

**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 18, 2019**

**MEMBERS PRESENT:** M. Romo, P. Leung, P. Flautt, R. Kutler, R. Valenciana (Vice Chair), B. Shaw (Chair)

**MEMBERS ABSENT:** A. Brandt, A. Dagum, L. Klein,

**STAFF PRESENT:** C. Fromson, P. Givens, Y. Hanakura, R. McCauley, J. Navarrete, J. Navarro, R. Peredia, R. Scarpino

Chair Brian Shaw called the meeting to order at 5:44 p.m. and led the Pledge of Allegiance.

**INTRODUCTION OF NEW CAC MEMBER**

Chair Brian Shaw introduced newly appointed Santa Clara County committee member, Patrick Flautt.

Member R. Kutler arrived at 5:46 p.m.

**APPOINTMENT OF NOMINATING COMMITTEE**

A nominating committee was established with three CAC members, Rosalind Kutler, Ricardo Valenciana and Patricia Leung, one from each county. Staff will coordinate a conference call, in early January, for the committee to meet and provide a recommendation for Chair and Vice Chair.

**APPROVAL OF MINUTES OF NOVEMBER 20, 2019**

Motion/Second: Flautt / Valenciana

Ayes: Leung, Kutler, Romo, Shaw

Absent: Brandt, Dagum, Klein,

**PUBLIC COMMENT**

Andy Chow, Redwood City, reviewed Caltrain's obstacles and accomplishments over the past decade and is looking forward to the new decade, 2020.

Jeff Carter, Millbrae, welcomed the new CAC Member, Patrick Flautt. Jeff then stated that with the new LED lighting installation at 22<sup>nd</sup> ST. station, it has created dark areas on

the northbound platform at night and requested staff to adjust the lighting to help improve the low lit areas.

### **CHAIRPERSON'S REPORT**

Chair Brian Shaw reported that the JPB passed the recommended amendment to the bylaws, to add an alternate member from each county. Chair Shaw stated that the JPB will begin to appoint alternates in 2020.

### **COMMITTEE COMMENTS**

Member Martin Romo requested staff to present on Transit Oriented Development. He requested staff to inform the committee of sites that are potentially useful for housing/affordable housing development and to update the committee on what plans may exist.

Member Rosalind Kutler requested staff to address the Caltrain connections with other transit agencies. She suggested informing the public whether there are plans to address the issue and to inform the public so that they have a better understanding.

Chair Shaw requested both items be agendized.

Member Patrick Flautt suggested each member of the CAC have email addresses and business cards associated to the Citizen's Advisory Committee. He also suggested that each member of the CAC be incentivized to ride Caltrain by being provided a clipper card to provide staff with feedback. Member Flautt also suggested aligning with the Bicycle Advisory Committee. Chair Shaw suggested meeting with that committee quarterly. Lastly, Member Flautt suggested staff to have a video summary of the CAC meetings posted online. Chair Shaw requested to agendize the discussion of the possibility of a summary video of the CAC meetings by the Social Media Officer.

### **2020 DRAFT LEGISLATIVE PROGRAM**

Ryan McCauley, Government and Community Affairs Specialist, presented the 2020 Legislative Program Draft.

The full 2020 Legislative Program Draft can be found on [caltrain.com](http://caltrain.com)

Public Comments:

None

Committee Comments:

Chair Brian Shaw asked what the top three priorities are to accomplish in 2020 and how can the CAC help. Mr. McCauley responded that a dedicated source of funding, the 2040 Business Plan and the delivery of PCEP are the top priorities. Chair Shaw asked whether staff has determined to wait until fall 2020 to decide on the 1/8 sales tax or to wait to see how the Faster Ballot Measure goes. Mr. McCauley responded that staff would not go to the ballots with both and discussions are being held to determine

which would be the most beneficial. Chair Shaw asked whether there has been more polling on the 1/8 Sales Tax Measure. Casey Fromson, Director of Government and Community Affairs stated that staff has not completed new polling on the 1/8 Sales Tax Measure. She also stated that the JPB has directed staff to pursue all options to obtain dedicated funding. Chair Shaw asked whether it would be a good idea to reach out to respective entities to voice their opinions on the Dedicated Source of Funding in the summer of 2020. Ms. Fromson responded that it would be a good idea to reach out to respective organizations now, to start those discussions.

### **RIGHT OF WAY CLEAN-UP**

Rob Scarpino, Deputy Director, Infrastructure, presented the Right of Way Clean-Up presentation.

The full PowerPoint presentation can be found on [caltrain.com](http://caltrain.com)

Public Comments:  
None

Committee Comments:

Vice Chair Ricardo Valenciana asked whether there is security when cleaning the Right of Way. Mr. Scarpino confirmed and stated that they work with the city or with the Transit Police. Vice Chair Valenciana also asked which areas require more clean-up work. Mr. Scarpino stated that there are trouble spots across all counties.

Member Rosalind Kutler expressed appreciation for the clean-up.

Member Patricia Leung asked whether there are opportunities for volunteers to help clean or paint. Mr. Scarpino stated that staff has worked with cities in the past and that the volunteers needed Right of Way training to help on the Right of Way and it was not easy as it created supervisory issues. Mr. Joe Navarro, Deputy Chief, Rail Operations, stated that it is more costly to have volunteers and it more cost beneficial to hire workers.

Member Martin Romo asked how many complaints per year are received regarding these issues. Mr. Scarpino stated that he will follow-up with a response. Member Romo stated that he would like to know whether there has been an uptick or an improvement year over year. Mr. Navarro responded that he will follow-up with that information.

Member Patrick Flautt asked whether closed circuit camera system has ever been considered as it would serve as an active deterrent rather than consistently fixing infrastructure. Mr. Scarpino stated that cameras have already been installed at some of the stations and staff continues to consider installing cameras at all stations. Mr. Navarro stated that for this to happen, the first step would be to install fiber across the corridor and then Wi-Fi would follow. Member Flautt asked what is the cost of renting a group of goats. Mr. Scarpino stated that it was approximately \$30k for a couple of days, similar cost to hiring roadway workers to clean.

Chair Brian Shaw asked whether there is a database that keeps track of the trouble spots along the corridor to determine improvement of those areas since the corridor is static. Mr. Navarro stated that although the corridor is static, the surrounding areas change as business' move in and out of buildings near the corridor which may affect the status of those areas. Mr. Scarpino added that there is an extensive list of the problem areas and that staff also works with the surrounding property owners to eliminate problems. Chair Brian Shaw asked what the process is to report debris along the corridor. Mr. Navarro responded to call Customer Service to report those issues. Member Kutler added that there is a webform to report issues and has worked great. She stated that she usually receives a response within 3 business days. Member Flautt asked whether there is a way to better inform the public of this webform that currently exists to report issues. He also suggested the form being available via the Mobile App and having the capability to capture the GPS coordinates to better report the issue. Chair Shaw reiterated having a mobile app platform to easily report issues at stations and onboard the train. He stated that this will help staff easily identify improvements of troubled areas. Mr. Navarro appreciated the feedback provided by the members and stated that customer complaints are currently being collected by calls made to the Customer Service department and by the webforms completed from the website. Mr. Navarro also stated that the problem areas are constantly being monitored via field visits by numerous members of staff. Lastly, Mr. Navarro stated that he is looking into the contractor's response time to customer complaints depending on priority to better improve productivity. Once this happens, he will look into additional ways customers may report issues. Member Flautt asked to revisit this topic once the timeline changes have been made with the contractor. Mr. Navarro agreed. Chair Shaw requested this topic be agendaized for a future meeting.

Chair Shaw then asked how staffs deals with areas that are outside of Caltrain's property, but near to it. Mr. Scarpino responded that Caltrain works with either the city or various property owners to address the issues. Mr. Scarpino stated that staff rectified a homeless encampment issue in San Francisco between 7<sup>th</sup> ST. and 16<sup>th</sup> ST. by working with the City of San Francisco. Chair Shaw then asked how staff prioritizes work. Mr. Scarpino responded that it considers, the annual schedule of plans, changes to development on surrounding property, problem areas and the costs associated to work.

### **IMPACT ON RIDERS DUE TO WEATHER**

Joe Navarro, Deputy Chief, Rail Operations, presented the options for Impacts on Riders due to Weather.

Joe Navarro, Deputy Chief, Rail Operations, displayed pictures of current shelters at various stations and advised that staff is looking to be consistent along the corridor and requested feedback from the committee on the redesign of the shelters.

#### **Committee Comments:**

Member Kutler stated that she has seen passengers affected by weather, both sun and rain at 22<sup>nd</sup> ST. She stated that the shelters do not provide shade inside, but rather behind the shelter and requires a better design. Member Flautt suggested a canopy

design. Mr. Navarro stated that he would take the suggestions under consideration along with the future ridership of Caltrain to make an informed decision.

Chair Shaw shared his opinions on things to consider. Each city has their own agenda on design standards and maintenance. How much of the platform has roofing or coverage and whether there is a minimum needed at each platform considering ADA passengers, boarding and alighting passengers. Both shade and rain should be considered. Chair Shaw requested staff to provide consideration around what the issues are to improve and whether there are standards and expectations depending on the trains' frequency. Mr. Navarro stated that he would provide additional information at a later meeting.

Public comment:

Jeff Carter, Millbrae, stated that Member Kutler made great points on shelter from the sun and from the rain and agrees with the idea of large canopies. He stated that he visited Chicago in the Winter and that the shelters for the train had heaters in the shelters. Jeff stated that Millbrae does not have much protection from the wind or rain and is horrible and would greatly appreciate improvements to Millbrae. Lastly, he stated that 22<sup>nd</sup> ST. is not as bad and hopes for elevators at the station one day.

#### **STAFF REPORT UPDATE**

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

Mr. Navarro asked the committee which background color they prefer for the TVMs, white or red. The committee chose red.

#### **On-time Performance (OTP) –**

- **November:** The November 2019 OTP was 93.4% compared to 93.9% for November 2018.
  - **Vehicle Strike** – There was one vehicle strike on November 15.
  - **Vehicle on Tracks** – There were three days, November 7, 18, 27, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In November 2019 there were 751 minutes of delay due to mechanical issues compared to 711 minutes in November 2018.
  
- **October:** The October 2019 OTP was 93.3% compared to 94.8% for October 2018.
  - **Trespasser Strikes** – There were two trespasser strikes on October 1 and 23, resulting in fatalities.

Full Staff Report can be found on Caltrain.com

Mr. Navarro reported that staff will pilot a potential solution to prevent vehicles from turning down the tracks at grade crossings. Staff will install "turtles" the size of a cellular phone with a solid laser light, parallel to the tracks, at a grade crossing that is monitored by cameras. He mentioned that approval was received from the CPUC.

Mr. Navarro then announced that passengers can now pay for parking on the Mobile Ticketing application as of today.

Public comment:  
None

Committee comment:  
Member Flautt asked what would be considered a successful grade crossing "turtle" installation pilot. Mr. Navarro responded that he would compare the number of vehicles currently turning down the track and compare it to the number of vehicles that turned down the tracks during the pilot and any decrease of vehicles would be considered a successful pilot, the goal is to have zero cars turning down the tracks. Chair Brian Shaw requested an update to the grade crossing pilot six months after installation.

### **JPB CAC Work Plan**

#### January 15, 2020

- Mobile App Parking
- Grade Crossing Improvements
- Hillsdale

#### February 19, 2020

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#### March 18, 2020

➤

#### April 15, 2020

➤

#### Items to be scheduled

- Schedule Audit – requested by Member Lauren Fernandez on 3/6/18
- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- Distance based fares – requested by Chair, Brian Shaw on 6/19/19

- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- JPB Operating & Capital Budgets FY2021 – to be scheduled for May 2020
- MTC Means-Based Discount Fare program update

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

January 15, 2020 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:15 pm