February 15, 2012 - Wednesday

STAFF LIAISON: April Maguigad, Manager, Rail Operations

1. Pledge of Allegiance

2. Roll Call

3. Approval of Meeting Minutes of January 18, 2012

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

5. Chairperson’s Report (P. Bendix)

6. Update on Bylaws – Article III – Meetings, Section 3 (M. Martinez)

7. Update on Changes to Codified Tariff

8. Staff Report (A. Maguigad)

9. Committee Comments

10. Date, Time and Place of Next Meeting
    March 21, 2012 at 5:40 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 (Chair), Gerald Graham
San Francisco City & County:  Kevin Gardiner, John Hronowski, Scott Klemmer (Vice Chair)
Santa Clara County:  Bruce Jenkins, Cat Tucker, Brian Wilfley
INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6279 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.

The JPB Citizens Advisory Committee meets regularly on the third Wednesday of the month at 5:40 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 JANUARY 18, 2012


MEMBERS ABSENT: S. Klemmer

STAFF PRESENT: M. Bouchard, R. Haskin, M. Martinez

Past Chair Bruce Jenkins passed the gavel to Chair Paul Bendix.

Chair Bendix called the meeting to order at 5:42 p.m. Brian Wilfey led the Pledge of Allegiance.

Approval of Minutes
A motion (Tucker/Wilfey) to approve the minutes of December 14, 2011 was approved.

Public Comment
Michael Drury, San Francisco, said he is a user of the 8-ride ticket. There will be a half million more in revenue with the fare increase. He asked what is going to be done with the increased revenue.

Chairperson’s Report – Paul Bendix
CAC Chair Bendix said he and Director of Rail Michelle Bouchard spoke last month regarding wheelchair boarding on the Bombardier cars and wondered if there was any update on the issue. He is also interested in hearing an update on the parking meters at the 22nd Street Station.

Presentation: Changes to Codified Tariff
Executive Officer, Customer Service and Marketing Rita Haskin said this will be the same presentation that will be presented at the public meetings.

The proposal:
- Increase the price of the Go Pass from $155 to $165 and set the minimum level for participation at $13,750.
- Lengthen the sales period of activating a monthly pass to the 15th of the month.
- Recommend increasing the cost of the paper one-way ticket by $0.25 per zone and paper Day Pass by $0.50 per zone.
- Eliminate the 8-ride ticket.

A new fare chart is posted on the Caltrain website showing current fares, fares with Clipper Card and fares for paper ticket.
The timeline for implementation is:

- CAC meeting tonight.
- Public meetings in Gilroy, Mountain View, San Francisco and San Carlos next week, January 24 and 25. Ms. Haskin thanked Cat Tucker for helping with a meeting location in Gilroy.
- Public hearing at the February 2 Board meeting with action at the March 1.
- Changes would be effective July 1.

Ms. Haskin said the way the public can comment is via a comment card, email to changes@caltrain.com, regular mail, call the customer service center or attend the public hearing and speak. People can stay informed on the process through the website, Facebook and Twitter.

Chair Bendix asked how the Go Pass works. Ms. Haskin said it is for companies who join and they must pay for all full-time employees. Under the current system the employer pays $155 per employee. Not all employees ride so that is what is helping subsidize the program.

Mr. Wilfley asked what is the rational on the increase on paper tickets. Ms. Haskin said the last increase was a base increase and the previous one before that was a zone increase. The real purpose is the region has invested in the Clipper System and we need to get people to use Clipper. All the monthly customers have moved to Clipper and some of the one-way riders have moved over, but not a lot so this is an incentive to them to avoid the fare increase by using Clipper.

Mr. Wilfey asked if there is any chance to sell Clipper cards at the stations. Ms. Haskin said we don’t have the machines for this, but at San Francisco Municipal Transportation Agency a passenger can get a limited use pass out of their ticket machines.

John Hronowski asked if there are any plans in the future to buy a Day Pass using the Clipper Card. Ms. Haskin said no because staff can’t get it to work the way paper Day Pass does.

Gerald Graham clarified that the Go Pass is $165 per year. Ms. Haskin said yes and the companies pay up front.

Mr. Graham asked if the GO Pass replaces the Commuter Check Program. Ms. Haskin said no.

Mr. Graham is concerned with the elimination of the 8-ride paper ticket and having to pay extra. He said this is discriminatory against the occasional rider and those coming from the airport. Mr. Graham said he is vehemently opposed to this recommendation. Ms. Haskin said customers who have disabilities, senior, youth or have a Medicare card are able to pay half the fare.

Mr. Graham said this is another obstacle for people to not ride Caltrain and Clipper is not the solution to everything. Ms. Haskin said Clipper is not for everyone. Staff has
invested a lot in Clipper and it is in our best interest to get others to use it. Caltrain has been the anomaly. Last time there was a fare increase, ridership continued to grow.

Mr. Graham said BART is still selling discount tickets and not charging for using a paper ticket. Ms. Haskin said BART is still transitioning. She said staff will look into seeing if this is discriminatory or not to seniors.

Ms. Tucker said people really have no choice and the Board is not going to disapprove it. Ms. Haskin said it is not a slam dunk. The Board does listen to the public and weighs the pros and cons. The Board may have a different view, but 8-rides make up the smallest percentage of customers.

Ms. Tucker asked about the rate increase and if staff planning to increase fares every six months. Ms. Haskin said staff prefers not to increase fares every six months. Fifty percent of customers are monthly pass customers who will not be impacted by this and one way paper passengers can move over to Clipper and not see an increase.

Ms. Tucker asked where the increase in revenue will go. Ms. Haskin said it will go into the Operating Budget.

Kevin Gardiner asked if the 8-ride pass goes away does that mean those riders will not be able to buy monthly parking. Ms. Haskin said yes.

Mr. Gardiner asked if any stations are having parking capacity issues and would we lose revenue if they chose not to park. Ms. Haskin said lots are full at some of the stations.

Ms. Tucker asked for the reason for the phrasing of changes in the Codified Tariff. Ms. Haskin said because that is what drives and sets the fares. If we said fare increase it would put a lot of passengers into a panic that aren’t going to be affected by this.

Chair Bendix said there is a perception that there are still bugs and problems with Clipper. Ms. Haskin said Clipper is not a perfect system. One of the biggest complaints is the $1.25 minimum cash balance requirement and staff has tried fighting it for a long time to get that requirement removed. One of the concerns the Metropolitan Transportation Commission (MTC) has is that it will change what the negative balance can be. Staff has told MTC that Caltrain has fare enforcement and don’t think it would be a problem.

Chair Bendix asked why Clipper can’t operate like the London Oyster card. Ms. Haskin said it is old technology.

Mr. Hronowski asked when the public meeting in San Francisco is. Ms. Haskin said San Francisco and Gilroy is January 24 and Mountain View and San Carlos is January 25.

Mr. Gardiner asked what the proper way to comment on the proposal is, as an
individual or as a CAC member. Ms. Haskin said for him to announce himself as a CAC member, but that the comments are his personal comments.

Ms. Bouchard reiterated that the Board won’t take action on this item until March so staff will report back at the February CAC meeting.

**Discussion on Bylaws - Article III - Meetings, Section 3**

JPB Secretary Martha Martinez said this item is at the request of Ms. Tucker. The CAC has been provided a current copy of the CAC bylaws. Any change to the bylaws must be approved by the Board.

Ms. Tucker said she is concerned that the CAC has lost some good people due to various life issues and missing meetings. The attendance policy seems a bit strict and does not allow for extenuating circumstances. There was also confusion on the wording consecutive. She said on her boards and commissions there is no attendance policy and they recognize these are volunteer positions and life gets in the way sometimes. She understands if this issue affects having a quorum but there has only been a quorum issue once since she has been on the committee. She would like the wording changed because to miss four in a 12-month period is too rigid.

Mr. Graham said he agrees with Ms. Tucker’s comments and doesn’t like the four absences in a 12-month floating window and would rather have the timeframe be a calendar year.

Mr. Wilfey said the difficulty with making it a calendar year is a person can miss the last three meetings of one calendar year and the first three of the next calendar year which would mean they would miss six months. He would prefer the wording stays as is.

Mr. Gardiner asked what the definition of excused verses unexcused. Ms. Martinez said an excused absence is a CAC member calling in and letting staff know they will be missing the meeting. Ms. Martinez said the policy does not differentiate the four absences from being excused or unexcused.

Ms. Martinez said this policy was created by the CAC. As background there are two other CACs and they are both calendar year and have four absences per calendar year. Ms. Martinez said she also wanted to apologize to Ms. Tucker for incorrect attendance information that was previously provided.

Ms. Tucker said she thinks the attendance policy is too rigid.

Chair Bendix said the CAC has only had one meeting when there was not a quorum. Ms. Bouchard said in the past meetings were held even when there wasn’t a quorum so staff could share information, but have been advised by legal counsel that if there is not a quorum we cannot hold a meeting.

Ms. Tucker would like to recommend the CAC change their attendance policy to a calendar year to be consistent with the other two CACs.
Ms. Martinez said a vote can be taken tonight or the other option is to create an ad-hoc committee to be prepared to come back for a vote at the February meeting.

Mr. Graham said if it is just the period of the four absences the CAC is probably ready to move on with the change.

Mr. Hronowski said he understands the need for attendance at a meeting, but if someone gets to four there should be some leeway where there is extenuating circumstances.

Mr. Wilfley said an ad-hoc committee might be necessary based on the wording for extenuating circumstances and an absence being excused or not. He is against changing to a calendar year.

Chair Bendix recommended that this item be brought back to the February meeting to give members time to think about the recommended change. Ms. Martinez said she will look to see if other committees and agencies have anything in their attendance policy that relates to circumstances where the chair can provide some leeway in absences.

A motion (Tucker/Gardiner) to change Article III – Meetings, Section 3 of the bylaws from rolling 12-month period to calendar year was approved with Mr. Wilfley voting no on the recommended change.

Ms. Martinez said for this change to be made the Board will have to ratify the CAC bylaws so she will submit a staff report for their approval.

A motion (Gardiner/Tucker) to have extenuating circumstances evaluated by Ms. Martinez using protocols from other CACs and Boards for consideration on next month’s CAC agenda.

**Staff Report – Michelle Bouchard**

Ms. Bouchard thanked past chair Bruce Jenkins for his work last year and looks forward to working with Chair Bendix this year.

Ms. Bouchard reported:

- Staff has discussed Chair Bendix’s wheelchair concern. Caltrain has not been able to keep up with the evolution of the wheelchair. Chair Bendix helped staff understand how the wheelchair is interfacing with the ramps that are used to bridge the gap between the Bombardier cars and the mini-highs. These platforms used to be only at Baby Bullet stations, but now are systemwide. The rule in railroading has always been take the safe course so when there is an electric wheelchair that is boarding the conductors will be using the hand crank lifts to allow for the safest boarding possible. Amtrak is looking at a simple engineering and more permanent fix to this issue.
• Thanked everyone for weighing in on the 22nd Street parking issue. It has allowed for a dialogue with staff at San Francisco Municipal Transportation Authority (SFMTA). On Friday staff is meeting with the SFMTA project manager to understand the thinking behind the change and the issue of the proposal on the table. This will also give staff a venue to provide feedback to SFMTA as this is a big change for customers. She will update the CAC via email after the meeting.
• Introduced new Manager Rail Operations April Maguigad. She has been in a similar role at the Virginia Railway Express (VRE). One of the key experiences she has had brought with her is VRE went through a similar transition to what we are going through now.
• Update on rail contractor transition:
  o Contract was awarded on September 1 and Notice to Proceed was given on October 1.
  o Staff always knew a five month transition was an ambitious one.
  o Over the course of the last three months staff has learned a lot and have been going through an assessment process which is a little more involved than anticipated.
  o The process has involved staff taking comprehensive joint inventories with the old and new contract operator as well as assessing the state of good repair.
  o Through this process staff has decided to extend the date from March 3 to May 26.
  o There is an exceptionally high level of cooperation between Amtrak and TransitAmerica (TASI).
  o Staff continues to have conversations with the Federal Railroad Administration (FRA) and TASI is very well known to them because of their work on other properties. The FRA is very pleased with the transition.
  o Staff has identified key activities that need to be completed. One is the regulatory issue which has already been discussed and the second is the acquisition of the workforce.
  o At this point there is a baseline mobilization and transition schedule that brings the new operator to the May 26 service date. This new date helps mitigate a lot of risk in trying to get a March 3 date complete.
  o A safe transition is the number one objective of this organization and also want it to be seamless for our customers.
  o The Board approved a budget amendment in January to provide the additional funding for the mobilization.
• The trend in increasing ridership and revenue continues. Average weekday ridership is up 10 percent and year-to-date up 7.8 percent. Farebox revenue is up 25 percent over last year.
• Special service:
  o Four extra trains ran on New Year’s Eve carrying additional 50 percent in riders over last year which caused us to not be able to provide rides home for everyone. The last train was overly full. Staff is going back to the drawing board and look at service for next year. An additional 4,000 passengers were carried on just the four trains.
  o The annual Martin Luther King Freedom train ran on January 16.
In lieu of the Holiday Train, staff held a transit toy drive and over 500 toys were collected. Staff has been able to secure some funding so the Holiday Train will be back this year.

Staff was a bit overwhelmed by ridership for the 49er game on Sunday, January 15 with an additional 1,000 riders. An extra train will run after the January 22 game from Bayshore south to San Jose.

Ms. Martinez reported that staff is going through the recruitment process to fill Sepi Richardson’s vacancy. Ms. Richardson was elected by the cities of San Mateo County to the San Mateo County Transportation Authority.

Ms. Tucker said when staff is negotiating with the bargaining units are they just transferring what we already have or is there an opportunity to cut costs. Ms. Bouchard said no because they have 13(c) labor protection. What this means is for all representative employees they have to be provided an opportunity to work and they cannot receive a worsening of conditions with respect to benefits and wages.

**Committee Comments**

Mr. Wilfey welcomed Ms. Maguigad and said she is joining an outstanding staff and a great agency.

Mr. Hronowski said he said that the shoofly was put in place in San Bruno. Ms. Bouchard said yes and without any mishap.

Mr. Gardiner said he overheard someone talking about a bike sharing program coming to San Francisco and the Peninsula and wondered if the CAC will receive a report on it in the future. Ms. Martinez said she there were some presentations given on last mile funding, but would be happy to send the CAC the information that was presented to the Caltrain Board.

**Date, Time and Location of Next Meeting:**

February 15, 2012 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Meeting adjoumed at 7:07 p.m.