

**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 MARCH 20, 2019

MEMBERS PRESENT: A. Brandt, K. Burke, P. Escobar, L. Klein, C. Tucker, R. Valenciana (Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: L. Fernandez

STAFF PRESENT: J. Navarro, J. Navarrete, C. Harvey, R. Rios

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

INTRODUCTION OF NEW CAC MEMBER

Chair Brian Shaw introduced the new CAC Member, Adrian Brandt, San Mateo County Representative.

APPROVAL OF MINUTES OF FEBRUARY 20, 2019

Public Comment

Shirley Johnson, complimented the minutes from February 20, 2019, however she said misspoke and asked to correct her public comment for Agenda Item #10. Although she stated that a 7-car EMUs has about 750 seats, she would like to correct her statement to reflect that a 7-car EMU has 655 seats and 84 bike spaces. She also stated that she was correct in stating that 7-car diesel trains have over 900 seats and is why it is important to have a mixed fleet for seat capacity.

Member Adrian Brandt corrected his comment at the top of page 3 of the February 20, 2019 minutes and informed the committee that there is a Stanford in the Redwood City campus that is now under development and can be seen from highway 101.

An update was made to Adrian's Public Comment.

The amended draft of Meeting Minutes for February 20th was approved.

Motion/Second: Burke / Klein

Ayes: Brandt, Tucker, Valenciana, Shaw

Absent: Escobar, Fernandez

PUBLIC COMMENTS

Shirley Johnson, San Francisco, requested the help from the Committee regarding the change of Caltrain's comment policy. She stated that the public is no longer permitted to display slides during meetings. She requested the committee to reach out to the JPB and request that the public be allowed to present slides to better get their point across. Shirley provided the committee a copy of a slide with a graph that represents an increase in weekday boarding as per Caltrain Annual Passenger Counts. She stated that Walk-on boarding linearly increased due to those passengers allowed to stand on the train, while bike boarding dropped due to bike passengers being bumped when bike capacity was maxed out. Shirley stated that this has caused Caltrain to lose ridership and \$3M in ticket revenue in 2018 due to maxed out bike capacity. Shirley said that this is a big concern, however the good news is that with the 7-car EMU trains (with the 84 bike spaces, a nominal increase over the current 77 bike spaces), the one more train per hour, and the wayside improvements, Caltrain will be able to bring that ticket revenue back.

Jeff Carter, Millbrae, said that the new slide policy is unusual and requested staff to provide the reasoning for the policy change. Jeff Carter welcomed new Committee Member Adrian Brandt and hopes to explore point to point pricing as it would make the fares more equitable and may encourage more people to ride Caltrain, especially low income riders. Jeff provided the committee a copy of his comments made to the Board at the March 7th Board meeting. Jeff expressed his concern with Caltrain not counting weekend ridership, in the midst of reevaluating ridership calculation. He said it is important to know the weekend information, despite the tunnel shutdown, in order to calculate more accurate ridership.

Vincent De Martel, Palo Alto, requested staff to provide their proposal prior to the joint CAC/BAC workshop to be held on April 17, 2019 as it would encourage a productive meeting. Vincent stated that he is concerned that there may be an impression, from the general public, that Caltrain is biased against bike users. He provided the committee with a copy of a tweet. Vincent stated that in order to have a peaceful and productive workshop, Caltrain should disclose their proposals ahead of time.

Doug DeLong, Mountain View, stated his concern with the three derailments that occurred near the San Jose station. He said that he noticed that the main track three switch for the two to three crossover has been removed subsequently. He stated that because these derailments occurred in approximately the same location, it suggests that there was inadequate or incompetent inspection after the first derailment. He hopes that this situation is getting high level management attention.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that the Joint CAC/BAC Bike Workshop on Electric Train Configuration is tentatively scheduled for next month, April 17, 2019 in conjunction with the JPB CAC meeting. The CAC will take care of CAC business at the beginning of the meeting, for example the approval of the meeting minutes, and the remaining of the meeting will be devoted to the workshop.

COMMITTEE COMMENTS

Member Cat Tucker stated that the needs of all riders need to be balanced from one end of the line to the other. Additionally, Cat requested staff to address the weekend count concern. Joe Navarro, Deputy Chief, Rail Operations, advised that counts are being made every weekend during the bus bridge from Bayshore to San Francisco and back. Lastly, Cat requested staff to address the derailments in a future staff report.

Member Larry Klein also requested more information on the three derailments that occurred earlier that month.

Member Adrian Brandt, requested staff to provide further information on the new policy of not allowing the public to provide slides during public comment. He also agreed with the public request for staff to publish proposals ahead of the Bike Workshop and suggested to post the proposals on the Caltrain website. Lastly, Adrian also requested further information on the three derailments.

Member Kevin Burke requested the JPB CAC meetings to mirror the flow of the JPB Board meetings where staff presents, then allow for public comment and lastly input from the committee so that committee questions/comments incorporate public comments. Member Cat Tucker advised that changing the order of the meetings need to be agendized. Chair Brian Shaw requested staff to review the procedure for changing the Agenda order of the meeting. Kevin also mentioned that there is a project to reconstruct the Dumbarton Rail Bridge to connect the Peninsula to the East Bay. He provided the website, www.CrossBayTransit.com for anyone that would like further information. Lastly, Member Burke requested staff to look at the placement of the Clipper Reader Machines at Millbrae. He stated that it would make the connection from Caltrain to BART easier. He also suggested having a departure board with BART schedule so that the rider can easily identify the connection.

Member Paul Escobar arrived at 5:58 pm.

Member Paul Escobar requested staff to provide a list of pedestrian gate improvement projects slated to happen along the corridor.

Chair Brian Shaw requested staff to add an agenda item to the work plan. He requested a staff report on the recent train derailments to be agendized. This will help disclose the facts to the public after the investigation of those derailments.

LEGISLATIVE UPDATE

Presentation rescheduled for a later JPB CAC meeting. (TBD)

CUSTOMER EXPERIENCE UPDATE

Jennifer Navarrete, Customer Experience Lead, Rail Operations, presented the Customer Experience Update.

Ms. Navarrete presented the accomplishments and works in progress for Caltrain.

Accomplishments:

- Bikes Board First System Wide
 - Bikes Board First has been implemented system wide as of March 11th after two successful pilot programs in April and June of 2018 that proved to reduce dwell times.
- Proof of Payment
 - On January 4th Caltrain Fare Enforcement Ordinance was adopted by the Board
 - The new program was soft launched on July 25, 2018
 - In March, two full time Fare Enforcement Officers were hired
- Station Improvements
 - In August 2017, staff improved the Station Information Boards by:
 - Custom fitting the board which increased font size for ease of reading
 - Included station maps and a "you are here" marker for location identification
 - Caltrain has been working to further progress a uniform feel amongst all stations by replacing trash receptacles and station signage throughout the system that will promote the Caltrain brand.
 - Track signage to be improved at Diridon station platforms
- SF Giants Service
 - Working with Giants Organization and around electrification construction, staff is able to provide two express trains to Millbrae to reduce travel time for passengers
 - When staff provides these two Post-Game Extra trains, they will depart SF approximately 15 minutes and 25 minutes after the game and express to Millbrae, then make all local stops to San Jose Diridon
- Mobile Ticketing Application
 - Caltrain Mobile Ticketing Application was launched in February 2018
 - Last December, the user interface was updated, split payment Apple and Google Pay were also added for customer convenience.
 - In January, Caltrain Mobile Ticketing accounted for approximately 3.5 percent or 51,417 rides of January and 5.3 percent or \$370,219 of January 2019 Monthly Ticket Sales Revenue.
 - Caltrain is working with the vendor to provide daily parking and trip planning.
- JPB Train/ Station Evaluation
 - Approximately ten Train and Station evaluations are completed monthly to check:
 - Ride Quality
 - Train & Station Appearance

- Crew Evaluation
- Customer Experience

Work In Progress:

- Lost and Found
 - Caltrain has revised the Lost and Found procedures to enhance the customer experience so that customers have the ability to retrieve their items the same day, if found
- Sustainability Efforts
 - To further Caltrain's commitment to sustainability, at the end of 2017, Caltrain retrofit the incandescent lighting to LED lighting, at the San Carlos station
 - Pending results and with Board approval, staff is looking to change the lighting at other stations as well.
- Ticket Vending Machine (TVM)
 - Two TVM prototypes will arrive in late July for staff review
 - These TVMS will have the same features of purchasing paper tickets and purchasing parking and will include two new features, dispense clipper cards, and the ability to Add Value to clipper cards
- Grade Crossing Improvements
 - Grade Crossing Improvements is an ongoing project. Some of the improvements include
 - Installed new pedestrian gates and emergency swing gates
 - Improved sidewalk with warning tactile and guard rails
 - Installed pavement markers and markings
 - Installed new signage
 - Installed Street Medians
- F-40 Locomotive Mid-Life Overhaul
 - The F-40 Locomotive Mid-Life Overhaul Project include the overhaul of three locomotives, the 920, 921 and 922 that will be sent out to Boise, Idaho for overhaul.
 - Currently the 920 and 921 are off property. Upon the return of the 920 locomotive at the end of March, staff will ship the 922 for overhaul
- Uniforms
 - Staff is looking to enhance current staff uniforms
- Electrification progress
 - As of March 10, 2019
 - 742 foundations have been completed
 - 330 poles have been erected

- SF Hillside Clean Up
 - Staff is working on cleaning up the vegetation in San Francisco by renting a herd of goats to remove the vegetation along the San Francisco hillside, this week.

The full PowerPoint presentation can be found on www.caltrain.com

COMMITTEE COMMENTS

Member Kevin Burke asked at what stations the station information boards have been updated. Ms. Navarrete responded that all of the station boards have been updated system wide. Mr. Burke also asked whether the protocol TVMs will be compatible with Clipper 2.0. Mr. Navarro stated that the new TVMs will receive a software upgrade when Clipper 2.0 is released.

Member Paul Escobar reiterated his previous statement and would like to learn more about the continuous plans for grade crossing improvements. He also asked about the sustainability efforts and asked at what stations have the LED lighting been deployed and whether there is a reason for the Board not to approve the switch to LED lighting. Ms. Navarrete responded that the lighting at the San Carlos station has been switched to LED lighting and looking to make the switch at other stations by the end of this year, with Board approval. Mr. Navarro stated that all aspects and effects of LED lighting need to be considered prior to Board approval.

Member Adrian Brandt asked whether the LED lighting has been budgeted or whether the Board needs to approve additional budget for the LED switch. Mr. Navarro stated that for the San Carlos LED switch, staff worked with PG&E and was able to retrofit the lighting at San Carlos for a low cost. Adrian Brandt asked whether staff will continue to work with PG&E to retrofit the lighting at other stations and Mr. Navarro confirmed. Member Brandt stated that staff may be able to put together a business case because of the dramatic energy savings and also stated that LED lighting may pay for itself. Mr. Brandt also asked whether the updated station information boards include the scheduled times highlighted of the respective station. Ms. Navarrete responded that it does not. Lastly, Mr. Brandt asked whether the two full time enforcement officers are peace or civilian officers. Mr. Navarro responded that these officers are conductors with fare enforcement duties. Mr. Navarro stated that since the fare enforcement officers were deployed full time in March there has been 796 notices of violation.

Vice Chair Ricardo Valenciana, asked whether the fare inspection is evenly distributed throughout the month as some riders may forget to tag on at the beginning of the month to activate their pass. Mr. Navarro responded that fare enforcement is evenly distributed throughout the month and that Caltrain has a zero tolerance and that there is no discretion; however the rider may appeal the notice of violation and are reviewed on a case by case basis. Mr. Valenciana asked whether riders are aware of the appeal process. Mr. Navarro responded that it can be found on the notice of violation.

Member Larry Klein stated that since the grade crossing improvements are an ongoing project, he asked whether staff has a checklist to determine completion. Mr. Navarro

stated that he can provide a list of the recent improvements, a list of the 7 highest risk hazards and a list of what is needed for future improvements. With electrification and the constant warning changing, the highest priority will be placing street medians to prevent vehicles from going around the gates, said Mr. Navarro. Chair Brian Shaw requested grade crossing improvements update/plan to be added to the Work Plan.

Chair Brian Shaw said that Diridon station does not have signage indicating additional transportation options to Oakland and Sacramento from Diridon. Mr. Navarro said that staff is working with Capitol Corridor to discuss beneficial signage for both agencies.

Member Adrian Brandt advised staff that the Long Island Railroad is working with WAZE, a navigation application, to improve safety by alerting motorists, using the app, that they are approaching a grade crossing. Mr. Brandt asked staff to research whether something similar can be done in this area. Mr. Navarro said that he would look into it.

PUBLIC COMMENTS

Andy Chow, Redwood City, said that many riders feel that there is a problem with the transfer between BART and Caltrain at the Millbrae station. Andy suggested having monitors in order for Caltrain staff to make a judgement call on holding trains for BART passengers. Andy advised that Capitol Corridor is doing something similar with BART in Richmond with green light indicators.

Jeff Carter, Millbrae, stated that he is pleased to hear of the clipper card dispense feature on the new TVMs. He also stated the importance of track signage at the San Jose Diridon station. He said that it can be frustrating when a rider walks up the ramp to find out that the train is leaving from a different track. Jeff also mentioned that there is one project missing from the Customer Experience update presentation, the beautification project at 22nd ST. Lastly, Jeff requested staff to add the time on the Digital Display Destination Monitors in San Francisco.

Shirley Johnson, San Francisco, advised staff that the step-up at the South San Francisco platform is huge and it is hard when carrying a heavy bike. Member Kevin Burke said that the South San Francisco station is currently being rebuilt. Shirley thanked Mr. Joe Navarro for implementing the Bikes Board First System wide. Shirley suggested staff to consider distributing bikes amongst more cars/doors to further reduce dwell time.

STAFF REPORT UPDATE

Joe Navarro, Deputy Chief, Rail Operations, reported:

On-time Performance (OTP) –

- **February:** The February 2019 OTP was 92.3% compared to 93.7% for February 2018.
 - **Vehicle on Tracks –** There was one day, February 7 with a vehicle on the tracks that caused train delays.

- **Mechanical Delays** – In February 2019 there were 529 minutes of delay due to mechanical issues compared to 240 minutes in February 2018.
- **Trespasser Strikes** – There were two trespasser strikes on February 24 and 28.
- **January:** The January 2019 OTP was 94.4% compared to 96.2% for January 2018.
- **Trespasser Strikes** – There were two trespasser strikes on January 11 and 30, both resulting in a fatality.

Caltrain 2019 Annual Count Survey:

- The 2019 Caltrain Annual Count Survey was completed in February. No weekend train counts were conducted due to ridership impacts from the SF Weekend Caltrain Closure. A presentation to the Board summarizing the findings is targeted for summer 2019.

Services Scheduled:

- Giants Baseball – Baseball service begins with exhibition games against the Oakland A's at Oracle Park on Monday, March 25 and Tuesday, March 26. The regular season home opener against the Tampa Bay Rays will be on Friday, April 5 at 1:35 p.m.

COMMITTEE COMMENTS:

Chair Brian Shaw asked, regarding the Mechanical Delays, whether the installation of the required PTC upgrades to the locomotives reduces the ability for normal Periodic Maintenance work as they are offsite and occupied. Mr. Navarro said that the schedule of maintenance would be an easier rotation for more contact time if the locomotives were not offsite. Chair Shaw asked for the PTC upgrade schedule. Mr. Navarro said that staff is close and will look at going to the FRA for demonstration, soon.

Member Arian Brandt advised the committee that BART is having a hard time collecting fines and that Caltrain's statistics are better with collecting fines. Mr. Navarro stated that Caltrain has collected approximately over \$200K since August of 2018.

JPB CAC Work Plan

April 17, 2019

- Wi-Fi Update
- Joint CAC/BAC Workshop on Electric Train Configuration as Related to Bikes

May 15, 2019

- Camera System
- Visual Messaging System

June 19, 2019

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-

July 17, 2019

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Items to be scheduled

- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez
- Presentation on a plan to clean-up right of way – requested by chair, Brian Shaw on 8/15/18.

COMMITTEE COMMENTS

Chair Brian Shaw advised that the Wi-Fi Update may be moved to a later date to allow enough time for the Joint CAC/BAC Workshop on Electric Train Configuration for bikes. In addition, Chair Shaw stated that the following will need to be scheduled:

- Legislative Update
- Report on the 3 derailments
- Update/Plan on Grade Crossing Improvements

PUBLIC COMMENTS

Shirley Johnson, San Francisco, requested staff to consider her suggestions regarding adding more seats. She suggested to:

- Remove tables in EMU to make more space for seats.
- Pack more seats closely together just as the airlines do.
- Have 3/2 seating.
- Run 8-car EMUs, instead of 7-car EMUs with 25% 7-car diesel trains, as originally planned. She stated that diesel trains have more seats than the EMUs.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

April 17, 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 6:57 pm