



JPB Board of Directors
Meeting of March 5, 2020

Correspondence as of February 21, 2020

Subject

- 1 Caltrain issues at RWC Station
- 2 Caltrain Fare Policy

From: Matthew F Reyes <motorbikematt@gmail.com>
Sent: Thursday, February 20, 2020 11:20 AM
To: Board (@caltrain.com)
Subject: Fwd: Caltrain issues at RWC station

Greetings,

I wanted to give you a heads up on a recent set of issues with Caltrain over the past few weeks. I know you are busy, so I will keep it brief:

1. Today, 20-Feb-2020, Caltrain NB329 did not make the scheduled stop at the Redwood City station, it literally sped right through without stopping. On top of this, there were mechanical issues with NB221 that created a bit of chaos of people boarding and immediately disembarking after the conductor announced which train it was. Similar issues then happened with NB227 which showed up minutes afterward. This morning's tweets recorded the incident:
<https://twitter.com/Caltrain/status/1230537962535800832>
2. The conductors for NB329 in the past have also had issues where they park the train too far down the tracks keeping the crossing gates, lights, and bells active on Broadway. Sometimes, a SB train will also arrive and keep the gates down for **7 to 10 minutes**, and literal crowds of people are prevented from getting onto NB329. This had happened to me twice, and the situation is entirely visible by the conductors at the front of the train.
3. Lastly, I have been ticketed for no fare by conductors on this train because the timestamp on my app-purchased ticket was mere seconds off from the departure time. I was literally in the process of purchasing the ticket running to catch the train after realizing I did not have my Clipper card. The conductor publicly accused me of trying to skip fare when in fact the payment was accepted, albeit slowly, but certainly prior to boarding the train.

There is a trend of incompetence here that I am hopeful you can help find some resolution for. We all know that Caltrain is a huge messy bureaucracy, but to be frank, with the distinct exception of some villages in India, it is the WORST rail transit system I have seen in my global travels. It is a sham and an embarrassment.

Thank you for your attention. If you have any follow up questions or need for details I'm happy to provide.

Matt

Matthew F. Reyes
motorbikematt.com

From: Campos, Emanuel <ECampos@providentcu.org>
Sent: Thursday, February 20, 2020 9:57 AM
To: Board (@caltrain.com)
Subject: Caltrain Fare Evasion Policy
Attachments: My Clipper.pdf

Good Morning,

I am writing to you to describe a horrible experience that I had while riding Caltrain #279 last night.

I ride Caltrain every day. I live in SF and work in Redwood Shores. I pay for a monthly pass (Zones 1-2) that is automatically loaded onto my Clipper card. Last night after taking the shuttle to San Carlos station, I realized that I had left my wallet at work which has everything in it (my ID, Clipper card, credit cards, etc). As I mentioned, I took the shuttle so I couldn't just run back to the office to get my wallet. So, knowing that I didn't have my Clipper card on me, I knew that I should find a conductor immediately when the train arrives to let him/her know what my situation was.

So, when the train arrived I got on and immediately walked through two cars before I found a conductor. The conductor I found was in the middle of inspecting tickets. I walked up to him and explained my situation and showed him the proof I had of my monthly Caltrain pass (see attachment) which has all of my necessary information (name, clipper serial number, address, and the product loaded, and the date the pass is valid through). Keep in mind, monthly passes do not require tapping on / off since no fare is deducted per ride. The conductor immediately tells me that I am evading the fare and that he would need to give me a citation so he asked for my ID. I explained again that I didn't have anything on me other than my keys and my phone which was why I sought him out to show him my monthly pass. He then tells me that he would need to remove me from the train so that I could pay for a ticket and catch the next train. I explained that if he really wanted me to buy another ticket even though I had already showed him proof that I paid for a monthly pass then I could just buy it using the Caltrain app right there. He became agitated and demanded that I stand over by the exit and get off the train at the next stop. I protested and told him that I didn't think it was fair since I showed him proof that I had a valid pass.

When the train arrived in San Mateo, the conductor held the train and dispatched police describing me as a "Hispanic male who was evading paying the fare and refusing to exit the train." I didn't want to inconvenience everyone else on the train who, like me, just wanted to get home so I got off and told him I would just buy another pass and take the next train, which I did.

This morning at SF 4th and King, I approached the conductor and explained that I had left my wallet at work in Redwood Shores and showed him the same information I showed the conductor last night (see attachment). He understood what had happened, took a look at my pass information, and let me on the train.

I understand the need to check fare and issue citations to people who are actually trying to ride the train for free but I am not that person. What I went through last night in front of other passengers was humiliating and dehumanizing. I urge the board to review what happened here because nobody deserves to be treated this way.

Thank you for taking the time to read this. I surely hope that some changes are made (either training or policy-wise) to keep something like this from happening to other paying passengers again.

Thank you,

Emanuel Campos | Compliance Specialist

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My Account

Welcome! My Clipper is a secure place to add value to your card, set up Autoload, manage your account information, and more.

My Profile Information [Collapse](#)

NAME ON ACCOUNT: GILBERT EMANUEL CAMPOS
EMAIL: emanuelcampos1985@gmail.co
ADDRESS: 642 BRODERICK SAN FRANCISCO, CA 94117
PHONE:
EMAIL UPDATES: Yes

Edit My Profile Information

My Payment Information [Collapse](#)

PRIMARY: MASTERCARD XXXX-XXXX-XXXX-0521 Exp. 11/22

Edit My Primary Funding

BACKUP: NA

My Clipper Cards [Collapse All](#)

Card Nickname:
Serial Number: 1205675061

Type: ADULT
Status: Active

Products on Card:
Caltrain Adult Zone 1-2 Monthly Pass:
Valid till Feb-29-2020 Disable Autoload

Cash Value: \$17.62

Products Ready for Pick Up: ?

Add Value

View Transaction History
Change Card Nickname

Clipper Customer Service Center

Phone: 877.878.8883
TDD/TTY: 711 or 800.735.2929
custserv@clippercard.com
Fax: 925.686.8221
Mon - Fri: 6 a.m. - 8 p.m.
Sat - Sun: 8 a.m. - 5 p.m.



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