

**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 DECEMBER 15, 2021**

**MEMBERS PRESENT:** A. Brandt (Vice Chair), P. Flautt, R. Jaques (Alternate), L. Klein, R. Kutler (arrived 5:55pm), P. Leung, M. Pagee (Alternate), JP. Torres, D. Tuzman, E. Shapiro, B. Shaw (Chair)

**MEMBERS ABSENT:** None

**STAFF PRESENT:** J. Navarrete, J. Navarro, J. Wasilco

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.

**REPORT OF THE NOMINATING COMMITTEE - ELECTION OF 2022 CHAIR AND VICE CHAIR**

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

**APPROVAL OF CHAIR AND VICE CHAIR**

Motion/Second: Brandt / Klein

Ayes: Flautt, Leung, Shapiro, Shaw, Torres, Tuzman

Absent: Kutler

Chair B. Shaw was re-elected Chair

Member P. Flautt was elected Vice Chair

**APPROVAL OF MINUTES OF NOVEMBER 17, 2021**

Motion/Second: Flautt / Tuzman

Ayes: Brandt, Klelin, Leung, Shapiro, Shaw

Abstain: Torres

Absent: Kutler

Member R. Kutler arrived at 5:55 p.m.

**PUBLIC COMMENT**

Jeff Carter, Millbrae, via Zoom Q&A, was pleased to see the Holiday Train back in service. He then stated that he noticed testing at the grade crossings and hoped Caltrain is testing dual speed check.

### **CHAIRPERSON'S REPORT**

Chair Brian Shaw reported that Alternate Member Neeraj Mathur has resigned from the Citizen's Advisory Committee. He also stated that Caltrain staff will be recruiting for open slots on the committee in 2022. He then stated that the agenda items for the coming year will be discussed during Agenda item 11b.

### **COMMITTEE COMMENTS**

Member Patrick Flautt thanked the nominating committee and looks forward to working with Chair Brian Shaw.

Vice Chair Adrian Brandt provided an update from the TJPA previously, known as the Transbay Terminal. He then reported the cost increase with the electrification project.

Member David Tuzman shared his recent experience on the train, witnessing a conductor enforce the mask policy in a pleasant manner.

Alternate Member Melody Pagee asked why conductors do not have backup when enforcing Caltrain policies and would like to see more support for conductors.

#### Public Comments:

None

### **CAC ENDORSEMENT OF THE MTC FARE COORDINATION AND INTEGRATION STUDY**

Member David Tuzman presented the Resolution, CAC Endorsement Coordination and Integration Study. The full presentation can be found on [caltrain.com](http://caltrain.com)

#### Committee Comments:

Vice Chair Brandt stated that this resolution will also be helpful for staff.

No edits proposed from the committee.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, stated that he supports the Resolution.

Davis Turner, Burlingame, via Zoom Q&A, voiced his support with the Resolution and hopes that the CAC will endorse the MTC Fare Integration recommendations and state the benefits.

### **APPROVAL OF RESOLUTION**

Motion/Second: Brandt / Klein

Ayes: Flautt, Kutler, Leung, Shapiro, Shaw, Torres, Tuzman

Absent: None

Motion passed.

### **2022 DRAFT LEGISLATIVE PROGRAM**

Jadie Wasilco, Manager, Government and Community Affairs. The full presentation can be found on [caltrain.com](http://caltrain.com)

Committee Comments:

Member David Tuzman asked whether the request for the \$10B budget for transportation includes roads and highways or whether it is specific to public transit. Ms. Wasilco stated that she would follow-up with a response through the CAC Secretary.

Member Jean-Paul Torres asked regarding the Department of Labor potentially freezing funding for transit and asked whether staff is keeping track to mitigate. Ms. Wasilco responded that Caltrain is exempt and will continue to receive federal funding because, technically, Caltrain does not have employees and are employees of either the San Mateo County Transit District, TASI, or other contractors.

Member Rosalind Kutler asked whether equity issues identified were elevated into the Transit Transportation Action Plan. Ms. Wasilco responded that although she is not close to that project, she can assure the committee that equity has been a centerpiece and is part of every recommendation.

Vice Chair Brandt asked Ms. Wasilco to comment on the potential Regional Measure to address the fiscal drop offs for Bay Area Transit Operators. Ms. Wasilco responded that MTC held a listening session and is in the exploratory phase of what a potential Regional Revenue Measure could look like for 2024. She mentioned that Caltrain is part of those discussions.

Public Comments:

None

**CUSTOMER EXPERIENCE UPDATE**

Joe Navarro, Deputy Chief, Rail Operations reported Report. The full presentation can be found on [caltrain.com](http://caltrain.com)

Committee Comments:

Member Tuzman asked for an estimated time of arrival on the visual messaging screens. Mr. Navarro responded that the first signs will be installed at South San Francisco station within the next three months, if all parties agree.

Vice Chair Brandt asked whether the 29K registered are Caltrain users only. Mr. Navarro advised that they are not, and that number includes all companies working with Project 529, including Stanford. Vice Chair Brandt suggested using Caltrain only registered users so that recovery rate is specific to Caltrain. Mr. Navarro stated that staff will look into his suggestion.

Member Kutler validated some items in the presentation with her experience as a public servant with mask enforcement, dealing with the public, and law enforcement. She shared that it could be challenging and commended the conductors.

Member Flautt shared that he learned a lot about Project 529 and that Caltrain has the capability to determine how many registrations have been completed through Caltrain. He then asked whether staff uses social media platforms or post notices to help onboard users through Caltrain platform. Mr. Navarro stated that due to shortage in staffing and pandemic reasons, all outreach efforts are on hold. Member Flautt requested a breakdown of just Caltrain registrations.

Vice Chair Brandt requested a report on dual speed check installation and updates as they are being deployed. Mr. Navarro stated that staff would allow the system to run for two months to gather data and will provide a demonstration of what Constant Warning provides now and what the new system will provide as well. Vice Chair Brandt then requested for the vaccination progress of onboard crews. Mr. Navarro stated that he would follow-up with the committee.

Mr. Navarro then shared the challenges during COVID with TASI staffing when there were service changes, keeping up with productivity, keeping workers safe, implementing rule changes, training staff, and obtaining the proper equipment for infrastructure. Mr. Navarro also stated that staff is gearing up for a different operational dynamic at Caltrain.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, asked whether there are any other railroads within the country that have grade crossings with 25kv system that Caltrain can learn from. He then asked whether CAC members or members of the public can receive tours of the substations.

#### **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) –**

- **November:** The November 2021 OTP was 96.4% compared to 96% for November 2020.
  - **Vehicle Strikes** – There was one vehicle strike on November 11.
  - **Vehicles on Tracks** – There were three days, November 5, 16 and 29, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In November 2021 there were 592 minutes of delay due to mechanical issues compared to 623 minutes in November 2020.
- **October:** The October 2021 OTP was 93.8% compared to 97.4% for October 2020.
  - **Trespasser Strikes** – There were two trespasser strikes on October 25 and 26, one resulting in a fatality.

Committee Comments:

Vice Chair Brandt responded to public comment from Jeff Carter and advised that Denver had a similar system and that it was a disaster and hoping to avoid that here at Caltrain. He then stated that although staff is working on other projects, he would like to know that vaccinations continue to be a priority. Mr. Navarro stated that Caltrain is above the national average.

Mr. Navarro then reviewed the Ridership slides with the committee and members of the public.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, mentioned two future Agenda items he would like to see. The first, Go Pass cost per rider factors and the second, Clipper data availability and ridership statistics.

**JPB CAC Work Plan**

Committee Comments:

Chair Shaw polled the committee and asked them what Agenda items they would like to see in the upcoming year. He stated that a master list would be compiled and be discussed with the new Vice Chair Flautt and staff at next month's Agenda meeting to prioritize.

Member Flautt suggested a brainstorm session to come up with applications for the conductor iPhones to make their jobs more efficient, help spot problems and possibly interface with the public. He requested staff come prepared with the current deployed apps on the phones, how It works, and what staff is thinking to improve.

Member Patricia Leung would like to see study sessions on Transit Oriented Development and historic station preservation outreach.

Member Kutler would like to see an equity evaluation on the most recent schedule change and Go Pass qualification requirements for new companies and/or government municipalities.

Vice Chair Brandt would like to see any big station projects in the planning stages like the Downtown Extension, elevated four track station, future Dumbarton Rail extension, and the Google campus being planned at the Diridon station come to the CAC. He also requested level boarding and the status of fully vaccinated staff be added to the Work Plan.

Member Larry Klein would like a presentation on the amount of land that Caltrain owns around the different stations to determine opportunities for recommendations on additional revenue or Transit Oriented Development.

Member Tuzman requested a presentation on the staffing structure, Governance Update, Visual Messaging Display rollout plan, Equity Plan implementation/update, and

periodic updates from Government Affairs regarding funding sources and how infrastructure bills may impact Caltrain.

Member Torres would like to see Caltrain Wayfinding improved, specifically with single tracking.

Member Emilia Shapiro would like to know whether Caltrain has marketing campaigns to attract riders back to Caltrain and on general rider etiquette. She would also like to see an overview of rider communications across social media and technical platforms. She then requested more information on how Caltrain advertises other products and/or businesses as a form of revenue.

Alternate Member Melody Pagee agreed with Member Flautt's request to learn more about the conductor's communication tools and how they may interface with the public. She then asked whether regional trip planning is available for riders that do not have access to mobile devices.

Alternate Member Rob Jaques would like to know more about regional connections between transit agencies.

Chair Shaw would like to know what it would take to get distance-based fares on Caltrain. He would like to see a deep dive on it from a practical standpoint.

Vice Chair Brandt added PCEP project wireless overlay system.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, thanked the committee for the ideas and agrees with adding distance-based fares to the Work Plan.

January 19, 2022

- Code of Conduct
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February 16, 2022

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March 16, 2022

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April 20, 2022

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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
- Industry Safe Functionality
- Blue Ribbon Task Force
- Clipper Data Availability
- Construction Obstacles
- Wireless Solution Technology – requested by Member Adrian Brandt on 12/8/21
- Redwood City Station Development - requested by Member Adrian Brandt on 12/8/21

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

The next meeting will be January 19, 2022, at 5:40 pm, San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 8:03 pm.

## **Caltrain Citizens Advisory Committee (CAC) endorsement of the Metropolitan Transportation Commission (MTC) Fare Coordination and Integration Study (FCIS)**

We, the Caltrain CAC, endorse the FCIS Fare Policy Vision as presented<sup>1</sup> to the Committee on November 17, 2021, and support the implementation of its Phase A and B recommendations

(all-agency institutional pass pilot in 2022; free/reduced cost transfers and all-agency public pass in 2023).

We also strongly support the Phase C recommendation of standardizing regional fares and propose that it be implemented as soon as feasible (before 2024), especially given the immense benefit to rider experience and modelled increases to ridership (nearly 70,000 added region-wide daily riders for the high-investment unified fare-by-distance model<sup>2</sup>).

We urge the Caltrain Joint Powers Board to approve the FCIS Policy Vision and recommendations, and to direct staff to proactively collaborate with MTC and other transit agencies in its implementation and pursuit of funding.

1 FCIS Fare Policy Vision:

[https://www.caltrain.com/Assets/\\_Agendas+and+Minutes/JPB/CAC/Presentations/2018/2021-11-17+JPB+CAC+presentation+1239.pdf](https://www.caltrain.com/Assets/_Agendas+and+Minutes/JPB/CAC/Presentations/2018/2021-11-17+JPB+CAC+presentation+1239.pdf)

2 Draft FCIS Business Case Report:

[https://mtc.ca.gov/sites/default/files/documents/2021-10/Draft\\_FCIS\\_Report.pdf](https://mtc.ca.gov/sites/default/files/documents/2021-10/Draft_FCIS_Report.pdf)