station has moved 800 ft. north and is now closer to Hayward Park and has made a bigger gap from Belmont. In regards to capacity, Drew suggested to create a guideline to follow when building around tracks and to plan for the possibility of adding tracks. Drew also suggested considering biotech growth in the business plan.

Adrian Brandt stated that the 2010 census data shows that within a 0.5 mile radius of the Sales Force Transit Terminal, there are more jobs than at any other Caltrain station

combined. Adrian said that this statistic is dated and emphasizes the importance for Caltrain to reach the Transbay Center. Additionally, Adrian requested staff to remove "commuter" from its title. He said that Caltrain is more than a commuter rail system as it provides more than just commuter service and should be at BART's level of service. In addition, regarding the fare system, he stated that zone based fare is inequitable and should instead have station to station fares; distance based fares.

VISUAL MESSAGING SYSTEM STATION SIGNAGE

Chair Brian Shaw tabled item #9 to next month's meeting in the interest of time.

STAFF REPORT UPDATE

Joe Navarro, Deputy Chief, Rail Operations, reported:

On-time Performance (OTP) –

- **July:** The July 2018 OTP was 90.5% compared to 95.8% for July 2017.
 - **Vehicle on Tracks** – There was one day on July 27, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In July 2018 there were 1144 minutes of delay due to mechanical issues compared to 603 minutes in July 2017.
 - **Trespasser Strikes** – There were two trespasser strikes on July 5 and 19, both resulting in a fatality.
- **June:** The June 2018 OTP was 91.9% compared to 94.5% for June 2017.
 - **Trespasser Strikes** – There was one trespasser strike on June 2, resulting in a fatality.

Caltrain Electrification Construction –

Work is organized by four segment areas, with work currently occurring in segments 2, 3 and 4. Please visit <http://calmod.org/construction/> for further work segment and construction details.

Caltrain Emergency Preparedness Exercise –

On July 19, from 10:30 a.m. to 2:30 p.m. Caltrain conducted its annual live Emergency Preparedness exercise, a federal requirement per 49 CFR Part 239. This year's exercise simulated a train versus motor vehicle in tracks event at Bayshore Station. Preparation for the event began at 6:30 a.m. and demobilization of the event occurred at 4:30 p.m. There were 40 volunteer Passengers, who acted as Observers and Role Players, who provided feedback to the Agency. Feedback from our Passengers during these types of exercises, especially from our ADA participants is vital to the Agency and the sponsoring organizations who were involved in the exercise. Sponsoring partners included San Mateo County Sheriff's Office – Transit Police Bureau, San Mateo County Sheriff's Office – Office of Emergency Services, San Francisco Municipal Transportation

Agency, San Francisco Fire Department, North County Fire Authority & American Medical Response.

Bikes Board First Pilot Program #2 – On Monday, June 11, through Friday, July 13, Caltrain continued the pilot program that allowed bicyclists to board bike cars first on trains during the morning peak at three other stations (Sunnyvale – NB trains, Hillsdale – NB Trains and 22nd St. – SB trains). Passengers with bicycles were encouraged to board the bike cars at the southern end of the platform. Caltrain staff was on hand at the stations to enforce the policy, which would prevent bicyclists from having to navigate through a crowd of riders blocking the entrance. In addition the conductors on the trains helped to enforce the pilot. The boarding's were timed and compared to the standard boarding process to determine if this new approach could make Caltrain overall service more efficient. The findings of the expanded pilot program, which was crafted with input from the Caltrain Bicycle Advisory Committee and bicycle advocacy groups, was presented to the BAC on July 19, 2018.

Fare Evasion Policy –

The 2nd seat drop (notices placed on every seat on all morning commute trains) took place on Thursday, June 21. Passengers were alerted to “Don’t Risk It! Buy a ticket. No Ticket = \$72 Notice of Violation” and directed to www.caltrain.com/FINES for additional details. The program was fully rolled out on Wednesday, July 25.

Special Event Train Service –

- **Services Performed:**
 - **Giants Baseball** –The Giants hosted 14 regular season home games in July.
 - **Independence Day Holiday Service & SF Fireworks Service** – On Wednesday, July 4, Caltrain operated a Sunday schedule in observance of the Independence Day holiday. Caltrain also provided three extra post-SF special trains to accommodate the additional crowds. Caltrain carried 3,569 additional riders, a 24 percent decrease compared to 2017. Due to the reduction in weekend service there were two less trains in 2018 compared to 2017.
 - **SJ Earthquakes vs. Manchester United** – On Sunday, July 22, at 2:00 p.m., the SJ Earthquakes competed against Manchester United at Levi's Stadium. No additional service was provided. Caltrain coordinated connecting service with VTA.
 - **Gilroy Garlic Festival** – On Saturday, July 28, and Sunday, July 29, Caltrain provided a roundtrip charter service from San Jose to Gilroy for the Gilroy Garlic Festival. On both days, the train departed San Jose Diridon Station at 10:00 a.m. and Gilroy Station at 4:00 p.m. Attendees purchased a ticket for the charter trains separately. Tickets were sold in advance online at

gilroygarlicfestival.com. The charter train ticket included shuttle service to and from the Gilroy station to the festival, and also included festival admission.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

September 19, 2018 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 7:46 pm