



JPB Citizens Advisory Committee
1250 San Carlos Avenue, San Carlos, CA 94070
Bacciocco Auditorium, 2nd Floor

SEPTEMBER 20, 2017 – Wednesday

5:40 p.m.

Times noted are estimated. Discussion may begin before the times listed.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of August 16, 2017 (5:45 p.m.)
4. Public Comment (5:50 p.m.)
Public testimony by each individual speaker shall be limited to three minutes
5. Chairperson's Report (6:00 p.m.)
6. Committee Comments (6:05 p.m.)
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
7. Peninsula Corridor Electrification Project Update (Lori Low) (6:20 p.m.)
8. Bike Parking Management Plan – Recommendation to have JPB adopt the Bike Management Plan (Liz Scanlon) (6:30 p.m.)
9. Staff Report (Liz Scanlon) (7:10 p.m.)
 - a) Customer Experience Taskforce Update
10. Date, Time and Place of Next Meeting
October 18, 2017 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
11. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Cat Chang, Lauren Fernandez, Brian Shaw (Chair)
San Mateo County: Harish Chamrathy, Ricardo Valenciana, Julia Welch
Santa Clara County: Cat Tucker

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6279 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at <http://www.caltrain.com>. Communications to the CAC can be e-mailed to cacsecretary@caltrain.com.

JPB and Citizens Advisory Committee (CAC) meeting schedules are available on the Caltrain Web site.

Location, Date and Time of Regular Meetings

Regular meetings are held at the San Mateo County Transit District Administrative Building located at 1250 San Carlos Ave., San Carlos, CA, which is located one block west of the San Carlos Caltrain Station on El Camino Real. The office is also accessible by SamTrans bus routes ECR, FLX, 260, 295 and 398. Additional transit information can be obtained by calling 1.800.660.4287 (TTY 650.508.6448) or 511.

The JPB Citizens Advisory Committee meets regularly on the third Wednesday of the month at 5:40 p.m. at the same location. Date, time and place may change as necessary.

Public Comment

If you wish to address the Committee, please fill out a speaker's card located on the agenda table and hand it to the Assistant District Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Assistant District Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities

Upon request, the JPB will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Assistant District Secretary at Peninsula Corridor Joint Powers Board, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or emailed to cacsecretary@caltrain.com; or by phone at 650.508.6279, or TTY 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that public records are distributed or made available to the legislative body.

**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 AUGUST 16, 2017

MEMBERS PRESENT: C. Chang, L. Fernandez, B. Shaw (Chair), C. Tucker,
R. Valenciana, J. Welch

MEMBERS ABSENT: H. Chamarchy,

STAFF PRESENT: M. Beveridge, C. Gumpal, M. Jones, N. McKenna, J. Navarro,
S. Petty, L. Scanlon

Chair Brian Shaw called the meeting to order at 5:45 p.m. and led the Pledge of Allegiance.

INTRODUCTION OF NEW MEMBER LAUREN FERNANDEZ

Ms. Fernandez is avid commuter on Caltrain. She works at Google. Ms. Fernandez commutes from San Francisco to San Bruno and from San Francisco to Mountain View.

APPROVAL OF MINUTES OF JULY 19, 2017

Motion/Second: Tucker, Valenciana

Ayes: Chang, Fernandez, Tucker, Valenciana, Welch, Shaw

Absent: Chamarchy

PUBLIC COMMENT

Jeff Carter, Millbrae, expressed he was concerned about the monthly pass increase and was troubled that the CAC was not given the opportunity to provide comments. Mr. Carter said the monthly pass increase would discourage loyal riders.

Doug DeLong, Mountain View, said conductors/Caltrain employees are not conveying information to passengers clearly and it is difficult to understand what they are saying. Conductors speed read through messages or speak too close to the microphone, distorting the sound and overloading the public address (PA) system.

Chair Shaw reminded community members to follow protocol and submit Comment Cards to staff in a timely fashion.

Adrian Brandt, Redwood City, apologized for not following the order. Mr. Brandt said he was concerned about the grade crossing incident in Burlingame, that frequency happens at this location. He recommends a pilot project be put into place to prevent vehicles from stopping on the tracks. Mr. Brandt said it would be worthwhile for staff to look into this issue and report back to the CAC.

CHAIRPERSON'S REPORT

Chair Shaw thanked staff and the Caltrain Board for coming up with a compromise on the fare proposal. He said it does not make everybody happy to have to pay more for the same service but Caltrain is one of the only Bay Area agencies that does not have dedicated funding. He hopes this need creates other revenue opportunities for Caltrain and demonstrates the need for Caltrain to have a dedicated funding source that it can use to mitigate the raising fares.

Cat Tucker, said she would like to see the data to make sure Title IX is adhered to. She has concerns and would like to be informed on how low-income people will be affected and would like to make sure they are not overly taxed. Ms. Tucker said she would like to be prepared to provide a response to public comments or questions.

FARE STUDY UPDATE

Liz Scalon, Manager, Caltrain Planning said the last Caltrain Fare Study was in 2001. Caltrain lacks dedicated funding sources. The Fare Study effort began in 2016. The current fare increase retains current structure and responds to the FY18 budget gap. The Fare Study addresses longer-term goals/objectives. Phase I tasks determine current elasticity. Phase II promulgate the Fare Policy. Phase I data will be used to develop recommendations and conduct public and stakeholder outreach regarding options. Policy will be drafted to support choices. Phase I Tasks and Timing are currently underway (March – August). Upcoming, Fall 2017 will be the Rider Survey (Aug – Sept), Fare elasticity modeling and analysis (Sept – Nov), Parking Study (July – Nov), Develop Phase II program (Oct – Dec).

Ms. Tucker asked when staff analyzes all this data, do they take into consideration the contributions for each of the counties and if the data is presented to the Board. Could this change the outcome. Ms. Scalon said the Board acknowledged when they approved the fare increase that they had to look at themselves to see if contributions could increase. She said the staff is going to pair budget conversations and financial conversations with the fare study results because they need to see the whole picture of how this all fits financially.

Ms. Tucker said the committee needs to continue to work on other financial resources and not place this issue on the back burner, but on the front burner.

Mr. Ricardo Valenciana asked if there was not an increase, would Caltrain be running on a deficit. Ms. Scalon said by Fiscal Year 2020 there would have a significant shortfall and Caltrain cannot operate on a deficit.

Mr. Valenciana asked what percentage of revenue from citations is shared back with Caltrain. Mr. Joe Navarro, Director, Rail, said the JPB does receive revenue from the citations and staff is looking to change the payment system.

Mr. Petty said \$2.25 billion have been invested in the future of Caltrain Modernization (CBOSS-PTC+ Electrification). It is an opportunity to improve service, grow ridership and reinvent the system. He said many challenges remain. Replacement and expansion of entire mainline diesel fleet not fully funded. Other desired capital projects still require planning and funding. System is larger, but still no stable source of operating or State of Good Repair funding.

Mr. Petty said projections show electrification will allow Caltrain to serve more riders at a lower cost per passenger. Caltrain projects an ongoing annual need for \$30 - \$40 million in operating subsidies. The need for capital funding also increased as existing infrastructure and fleet ages and new systems are added. Caltrain will be at risk if member contributions fall short or if ridership declines.

Mr. Petty said the need for a Business Plan present an opportunity to maximize value of public investment in Electrification. Business Plan presents opportunity to seek funding as part of potential ballot measures and legislative actions in 2018 at local, regional and state levels.

Mr. Petty said the key objectives need to be identified for the near term capital projects and services needed to fully realize the public investment in electrification. Develop cost, revenue and funding targets support improved services and ongoing financial stability. Opportunities to be defined for the long-term expansion and integration of the Caltrain system and engage with local, region and state initiatives to secure new funding.

Mr. Petty said the development of the plan will take two phases. In Phase 1 is to develop a business strategy. Timeframe: Now through Fall 2017. Purpose is to receive stakeholder and public input regarding range of technical and policy issues that need to be addressed in the Business Plan and clarify relationship between Business Plan and ongoing planning and policy efforts occurring throughout the Caltrain Corridor and under expert guidance, develop a clear scope and funding plan for 2nd Phase of Business Plan work.

Mr. Petty said the business plan will be completed in Phase 2. Timeframe: Fall 2017 through end of 2018. Purpose is to have detailed scope to be developed in Phase 1 and would minimally include analysis of the following: a) future service levels, service patterns, fleet and infrastructure needs and ridership forecasts. b) review of organizational, management and contracting strategies. c) updated financial analysis and funding strategies.

Ms. Cat Chung asked if Caltrain was looking into other competitive products and strategy along alternative analysis. Mr. Petty said staff is looking into other alternatives.

Ms. Tucker said a Business Plan would be able to go a long way in convincing member agencies. She asked if the blended high-speed rail system is factored into the Business Plan. Mr. Petty said it is a complicated answer. He also clarified, high speed rail is a funding partner.

Ms. Tucker said we should not forget to include South County (Diridon to Gilroy) and Monterey Peninsula train. Gilroy is going to be the hub between high-speed rail train. This must be at least addressed in some manner and we do not want to exclude it from the Business Plan.

Chair Shaw said his understanding is that the percentage of Caltrain operating budget is provided by the member agencies and has declined as the ridership is growing. Chair Shaw said it is time to do something about it.

PUBLIC COMMENT

Jeff Carter, Millbrae, said there should be discussion on the goal fare box recovery. Carter said Caltrain should also take a look at competition (Google and/or Tech buses). He also recommended looking at free parking at many of Silicon Valley campuses as a consideration for financial resources instead of fare increases and this should be included to the context of the business plan.

Adrian Brandt, Redwood City, said Caltrain is no longer commuter rail; it is now a transit rail. Mr. Brandt encouraged everyone to look at GreenCaltrain.com blog. Mr. Brandt would like to see money going towards EMUs instead of the main line diesel fleet. Mr. Petty clarified all trains due for replacements will be EMUs.

BIKE PARKING MANAGEMENT PLAN UPDATE

Melissa Jones, Senior Planner, Caltrain Planning said Caltrain is experiencing capacity and access issues and the bike based trips are increasing. She said most bike riders took the bike with them on board. Ms. Jones said the percentage of online survey responses would consider using the bike parking facility instead of bringing bike on board the train is 80 percent; if bike riders had access to staffed, secure bike valet, 75 percent would consider it, if on-demand bike lockers were available. She said goals for a Bike Parking System are to enhance the customer experience for Caltrain passengers and provide a viable alternative to bringing a bicycle on board and to make efficient use of Caltrain's resources. Ms. Jones said performance measures will be established for each goal to track progress towards achievement in which staff will use to guide decision-making about the Bike Parking System. She said current bike parking supply and management is not meeting customers' needs. Recommended change to management approach is for management and administration of the system delegated to third party bike parking specialist. The secondary responsibility will be to dedicate the Project Manager in Rail Operations to lead RFP, funding efforts. Ms. Jones said capital improvements would follow management changes. The Plan recommends a significant increase in bike parking capacity throughout the system. Also, the preference for parking options that is secure and easy to use. The funding for capital improvement must be pursued. She said the next step is for the public to review the Draft Plan online. In September 2017 updates to the Draft Plan will be made as needed and in October 2017, staff will update the Board with the Final Plan for implementation.

Chairman Shaw also asked if we were going to look into how peer agencies are funded and their funding models in their methodologies for how they are providing their services and if this is going to be part of the next phase. Mr. Petty responded that in this first phase we have procured outside consultant help (national and international rail

experts) and staff is looking at being a blended system and it is important staff research to really look at how that translates into funding.

Chairman Shaw said he did not see the Google expansion in San Jose referenced in the Business Plan. Google's business move will have an impact on the Diridon Station and on Caltrain within five years. Mr. Petty said staff will have to take a look at it in different levels in terms within the corridors as a whole and within the region.

Chairman Shaw questioned if there was a way in this study to value those expansions and get an understanding of the return that Caltrain is getting in the provision of private shuttle services or maybe even county funded social services that would allow more ridership to Caltrain. Mr. Petty said he agreed and that this study will be discussed at the high level.

Ms. Fernandez asked how added parking might relieve congestion and decrease wait times at stations and how it would help the bottom line at Caltrain. Ms. Jones said there is awareness that decreasing dwell times and having efficient facilities is good for the bottom line.

Ms. Julia Welch asked if we had a sense of what the decrease would be of people with bikes on the train and would there be an impact if there was a change in parking availability. Ms. Jones said they did not make quantified analysis, but they polled people to try to get a sense of interest and stated there is interest.

Chair Shaw questioned, the potential diversion if we could get better bike parking. If this was not a goal of the study, it should have been and is interested to know the number. Ms. Jones said she would look into it.

PUBLIC COMMENT

Doug DeLong, Mountain View, said the availability of things to use at bike parking facilities varies hugely from one station to another. Mr. DeLong feels we need to put significant additional resources towards this issue.

Adrian Brandt, Millbrae, said Bike Link makes sense because anyone could use it, but the downside is that users do not know there is going to be one for them. Mr. Brandt also recommends all bike riders' board first and then the pedestrians board second. This would eliminate dwell time by 30 seconds and 20 seconds there...

Mr. Brandt encourages the policy change and asks staff to review the policy.

STAFF REPORT UPDATE

On-Time Performance (OTP)

- Joe Navarro, Director, Rail Operations, said the July 2017 OTP was 95.8% compared to 92.2% for July 2016. On July 9, with a vehicle on the tracks that caused train delays. In July 2017 there were mechanical issues compared to 724 minutes in July 2016 and operating better through the control center. Mitigating is better and same with the response time.

Electrification Construction Ribbon Cutting Ceremony

- Mr. Navarro said everything went well during the Ribbon Cutting Ceremony.

- **Special Event Train Service –**
Services Performed:
 - **Giants Baseball** – Average Giants fans and regular riders per game in July.

 - **4th of July Fireworks**

 - **SJ Earthquakes Charter Service & Santa Clara Station Tunnel Opening -**
Saturday, July 29. Raised some ridership.

- **JPB Workplan –**
 - Mr. Navarro made changes for next month's agenda and will have an update on the Scottish Creek Bridge and on the centralized traffic control system. Mr. Navarro also said, JPB also looked at several areas they can improve.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

September 20, 2017 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 7:48 p.m.