NOTE MEETING DATE

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

AGENDA

September 29, 2010 - Wednesday 5:30 p.m.

STAFF LIAISON: Michelle Bouchard, Director, Rail Transportation

1. Pledge of Allegiance

2. Roll Call

3. Approval of Meeting Minutes of July 21, 2010

4. Public Comment
   Public testimony by each individual speaker shall be limited to three minutes

5. Chairperson’s Report (J. Hronowski)

6. Ad Hoc Committee – Recommendations On Budget Proposals (Service/Fare Changes) (B. Jenkins, G. Graham, M. Tekchandani)

7. Presentation: Bike Count and Dwell Time Study (R. Degman)

8. Staff Report (M. Bouchard)

9. Committee Comments

10. Date, Time and Place of Next Meeting
    October 20, 2010 at 5:30 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA

11. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: San Mateo County: Paul Bendix, Gerald Graham, Sepi Richardson
San Francisco City & County: François Granade, John Hronowski (Chair), Mona Tekchandani
Santa Clara County: Bruce Jenkins, Cat Tucker, Brian Willey (Vice Chair)

PENINSULA CORRIDOR JOINT POWERS BOARD
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306 650.508.6269
INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6223 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at www.caltrain.com.

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

Location, Date and Time of Regular Meetings
Regular meetings are held at the San Mateo County Transit District Administrative Building located at 1250 San Carlos Ave., San Carlos, CA, which is located one block west of the San Carlos Caltrain Station on El Camino Real. The office is also accessible by SamTrans bus routes: 390, 391, 295, 260, and KX. CLICK HERE FOR MAP.

The JPB Citizens Advisory Committee meets regularly on the third Wednesday of the month at 5:30 p.m. at the same location. Date, time and place may change as necessary.

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

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

Accessibility for Individuals with Disabilities
Upon request, the JPB will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Assistant District Secretary at Peninsula Corridor Joint Powers Board, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or emailed to cacsecretary@caltrain.com; or by phone at 650.508.6223, or TDD 650.508.6448.

Availability of Public Records
All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that public records are distributed or made available to the legislative body.
Minutes of July 21, 2010

Members Present: F. Granade, J. Hronowski (Chair), B. Jenkins, S. Richardson, M. Tekchandani, B. Wilfley

Members Absent: P. Bendix, G. Graham, C. Tucker

Staff Present: T. Bartholomew, M. Bouchard, R. Lake

Chair John Hronowski called the meeting to order at 5:40 p.m. Sepi Richardson led the Pledge of Allegiance.

Approval of Minutes
A motion (Richardson/Wilfley) to approve the minutes of June 16, 2010 was passed.

Public Comment
Lawrence Alba, Sunnyvale, reported on a citation he was given on June 22 because it was more convenient to leave the Sunnyvale parking lot areas due to construction and take the train from Lawrence Station, which meant he was travelling in a zone not honored by his current ticket. Mr. Alba asked that this be investigated because he does not want to go to court. Director, Rail Transportation Michelle Bouchard will follow up with staff.

Andy Chow, Redwood City, said a former colleague took his first ride on Caltrain and was cited because he didn’t realize there was a two-part ticket. He said there used to be a sticker on the ticket machine that noted a passenger needed two parts for the 8-ride ticket but it is no longer there. He said Caltrain will no longer accept debit cards that require pin numbers be entered, which adds to the confusion. He recommended people use Clipper; and Caltrain needs to be more customer-friendly to passengers so they continue to ride the train.

Chair Hronowski asked when the 8-ride ticket would be phased out. Ms. Bouchard said, as part of the Clipper program, 8-ride and monthly paper tickets are scheduled to be phased out in January 2011.

Jeff Carter, Burlingame, provided the following:
- Most conductors are great and some are not.
- Train 158 at the 22nd Street Station sometimes leaves 30 seconds to a minute early and strands people for one and a half hours.
- Distributed a newspaper article on BART’s extensions adding debt and the claim that the BART extension to the San Francisco International Airport and Millbrae Intermodal Station didn’t do well because of Caltrain running Baby Bullet trains. He hopes someone responds to this claim.
- Distributed his handout on possible service reductions, which will cause people to lose their jobs; and weekend ridership accounts for approximately 21 percent of Caltrain’s’ total ridership.
- Distributed a letter he sent to the Burlingame City Council regarding High Speed Rail and nimbyism.
Chairperson’s Report – Mr. Hronowski
- Thanked Bruce Jenkins for providing the CAC report at the July Joint Powers Board (JPB) meeting.
- Congratulated Cat Tucker on her reappointment to the CAC for Santa Clara County.

Presentation: High-Speed Rail Update
The report will be deferred to the September meeting.

Staff Report – Ms. Bouchard
- Special service:
  1. Baseball-type service, with two specials in and out, was provided for the Paul McCartney concert at AT&T Park, which served nearly 5,000 customers.
  2. On July 5, staff inaugurated the truncated observed holiday service and took counts at the 4th and King Station to gauge the level of service for that type of day. Staff confirmed that most connecting public transit providers also provided similar Sunday-type service. Service was only slightly lighter and will likely be considered for next year.
- The Clipper program has gone through a soft and hard launch. The next phase will require Caltrain to give up all the paper fare media for multi-ride tickets. Staff is working to be a good regional partner with the Metropolitan Transportation Commission (MTC) with a few caveats. There are some shared fare arrangements between Caltrain and the Valley Transportation Authority (VTA) that cannot be accommodated unless VTA is on Clipper. For example, if one has a Caltrain monthly pass that is good for local fare credit on VTA, there is no way of checking the Clipper card to see if the person has a monthly pass. Staff is working with MTC to get these launches to coincide with Caltrain’s push to be paperless.
- Caltrain launched their new Web site.
- As part of the effort to resolve the budget issue, the JPB approved the Fiscal Year (FY) 2011 Operating Budget at the July meeting with the goal of closing a $2.4 million budget gap with a combination of fare increases, service suspensions and ticket agent office closures. Four outreach meetings will be held, tentatively, on August 19 with one in each county served by Caltrain and in the city of Gilroy to provide the public additional opportunity to review proposals, ask questions and provide comment. One proposal directly affects a single group of Gilroy riders. CAC members will be notified of the final schedule and are urged to attend.

François Granade arrived at 6:01 p.m.

- Ridership for June 2010 is up 2.2 percent compared to June 2009 with a 5.8 percent decrease for the year. This is an excellent result considering the economy. June 2010 revenues are down 1.2 percent compared to June 2009. This is slightly under budget, but staff was able to make that up with other budget savings.
- FY2010 ended on a high note and provides a little hope going into FY2011. Issues with Caltrain are not about the farebox and probably not about ridership; they are about funding - an issue staff is working on for the next year or so.
- Congratulated Cat Tucker on her reappointment to the CAC.
- San Francisco and San Mateo county board members are finalizing their recommendations for appointment of representatives to the CAC at the September JPB meeting.
- The Bicycle Advisory Committee is being finalized and hopes to have its first meeting in August.
- There will be no August JPB or JPB CAC meetings.
Ms. Richardson asked if there was a technicality that kept San Francisco and San Mateo county board members from recommending CAC members for appointment. Ms. Bouchard replied no. Each county has its own process for recommending applicants for appointment to the CAC.

Ms. Richardson asked who makes the selection for each county. Ms. Bouchard said the board members from the county the member serves.

**Committee Comments**
Brian Willey said it was not pleasant to hear stories of passengers being pushed by the law enforcement aspect of train conducting and wished something could be done about it. Ms. Bouchard said staff looks into these cases.

Ms. Richardson thanked staff for a great year. She is pleased that Director Art Lloyd is attending CAC meetings.

Ms. Richardson said when law enforcement starts applying the law as written, some people are not happy.

**Public Comment**
Director Lloyd said he and Ms. Richardson have been talking about making a formal presentation to change the name of Bayshore Station to Brisbane Station. He said Bayshore was Southern Pacific terminology for their freight yard.

Ms. Richardson said there is no city named Bayshore. Ms. Bouchard said she will bring this request to staff.

Chair Hronowski asked about the process to submit a request for a station name change. Director Lloyd said, perhaps, a recommendation from the CAC would be most appropriate because it is chartered to represent the public.

Chair Hronowski asked that this be agendized for the September meeting.

Ms. Richardson said there is no reason why the name should not be changed.

Ms. Richardson asked if there were any transition problems with the earlier meeting time and there were none.

**Date, Time, and Location of Next Meeting**
Wednesday, September 15, 2010, 5:30 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA

The meeting was adjourned at 6:10 p.m.
MEMORANDUM

TO: JOINT POWERS BOARD
FROM: CALTRAIN CITIZEN ADVISORY COMMITTEE
SUBJECT: RECOMMENDATIONS ON BUDGET PROPOSALS
DATE: 9/8/2010
CC: MICHÉLLE BOUCHARD, ROSEMARY LAKE

The Citizen Advisory Committee (CAC) has conferred on Caltrain’s proposed service changes to close the $2.3M budgetary gap and has arrived at a consensual view on the preferred outcomes. In ideal circumstances, we would endorse no changes to the current service levels and fares, but understand the constraints facing Caltrain and offer this perspective to be as constructive as possible.

Should service changes be necessary, our preferred measures are as follows:

- **Discontinue Staffed Ticket Offices** – This is the biggest cost saving measure with potentially the lowest customer impact. With the introduction of the Clipper℠ Card, we hope that the need for ticket offices will diminish over time. Further mitigating the need for the office is the observation that conductors are generally very helpful and are available to answer customer questions pre-departure. The one area for potential concern is the lost and found office.

- **Modify parking fees and regulation** – Though we do not have details on the proposed revised fee structure/regulation, it seems that implementing this change would impact only a portion of the ridership and is thus worth consideration. We are aware that parking fees were increased last year but believe the negative customer response was within reason.

- **Revise codified tariff to reflect Clipper℠ card implementation; Discontinue the Monthly Pass grace period; Discontinue the use of 8-ride by more than one passenger per ticket; Redefine “Youth” to 17 years old and younger** – Though we do not have a sense for the budgetary impact of these measures, they appear to be rational changes to make in a fiscal emergency. We also suggest Caltrain conduct a review of the age threshold for youth fares on similar mass-transit systems, since there may be a case to make the definition even more stringent than 17 years.

The CAC supports the following proposals with hesitation:

- **25 cent per Zone Fare Increase** – While the budget impact of a fare increase plus the other changes is enough to close this year's gap, we are concerned about the ridership impact. As Christine Dunn stated, “We're dangerously close to that tipping point when you begin to lose ridership, and then it becomes a vicious cycle with dire consequences.” We believe that Caltrain should continue to educate riders about the fare box revenue in comparison to other mass-transit systems. If the case can be made for dedicated Caltrain funding, the entire Bay Area would benefit.
• **Suspend service to Gilroy** – With a 78 percent decline in ridership on the Gilroy extension (from the 2001 high of 1,555 weekday passenger boardings to the current level of 341), this service does not have enough passengers to justify continuity in the current fiscal environment. If the budget situation improves, we hope this service would be restored.

• **Increase Go Pass fare** – It seems ironic that Silicon Valley business leaders have come out in favor of renewed transportation programs¹ while not making the Go Pass available to employees. Company-chartered buses still shuttle employees to office locations instead of them riding Caltrain. We are aware that the Go Pass fare was increased last year. We hesitate to endorse this proposal for fear that this will further deter organizations from making the program to employees, and suggest a more concerted effort to engage with local business leaders in creative ways to establish the cost efficacy of Go Pass relative to the current employee transportation options they offer.

The CAC strongly discourages the following proposed measures:

• **Eliminating weekend, midday, morning or night trains** – Savings from eliminating weekday/weekend service were quite small especially when one considers the popularity of such trains. The ‘special’ trains to serve Bay Area events including the Giants games are extremely successful. Any eliminations here could potentially have an adverse impact on community goodwill towards Caltrain.

The Citizen Advisory Committee (CAC) wishes to thank Caltrain employees who have searched for solutions to this very difficult budget environment while simultaneously accepting pay cuts and furloughs themselves, and also appreciate the fact that this challenging process is open to public comment. We strongly support Caltrain’s future vision, including electrification which would potentially alleviate some of the budget concerns, and encourage further review of potential cost cutting measures and revenue enhancement opportunities. For example, we look forward to the upcoming Amtrak service contract renewal competitive bid, which could yield budgetary and service benefits.

Please let us know if you have any questions about our recommendations.

Best regards,
Bruce C. Jenkins, Gerald Graham and Mona Tekchandani
Ad-hoc Committee for Caltrain Service / Fare Adjustments

¹ [http://t4america.org/pressers/2010/05/06/business-leaders-emphasize-economic-potential-of-a-renewed-vision-for-the-nations-transportation-program/](http://t4america.org/pressers/2010/05/06/business-leaders-emphasize-economic-potential-of-a-renewed-vision-for-the-nations-transportation-program/)