

**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 NOVEMBER 20, 2019

MEMBERS PRESENT: A. Brandt, A. Dagum, L. Klein, M. Romo, P. Leung, R. Valenciana
(Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: R. Kutler

STAFF PRESENT: C. Harvey, J. Le, L. Lopez, J. Navarrete, J. Navarro

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

APPROVAL OF MINUTES OF OCTOBER 16, 2019

Motion/Second: Klein, Brandt

Ayes: Leung, Romo, Shaw

Absent: Dagum, Kutler, Valenciana

Member A. Dugum arrived at 5:55 p.m.

Vice Chair R. Valenciana arrived at 6:05 p.m.

PUBLIC COMMENT

Jeff Carter, Millbrae, stated that the Board Meeting was cancelled abruptly without notice. Chair Shaw stated that the reasoning was due to the Board attending an all-day retreat for the governance part of the business plan. Jeff Carter then stated that he does not understand why the retreat is scheduled in Half moon Bay retreat, where it is not readily accessible by Caltrain. He stated that future meetings, relating to Caltrain, should be accessible by Caltrain.

CHAIRPERSON'S REPORT

Chair Shaw reported that the next Board Meeting is scheduled to meet in December and that he will present the CAC report. He also stated that Chair nominations are due next year and requested that members interested in being part of the nominating committee, to notify him.

COMMITTEE COMMENTS

Member Patricia Leung asked whether Caltrain is aware of a proposal to develop student housing and parking in the Caltrain Santa Clara parking lot. Member Adrian Brandt stated that staff would be aware of any activity taking place on their property. Member Leung stated that the City of Santa Clara partially owns 70% of the parking area. Chair Shaw recommended sharing concerns with the City of Santa Clara. Member Leung also asked whether Caltrain has a vision on development targets for property surrounding Caltrain stations that may impact ridership. Lastly, member Leung asked what the process is for local groups to request permission to hold events like Farmer's Market in the Caltrain parking lots. Mr. Navarro, Deputy Chief, Rail Operations, responded that those requests may be made with Caltrain's Real Estate department. Additionally, he stated that staff indeed has a vision for Caltrain property surrounding the stations along the alignment.

Member Brandt mentioned that he attended the East Palo Alto Dumbarton Rail Meeting. He stated the residents voiced their concerns regarding the lack of station connections in their area and the lack of public outreach to notify residents of this project. However, member Brandt stated that the team from Facebook, leading the effort, was very accommodating and agreed meet with individuals, to hold additional informational meetings and also agreed to look into nearer connecting stops with no promises as the connecting stop needs to fit in the Right of Way. Member Brandt also stated that the Facebook team is studying a station at North Fair Oaks where the tracks cross Middlefield. Member Brandt mentioned another vehicle on the tracks occurred last month at Churchill Ave. in Palo Alto and that it is critical to discourage drivers from driving on the tracks. Lastly member Brandt raised concern regarding considering using alternate technologies like light rail for East Bay connections and asked staff to push for track that is compatible to standard rail as it would allow the rider one form of transportation across the Peninsula.

Chair Shaw thanked staff for the placement of the additional clipper card readers at the Redwood City station making it easier for riders to interface with the reader and make their connection. Mr. Navarro stated that Palo Alto and Menlo Park are next.

APPROVAL OF THE 2020 JPB CAC MEETING CALENDAR

Motion/Second: Klein, Brandt

Ayes: Dagum, Leung, Romo, Valenciana, Shaw

Absent: Kutler

APPROVAL OF AMENDING THE BY-LAWS TO INCLUDE ALTERNATE CAC MEMBERS

Public Comments:

Doug DeLeon stated that he is in support of the change to the bylaws however the sequence of the items of business does not match the current practice of non agendized items early in the sequence. He suggested amending the bylaws to agree with the current Agenda practice.

Committee Comments:

Chair Shaw agreed with previous public comment and stated that typically public comments indeed are agendaized after the minutes are approved and that flipping numeral e. (Chair Person's Report) with numeral f. (Public Comments) on page 7 of 8 would make it consistent with the current Agenda order.

Motion to amend bylaws to change the sequence of Order of Business:

Motion/Second: Shaw/ Brandt

Ayes: Dagum, Leung, Klein, Romo, Valenciana

Absent: Kutler

Approval of Amending Bylaws to include Alternate CAC Members and the change to the Order of Business sequence:

Motion/Second: Romo / Brandt

Ayes: Dagum, Leung, Klein, Valenciana, Shaw

Absent: Kutler

PROJECT 529 UPDATE

Jenny Le, Management Analyst, San Mateo County Sheriff's Office, presented the Project 529 Update.

The full PowerPoint presentation can be found on caltrain.com

Committee Comments:

Member Adrian Brandt requested to elaborate on bike details i.e. bait bikes. Sgt. Lopez confirmed also stated that the Sheriff's Office will target locations with the highest bike thefts.

Member Anna Dugum asked whether a bike rider may register online. Ms. Jenny Le confirmed, however the benefit of registering at a bike registration event is that the bike rider will receive a Shield sticker valued at \$25.

Member Larry Klein asked what reasons thefts occur at stations. Ms. Jenny Le responded that thefts at stations mostly occur when bikes are left at the station overnight.

Member Adrian Brandt stated that reporting the how and where thefts occur, may help create preventive measures to detour thefts.

Vice Chair Valenciana asked what are Caltrain's top reported crimes. Sgt. Lopez responded that other crimes reported on Caltrain are assaults, thefts of other items, and vandalism. Mr. Navarro added trespassers, vehicles on the tracks and strikes are also reported to Transit Police.

Chair Brian Shaw observed that there have been three bikes recovered since the launch of Project 529. Ms. Jenny Le stated that her team will be inventorying all bikes that are currently in Caltrain Lost and Found and the Sheriff's Office to Project 529 database that may possibly help reunites bikes with their owners.

Public comment:
None

PROOF-OF-PAYMENT

Jenny Le, Management Analyst, San Mateo County Sheriff's Office, presented the Proof-of-Payment presentation.

The full PowerPoint presentation can be found on caltrain.com

Committee Comments:

Member Adrian Brandt asked how does Caltrain receive 100% closure rate and whether the collection services buy the debt from Caltrain. Ms. Jenny Le confirmed and stated that the collection services pass the processing fee to the customer, 30%. Member Brandt also asked what the eight-hour training includes. Ms. Jenny Le responded that the first four hours outline fare media and Caltrain fare system and the last four hours include verbal communication and de-escalation tactics from the Sheriff's Training Department.

Member Romo asked how the electronic version of the ticket is issued. Ms. Jenny Le stated that the rider's information is captured in Turbo Data in real time and the ticket information may be retrieved through their website by searching by name. Member Romo then asked what grounds for dismissal may be. Ms. Jenny Le stated that proof of payment at the time of the trip would be.

Vice Chair Valenciana asked for the statute of limitations for offenses. Ms. Jenny Le stated that they roll off once the citations are no longer delinquent. Member Brandt then asked whether the ban can be lifted if the rider drops down to two delinquent violations and Ms. Jenny Le confirmed. Chair Shaw asked whether the riders are ejected from the train when they are issued a citation and Ms. Jenny Le stated that they are not and may continue their ride, however, may be ejected from the train if it is their fourth violation.

Public comment:

Jeff Carter, Millbrae, stated that forgetting your wallet or forgetting to tag on is a legitimate reason for not having the fare and are not fare evaders. He stated that in these instances the rider should not be cited and should not pay the \$75 fine. Mr. Carter also stated regarding usage, that it is difficult to retrieve Clipper data from MTC. Lastly, he mentioned that he witnessed the fare inspector team rove the trains and that the public is aware of their presence.

Member Brandt added that those customers forgetting to tag on/off at the beginning/end of the month, should be cut some slack. Mr. Navarro stated that there is zero tolerance and no discretion when on the trains and appeals should go through the appeals process. Ms. Jenny Le stated during the appeals process the Hearing Officer will decide, with all of the information provided, at that time.

Mr. Navarro, Deputy Chief, Rail Operations, requested to switch the order on the Agenda, item eleven with item twelve.

TRAIN UNIFORMS

Joe Navarro, Deputy Chief, Rail Operations, presented the Train Uniform options to the committee.

A handout with uniform options was provided to the committee for review.

Mr. Navarro asked the committee about their preferences and the committee shared their ideas.

Public Comment:

None

CONDUCTOR NOTIFICATION / COMMUNICATION DEVICE

Joe Navarro, Deputy Chief, Rail Operations, presented Conductor Notification / Communication Device plan to the committee.

Mr. Navarro stated that he is working on an app for customers to notify conductors of disturbances on the train as sports fans do at sporting stadiums. He also stated that he would like to incorporate other information customers might want to see on this app, bike counts or cars full information and requested the committee's feedback.

Committee Comments:

Member Adrian Brandt stated that in Brazil buses encourage passengers to text when they feel unsafe and that the text number includes a code to identify the bus where the passenger is located. Member Brandt also stated that he prefers a number to text vs. an app as it takes a while to download and is dependent on service.

Member Shaw stated that it is important for a customer to clearly identify where they are on the train.

Member Adrian Brandt stated that a train can be broken into quadrants and identified as Location A, B, C or D.

Member Patricia suggested a QR code option to help identify the passenger's location.

Member Anna Dugum stated that it is important to have a texting option for those passengers that do not have cameras on their phone. In addition, there should be a lot of literature identifying their location so that passengers may notify authorities discretely.

Chair Shaw suggested creating a video educating customers once the app is created.

Member Brandt suggested, regarding information that customer might want to see on an app, notifications of incidents, restrooms out of service and elevators out of service.

Chair Shaw suggested single tracking notification.

Member Klein suggested looking at other transit agencies that have already created an app with similar information.

Public Comment:
None

STAFF REPORT UPDATE

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

On-time Performance (OTP) –

- **October:** The October 2019 OTP was 93.3% compared to 94.8% for October 2018.
 - **Vehicle on Tracks** – There were four days, October 4, 8, 16, 17, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In October 2019 there were 792 minutes of delay due to mechanical issues compared to 329 minutes in October 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on October 1 and 23, resulting in fatalities.
- **September:** The September 2019 OTP was 93% compared to 92.6% for September 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on September 5 and 24, resulting in fatalities

Full Staff Report can be found on Caltrain.com

Public comment:

None

Committee comment:
None

JPB CAC Work Plan

December 18, 2019

- 2020 Draft Legislative Program
- Right of Way Cleanup
- Impact on riders due to weather

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
- 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

Public comment:

Jeff Carter, Millbrae, stated that the Distance Based Fares – requested by Chair, Brian Shaw on 6/19/19 had been removed.

Committee comment:

Chair Shaw requested staff to add Distance Based Fares be added back to the Work Plan.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

December 18, 2019 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 7:17 pm