

**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 JANUARY 18, 2023

MEMBERS PRESENT: A. Brandt, R. Jaques (Alternate), L. Klein, R. Kutler, P. Leung, M. Pagee (Alternate) (arrived 5:45 pm), B. Shaw (Chair), D. Tuzman (Vice Chair), S. Seebart

MEMBERS ABSENT: P. Joshi (Alternate), JP. Torres

STAFF PRESENT: T. Burgwyn, P. Givens, L. Guan, J. Navarrete, D. Santoro, K. Scribner, S. Sargent

Due to COVID-19, this meeting was conducted as a Zoom and in person meeting.

Chair Brian Shaw called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF DECEMBER 21, 2022

Motion/Second: Seebart/Kutler

Ayes: Brandt, Klein, Leung, Shapiro, Shaw, Tuzman

Abstain: None

Absent: Torres

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, referenced the minutes from last month, page 5 under Code of Conduct and stated that he was asking about the originally proposed in person comment and stated that it was convoluted and asked whether that continues to be the process. He then requested to add topics to the list of discussion items, point to point pricing and Clipper ridership data. He then continued to comment on the New Year's Eve schedule and stated that it was confusing.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that the Measure RR item has been tentatively scheduled for March. He then reported that CAC member Emilia Shapiro has resigned from the committee and that staff will be looking for a replacement. Lastly, he reported that he and Vice Chair Tuzman met with staff to review and update the current Work Plan and will finalize the 2023 Work Plan next month.

COMMITTEE COMMENTS

Member Rosalind Kutler requested to withdraw topics from the Work Plan, equity evaluation and San Mateo County climate action plan. She then requested to add, "update basic signage

to assist English language learners/non-English language speakers in navigating Caltrain”. She then suggested that it be combined to member Jean-Paul Torres’ wayfinding item. She then requested to add, “report on Caltrain infrastructure during drought and flood and staff recommendations for repairs and/or needed plans for public safety”.

Vice Chair Tuzman emphasized the items he would like staff to follow-up on, the pet policy on the train, the visual messaging display rollout, and the fare schedule coordination.

Member Steve Seebart shared a frustrating experience with Clipper fare on the mobile device. He suggested adding exploration on the five stations south of San Jose and what it would take to get more service and ridership there. He then requested to explore electrifying the blended corridor from San Jose south.

Alternate Member Melody Pagee requested to add conductor communication during major incidents so that passengers can make the decision to take alternate transportation.

Member Larry Klein supported the wayfinding item especially in different languages. He also supported the non-service animals on Caltrain item.

Member Adrian Brandt suggested combining similar items on the list for example grade crossing topics. He then suggested eliminating the presentation on safety to prevent fatalities from the Work Plan as staff has had adequate recent coverage on that point. He also suggested staff to revisit the tree survey report completed for electrification, considering the recent storms. Member Brandt suggested adding, under the grade crossing topic, an update on dual speed check and the wireless system. He also supports the item on distance-based fares. He would like a presentation on whether it is possible to conduct a pilot program for gates that block the entrance to the track from the crossing. Lastly, member Brandt would like to see what Caltrain can do to avoid flooding.

Member Patricia Leung stated that regarding Transit Oriented Development – internal, she would like to see a presentation on what properties Caltrain owns and opportunities for Transit Oriented Development housing. Then regarding Transit Oriented Development - external, would like to see the work being done with different cities and counties to figure out their plans for adjacent properties. This topic would speak to the connectivity where different modes of transportation meet. She then reiterated more information on the historic properties.

Member Kutler then suggested a marketing campaign for neighboring properties and nearby transit connections to help increase ridership.

Chair Shaw shared a service concern experienced earlier with train #125, it disappeared from the radar and Twitter was not very articulate with communication.

Public Comments:

Doug DeLong, Mt. View, commented on wayfinding. He stated that information is not consistent; for example, visual and audible announcements reference northbound and southbound tracks, however station signage does not identify northbound or southbound tracks. He also mentioned that navigation systems do not warn drivers of grade crossings, although the information is readily available.

Jeff Carter, Millbrae, via Zoom Q&A, stated that wayfinding is very important at Millbrae for connecting transit. He then stated that although the Eucalyptus trees are important to Burlingame, they are a problem to the train system. Lastly, he stated moving the 22nd street station in the future would be a huge problem.

Member Kutler, Chair Shaw and Member Brandt mentioned the problems with Eucalyptus trees.

2023 ELECTRIFICATION CONSTRUCTION AND TEMPORARY SERVICE PLAN

Lin Guan, Deputy Director, Project Delivery and Ted Burgwyn, Director, Rail Network & Operations Planning, presented the Caltrain Electrification Project Update. The full presentation can be found on caltrain.com.

Committee Comments:

Member Tuzman asked why SamTrans would not be able to support Caltrain during the temporary service schedule. Mr. Burgwyn responded that SamTrans is facing an extreme operator shortage and unable to support, however staff will continue to look at options during the subsequent phases.

Member Seebart asked whether major event venues will be notified of the temporary service schedule and Mr. Burgwyn confirmed.

Member Brandt stated that notifying the venues/teams is not the same as notifying the event riders and suggested notifying the event riders. Member Brandt then asked why staff chose a bus service without bike racks to support the temporary service schedule. Mr. Burgwyn responded that there were not many options in terms of the private companies that could provide the level support needed and that the provider that was chosen unfortunately does not have bike racks. Member Brandt asked for confirmation that there will be space for bikes in the luggage area and Mr. Burgwyn confirmed.

Member Kutler asked how much time would be added to a rider's commute end to end. Mr. Burgwyn responded that overall travel time from end to end would increase by approximately 45 minutes. Member Tuzman shared that the bus bridge would be considered a lifeline bridge and that Caltrain is encouraging other forms of transportation during the temporary service schedule.

Chair Shaw shared his concerns regarding the temporary service schedule during events in San Francisco. He stated that the neighborhood where the Giants stadium and the Chase Center are located, would not be able to accommodate fans driving from the Peninsula to the games. He then mentioned that if fans decide to take BART to the games during the temporary service schedule, there may not be enough parking at the Millbrae station to accommodate those cars either. He recommended staff to review the temporary service schedule to coordinate the least impacts during high attendance games.

Member Kutler then suggested Caltrain to share clear expectations during the temporary service schedule and to be specific with alternate transit routes so that passengers can make the best decision.

Chair Shaw then questioned how a bus company without bike racks was able to bid on the contract to help support the temporary service schedule.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, requested communication to passengers is important so that passengers are aware of the temporary service schedule. He then shared his concerns with the absence of a bike rack on the buses and the impacts of the weekend temporary service schedule to weekend ridership.

MTC REGIONAL UPDATE

Sam Sargent, Director, Strategy and Policy, presented the MTC Regional Update. The full presentation can be found on caltrain.com.

Committee Comments:

Member Seebart asked to hear more about the future transit hub in Gilroy. Mr. Sargent stated that he would follow-up with the CAC when he has further information and he also shared that there is an internal group working with VTA looking at ridership.

Member Tuzman stated that the regional network management is important. He then asked about the fare coordination integration study that came from the Blue-Ribbon Taskforce efforts and Mr. Sargent responded that he would follow-up with further information later in the year.

Member Kutler stated that there is room for broader outreach to customers and that it is important to listen to the needs of the community.

Member Leung shared that she does not see coordination between BART and Caltrain with the upcoming BART Santa Clara station. She also stated that she would like to see more coordination between different transit systems to make it easier for passengers to transfer to different modes of transportation. Lastly, she mentioned that she would like to see an update on the fare policy.

Member Brandt shared his concerns with the current lack of a regional approach with transit. He mentioned the importance on having a regional approach between all transit agencies and is looking forward to the progress from this group.

Chair Shaw also shared the importance of a regional approach and pointed out how other agencies would be able to help one another during service outages.

Public Comments:

Doug DeLong, Mt. View, shared historical context, discussed the importance of increased ridership in the Gilroy area, and supports the effort of more comprehensive planning regionally.

Jeff Carter, Millbrae, via Zoom Q&A, stated that it is long overdue for MTC to coordinate the schedules and fares regionally to benefit the rider.

STAFF REPORT UPDATE

David Santoro, Acting Chief Operating Officer reported (The full report can be found on caltrain.com):

On-time Performance (OTP) –

- **December:** The December 2022 OTP was 80.6% compared to 91.1% for December 2021.
 - **Vehicle on Tracks** – There were eight days with a vehicle on the tracks, which caused train delays, and all days were located at grade crossings. The train delays were on December 1 (Peninsula Ave.), December 4 (Scott St.), December 8 (3rd Ave.), December 12 (2 delays on the same day at the same location at 16th St.), December 20 (E. Meadows Dr.), December 27 (16th St.), and December 30 (Churchill Ave).
 - **Mechanical Delays** – In December 2022, there were 1134 minutes of delay due to mechanical issues compared to 1225 minutes in December 2021.
 - **Vehicle Strike** – There was one vehicle strike on December 1 at Broadway Station, resulting in a fatality that resulted in 2 trains terminated, 6 trains partially annulled, 4 trains annulled, and 13 trains delayed.
 - **Trespasser Strike** – There were one trespasser strike on December 20 near the Sunnyvale station, resulting in a fatality that resulted in 4 trains delayed.
- **November:** The November 2022 OTP was 83.2 % compared to 96.4% for November 2021.
 - **Trespasser Strikes** – There were four trespasser strikes on November 4, 23, 26 and 28, resulting in three fatalities. The strike on the 4th was a non-fatality in San

Francisco, which caused 1 train to be annulled, and 15 trains to be delayed. The strike on the 23rd was a fatality at Bellevue Avenue in San Mateo, which caused 20 trains to be delayed. The strike on the 26th was a fatality in San Francisco, which caused 1 train to be terminated, 1 train to be annulled, 2 trains to be partially annulled, and 2 additional trains to be delayed. The strike on the 28th was a fatality in Santa Clara, which caused 8 trains to be delayed.

Committee Comments:

Member Seebart thanked Mr. Santoro for adding the breakdown of the cars on the tracks. Mr. Santoro then stated the Chief of Safety, Mike Meader, would be providing this group with quarterly updates beginning in April.

Member Brandt asked whether the crossing gate on the tracks to prevent vehicles from driving onto the tracks can be implemented at Caltrain. Mr. Santoro responded that it was discussed with Mr. Meader, and he is aware of the idea and that the CAC would be updated when information is available. Member Brandt then asked why the ridership data was missing from the packet and Mr. Santoro stated the report is delayed and that it would be provided in the packet for next month. Chair Shaw requested the data be emailed to the CAC as soon as the data is available and be included in next month's packet. Mr. Santoro confirmed.

Public Comments:

Doug DeLong, Mt. View, shared his concerns with Caltrain's low on time performance and stated how it translates to unreliable service and asked staff to report on efforts to improve.

Jeff Carter, Millbrae, via Zoom Q&A, requested that the security report be returned to the board packet and looks forward to the quarterly updates from the Safety Chief. He also requested that the ridership data be made available to the public and included in the packet.

Member Brandt asked for fare evasion statistics to be included in the ridership report. Mr. Santoro stated that he would work with staff to see whether it can be added to the report. Chair Shaw stated that he and Vice Chair discussed with staff to receive ongoing updates on fare evasion and that the information Member Brandt is requesting would be helpful.

JPB CAC Work Plan

February 15, 2023

- CAC role in Measure RR oversight update
- Suicide Prevention Initiatives

March 15, 2023

- Measure RR audit report
- Corridor Crossing Strategy (tentative)
- Go Pass Donation Program

April 19, 2023

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May 17, 2023

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June 21, 2023

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July 19, 2023

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Suggested Items:

- Send MTC means-based fare pricing study to the CAC when the MTC releases it as FYI.
- 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 and Alternate Member Rob Jaques on 12/15/21
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt 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
- Dual speed check installation/Constant Warning, Downtown Extension, elevated four track station, future Dumbarton Rail extension and the Google campus being planned at the Diridon station, PCEP project wireless overlay system and level boarding and the status of fully vaccinated staff - requested by Member Adrian Brandt on 12/15/21

- Transit Oriented Development & historic station preservation outreach - requested by Member Patricia Leung on 12/15/21
- Equity evaluation on the most recent schedule change and Go Pass qualification requirements - requested by Member Rosalind Kutler on 12/15/21
- 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 - requested by Member David Tuzman on 12/15/21
- Caltrain Wayfinding improved, specifically with single tracking - requested by Member Jean-Paul Torres on 12/15/21
- Conductor's communication tools and how they may interface with the public. Regional trip planning and availability for riders that do not have access to mobile devices - requested by Alternate Member Melody Pagee on 12/15/21
- Distance-based fares on Caltrain. Deep dive on it from a practical standpoint - requested by Chair, Brian Shaw on 12/15/21
- iPhones for Conductors
- Constant Warning
- Engineering Standards
- Brainstorming sessions for Conductor iPhone applications
- Fare Enforcement Update – requested by Chair, Brian Shaw on 7/20/22
- Proof of Payment
- Clipper Next Gen Validator Project Update
- Grade Crossing Presentation – requested by Member Adrian Brandt on 9/21/22
- Look into allowing non-service animals on Caltrain with a travel carrier - requested by Vice-Chair David Tuzman on 9/21/22
- Code of Conduct
- Passenger notifications during service delays – requested by Member Emilia Shapiro on 12/21/22 requested by Member Emilia Shapiro on 12/21/22
- Overall safety on Caltrain to prevent fatalities, including incidents that occur at grade crossings - requested by Member Emilia Shapiro on 12/21/22
- Locomotive car regulation - requested by Chair, Brian Shaw on 12/21/22

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

The next meeting will be February 15, 2023, at 5:40 pm, via Zoom and in person meeting at the San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:56 pm.