



JPB Board of Directors
Meeting of December 5, 2019

Correspondence as of November 22, 2019

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From: [Rios, Rona](#)
To: mgarrett1820@gmail.com
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Caltrain Active Shooter Scare
Date: Friday, November 22, 2019 7:46:08 AM

Dear Ms. Garrett,

Your email to the Board was forwarded to me for response, they will receive a copy of our correspondence.

First, I want to sincerely apologize for the incident that occurred Monday on the train while you were traveling. We take passenger safety extremely serious and appreciate you taking the time to provide us the various details and commend your awareness and concern.

I shared your information with Vikke O'Brien, our Deputy Director of Safety and Security, and I'd like to share with you that she was the former Lieutenant of the San Mateo County's Transit Police Bureau bringing a wealth of knowledge and experience in protective services. After sharing this information with her, she assured us confidence in the Transit Police response and action onboard trains. It may help to know that the team participates in various emergency drills throughout the year in order to prepare for similar emergency response.

You mentioned in your email that the call taker on the emergency line seemed to take 7 minutes to gather details and that the person causing the disturbance exited the train before a police response. I am told that an emergency protocol is followed with every call received and although we agree that time is of the essence during an emergency, with every question being asked there is a detailed process taking place to properly assess the situation in order to dispatch an appropriate response i.e. type of disturbance, descriptions, crowd size, etc. In regards to your question pertaining to identifying the location of a train, it may help to know the San Mateo County Public Dispatch Center works closely with our train Central Control Facility to identify immediate support as needed.

The various suggestions you made such as to place emergency phone number stickers throughout the train, add cameras and train numbers in cars, among other items, are thoughtful and very much appreciated. Safety and Security plans on reviewing these with our Rail Department in hopes of making improvements where we can. Feel free to contact Ms. O'Brien, our Deputy Director of Security at obrienv@samtrans.com or 650-622-8045.

Again, please know that we appreciate your comments and suggestions and we do hope your future travels are pleasant.

Best Regards,

Rona Rios
Director, Customer Experience
SamTrans|Caltrain|SMCTA
1250 San Carlos Avenue
San Carlos, CA. 94070
riosr@samtrans.com

From: Melissa Garrett <mgarrett1820@gmail.com>
Sent: Monday, November 18, 2019 9:54 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Cal Train Active Shooter Scare - PLEASE KEEP US SAFE!

Hello Cal Train board -

I've been a Cal Train commuter happily for almost daily for six months now and tonight myself and people on my car had a very scary experience.

I hope you hear the story of this incident and take steps to make an active shooter situation on Cal Train handled in the most effective way possible.

I expect to hear back from you on what you will implement.

Incident Details

- * At 5:20 p.m. I boarded the limited/bullet Cal Train 269 at Palo Alto station headed North Bound to San Francisco.
- * I sat on the second to last car, facing the rear of the train on the upper single passenger seat deck on the east side.
- * A man who was about 27-35 years old, black, wearing a blue beanie and was heavily cologned boarded the train. He was mumbling to himself and appeared to be on drugs or mentally unstable in some capacity. He sat down maybe 3-5 chairs behind me and yelled, "EVERYBODY DOWN" started laughing and softly said I'm just kidding, and continued to mumble weird things.
- * It was unusual enough (even by SF standards) to make people unsettled and some, including myself, got up at the next stop to walk to the caboose and take a different seat.
- * On my way, I discretely tried to look for the Cal Train Safety number I've seen posted on the walls before, but to no avail and I didn't want to stand up too long as to not draw attention to myself.
- * When I googled Cal Train Safety - the first thing that popped up was not the emergency line, but maybe it should be. I then messaged Cal Train on Twitter as I know their response time is pretty quick, but then found the Transit Police Number. (This # is now saved in my phone)

* Support answered right away, however it could have been more effective because it took 7 minutes for her to get the information needed to send support. Part of this was because I told her the train number I was on, but she didn't know where I was exactly and without google maps, neither did I. Eventually, she said she would send the Transit Police.

* In the meantime, I and other passengers were afraid and trying to assess the situation. We were at the back of the train which means walking to alert the conductor would mean needing to go past this guy. We couldn't simply exit the train that was going 100 MPH - so we basically were sitting ducks waiting on security to come.

* Meanwhile, the man would periodically yell "EVERYBODY DOWN" as he wondered the car.

* 20 minutes and still no one showed up to check on us. My back up plan was to Instagram live the situation if anything when down, so at least there would be a record.

* Luckily the guy got off at the Milbray exit and everyone on the train was fine, however distressed.

As a Cal Train commuter, I'm sharing my observations to inform what could be helpful for us to communicate with you in a dangerous situation.

Response Time Considerations

* At a minimum, it would be useful to print out some vinyl stickers noting which train car people are in and the number of the train, not by the doors, but by the emergency window exits inside the train. Somewhere people can see if they are ducking behind their seats. No one wants to get up in the doorway to look for it and become a target. You could also include Transit Police numbers here. (When you commute so many times a day the rides get mixed together, it might be hard to remember, especially in a scary situation.)

* Given the recent uptick of shootings in California, perhaps it's a good idea to remind people via train conductor messages where to call if they see suspicious activity or to put the number in their phone?

* Consider adding cameras in Cal Train if you don't already have them, that way support can instantly see what's happening and better gauge threat and appropriate response.

* Perhaps place a public call button on the train for people to call the conductor or Transit Police on each car.

* Do you have an easy way in your command center to see where a Cal Train car is in real-time?

* In an active shooter situation, maybe there is a protocol, where if 3 other commuters confirm a potentially serious issue, the train could stop so that at least some people could escape?

Safety Website

* Your website contact form does not have a category for safety concerns. Would suggest adding one.

* The following links on your safety website <http://caltrain.com/riderinfo/safety_security.html> no longer work.

* Common Sense: Use it <<http://www.commonsenseuseit.com/>>

* Transit Watch <<http://transit-safety.volpe.dot.gov/security/TransitWatch/>>

I appreciate you taking this seriously and that this information is useful. Happy to have a follow-up chat.

Melissa Garrett

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Melissa Garrett

435-619-4469

mgarrett1820@gmail.com <<mailto:nadine@thehatchagency.com>>

Pronouns: she/hers/her

From: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
To:
Cc: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Clarification RE: Automatic reply: Cal Train Active Shooter Scare - PLEASE KEEP US SAFE!
Date: Friday, November 22, 2019 4:13:55 PM

Dear Ms. Garrett,

You have my utmost sympathy and apology on what you had experienced recently. Thank you for bringing it to our agency's attention and providing good suggestions for improvement. Regarding your concern on privacy, I wanted to clarify with you that since we are a public agency, all correspondence is public domain and sent/post online weekly to the Board of Directors. However, your email address will be redacted to help respect your privacy.

Kind regards,

Dora Seamans

Dora Seamans, MPA, CMC
Executive Officer/District Secretary
SamTrans, Executive Administration
1250 San Carlos Ave
San Carlos, CA 94070
Tel: 650-508-6242
Seamansd@samtrans.com

From: Melissa Garrett
Sent: Monday, November 18, 2019 10:01 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: Re: Automatic reply: Cal Train Active Shooter Scare - PLEASE KEEP US SAFE!

Maybe this should be handled as a private matter with the board and support team. I don't want to give any mentally unstable people ideas about a shooting on Cal Train.

On Mon, Nov 18, 2019, 9:53 PM Board (@caltrain.com) <BoardCaltrain@samtrans.com> wrote:

Hello - We have received your correspondence addressed to the Caltrain Board of Directors.

For your reference:

- * All correspondence received by the Board of Directors is posted online weekly. http://www.caltrain.com/about/bod/Board_of_Directors_Meeting_Calendar.html
- * Additionally, all correspondence received up to 24 hours before a scheduled Board meeting is provided to the Board of Directors and posted online.

The Board of Directors values your input and appreciates your support for the transportation system in our community.

Caltrain Customer Service: 1-800-660-4287

Information for hearing impaired: (TTY) 650-508-6448

Mailing Address: P.O. Box 3006, San Carlos, CA 94070-1306 or 1250 San Carlos Avenue,
San Carlos, CA 94070

Office Phone: 650-508-6200

From: [Elizabeth Goldstein Alexis](#)
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Historical allocation of operating wages to Caltrain
Date: Thursday, November 21, 2019 9:59:21 AM
Attachments: [Caltrain Operating Salaries.xlsx](#)

Year	Caltrain Operating wages/OH (in thousands)	Change	Samtrans Operating wages/OH (in thousands)	Change
2006	4,081			
2007	4,719	15%		
2008	5,708	19%		
2009	5,384	-6%		
2010	5,928	10%		
2011	6,026	2%		
2012	5,731	-5%	58,921	FTA overhead "optimization"
2013	9,322	49%	57,227	-3%
2014	10,668	13%		
2015	11,501	8%		
2016	12,943	12%		
2017	13,561	5%		
2018	13,911	3%	67,851	
2019	16,765	19%	75,467	11%

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 Elizabeth Goldstein Alexis
 Co-founder Californians Advocating Responsible Rail Design (CARRD)
 cell (650) 996-8018
www.calhsr.com

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2018	13,911	3%	67,851		
2019	16,765	19%	75,467	11%	

From: [Michele Pense](#)
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Restrooms on trains
Date: Friday, November 22, 2019 7:43:19 AM

Good Day,

Please do not eliminate restrooms on CALtrains. This would disproportionately effect, mothers, children and people with disabilities.

Michele Pense
Caltrain rider