

**CITIZENS ADVISORY COMMITTEE (CAC)  
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING  
Bacciocco Auditorium, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF JULY 17, 2019**

**MEMBERS PRESENT:** A. Brandt, A. Dagum, C. Tucker, L. Klein, R. Valenciana (Vice Chair), B. Shaw (Chair)

**MEMBERS ABSENT:** M. Romo, P. Escobar,

**STAFF PRESENT:** M. Baron, D. Hansel, C. Kwok, J. Le, L. Lopez, R. Mccauley, J. Navarrete, J. Navarro

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

**INTRODUCTION OF NEW CAC MEMBER**

Chair Brian Shaw introduced newly appointed San Mateo committee member, Anna Cristina Dagum. He also announced the reappointment of member Adrian Brandt.

**APPROVAL OF MINUTES OF JUNE 19, 2019**

Motion/Second: Tucker / Brandt

Ayes: Dagum, Klein, Valenciana, Shaw

Absent: Romo, Escobar

**PUBLIC COMMENT**

None

**CHAIRPERSON'S REPORT**

Chair Brian Shaw reported what he shared at the July JPB meeting. He stated that he shared the idea of having alternate seats for CAC members if they are unable to attend the CAC meetings. He received positive feedback from the Board. They advised that it would be up to the CAC to amend the bylaws to allow alternates to form a quorum. Chair Shaw requested this topic be added to next month's CAC agenda for further discussion and decision to amend the bylaws. He then stated that the outcome of that meeting would then be presented at the September JPB meeting.

Chair Brian Shaw then stated that he communicated the public's concern of electronic slides not allowed during the CAC meetings. He stated that the Board is in agreement with not allowing electronic slides; however they advised that members of the public can continue to provide hard copies of their handouts.

Lastly, Chair Brian Shaw reminded the committee of Member Paul Escobar's resignation effective next month. Chair Shaw read a letter from Paul Escobar addressed to the committee and his regrets for not attending the meeting.

### **COMMITTEE COMMENTS**

Member Adrian Brandt stated that High Speed Rail Authority has released its preferred alternative for the San Francisco/San Jose section as well as the San Jose/Merced section. The public comment will be taken over the next month. There is a community working meeting coming up and the dates are available online. Mr. Brandt also stated that the HSR has chosen Alternative A for San Francisco to San Jose. He said that he is concerned with their recommendation of no passing tracks. He stated that they have no incentive to help fund the infrastructure outlined in the Business Plan.

Member Cat Tucker announced that her application for reappointment was denied due to her allotted time being up and that it was her last meeting. She stated that she is disappointed with the decision and believes the bylaws do not have restrictions on term limits. She indicated that it was a pleasure serving on the committee and working with staff.

Chair Brian Shaw thanked member Cat Tucker for her service and that she has been a great advocate for the South County.

### **CALTRAIN FARE CHANGES**

Derek Hansel, Chief Financial Officer, presented the Caltrain Proposed Fare Changes to the committee.

The full PowerPoint presentation can be found on [caltrain.com](http://caltrain.com)

Public comment:

Jeff Carter, Millbrae, provided printed handouts for the committee and staff. He stated that Caltrain has one of the highest farebox recoveries in the country. He stated that in February 2019, Caltrain recalibrated the ridership estimation model, which has generally led to higher average weekday ridership and lower total monthly ridership, than under the old model. Mr. Carter expressed his disappointment with trashing the monthly pass by increasing the multiplier. Mr. Carter stated the monthly pass is a loyalty product. He stated that although his time was up, he has a lot more detail on the handouts, including point to point pricing.

Andy Chow, Redwood City, stated that a few years ago when Caltrain conducted the Fare Study, he and other members of the public expected that staff would really

evaluate the fares, fare structure and equitability; however he states that things remain the same. He stated that there are concerns with equitability and solutions on how to encourage low income riders to ride Caltrain. He stated that the monthly pass does not provide flexibility for the customer. He stated that eliminating the clipper would force low income riders to pay more. Mr. Chow requested staff to consider the passengers that are purchasing the one way tickets. He said that those passengers are tourists or passengers that are attending special events like sporting events or concerts. Those are the passengers that are willing to pay more, however they are paying the same as the regular transit riders. Lastly, Mr. Chow stated that with the fare increase, Caltrain would lose riders to BART as they are opening up their service to San Jose. He suggested staff wait to increase the fare until after BART opens up the extension to San Jose to see how ridership changes and the revenue impact.

#### Committee Comments:

Member Ricardo Valenciana referred to slide seven, the elimination of the Clipper Card discount and asked whether the initial purpose of the Clipper Card discount was to discourage riders from purchasing paper tickets. Mr. Derek Hansel confirmed that it was. Vice Chair Valenciana then asked whether there should be a surcharge for paper usage instead. Mr. Hansel responded that the option would get to the same place; however analysis shows that low income riders use the TVM product and need to be careful to introduce a surcharge there. Vice Chair Valenciana then referred to slide nine and asked whether the Means-Based Discount Fare pilot program was being outsourced. Mr. Hansel stated that it is an MTC program a regional program and Caltrain would be one of several participants in the pilot program. Lastly, Vice Chair Valenciana asked whether Electrification and the new cars add capacity. Mr. Hansel responded that yes, in the aggregate, it adds capacity.

Member Adrian Brandt asked regarding the tradeoff between eliminating the Clipper discount vs. increasing the Go Pass by 20%, who decides the criteria and how is that decision made. Mr. Hansel responded that the Board will decide. Additionally, he stated that staff will present a recommendation and that ultimately the JPB decides. Member Brandt also asked how staff is obtaining good data on Go Pass utilization. Mr. Hansel responded that there is good data from ridership surveys from the triennials and have made simplifying assumptions from there. Mr. Brandt then asked whether some companies using the Go Pass are required to use clipper and tag on and off and whether there is good data from that source. Mr. Hansel stated that there is good data from that however is still a limited subset. Member Brandt then asked whether all companies using Go Pass will eventually use the Go Pass via Clipper. Joe Navarro, Deputy Chief, Rail Operations, stated that eventually that is the goal after the pilot program is complete. Mr. Brandt then asked whether the fare increases would be cancelled if Caltrain received a dedicated revenue source; if it were to get on the ballot and pass. Mr. Hansel stated that it would be a Board decision if that were to happen. Lastly, Mr. Brandt recommends staff to consider point to point pricing and more flexibility with fare products.

Member Anna Dagum asked for a clarification on with MTC. Mr. Hansel responded that it stands for Metropolitan Transportation Commission, the regional planning entity for all

of transportation in the nine county areas. Member Anna then asked whether there is a timeline on the proposed Caltrain tax if so, would the fare increase still happen. Mr. Hansel stated that there has been a lot of discussion on the Caltrain tax and an update by the General Manager at the Board Meeting about Faster Bay Area potentially or the Mega Measure and it is unclear as to what will happen and when it will happen and that ultimately it would be a Board decision at that time.

Member Larry Klein asked what about the Codified Tariff process is cumbersome as far as parking and bike lockers changes. Mr. Hansel responded that it includes a lot of outreach and Title VI work. Member Larry Klein asked whether any policy changes, with the new separate process outside of the Codified Tariff process, would still go through the normal channels, including through the CAC. Mr. Hansel confirmed that they would. Member Larry Klein referred to slide eleven and asked how many years are member contributions assumed constant at \$29.9M. Mr. Hansel responded that it is reasonable to assume that it is good through 2022. Member Larry Klein asked what it looks like beyond 2022. Mr. Hansel stated that there are two unknowns, the cost of electrified service from an operational perspective and future ridership with electrified service. Lastly, Member Klein expressed his interest in the Go Pass tagging on and off data to get a better picture and determine whether point to point fares makes sense.

Member Cat Tucker agrees with the point to point fares and stated that Gilroy passengers pay the most for one way tickets. She commented that no one has provided the committee with a full explanation as to why point to point fare is not offered. Chair Brian Shaw interjected and requested staff to add this item to the Agenda to allow for staff to investigate further in order to provide a response regarding why Caltrain does not offer distance based fare system. Member Cat Tucker recommended staff to have talking points during outreach events and provide the public with a list of staff's efforts to reduce cost of service, for example identifying whether fare theft is an issue, if so, what efforts are being done to address it. Mr. Hansel reported that Caltrain has ramped up fare enforcement activity with new technology. Mr. Navarro reported that Caltrain has contracted a 3<sup>rd</sup> party, Turbo data that has improved productivity and recovery.

Chair Brian Shaw asked whether the MTC Means-Based Discount Fare program is defining who are eligible participants and asked whether Caltrain is involved and Mr. Hansel confirmed that Caltrain is involved. Christiane Kwok, Manager of Fare Program Operations, stated that staff is part of the group discussing the roll-out of the program and have defined the rules of the project, however did not have specifics and offered to send them to the committee at a later date. She also confirmed that Caltrain is involved MTC Means-Based Discount Fare program. Chair Brian Shaw requested staff to provide periodic updates of the MTC Means-Based Discount Fare program because if it is a criteria for determining fares for Caltrain the committee needs to understand how this is being decided upon and the criteria. Chair Brian Shaw requested staff to place this item on the work plan to be agendaized for a later meeting. Mr. Hansel informed the committee that an update will be provided at next month's board meeting. Chair Shaw also asked about the deficit and where funding will come from to offset it and Mr. Hansel stated that the fare increases will help offset the projected deficit for FY21. Lastly, Chair Brian Shaw stated that there is administrative savings from

the Go Pass program and is not sure it is being factored into the cost per ride. He requested staff to provide more information regarding that.

### **PROJECT 529**

Jenny Le, Management Analyst for the San Mateo County Sheriff's Office, Mike Baron, Detective for Transit Police Bureau and L. Lopez, Sheriff Office Sargent, presented Project 529 to the committee.

The full PowerPoint presentation can be found on [caltrain.com](http://caltrain.com)

#### Public Comment:

Jeff Carter, Millbrae, stated his appreciation for the presentation and the hard work of the Sheriff's office. He said that it is great that Caltrain has partnered with the Sheriff's office to help prevent bike theft at Caltrain and at stations. He also said that it addresses the concern of bikes not in view of bike passenger concerns with the new Electric trains.

#### Committee Comments:

Member Larry Klein stated that with increased ridership, bike riders are being encouraged to park their bikes at stations because of increased ridership and asked where bike theft happens most. Staff responded that per personal experience, theft happens more at bike racks. Member Larry Klein asked the cost of the shield sticker. Jenny Le stated that the registration kit costs online cost \$10 - \$12; however Caltrain will have three registration promotion events, one in every county and will provide free Shield stickers to the first 500 bike passengers per location.

Member Anna Dagum thanked staff for their efforts. She also stated that she agrees with having more security cameras on the platforms. She stated that personally, she would not park her bike at the station, not in fear of theft, but to avoid additional costs like the bike share program, purchasing a bike lock or renting a bike locker.

Member Adrian Brandt asked why the drop in theft at stations. Jenny Le stated that the Sherriff's office has partnered with staff to educate bike passengers on how to improve bike security in addition the Sheriff's office has been able to conduct more targeted patrol checks at stations. Member Brandt then asked how is customer online reporting being improved. Ms. Jenny Le stated that prior to the improvements; online reporting was very general and has since been updated with the Records Supervisor to tailor the fields specifically to identify bike theft and capture the data needed for investigation. Mr. Brandt then suggested to have project 529 linked with all other bike related items on the Caltrain website to ensure all bike riders have the opportunity to register their bikes.

Chair Brian Shaw asked whether bike riders that register on the Caltrain dedicated Project 529 website are then registered with all other 529 systems. Ms. Jenny Le confirmed they would be linked. She also stated that all bikes registered with other City or Law Enforcement registries would also be linked with Project 529. Lastly, Chair Shaw

asked whether there is an additional cost to Caltrain. Mr. Joe Navarro stated that there is an annual cost.

Ms. Jenny Le stated that the Caltrain Registration promotion dates have not yet been scheduled and will be shared at a later date.

## **STAFF REPORT UPDATE**

Joe Navarro, Deputy Chief, Rail Operations, reported:

### **On-time Performance (OTP)**

- **June:** The June 2019 OTP was 90.7% compared to 91.9% for June 2018.
  - **Vehicle on Tracks** – There was one day June 28 with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In June 2019 there were 787 minutes of delay due to mechanical issues compared to 905 minutes in June 2018.
  - **Trespasser Strikes** – There were two trespasser strikes on June 20 and 25, with no fatalities.
- **May:** The May 2019 OTP was 95.0% compared to 94.5% for May 2018.
  - **Trespasser Strikes** – There was one trespasser strike on May 15, resulting in a fatality.

### **Special Event Train Service**

- **Services Performed:**
  - **Giants Baseball** – The Giants hosted fifteen regular season home games in June. Total additional ridership alighting and boarding at San Francisco station, was 36,305. Year-to-date pre and regular season ridership, alighting and boarding at San Francisco station, was 94,588, a 44 percent decrease compared to the same number of games in 2018. The Giants Nation League standing and lower attendance at Giants games may have impacted ridership.
  - **San Jose Earthquakes at Stanford Stadium** – On Saturday June 29, at 6:30 p.m., the San Jose Earthquakes soccer team hosted the Los Angeles Galaxy at Stanford Stadium. Caltrain made stops at Stanford Stadium before and after the game.

- **Gay Pride Weekend** – On Saturday, June 29, Caltrain provided extra capacity post-festival service to accommodate crowds. On Sunday, June 30, Caltrain provided two special northbound express trains departing from San Jose for riders headed to the Gay Pride parade and festival in downtown San Francisco. Along with operating Giants Service for the 1:05 p.m. home game the same day, Caltrain provided extra capacity post-parade and festival to accommodate crowds.
- **Services Scheduled:**
  - **Gilroy Garlic Festival** – On Saturday, July 27, and Sunday, July 28, Caltrain will provide roundtrip charter service from San Jose to Gilroy for the Gilroy Garlic Festival. On both days, the train will depart San Jose Diridon Station at 10:00 a.m. and will depart Gilroy Station at 4:00 p.m. Attendees will need to purchase a ticket for the charter trains separately. Tickets are being sold in advance online at [gilroygarlicfestival.com](http://gilroygarlicfestival.com). The charter train ticket includes shuttle service to and from the Gilroy station to the festival, and includes festival admission.
- Capital Projects:
  - **Ticket Vending Machine (TVM) Rehabilitation:** Upgrade the existing TVM Server and retrofit and refurbish two existing TVM machines to become prototypes for new TVM's so that the machines are capable of performing the functions planned for the current Clipper program. The prototype machine are to be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and have the ability of increasing the cash values of existing Clipper cards.

Currently, the prototype design is in progress. Factory Acceptance Testing of the Mockup prototype is scheduled for August 2019 and completion of the 2 prototype machines is expected by the October 2019. The option for retrofitting 12 additional TVM's, if executed, would follow the acceptance of the 2 prototypes. Funding for the option is not yet secured. There is also an option to retrofit 12 additional TVM's. There is an additional phase for the rehabilitation of the remaining 28 TVM's that was partially funded in the FY20 Capital Budget.

- **F-40 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of three F40PH2C locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The work shall be completed off-site at contractor's (Motive Power) facility location at Boise, Idaho.

Locomotives #'s 920 and 921 were shipped to the vendor's facility in Idaho in February and March of 2018. Locomotive #920 has been received and undergoing commissioning testing at CEMOF in San Jose. Deficiencies have been discovered during commissioning testing of #920 and are pending corrective action by the vendor. Locomotive #921 is still undergoing acceptance testing in Idaho and shipment to follow upon completion of acceptance testing. Locomotive #922 has been shipped from CEMOF and is in route to the vendor's facility.

Delays to the return of the first 2 vehicles are related to: 1) locomotive component condition that was poorer than was originally anticipated; and 2) critical personnel shortages at Motive Power, the locomotive overhaul contractor.

Public comment:  
None

Committee comment:

Member Arian Brandt said that he rode the train during the SF Pride event day and observed that the trains were packed with passengers and stated that Caltrain will have challenges when train are switched with EMU as they only have one bathroom. Mr. Brandt then asked staff to elaborate on the Clipper reader relocations at the stations. Mr. Navarro stated that there were field walk-throughs conducted and looked at the possible future customer flow with possible 7-8 car trains to identify whether clipper readers need to moved and or added to the station. He stated that staff will add seven and will move some existing clipper reader locations to better serve the customer when tagging on and off.

Chair Brian Shaw offered his input to the process of moving the location of the Clipper Card Readers at the Redwood City station.

## **JPB CAC Work Plan**

### August 21, 2019

- Caltrain Business Plan Update
- Proof of Payment
- Camera System / Grade Crossing Improvements

### September 18, 2019

- Rail Safety Education / Suicide Prevention Efforts
- Visual Messaging System

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.
- Update on Caltrain's project submissions for the Regional Transportation Plan.

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**

August 21, 2019 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:50 pm