

**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 FEBRUARY 21, 2024

MEMBERS PRESENT: D. Albohm, A. Brandt, R. Kutler, P. Leung, A. Lohe, S. Seebart, J. Torres, B. Shaw (Chair), D. Hernandez (Alternate), R. Jaques (Alternate) M. Pagee (Alternate)

MEMBERS ABSENT: L. Klein

STAFF PRESENT: I. Conferti, J. Hogan, T. Huckaby, A. Kleiber, L. Peabody, S. Sargent, N. Steward-Crooks, M. Tseng

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

INTRODUCTION OF NEW CAC MEMBER

Chair Shaw introduced David Hernandez, alternate member for Santa Clara County. Member Hernandez is a native of Gilroy and works in Sunnyvale as a social worker for a nonprofit organization. He takes Caltrain Monday, through Friday, from Morgan Hill to Lawrence.

RE-APPOINTMENT OF CAC MEMBER

Chair Shaw thanked Member Leung for her continued service as the representative of Santa Clara County.

CONSIDERATION OF REQUESTS

There were none.

APPROVAL OF MEETING MINUTES OF JANUARY 14, 2024

Member Seebart noted a change in the minutes. Chair Shaw requested the section for the change. Member Seebart said he would look for it.

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jeff Carter commented about his correspondence and response regarding the visual messaging signs (VMS) at 22nd Street Station, frequent train delays, and the proof of payment system on the trains.

Ryan Globis requested that the platform screens at the Diridon Station be repaired.

CHAIRPERSON'S REPORT

Chair Shaw reported that the Measure RR update and audit review are scheduled for March meeting, working to agendize the Caltrain tree maintenance and removal process, and the Brown Act training is in November. He instructed Members to email him for items not listed in work plan.

MINI HIGH PROJECT

Isabella Conferti, Public Affairs Specialist, and Andrew Kleiber, Mini High Platform Project Manager, provided the presentation which included the following:

- Notice to Proceed was issued to the contractor. Field construction slated for April and scheduled for completion in the Fall.
- There will be signage and barricades on the platforms to prevent public access to construction areas.
- Dedicated project webpage with weekly construction notices updates and on Nextdoor app

The Committee had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Funding request for Gilroy Station mini high platform option submitted
- Station locations of mini high platforms and those that will feature platforms and be Americans with Disabilities Act (ADA) accessible
- Include illustrative photographs of the platforms for better understanding

Public Comment

Jeff Carter commented on the importance of station ADA accessibility and 22nd Street Station improvements.

CUSTOMER EXPERIENCE ROADMAP

Taylor Huckaby, Deputy Chief of Communications, introduced Lisa Peabody, Director of Customer Experience and provided the presentation which included the following:

- Customer experience at the heart of business decisions and strategy
- Customer focus continues to move towards how Caltrain utilizes digital and technology to connect and communicate
- VMS signage replacement project slated by the end of the year
- Customer experience team and Rail Operations will conduct daily station assessments throughout the year to address safety, cleanliness, and other potential improvements
- Working with vendor to integrate third party application notifications

The Committee had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Organizational strategy of the communications team is to simplify, improve accuracy, speed and disbursement of information

- Consistent information across all technology platforms. Better communication with customers about types and causes of delays for informed decision making,
- VMS signage improvements, content, and message prioritization. The importance of consistent on-time train service, station cleanliness, safety, seating, and access to restrooms
- Revamped incentives for the Go Pass Program for corridor employers

John Hogan, Chief Rail Operations Officer provided the following information:

- In June, teams will visit each station twice daily to create punch lists of repairs, address graffiti, blight and other safety issues
- Working with Legal to design a Caltrain tree policy to identify responsible agency

Public Comment

Jeff Carter commented on wayfinding, distance-based fares, customer seating at stations and accessibility to restrooms.

Doug DeLong, resident of Mountain View commented on station activation, the Menlo Park Caltrain Station, and the design of the systems used by dispatchers.

STAFF REPORT

- a) Customer Experience Task Force Update
- b) JPB CAC Work Plan Update

Sam Sargent, Director of Strategy and Policy, reported on the following:

- Pedestrian strikes, vehicle incursions, and vehicle strikes pertaining to on-time performance decreased customer satisfaction from ninety percent in December to eighty-two percent in January
- Mechanical delays decreased from previous year
- The impact of increased fare enforcement efforts at platforms and on trains
- Pre-pandemic ridership recovery remains at thirty-two percent

The Committee had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Fare enforcement and collection options, consequences for non-paying riders, and the use of law enforcement
- Tree removal at the Menlo Park Train Station
- Circumstances surrounding the high number of potentially intentional deaths on train tracks
- The impact that grade separation projects will have on vehicle incursions and accidents
- Investment of resources to address conditions at train stations

Public Comment

Jeff Carter commented on his experience with fare inspections in the recent weeks and the availability of the ridership dashboard.

Doug DeLong commented on the elimination of tickets sales on the train and fare inspections.

COMMITTEE COMMENTS

Member Brandt apologized and conveyed his regrets for his remarks made during last meeting regarding suicide and comparison to different countries.

Member Seebart commented finding agenda item from last meeting. He proposed to amend the minutes by deleting the third bullet from the top on page 5 that reads outlined Standard Operating Procedure for events as it was not delivered.

Motion to amend the minutes to strike third bullet point from the top of page five and to receive the outlined Standard Operating Procedures at some point/Second: Kutler/Brandt

Ayes: Albhom, Brandt, Kutler, Leung, Lohe, Seebart, Torres, Shaw

Noes: None

Absent: Klein

Motion/Second: Seebart/Torres

Ayes: Albhom, Brandt, Kutler, Leung, Lohe, Seebart, Torres, Shaw

Noes: None

Absent: Klein

Member Seebart requested a High-Speed Rail update. Mr. Sargent commented that Caltrain is working to provide formal comment on the 2024 High Speed Rail Business Plan and working closely with high-speed rail (HSR) on several issues in the South Bay.

Chair Shaw commented about the future of HSR and how it will work in the southern portion of the rail corridor.

Member Jaques requested for continued updates on All Stations Access Grant Program application and that Caltrain is one of eight entities in California that is eligible to apply for this grant.

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING

March 20, 2024 at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

ADJOURNMENT

Meeting adjourned at 8:17 pm