

**Peninsula Corridor Joint Powers Board (JPB)  
Board of Directors Meeting  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF JANUARY 5, 2017**

**MEMBERS PRESENT:** J. Cisneros, M. Cohen, J. Gee, R. Guilbault, R. Peralez, J. Ramos, A. Tissier, P. Woodward (Chair)

**MEMBERS ABSENT:** K. Yeager

**STAFF PRESENT:** J. Averill, T. Bartholomew, M. Bouchard, J. Cassman, A. Chan, C. Fromson, S. Gaffney, J. Hartnett, G. Harrington, J. Jest, L. Larano, M. Martinez, N. McKenna, S. Murphy, P. Skinner, M. Simon, S. van Hoften, N. Vigil

Chair Perry Woodward called the meeting to order at 10:07 a.m. and led the Pledge of Allegiance.

**PUBLIC COMMENT**

Roland Lebrun, San Jose, said the Federal Railroad Administration (FRA) issued a Notice of Proposed Rulemaking. They are proposing specifications for trains capable of speeds between 160 and 220 miles per hour. None of the high-speed trains that the California High-Speed Rail Authority (CHSRA) is considering will be able to operate safely on existing passenger and freight lines without extensive modifications. The new rule proposes to adopt European safety standards with minor modifications, which eliminates the need for higher platforms. This means Caltrain and CHSRA will be able to share level platforms in the 22- to 25-inch range, and there will be no need to develop custom trains with two sets of doors. This has the potential to save Caltrain more than \$200 million because the JPB could order trains off the shelf. He urged the Board to terminate the contract with Stadler and issue a new request for proposals that focuses on capacity and a reasonable number of bathrooms.

Director Malia Cohen arrived at 10:09 a.m.

Andy Chow, Redwood City, said there has been a major national change in terms of the political future and the funding future and how that will shape Caltrain. There is a lot of unpredictability for the prospect of high-speed rail (HSR). Construction projects often take longer than a four-year term of a political office. He would like to see electrification happen. He hopes when the project is nearing completion the political situation will change again.

Jeff Carter, Millbrae, said on November 22 there was a pedestrian strike at Bellevue Avenue in San Mateo. Caltrain is doing much better at recovering from these situations. The train he was on held at South San Francisco and then at Millbrae. Trains got moving much quicker than in the past. He appreciates Caltrain's and Transit America Service Incorporated's (TASI) efforts to get the system moving as expediently as possible.

Director Raul Peralez arrived at 10:12 a.m.

### **CONSENT CALENDAR**

- a) Approval of Minutes of November 3, 2016
- b) Acceptance of Statement of Revenues and Expenses for October 2016

### Public Comment

Roland Lebrun, San Jose, said revenues are up by 6 percent and expenses are only up by 1 percent. The new Chief Financial Officer has left. He would like to know how the exit interview went.

Motion/Second: Tissier/Cisneros

Ayes: Cisneros, Cohen, Gee, Guilbault, Peralez, Ramos, Tissier, Woodward

Absent: Yeager

### **CHAIRPERSON'S REPORT**

#### **Resolution of Appreciation for Outgoing Director Adrienne Tissier**

Chair Woodward presented a Resolution of Appreciation for outgoing Director Adrienne Tissier.

Motion/Second: Cisneros/Gee

Ayes: Cisneros, Cohen, Gee, Guilbault, Peralez, Ramos, Tissier, Woodward

Absent: Yeager

#### **Resolution of Appreciation for Outgoing Director Perry Woodward**

Vice Chair José Cisneros presented a Resolution of Appreciation for outgoing Director Perry Woodward.

Motion/Second: Tissier/Guilbault

Ayes: Cisneros, Cohen, Gee, Guilbault, Peralez, Ramos, Tissier, Woodward

Absent: Yeager

#### **Appointment of Nominating Committee for 2017 Officers**

Chair Woodward appointed Directors Joël Ramos, Rose Guilbault and Peralez to the nominating committee.

### **REPORT OF THE CITIZENS ADVISORY COMMITTEE (CAC)**

The November 16 report is in the Reading File.

### **REPORT OF THE EXECUTIVE DIRECTOR**

#### **Peninsula Corridor Electrification Project (PCEP) Monthly Report**

Liria Larano, Deputy Chief, Caltrain Modernization (CalMod)/Caltrain Program Delivery, said on November 10 the California Public Utilities Commission (CPUC) approved and adopted the electrification requirements for Caltrain. Balfour Beatty has started preconstruction work in Segment 2 starting by looking at utility locations where Overhead Contact System foundations will be installed. Cities and residents were sent notifications in advance of the work. Staff participated with the vehicle manufacturer, Stadler, in a conceptual design review of the interior of the vehicle layout.

Ms. Larano said the Local Policy Maker Group met on November 17. The CHSRA finished the scoping report on November 2. There were over 200 comments on the report from individuals and agencies including Caltrain. CHSRA's preliminary preferred alternative will be released in the spring of 2017, the Draft Environmental Impact Report (EIR) will be released in the summer of 2017, and the Final EIR is scheduled for December 2017. CHSRA discussed its desire for a light maintenance facility in Brisbane and station planning work in San Francisco, Millbrae, and San Jose. The next meeting will be on December 15.

Jim Hartnett, Executive Director, said

- Staff has been engaged in discussions with TASI on the extension of the operating contract for potential periods of extension of one to five years. In order to give due consideration to achieving the JPB's objectives with an extension of any magnitude, the JPB and TASI have agreed to extend the deadline for completion of extension discussions by 60 days. A recommendation is expected to be presented to the Board in February.
- On-time performance (OTP) in November was 92 percent. In October, OTP was over 95 percent as compared to 86.9 percent in October 2015.
- The 2016 Annual Count Key Findings Report is available online.
- Special event train service includes:
  - San Francisco 49ers regular season games
  - Stanford football
  - San Jose Sharks
  - Pac-12 College Football Championship game
  - Foster Farms Bowl
  - Holiday Train will run on December 3 and 4 and the train will be decorated with 70,000 lights and will visit nine Caltrain stations between San Francisco and Santa Clara to provide holiday entertainment
  - Holiday service includes:
    - Sunday service was run on Thanksgiving Day
    - A modified Saturday service pilot program on the day after Thanksgiving was run with six additional northbound and southbound trains and a round trip from Gilroy to San Francisco were run
    - Saturday service will run Christmas Eve
    - Sunday service will run on Christmas Day
    - Saturday service will run New Year's Eve along with pre- and post-fireworks special trains and free rides will be provided starting at 8 p.m.
    - Sunday service will run on New Year's Day
    - A modified service pilot program will run on the day after Christmas, the day after New Year's, and Presidents' Day and will include six additional trains in each direction and a round trip from Gilroy to San Francisco
- Capital projects include:
  - San Francisco Highway Bridges
  - San Mateo 25<sup>th</sup> Avenue Grade Separation Project
  - Los Gatos Bridge Project

- The South San Francisco Station Improvements Project is in the final design stage
- Monitor installation project at 4<sup>th</sup> and King and San Jose Diridon stations
- The Redwood City Grade Crossing Improvements Project scope is to improve the safety devices at three grade crossings and is funded by the CPUC
- The Fiscal Year (FY) 2016 Grade Crossing Improvement Projects includes the installation of signals, fences, gates, curbs, lighting, and signs at 16<sup>th</sup> Street, Broadway Burlingame, Peninsula Avenue, 4<sup>th</sup> Avenue, Ravenswood Avenue, Alma Street, Charleston Road, Rengstorff Avenue, Castro Street, and Mary Avenue
- Safety and security at bike lockers in San Francisco was raised at the last Board meeting and a written report has been provided. There was an extensive review of the matter to address actual and perceived safety needs.

#### Public Comment

Roland Lebrun, San Jose, said the schedule started slipping and the new revenue service date is December 2021 for the Electric Multiple Units (EMU). The start of major construction slipped four months and the first eight miles of electrification won't be available for testing for another two years, three months after the delivery of the first vehicle. It is unclear how the JPB could have blown \$13.2 million in the last month alone with 0 percent Disadvantaged Business Enterprise participation. The path to the full funding agreement is down to three months. The as-built Communications-based Overlay Signal System (CBOSS) drawings are incomplete and will need to be revised. The person responsible should be held accountable. The link to the Mitigation Monitoring and Reporting Program in Section 11.2 of the monthly report is broken. There is nothing wrong with TASI. The thing the JPB needs to address is the entity responsible for Caltrain administration.

#### **APPROVE INTERIM FINANCING IN AN AMOUNT NOT TO EXCEED \$150 MILLION OUTSTANDING AT ANY ONE TIME WITH DNT ASSET TRUST FOR THE PCEP**

Gigi Harrington, Deputy CEO/Chief Administration Officer, said this item is to issue bonds to cash flow the Balfour Beatty and Stadler contracts for the CalMod Program. This transaction was approved by San Francisco, San Mateo, and Santa Clara counties. There are step down provisions in the contract so as less financing is needed it will step down. The fees are included in the budget. The closing costs are \$1 million and are paid out of the transaction.

#### Public Comment

Jerry Carlson, San Carlos, said it is premature to be voting on PCEP items despite pressures to do so. Caltrain is vital to the peninsula communities. The Community Coalition on HSR is not opposed to the electrification project, but is concerned about the potential impacts of HSR on the corridor. The JPB should be very cautious entering into this partnership. The price for receiving Proposition 1A money is giving up ownership in some manner that will impact on the JPB being able to effectively and efficiently serve the communities. In the future, CHSRA trains will lead to further congestion at rail crossings without benefit to local communities. CHSRA sets a cap on the number of trains during peak hours, while the population will continue to grow. He is concerned about the ability for the JPB to make strategic decisions in the future that would benefit

the communities without concurrence from CHSRA.

Motion/Second: Cisneros/Guilbault

Ayes: Cisneros, Cohen, Gee, Guilbault, Peralez, Ramos, Tissier, Woodward

Absent: Yeager

### **COMMITTING TO FUND DOCUMENTED STATE OF GOOD REPAIR (SOGR) NEEDS THROUGH FISCAL YEAR 2035**

April Chan, Chief Officer, Planning, Grants, and the Transportation Authority, presented:

- Introduction
  - Action intended to demonstrate JPB's commitment to maintaining a state of good repair
  - Needed for a Full Funding Grant Agreement (FFGA) with the Federal Transit Administration (FTA) for the PCEP
  - Commitment will be memorialized in the forthcoming Short-Range Transit Plan (SRTP)
- Background
  - FFGA from the FTA for \$647 million in Core Capacity funding for PCEP
  - JPB required to demonstrate financial capacity to build and operate project through 2035
  - Developed a 20-year fiscally constrained financial plan and submitted to FTA in 2015
- Fiscally constrained plan
  - Relies solely on known and available funding sources
  - Shows baseline, 20-year investment required for the JPB to
    - Maintain a state of good repair and meet legal mandates
    - Deliver PCEP and provide service levels identified in the PCEP Final Environmental Impact Report
- Capital program shortfall
  - Caltrain does not have a dedicated source of funding
  - Fiscally constrained plan shows a \$165 million 20-year shortfall driven primarily by diesel fleet SOGR work and replacement of remaining diesel fleet
  - FTA desires action demonstrating the JPB's commitment to maintaining SOGR
- SRTP
  - Required by the Metropolitan Transportation Commission (MTC)
  - Updated every two years, with update to Board planned in early 2017
  - Describes planned services and capital projects following the guidelines set forth by MTC
  - Update will cover fiscal years 2017-20206
- Action
  - Fiscally constrain forthcoming SRTP, consistent with financial plan submitted to FTA
  - Include statement of projected SOGR needs in the SRTP through 2035
  - Commit to taking required budget actions to fully fund SOGR needs identified in forthcoming and future SRTPs
- Next steps
  - Continue discussions with FTA

- Staff will prepare an SRTP consistent with FTA financial plan and revised FY2017 budget
- Draft SRTP will come to Board in early 2017

Public Comment

Roland Lebrun, San Jose, said there are serious governance issues with the way the Board transacts business. Staff has been trying to take this \$150 million out of the \$440 million that is for EMUs to use for SOGR. This will leave \$300 million for EMUs. He asked what will happen if the \$600 million does not come through from the CHSRA. Santa Clara County is the only county that passed a ballot measure for Caltrain funding, and it won't provide funding unless there is a match from the other two counties.

Motion/Second: Tissier/Cisneros

Ayes: Cisneros, Cohen, Gee, Guilbault, Peralez, Ramos, Tissier, Woodward

Absent: Yeager

**AUTHORIZE EXECUTION OF A \$647 MILLION FFGA WITH THE FTA TO SUPPORT THE PCEP**

Ms. Chan said the JPB expects to receive the FFGA in early 2017 and this action allows the JPB expeditiously execute the FFGA to continue to move the project forward.

Public Comment

Andy Chow, Redwood City, urged the Board to approve the FFGA. If the Board doesn't take action now, the FTA might change in the next few years and will not provide funding. The JPB is waiting until the last moment to get this done.

Jeff Carter, Millbrae, urged approval of the FFGA. Some people have been waiting 25 years for electrification. He encouraged the Board to dismiss the anti-electrification comments.

Adina Levin, Friends of Caltrain, urged the Board to approve the FFGA. She said she hopes it gets done as quickly as possible.

Motion/Second: Cisneros/Gee

Ayes: Cisneros, Cohen, Gee, Guilbault, Peralez, Ramos, Tissier, Woodward

Absent: Yeager

**KEY CALTRAIN PERFORMANCE STATISTICS OCTOBER 2016**

Michelle Bouchard, Chief Operating Officer, Rail, said:

- Key Caltrain Performance Statistics compared to October 2015:
  - Monthly Average Weekday Ridership (AWR) was down 3.5 percent.
  - Year-to-Date AWR is still above 60,000.
  - The decrease in ridership is becoming a trend and staff is looking to see if the decrease corresponds with any particular cause, but there seems to be a regional trend of decreasing ridership. To bolster ridership, staff added two additional six-car consists in mid-November and have increased fare enforcement.

- The annual counts will start in January and will help staff define potential weakness and capacity crunches. Staff will incorporate this information into future schedule changes.
- Revenue is up compared to last year.
- The goal of 95 percent OTP was attained in October. There were some incidents in November but OTP is still above 90 percent.
- A key milestone was reached on the San Francisco bridge projects on November 23 with the reopening of Paul Avenue. The only bridge left to do is 22<sup>nd</sup> Street.

Director Cohen thanked staff for opening Paul Avenue.

### Public Comment

Jeff Carter, Millbrae, asked if staff has looked into why ridership is down. Caltrain is doing better at recovering from disruptions and OTP is getting better, but people are still leaving the service. He appreciates the addition of extra cars on trains.

Roland Lebrun, San Jose, said it looks like ridership is in freefall. The actual number of riders is actually flat, but since there is always less ridership at the end of the year it is showing as a higher percentage of the overall ridership. Staff needs to ask MTC to look at Clipper Card activity and figure out what the pattern is of people who stopped using Caltrain. There used to be crowding at Sunnyvale where people were left on the platforms. This situation would never happen at Santa Clara Valley Transportation Authority (VTA) because they have real-time passenger counters and can react to situations. A problem is that revenue is only going up 1 percent after a 9 percent fare increase.

### **CALL FOR PUBLIC HEARING ON MARCH 2, 2017 FOR CONSIDERATION OF SERVICE CHANGES**

Ms. Bouchard said this call for a public hearing is to consider weekend changes that will support the PCEP and the remainder of the capital program. Staff also wanted to use this opportunity to leverage the public outreach process to get input on a series of beneficial minor weekday service changes.

Ms. Bouchard presented:

- Service change background
  - Facilitate construction work windows for PCEP – specified in electrification infrastructure request for proposal and Best and Final Offer (BAFO)
  - Supports entire capital program
  - Limited changes weekday peak hour service
  - 90-minute weekend service
  - Coordination with sister agencies transfers, stakeholders, contractor
  - Title VI analysis for weekend changes needed
- Weekday service change
  - Proposed effective date April 10, 2017
  - High-level summary
    - Added dwell time to high-use stations in peak hour
    - Added six stops to northbound shoulder peak train
    - Added stops to a couple trains for better Capitol Corridor and

- Altamont Corridor Express connections
    - Modified Tamien Station service schedule
    - Departure times adjusted during off-peak to support construction work windows
- Weekend service change
  - Proposed effective date July/summer 2017
  - High-level summary
    - Local service headways 60 minutes to 90 minutes
    - Saturday reduced from 36 to 28 trains per day
    - Sunday reduced from 32 to 24 trains per day
  - Weekend service reduction is “major service change” under 2016 Title VI Program – equal to or more than 25 percent reduction of total revenue train miles per day for any service day of the week
- Next steps
  - Details available December 9, 2016 at [www.caltrain.com/proposedchanges](http://www.caltrain.com/proposedchanges)
  - Conduct Title VI equity analysis for weekend service changes
  - December to January: public outreach – public meetings, station outreach, onboard information, traditional and social media
  - February 2, 2017: JPB informational update on weekday changes
  - March 2, 2017: Public hearing on weekend service changes and Title VI equity analysis

#### Public Comment

Jeff Carter, Millbrae, asked why the inadequate weekend service has to be made even more inadequate. It is a logistical nightmare to do construction on an active railroad. It is unfortunate that service is going to be reduced. This will put customers through three years of poorer weekend service while infrastructure is constructed.

Roland Lebrun, San Jose, asked if the BAFO is a public record and said it should be posted online. Until people know what window restrictions were presented in the BAFO, he can't determine if there is a better way to do this. A problem is the location of the Centralized Equipment Maintenance and Operations Facility (CEMOF), which is north of San Jose. There are 350,000 residents within five miles of the San Jose Caltrain Station, which makes it unusable and forces people to use Tamien Station. Now Tamien service is going to go away. At that point people will just give up using Caltrain. He said CEMOF should be moved south.

Director Ramos said there are lessons to be learned from the Bay Area Rapid Transit (BART) experience when they made service adjustments. He said staff should think about protecting and limiting the impact of the latest departing trains and the earliest departing train that mean so much to riders because options are limited at those times per day. BART considered running trains later in the evening and proposed to do it by starting service later in the mornings, but found out a lot of service workers and other people would be left behind because they needed to take early trains. Ms. Bouchard said in the proposal one of the guidelines was to not decrease the span of service for that reason. Staff has had numerous discussions with the Board about how to strike a balance between enabling as much construction as possible to limit the impact over the course of time versus providing less service and getting it done very quickly. Staff

agrees they want to retain as much service as possible, but a balance needs to be struck between service and providing access to the right of way for construction.

Motion/Second: Cisneros/Gee

Ayes: Cisneros, Cohen, Gee, Guilbault, Peralez, Ramos, Tissier, Woodward

Absent: Yeager

**AWARD CONTRACT TO LORAM MAINTENANCE OF WAY, INC. FOR RAIL GRINDING SERVICES FOR THE NOT-TO-EXCEED AMOUNT OF \$590,297 FOR A ONE-YEAR BASE TERM**

Nita Vigil, Acting Director, Contracts and Procurement, said rail grinding services will benefit the basic maintenance of the track, reduce rail and wheel wear, and reduce noise and vibration on the train. Loram Maintenance of Way has provided similar service for Sacramento Rail and Metrolink.

Motion/Second: Tissier/Cisneros

Ayes: Cisneros, Cohen, Gee, Guilbault, Peralez, Ramos, Tissier, Woodward

Absent: Yeager

**AUTHORIZE FILING OF APPLICATIONS WITH THE METROPOLITAN TRANSPORTATION COMMISSION FOR PROGRAMMING OF UP TO \$341,862,734 IN FEDERAL TRANSIT ADMINISTRATION FUNDS FOR CALTRAIN CAPITAL PROJECTS**

Peter Skinner, Manager, Grants and Fund Programing, said these funds will support various SOGR programs such as bridge, track, and signal rehabilitation work. The application also includes the remainder of MTC's commitment towards the procurement of the EMUs under the Nine-Party Memorandum of Understanding. Funds will be made available to the JPB on an annual basis following Congressional appropriations.

Motion/Second: Cisneros/Gee

Ayes: Cisneros, Cohen, Gee, Guilbault, Peralez, Ramos, Tissier, Woodward

Absent: Yeager

**CRISIS TEXT LINE PARTNERSHIP ANNOUNCEMENT AND SUICIDE PREVENTION**

Tasha Bartholomew, Communications Officer, said Crisis Text Line offers free 24/7 anonymous counseling services via text messaging for individuals who might be depressed, have suicidal thoughts, or suffer from mental disorder. Caltrain and Crisis Text Line announced the partnership at a press conference yesterday.

Ms. Bartholomew presented:

- Suicide prevention initiatives
  - Community partnership
    - San Mateo County Suicide Prevention Committee
    - Santa Clara County Suicide Prevention Advisory Committee
    - Project Safety Net
  - Transit Police
    - Responsible for policing Caltrain corridor
    - Crisis intervention training – helps them recognize people who may be a threat to themselves
    - Refer individuals for treatment

- Caltrain activities
  - Installed 250 suicide prevention signs at stations
  - Dedicated suicide prevention resource page
  - Raised \$25,000 for American Foundation for Suicide Prevention's Out of the Darkness Walks
  - Twice sponsored the Caminar for Mental Health Symposium
- Promoting Crisis Text Line – at stations on station boards, onboard Take Ones and interior ad signs

Libby Craig, Bay Area Director, Crisis Text Line, presented:

- Crisis Text Line provides free 24/7 support for people in crisis via text message, has been around for three and one-half years, and supports 50,000 texters a month nationally
- Text 741741
  - Callers
    - Top issues – depression, suicide, self-harm, family, relationships
    - Time of day – two-thirds of conversations in one-third of the day (8 p.m. to 4 a.m.)
    - Demographic – young, low-income, rural
    - Immediate – mention “today” six times as often as any other time period
- Counselors – over 2,400 volunteers across the nation, must be over 18, complete a background check, and complete comprehensive training
  - Highest risk texters are moved to the top of the queue and are matched with a crisis counselor in 1.8 minutes
  - Full-time supervisors on staff
- Data
  - Attentive to quality scores and feedback from texters
  - Goal to reach all texters in under five minutes – currently at 88 percent
  - Share data trends – over 26 million messages have been received to date
- Partnerships
  - Corporate sponsorships such as Facebook and YouTube
  - Keyword sponsors such as Golden Gate Bridge
  - Bay Area so far over 25,000 conversations in the past three years
- Caltrain and Crisis Text Line
  - Promotion of 741741 – in train stations, on trains, and on train tracks (soon)
  - Escalate active rescues – work directly with transit police to bring people in crisis to safety
  - Data reports – crisis trends data reports about Bay Area

## **2016 CUSTOMER SATISFACTION SURVEY RESULTS**

Julian Jest, Market Research Specialist, presented:

- Objectives
  - Determine customer satisfaction levels
    - Performance measurement
    - Informs contract operator compensation
  - Additional research opportunities
    - Service adjustments
    - Investment in customer amenities

- Origin and destination stations
- Methodology
  - Onboard survey overview
    - June 2016
    - 44 trains (36 weekday trains (peak and off peak) and eight Saturday trains)
    - English and Spanish surveys available
  - Response
    - 4,097 completed surveys
    - 78 percent response rate
- Results (scale of one to five) [2015 numbers in brackets]
  - Overall satisfaction
    - 4.01 [3.93]
    - 79 percent somewhat or very satisfied [75 percent]
    - 4 percent somewhat or very dissatisfied [5 percent]
  - At stations
    - Functioning of lights – 4.26 [4.23]
    - Cleanliness of station and parking lots – 3.98 [3.97]
    - Information boards – 3.87 [3.85]
    - Ease of use of Ticket Vending Machines (TVM) – 3.82 [3.76]
    - Being informed of delays – 3.48 [3.40]
  - Onboard
    - Conductors appearance – 4.45 [4.39]
    - Sense of personal security – 4.32 [4.28]
    - Courtesy of conductors – 4.36 [4.25]
    - Availability of printed materials – 4.15 [4.14]
    - Cleanliness of train exteriors – 4.09 [4.07]
    - On-time arrival – 4.03 [3.86]
    - Cleanliness of train interiors – 3.88 [3.86]
    - Onboard announcements – 3.68 [3.63]
    - Delays information – 3.71 [3.58]
    - Cleanliness of onboard restrooms – 3.26 [3.27]
  - At stations versus onboard – Riders' overall experience with Caltrain increased in 2016
    - At stations – 3.94 [3.92]
      - 74 percent somewhat or very satisfied [73 percent]
      - 4 percent somewhat or very dissatisfied [4 percent]
    - Onboard trains – 4.08 [4.00]
      - 82 percent somewhat or very satisfied [78 percent]
      - 3 percent somewhat or very dissatisfied [3 percent]
  - Service adjustment priorities
    - 38 percent preferred more frequent service at the expense of a faster commute
    - 62 percent preferred a faster commute at the expense of more frequent service

- Enhancing the customer experience – to help Caltrain evaluate several investments to enhance the customer experience, customers were asked to rank the importance of the following items:
  - Onboard Wi-Fi: 51 percent first choice, 29 percent second choice, 20 percent third choice
  - Real-time schedule information and service updates at stations on trains, via mobile: 36 percent first choice, 45 percent second choice, 19 percent third choice
  - Ability to purchase Clipper products at stations: 16 percent first choice, 26 percent second choice, 58 percent third choice
- 2012 – 2016 scores
  - Everything considered, experience at Caltrain stations: 2016-3.94, 2015-3.92, 2014-3.98, 2013-3.97, 2012-3.92
  - Everything considered, experience onboard Caltrain: 2016-4.08, 2015-4.00, 2014-4.11, 2013-4.10, 2012-4.09
  - Overall Caltrain experience at stations and onboard trains: 2016-4.01, 2015-3.93, 2014-4.05, 2013-4.04, 2012-4.01
- Survey comments
  - Provided by 35 percent of respondents
  - Top three themes:
    - Crowding/capacity/frequency – 26 percent
    - Late trains/timeliness – 17 percent
    - Clipper/payment-related – 12 percent
- Next steps
  - Customer experience task force
    - Real-time communication
    - Mobile ticketing (January 2017 contract award)
    - Conductor and station communications
    - Service evaluation
  - Ratings determine payment obligations to TASI
- Full report available at [www.caltrain.com/surveys](http://www.caltrain.com/surveys)

### Public Comment

Patrick Le, Co-Founder, Tripshot, said his company services corporate customers in the Bay Area including Facebook, Google, Tesla, and Netflix, and are starting services for public services such as the Mountain View community shuttle. Tripshot is a technology solution that provides real-time notifications of where vehicles are. Tripshot also does the backend data base and intelligence. Tripshot can give down to the minute how long it will take to get to a stop. It uses Google map integration. Many of the corporate customers have over 300 vehicles and are servicing thousands of trips every day. Tripshot is sending about 50,000 notifications a week with 100 percent accuracy. He asked to better understand JPB's problems and help create a solution.

Roland Lebrun, San Jose, said people are frustrated because they have to stand. The crowding, capacity, and frequency problems have nothing to do with TASI, they have to do with SamTrans, planning, and operations. TASI delivers what they are told to deliver. At VTA, Wi-Fi is used to provide a real-time feed from buses and light rails including video, communication, security, passenger counters. People want faster commutes and a minimum of one bullet train per hour.

Jeff Carter, Millbrae, said the question about additional capacity or additional express trains is written in a way that makes people think they have to sacrifice bullet trains to get more service or service to get express trains. It shouldn't be asked that way because it implies they will lose express trains to get more service. The JPB should improve service with express and non-express trains. During the peak hour there are a number of stations that are served only once per hour. At 22<sup>nd</sup> Street Station there is a 90-minute wait between trains from 3 p.m. to 4:30 p.m. This does not encourage people to use the service.

Adina Levin, Friends of Caltrain, said baby bullet schedule concentrates ridership at stations with the highest level of service and other stations like California Avenue have tremendous employment but a low level of service and lower ridership but a high car mode share. In Sunnyvale the Lawrence Station Area Plan is planning for thousands of housing units around that underutilized station, which has very poor service right now. It would be interesting to see the results of the question about adding more service or faster service drilled down by station. It would also good to ask questions that would determine what result in the loss of ridership and to find out who is not using the service.

Vaughn Wolffe, Pleasanton, said he was on the CAC in the 1980s and people always wanted faster trains. Planes and cars have increased in speed. It is no surprise people want faster service.

#### **CAPITAL PROJECTS QUARTERLY STATUS REPORT – 1ST QUARTER FISCAL YEAR 2017**

Ms. Bouchard said the report has been made available and she is available to answer questions.

#### Public Comment

Roland Lebrun, San Jose, said the report states that a future CBOSS activity is to review and plan to submit draft Revenue Service Demonstration (RSD) application to the FRA. The RSD was supposed to be done in October 2015. It is 14 months late. Another activity is to continue interoperability planning. This is to be interoperable with Union Pacific Railroad (UPRR) between Santa Clara and Tamien. This should have been up front before going any further with this project. Another activity is to hold a design workshop for the onboard translator. This is software in the cab that is translating between a CBOSS protocol and a UPRR protocol. The task is impossible because there is no correspondence between the two systems. At the end of 2017 this has to work or there will be fines.

#### **LEGISLATIVE UPDATE**

Casey Fromson, Manager, Government and Community Relations, provided the following update:

#### State

There is a supermajority in both the Assembly and the Senate and there are 31 new members. Marc Berman, Ash Kalra, and Scott Wiener will be joining the delegation at the State level.

The special session on the transportation funding package is ending, but will be taken up at the next session.

#### Federal

Republicans retain their majority in the Senate and the House.

Elaine Chao is the choice for the next Secretary of Transportation. Ms. Chao served eight years as the Secretary of Labor under President George W. Bush.

Staff continues to pursue completion of the FFGA in the current administration and the Federal delegation is providing support.

#### **CORRESPONDENCE**

No discussion.

#### **BOARD MEMBER REQUESTS**

None.

#### **DATE/TIME/PLACE OF NEXT REGULAR MEETING**

Thursday, January 5, 2017, 10 a.m. at San Mateo County Transit District Administrative Building, Bacciocco Auditorium, 2<sup>nd</sup> Floor, 1250 San Carlos Avenue, San Carlos, CA 94070.

#### **GENERAL COUNSEL REPORT**

**Closed Session: Conference with Legal Counsel – Existing Litigation Pursuant to Government Code Section 54956.9(d)(1): Town of Atherton, et al vs. Peninsula Corridor Joint Powers Board. Case No. CIV532457**

**Closed Session: Conference with Legal Counsel - Anticipated Litigation Pursuant to Government Code Section 54956.9(d)(2): Two Potential Cases**

**Closed Session: Conference with Legal Counsel – Existing Litigation Pursuant to Government Code Section 54956.9(d)(1): Hue Qin Xu, by and through her Guardian ad litem Suzie Tan Wong v. Transit America Services, Inc., et al., San Francisco Superior Court, Case No. CGC 13-534880**

Recessed to closed session at 11:49 a.m.

Reconvened to open session at 12:30 p.m.

Joan Cassman, Legal Counsel, said regarding the existing litigation matter of Xu versus the JPB, a settlement has been achieved within the authority previously authorized by the Board in the amount of \$700,000 to be shared equally with the contract operator, TASI.

No action has been taken on the other items.

Adjourned at 12:30 p.m.