

**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 19, 2020

MEMBERS PRESENT: A. Brandt, A. Dagum, L. Klein, M. Romo, P. Leung, P. Flautt, R. Kutler, R. Valenciana (Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: None

STAFF PRESENT: Z. Guan, J. Jest, J. Navarrete, J. Navarro

Chair Brian Shaw called the meeting to order at 5:46 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF JANUARY 15, 2020

Motion/Second: Klein / Flautt

Ayes: Brandt, Dagum, Leung, Kutler, Romo, Valenciana, Shaw

Absent: None

PUBLIC COMMENT

None

CHAIRPERSON'S REPORT

Brian Shaw attended the JPB meeting and reported that Chair B. Shaw was re-elected as Chair and that Member A. Brandt was elected Vice Chair. He also let the Board know about some of the items that Member Patrick had suggested. Chair Shaw then advised the committee that staff has feedback and will be responding to the suggestions as part of the Staff Report. Chair Shaw also stated that the report that is given to the JPB is essentially a condensed version of the minutes from the CAC meetings. Since the JPB meetings are captured through live stream there is the ability to take that part of the stream and make it into a short video to provide the public a summary of the CAC meetings online. Staff will be working on that following the February meeting.

COMMITTEE COMMENTS

Member Rosalind Kutler stated that she noticed tons of press coverage over the last period about David Chiu's Seamless Transit Act and asked whether JPB will address it as it may have implications for Caltrain if passed. Chair Shaw responded that if it is addressed, Casey Fromson would be the best person to address that issue as she is the

Government Affairs Lead for Caltrain and that staff could proactively ask her to address the concern.

Member Adrian Brandt shared with the committee that San Mateo had its final working study session on the Hayward Park set-out track. Ultimately what occurred was that staff was asked to evaluate alternatives that citizens felt were meritorious and would keep the set-out track away from their neighborhood. Staff did that and provided a pretty thorough technical rebuttal as to why the impracticality and the cost and so on. Member Brandt reported that City Council went with the staff recommendation; this is city staff recommendation, which was in concurrence with Caltrain's evaluation, the original location, the only feasible and viable, from a budgetary perspective, alternative.

Member Patrick Flautt read from a prepared statement addressed towards staff regarding the decisions on the agenda items that were suggested at the last CAC meeting, as the following:

At the January 2020 meeting for the Citizens Advisory Committee, I requested several items to be added to the pending agenda item list for consideration of this committee at future meetings. I was under the impression that all proposed agenda items would be added to this list and that over time, these items would propagate to future meetings for committee consideration, general feedback and discussion and a motion to improve, for consideration by the JPB, if so necessary. Ahead of the staff report following my oral commentary, I thought it prudent to make light of staff determinations affecting three of my agenda items. Number one: Business cards for CAC members. Number two: Email addresses for CAC members hosted on Samtrans servers and three Clipper Card incentives for Caltrain CAC members. All three items were requested to be added to the pending agenda item list for consideration of this very committee. These items were not open for staff determination at this time, as the committee has never reviewed, discussed or motion these items for approval. I request a meeting with staff within three weeks following my reading this oral report and that Chair Brian Shaw be present during this meeting, so that we can discuss the current process for vetting member proposed agenda items to be considered by this committee. I want to ensure that this process follows the standards of Robert's Rules and the Brown Act requirements, the JPB Board and the CAC has adopted, which allows the public the right to access direct information from the CAC and staff discussion over actions on proposed agenda items. That is my oral report.

Member Anna Dagum stated that she is very pleased that Caltrain has adopted the affordable housing policy. She expressed an interest in having some presentations for the Committee to be able to comment on future development plans with the land that Caltrain owns.

Member Ricardo Valenciana stated that he read an article regarding affected service into San Francisco through March on the weekends and requested further details. Staff provided Member Valenciana with the "Weekend SF Caltrain Closure" pamphlet.

Member Martin Romo stated that he is also pleased with the Board's adoption of the new affordable housing policy. He stated that they set thirty percent below market

rate requirement and added provisions requiring a minimum of twelve units per acre that really bolsters the policy and makes it so that any new apartment development does in fact provide a good amount of affordable housing on a new location. Member Romo then asked about his request regarding more information on Transit Oriented Development. Chair Shaw responded that the item is agendaized for March's CAC meeting.

Public Comment:

Jeff Carter, Millbrae, stated that when he was a member of the Samtrans Citizens Advisory Committee, they provided business cards to the members, provided a means of contacting the Citizens Advisory Committee and also provided the members with a bus pass. He stated that it may work differently through Caltrain because of the different setup, but might be worth looking into.

PENINSULA CORRIDOR ELECTRIFICATION PROJECT (PCEP)

Zhenlin Guan, Deputy Director, Project Delivery, presented the Peninsula Corridor Electrification Project Update.

The full Power Point presentation can be found on caltrain.com

Committee Comments:

Member Flautt stated that he read the consolidated financials for last year and is aware that there's the ability for the VTA to have five trains daily and also five for Caltrain as well, for a total of ten and asked whether there is a possibility to get a fourth train at some point. Mr. Guan stated that he is not very familiar with that topic. Mr. Joe Navarro, Deputy Chief, Rail Operations stated that he is looking into that for 2021. Mr. Flautt thanked Mr. Navarro.

Member Brandt stated that there was a reference to conductor rail regarding the tunnels and asked whether that means Caltrain is using solid busbar rail. Mr. Guan confirmed that essentially, yes, it will be solid and what it will have a conductor wire essentially clamped into the rail itself. Member Brandt then stated that he read something in the PMOC, the latest report. It said the Caltrain staff was asking the FRA to remove two on-board lifts. Mr. Navarro stated that the FRA/FTA rule is that the bathroom must be accessible if you board the bathroom car and that the wheelchair lifts were put on a train for the high-level doors. He stated that at this point since Caltrain will not be using a wheelchair lift until at least 2033 or 2035, it is not feasible to have them put in a train at this time and will be available to install when necessary with high-level doors. Chair Shaw stated that it doesn't become an issue until there is high level platforms, which right now for Caltrain, will likely only be at the downtown Salesforce Transit Center, San Jose and maybe Millbrae. Member Brandt then asked about Constant Time Warning and Mr. Navarro stated that there will be a presentation on that topic at next month's CAC meeting. Member Brandt then asked about the contingency and cost overruns. Mr. Guan responded that the increases of the budget are in PG&E, a \$30 million increase and with tunnel modifications due the gap in estimate versus the bid itself. Lastly, Member Brandt asked Mr. Guan to comment on

the monthly progress reports and why there are such wild variations from month to month and lagging very far behind on the potholing and the building the foundations. Mr. Guan responded that the primary reason is due to the amount of unexpected utilities that the contractors have been uncovering which may cause procedural issues with the contractors and the designers which is leading to a lot of redesign work. The spikes of production are due to areas with a lot of holes that have been cleared and ready be worked on. Although at some point, the team runs out of work that is ready, and there is a waiting period for the next redesign to be completed. Mr. Guan stated that staff is consistently battling with the utilities being uncovered and working to finding solutions, whether it is moving poles or moving utilities.

Member Klein asked regarding timeline, whether Caltrain is two years from completion and scheduled to finish the beginning of 2022. Mr. Guan stated that based on what is known today and known risks 2022 is an achievable date. Member Klein stated that Caltrain has broken the network into four sections and asked what sections would be completed first. Mr. Guan responded that segment four will be completed first and that it will be used as a test area once it is completed. He stated that there is a lot of focus on that segment in order to be ready to be energized and is working with PG&E. Mr. Guan then stated that after segment four is completed, the plan is to work south to north. Member Klein then asked assuming everything is going smoothly for the beginning of 2022, to finish construction, would all of 2022 schedule be the same as with electric trains or would staff consider adding additional capacity. Mr. Navarro stated that when blended service begins, the seven car EMU seats the same number of passengers as a six car train now, and would start pulling out the diesel train sets and begin running the EMU train sets on the diesel schedule until enough diesel train sets are pulled to run the electrified schedule.

Public Comments:

Jeff Carter, Millbrae, stated that High Speed Rail is coming with high platforms, two different levels of high platforms, one at 25 inches which is the current entrance level for the bombardier cars without the step and the other High Speed Rail has yet to determine the equipment. Mr. Carter said that instead of High Speed Rail dictating to Caltrain and presumably Metrolink in Los Angeles to go to 50 inch high level platforms, Caltrain and Metrolink should be telling the High Speed Rail what they should do and not the other way around because High Speed Rail has yet to determine what kind of equipment they will be using. He then stated that level boarding will be a big help with dwell time and getting people on and off, bicycles, wheelchairs, etc. Jeff then shared his concern with only one bathroom per train with new EMU. He stated that after ballgames people already line up at the bathroom. Jeff then stated that often the bathroom at Fourth and Townsend is closed in the evening. He requested staff to investigate further.

Andy Chow, Redwood City, stated, regarding the wheelchair access and high level platform issue, that he believes the new train sets are not supposed to have a wheelchair space for wheelchairs in the mid-level so they would all have to go down to the bottom level. So that means that even if the ride between two high platform stations, that passengers would need to be lifted down to the lower level and then lifted back up. That is not that's not level boarding and is basically what Caltrain has now

with the Gallery cars, but in reverse. He stated that all EMUs should have single levels so that there is no need to go up and down. He then stated that, regarding the Burlingame the Broadway stops, he thinks Samtrans should operate from Millbrae all the way to San Mateo on California drive so that bus would run all day every half hour. He stated that putting a lot of money to rebuild Broadway is very costly proposition when they could spend the funds on a bus, a BRT a straight route along the track.

2019 CUSTOMER SATISFACTION SURVEY KEY FINDINGS

Julian Jest, Market Research Analyst, presented the 2019 Customer Satisfaction Survey Key Findings presentation.

The full PowerPoint presentation can be found on caltrain.com

Committee Comments:

Member Flautt asked how the survey is being disseminated and what platforms is it being released to. Mr. Jest responded that the survey is conducted on board pre-selected trains and that the paper surveys are distributed and collected to keep a close check on how many responses are being received from the potential population that is being targeted. Mr. Flautt then asked whether there will ever be another option online for people that have had experiences, but maybe weren't on that train during that day. Mr. Jest responded that from time to time online surveys are conducted and is a great way to collect information quickly. As for the Customer Satisfaction Survey in particular, staff requires the survey to be statistically representative as possible and once the online route of collecting data is taken, it is hard to control who is taking the survey. This way the survey is representative for peak riders, for off peak riders and conducting this survey online, would not be able to do that. Member Flautt liked the results of the survey and the new buckets of data for 2019. He stated that it would be very interesting to provide an online survey in a separate bucket within itself in overall experience indicator for the ridership. He requested to see the updates for the new buckets, especially the location of the clipper machines and believes that it will be impactful. Mr. Joe Navarro stated that staff conducted an online survey for the upcoming Hillsdale station closure to identify passenger preference and potential station usage. Mr. Navarro stated that it worked very well because staff needed the information in a timely manner. He also stated that there is a budget for these types of surveys and may need to conduct another online survey when Hillsdale closes for construction and service is moved to Belmont. Member Flautt asked what the budgeted amount for surveys per year is. Mr. Jest responded that it varies on the needs there are in the system and what staff is working on. Lastly, Mr. Flautt asked where on the website can the raw data be found. Mr. Jest responded [caltrain.com\surveys](http://caltrain.com/surveys).

Member Valenciana asked what, if any, significant feedback was from weekday riders compared to weekend riders. Mr. Jest stated that weekend riders tend to give higher ratings compared to peak riders, in general. Mr. Valenciana asked about the riders that recommended more service, how much of that was weekend service. Mr. Jest responded that it was primarily peak riders who wanted more service.

Member Leung asked what action items are generated from the survey. Mr. Navarro responded that one of the top complaints were regarding the bathroom cars and the smell of the bathroom cars. Staff has been tearing down the bathroom cars in the Bombardier to locate the problems. He also stated that staff is considering bringing in the EMU bathroom manufacturer for an ultra-fit for new bathroom in these cars. The next step is, when overhauling the Bombardier cars, considering having the flooring and the seating the same as the EMUs therefore having one product to maintain since the Bombardier cars will remain with the blended service.

Public Comments:

Jeff Carter, Millbrae, shared his appreciation of the data that will be available online. He notified the committee that surveys from previous years are also available online. He requested the raw data from previous surveys be made available as well. He also stated that the triennial survey results will be available soon. Mr. Carter would like to see station boarding and station alighting information, an O&D chart.

STAFF REPORT UPDATE

Joe Navarro, Deputy Chief, Rail Operations, reported:
(The full report can be found on caltrain.com)

Follow-Up Items –

- **Transaction history on the mobile app:**
5 transactions will display on the main screen. At the bottom of the list you can tap to "view more transaction history" this will then display the 30 most recent transactions. At the bottom of this list is a link to RiderWeb where the user can access all transaction history.
- **Business cards for CAC members:** No business cards will be issued at this time for CAC members.
- **Official email addresses hosted on a separate server for CAC members:** At this time there will not be an official individual email address for CAC members. There is an official CAC email set up for comments that may be sent to cacsecretary@caltrain.com. The CAC secretary will forward emails as needed.

Chair Brian Shaw asked whether that email address can be given out if someone wanted to write the committee and that it would be added to the monthly correspondence packet. Mr. Joe Navarro confirmed.

- **Request for paid access to Caltrain for CAC members:** At this time the CAC members will not be assigned a clipper card due to the voluntary nature of the position and the monetary value tied to the Go Pass, \$1,500 in value.

Member Flautt stated that the CAC volunteer would have to participate in the CAC committee and bring something of value to the committee and disagreed with the possibility of a volunteer joining for solely the Go Pass.

Member Rosalind referred to the bylaws because the bylaws state that there shall be no personal or monetary gain by members of the CAC.

On-time Performance (OTP) –

- **January:** The January 2020 OTP was 95.4% compared to 94.4% for January 2019.
 - **Vehicle on Tracks** – There were four days, January 11, 16, 28 and 29, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In January 2020 there were 913 minutes of delay due to mechanical issues compared to 411 minutes in January 2019.
- **December:** The December 2019 OTP was 92.5% compared to 92.2% for December 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on December 2 and 11, one resulting in a fatality.

(The full report can be found on caltrain.com)

Committee Comments:

Chair Brian Shaw asked whether the MP36 Overhaul Locomotives will be overhauled at CEMOF. Mr. Navarro responded that the work will not occur at CEMOF and that they will be sent away.

Public comments:

None

JPB CAC Work Plan

March 18, 2020

- Transit Oriented Development
- Industry Safe Functionality
- Grade Crossing Solutions

April 15, 2020

- Mobile Parking App
- EMU Update

May 20, 2020

- FY 2021 JPB Operating & Capital Budgets

- Distance Based Fares

June 17, 2020

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Items to be scheduled

- Schedule Audit – requested by Member Lauren Fernandez on 3/6/18
- 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
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Summary video of the CAC meetings by the Social Media Officer – requested by Chair, Brian Shaw on 12/18/19
- Grade Crossing Improvements to be scheduled for a future meeting
- Operating Costs – requested by Member Adrian Brandt on 2/13/20

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

March 18, 2020 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 7:28 pm