

**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 OCTOBER 20, 2021

MEMBERS PRESENT: A. Brandt (Vice Chair), R. Jaques (Alternate), L. Klein, R. Kutler, P. Leung, JP. Torres, D. Tuzman, E. Shapiro, B. Shaw (Chair)

MEMBERS ABSENT: P. Flautt, M. Pagee (Alternate), N. Mathur (Alternate)

STAFF PRESENT: J. Lipps, R. McCauley, J. Navarro, S. Wong

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.

APPROVAL OF MINUTES OF SEPTEMBER 15, 2021

Motion/Second: Klelin / Brandt

Ayes: Leung, Shapiro, Shaw, Torres, Tuzman

Abstain: Kutler

Absent: Flautt

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, mentioned that the bathrooms at 4th and King are closed and stated that a member of the Board stated that they would be open for the play-offs. He then expressed concerns with two items on the Work Plan that have not been agendized: Integrated Fares and Clipper data availability.

Aleta Dupree, via Zoom Q&A, emphasized the importance of Clipper and Clipper start and expressed that Caltrain should move to an all Clipper based system. She then stated that Caltrain is for everyone to ride, so long as they follow the Rules of Conduct.

Roland Lebrun, San Jose, via Zoom Q&A, requested staff to begin Zoom meetings for the public before the Pledge of Allegiance. He then asked why Samtrans needs Board approval to live stream Zoom on YouTube.

CHAIRPERS'S REPORT

Chair Brian Shaw reported that he and the Vice Chair, Adrian Brandt, have shared the importance of having the MTC Fare Study presented to the CAC; however, MTC's decided to present to the Board first. The presentation will be at the November meeting and the Citizen's Advisory Committee will have an opportunity to provide feedback then.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, provided background on the Blue-Ribbon Taskforce and an update.

COMMITTEE COMMENTS

Member David Tuzman stated that he attended the last Board meeting and reported that no decisions had been made. He said that the MTC would return to the Board in December, which will provide the CAC an opportunity to comment in November. He then shared feedback from riders while on the train and suggested Caltrain make more announcements regarding face coverings and for conductors to provide more guidance to customers.

Member Rosalind Kutler suggested that staff report back on the impact of a schedule change to riders, specifically regarding equity. She then shared her experience riding the Giants special event train and suggested having a commuter car.

Vice Chair, Adrian Brandt, shared that when Ticket Vending Machines are out of order, it may be a potential problem if the fare system accepts only Clipper fare. He then suggested that riders to have access to the 4th & King Station restrooms and requested staff to address them. Vice Chair Brandt recommended that Caltrain enforce vaccine mandates for their contracted staff. He then talked about his concerns with Dual Speed Solution and referred to public member's PRR in the correspondence packet.

Chair Shaw stated that his place of employment, as a recipient of federal grants, is to comply with the Federal requirement to be vaccinated by December and is surprised that it is not the same for Caltrain.

Public Comments:

Aleta Dupree, via Zoom Q&A, stated that it is important to keep public bathrooms open and serviced. She then suggested that staff take action to ensure all employees get vaccinated. Lastly, she recommended that staff impress on the public to never go around the gates, no matter how long they are down.

Roland Lebrun, San Jose, via Zoom Q&A, suggested mentioning VTA's "No Mask, No Ride" policy to the Board to address riders not wearing masks on trains. He then said that the new Rapid 568 takes an hour to get from Gilroy to Diridon. He suggested alternate restrooms available at 4th & King. He then referred to his public comment in the correspondence packet and talked about the Dual Speed Check Solutions.

Jeff Carter, Millbrae, via Zoom Q&A, emphasized the importance of addressing and providing solutions to the Dual Speed Check. He then requested staff to ensure the bathrooms always remain open at 4th & King.

APPROVAL OF THE 2022 CAC MEETING CALENDAR

Public Comments:

None

Motion/Second: Kutler / Brandt

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

Absent: Flautt

SOUTHEAST RAIL STATION STUDY UPDATE

Anna Harvey, San Francisco Planning Department Representative, presented the Southeast Rail Station Study Update.

The full presentation can be found on caltrain.com

Committee Comments:

Member Kutler asked whether there is a consensus from the community on the Oakdale Ave stop. Ms. Harvey confirmed and stated that it is a significant driver of why her team is conducting public outreach.

Vice Chair Brandt asked whether it is possible to move the Oakdale station to a more accessible neighborhood friendly location versus the industrial zone. Ms. Harvey responded that it is partly why the Williams Ave option was added. However, she also stated that the Paul ST option could not accommodate Caltrain's current design guidelines.

Member Kutler mentioned that one's "industrial" zone may be another's neighborhood.

Member Emilia Shapiro asked, with the Mariposa ST station being so close to Chase Center and UCSF, and just the sheer number of people who use both of those spaces, does that influence on choosing that location over others. Ms. Harvey confirmed and shared that her team conducts stakeholder interviews with some of those entities for feedback.

Public Comments:

Aleta Dupree, via Zoom Q&A, shared her support and expressed the need for a new 22nd ST station because it is not ADA compliant. However, she also mentioned that deep stations are not a new idea and have been done already. She then stated that Transit Oriented Developments should be affordable. Lastly, she mentioned that equity needs to be broad based and consider those that do not fit the established definitions.

Jeff Carter, Millbrae, via Zoom Q&A, expressed his support of a station at Oakdale. He then stated that the 22nd ST station should remain where it is and be made ADA accessible. Lastly, he shared his concerns about the costs of additional grade separations.

Roland Lebrun, San Jose, via Zoom Q&A, made several comments on the presentation. He also suggested that staff consider BART's crossing from Alameda to near the Chase Center.

Drew, via Zoom Q&A, asked whether there is a three-station option.

WEBSITE REPLACEMENT PROJECT UPDATE

Jeremy Lipps, Digital Communications Manager, presented an update on the Website Replacement Project.

The full presentation can be found on caltrain.com

Committee Comments:

Vice Chair, Brandt, asked staff to reconsider removing documents older than five years from the website. He then requested that the website detect whether the user is on their mobile device or desktop. Mr. Lipps stated that staff has a retention policy and that it would be up to the respective departments. Lastly, Mr. Lipps clarified that the website will detect mobile and/or desktop access and will display webpages accordingly.

Member Tuzman asked whether the SMCTD website would clearly identify the Caltrain logo to navigate to Caltrain webpages easily. Mr. Lipps stated that due to the Governance situations, staff has requested to separate Caltrain out from the combined website look. Member Tuzman then asked whether riders would be able to test the website prior to it going live. Mr. Lipps confirmed and would like the CAC to provide feedback. He also mentioned that there may be a live Zoom for the public so that they may also share their feedback prior to it going live.

Member Shapiro asked whether Caltrain will develop an app rather than have a mobile responsive site. Mr. Lipps responded that the staff is considering that idea.

Member Larry Klein asked how the pass through to other Transit agencies for riders using various transit connections, will be. Mr. Lipps stated that the goal is to be seamless. He stated that the trip planner would continue to be universal. Member Klein also shared his concerns with documents older than five years, no longer being available to the public.

Member Kutler mentioned that there is a Los Angeles Transportation Archive, if helpful. She then asked whether the new website would help with shuttles as the current

website is not very helpful. Mr. Lipps stated that he would work with the Shuttles department to help with mapping and schedules.

Vice Chair Brandt asked what languages are being translated. Mr. Lipps stated that staff is translating to Spanish and simplified Chinese.

Member Patricia Leung shared that as a native Cantonese speaker, she is unable to read simplified Chinese and can read traditional. Mr. Lipps stated that he would pass that information along.

Chair Shaw asked whether the Twitter feed would be incorporated into the new website, as the delay notifications are helpful. Mr. Lipps confirmed and stated that there will be a "Service Alerts" section on the new website.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, expressed his concerns with the five-year retention policy. He asked how long other transit agencies keep their documents on their websites. He also mentioned that the SMCTD branding will not be familiar with users and suggested using the Caltrain name and logo upfront. He then requested details for the date on ridership and tickets sold.

Aleta Dupree, via Zoom Q&A, stated that she likes both the trip planner and the PDF format of schedules. She then stated that it would be easier to have all documents available on the website, than having to make a request for older documents.

Roland Lebrun, San Jose, via Zoom Q&A, suggested the staff look at sfcta.org and mtc.ca.gov as examples to follow. He then stated that the website would not look like what has been presented because the backend systems will be changed. He then stated that translation is important and looks forward to text to speech translations in real time.

STAFF REPORT UPDATE

Joe Navarro, Deputy Chief, Rail Operations reported:
(The full report can be found on caltrain.com)

On-time Performance (OTP) –

- **September:** The September 2021 OTP was 96.6% compared to 97.5% for September 2020.
 - **Vehicles on Tracks** – There were two days, September 2 and 19, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In September 2021, there were 255 minutes of delay due to mechanical issues compared to 479 minutes in September 2020.

- **Trespasser Strikes** – There was one trespasser strike on September 29, resulting in a fatality.

- **August:** The August 2021 OTP was 94.3% compared to 95.7% for August 2020.
 - **Vehicle Strike** – There was one vehicle strike on August 17, resulting in a fatality.

 - **Trespasser Strikes** – There were three trespasser strikes on August 2, 25 and 26, resulting in fatalities.

Mr. Navarro reported that the restrooms at 4th & King station are opened permanently and during the playoffs were maintained clean as designed. He then that stated staff is working on Clipper data availability, and hopefully, a dashboard will be available to roll out. Next, Mr. Navarro addressed Member Tuzman's rider feedback. He requested the complaints be made through to Customer Service, the website, or social media, firsthand so that they can be investigated and addressed for resolution. He then reported that staff would be conducting a rider survey regarding the new schedule within the next two months. Mr. Navarro then addressed the gate down time and said that the trains approaching grade crossings are required by FRA to sound horns. He said that he could not speak to people that go around the gates and violate the rule. Mr. Navarro then shared the Ridership statistics chart. Lastly, Mr. Navarro reported that he observed the Giant's special event train and that the face covering is being enforced and that no one without a mask is let on the train. He stated that it is challenging to police those riders once they get on the train.

Committee Comment:

Member Kutler shared her experience riding the Giants special event train and stated that it is challenging for conductors.

Member Brandt asked whether the bathrooms are always open or just during games. Mr. Navarro responded that the bathrooms are now open to the public, unless they are being cleaned or maintained. Vice Chair, Brandt, then stated that he hopes Caltrain can get a resemblance of Constant Warning Time to avoid what happened in Denver.

Member Tuzman shared his concerns with crowded trains and reiterated his suggestion that more face covering announcements be made on the train.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, expressed his appreciation for the staff's efforts on obtaining Clipper data and the efforts of the TASI staff with Giants special event train.

Roland Lebrun, via Zoom Q&A, expressed his disappointment with the PDF correspondence packet and stated that it was not searchable and requested it is fixed.

He then referred to page 22 of the correspondence packet that shows how other transit agencies report their ridership data. Lastly, he spoke about gate down time.

Aleta Dupree, via Zoom Q&A, is interested in seeing the 4th & King station. She then stated that enforcing face covering is challenging.

JPB CAC Work Plan

November 17, 2021

- Brown Act Training
- Fair Coordination / Integration Study

December 15, 2021

- Customer Experience Completions & Recommendations
- Construction Obstacles

January 19, 2022

- Code of Conduct

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
- Regional Fare Integration Task Force – requested by Member David Tuzman on 6/1/21
- Blue Ribbon Task Force
- Clipper Data Availability

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

November 17, 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 8:17 pm