MINUTES OF MAY 16, 2018

MEMBERS PRESENT: C. Chang, P. Escobar, L. Fernandez, L. Klein, C. Tucker, J. Welch, B. Shaw (Chair)

MEMBERS ABSENT: R. Valenciana (Vice Chair)

STAFF PRESENT: J. Navarro, J. Navarrete, C. David, C. Bernardo

Chair Brian Shaw called the meeting to order at 5:48 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF APRIL 18, 2018
Motion/Second: Tucker/Chang
Ayes: Escobar, Welch, Shaw, Fernandez, Klein
Absent: Valenciana

PUBLIC COMMENT
Jeff Carter, Millbrae, mentioned that his comments are included in CAC public correspondence packet. He stated that during last month’s CAC meeting there was a presentation on fare study that mentioned elasticity value estimated to be -0.2. He requested staff to provide an explanation of elasticity. He also asked staff what ridership and revenue loss would look like with a 5% or 10% fare increase.

CHAIRPERSON’S REPORT
Chair Brian Shaw noticed that there have been minor equipment issues lately. He understands that the fleet is 30+ years old and wanted to mention the recent equipment issues.

COMMITTEE COMMENTS
Member Cat Chang stated that she noticed the correspondence packet included CAC applications with personal information although privacy was selected and she requested that information be removed. Staff advised that correspondence packet is only available in print at the meeting. Correspondence packets were collected and personal information was removed as requested.
CENTRALIZED TRAFFIC CONTROL
Joe Navarro, Director, Rail Operations, conducted a demonstration on how Centralized Traffic Control functions. He presented video replay of the morning peak hours at 4th and King St. Station. Joe explained that the system is a graphic representation of the railroad that allows the dispatch to see train location. The system allows for the dispatcher to remotely control signals and develop routes. Train movement does not happen automatically and is done by manual entry by the dispatch. When there is a service disruption the dispatch moves the trains accordingly. The video showed trains turning within the 20 minute goal at the 4th & King St. station during the morning peak hours.

Joe reported that there have been improvements made to the control system, most recently with a ROCS (Rail Operation Control System) refresh that included new hardware equipment obtained and updates to the existing software. Although there have been recent updates made, there are ongoing items that tie into the system that need to be resolved which include updates to PADS (Predictive Arrival/Departure System) and VMS (Visual Message Sign).

Public comment:
Roland Lebrun, San Jose, asked staff whether the video was a snapshot of the existing CATS system and Joe confirmed and stated that it was a 3 hour video snapshot condensed into 6 minutes of the AM peak hours. Roland asked whether it is ARINC and Joe confirmed. Roland went on to say that Caltrain has written a letter to the FRA that basically indicates block signaling will no longer be used due to switching to IATMS. Roland then said he had a couple of points to go over. First he said that trains are able to be turned within 5 minutes as he has witnessed it happening at the Tamien station. Roland said that not having a simulator on property is a problem as it would prove that no more than 2 tracks, in and out of the Transbay terminal, is needed.

UPDATE ON SIGNAGE PROPOSAL
Joe Navarro, Director, Rail Operations, reported an update on the Platform Signage. Joe advised that on May 7th, Platform Signs advising passengers of platform closures have been placed at the affected stations. He reports that approximately 2 complaints a week have been made since then, from passengers still not noticing these static signs on the platform. Joe stated that he is currently working with ARINC to update the VMS (Visual Message Sign) to reflect a standing message of “Platform Closed” at the affected platform and anticipates this update sometime in June. Joe advised that by taking these measures, there are significant cost savings to the District.

The Platform Signs read “Due to construction, track assignments can change with limited warning. The scrolling message on the digital sign and platform announcements provide the most up to date information”

Chair Brian Shaw asked whether these signs are placed directly below the VMS (Visual Message Sign) directing passengers to look up and asked whether the VMS then reflects the status of the platform. Joe confirmed that the static signs are on the platforms, however that the standing message, “Platform Closed” will be in effect in June. Chair Brian Shaw asked about the current process. Joe advised that currently
the static platform signs are stationed on the platform at all times, that there are audible station announcements and that the VMS (Visual Message Sign) scrolls an Ad Hoc message in intervals, however that between intervals the schedule message appears and may confuse passengers. The goal is to have a standing “Platform Closed” on the VMS at all times during platform closures and anticipates rolling this out in June.

UPDATE ON SOUTH SAN FRANCISCO STATION IMPROVEMENT PROJECT
Chuck (Charlemagne) Bernardo, Senior Project Manager, presented an update on the South San Francisco Station Improvement Project.

Project Elements / Benefits
- Pedestrian Underpass
- Shuttle Pick-up/Drop-off
- Accessibility Improvements
- Center Board Platform
- Removal of Holdout Rule
- Safety Improvements
- Fewer System-wide delays

Chuck then presented pictures of the progress to date of the project. He stated that most of the construction is related to track elements.
Current elements of construction

- Track Removal
- Track Shift
- Track Rehabilitation

(PowerPoint presentation available on Caltrain website)

Next elements of construction

- Platform construction on the Westside
- Electrification foundation installation
- Excavation for underpass

Member Paul Escobar asked what safety features will be in place at the pedestrian path underground for pedestrian safety. Chuck responded that the underpass was laid out in conjunction with the City of South San Francisco and that safety was an important element as part of the design. For example with the alignment of the path there will be no blind spots and there will be a clear view to the other side. There will always be sufficient lighting at any time of the day for pedestrian safety.

Chair Brian Shaw noticed that the shuttle pick has shifted from one side of the station to the other. Chuck confirmed this set up and said that all shuttles will be on the West side of the platform for the duration of the project. However once the project is complete both sides can accommodate shuttle service. The City of South San Francisco may take the lead on coordinating shuttle service on the East side, however the public will be notified if and when this occurs at the completion of the project.

Public comment:
Roland Lebrun, San Jose, asked the CAC members whether they know the definition of the “Hold out Rule”. Chair Brian Shaw explained that the hold out rule is currently in place at stations with narrow center platforms for passenger safety. The hold out rule allows only one train to enter the station at a time. Eliminating the hold out rule will allow trains to run more efficiently and effectively and will become very critical with High Speed Rail. (This project will improve passenger service and safety at the station, and will allow Caltrain to eliminate the “holdout rule”. Currently trains must “hold out” beyond the station if another train is in the station, and cannot enter the station until the first train has left. This project will allow more than one train to enter or pass through the station at a time, allowing for more flexibility in scheduling trains.) Roland continued to say that seven years ago several people were nearly killed due to a baby bullet speeding through a station. Roland pointed out that on the second slide of the PowerPoint presentation there is an overpass above the underpass and doesn’t make sense of it. Roland stated that this type of platform design is a disaster and that an island type of platform should not be designed on a High Speed Rail line that will run at 110 MPH. He asked what is the source of funding for this project. He mentioned that there will be a pedestrian crossing that is not in the design on the PowerPoint. Roland also stated that to his knowledge these are Union Pacific tracks.
STAFF REPORT UPDATE
Joe Navarro, Director, Rail Operations, reported:

On-time Performance (OTP) –
- **April:** The April 2018 OTP was 92.6% compared to 95.8% for April 2017.
  - **Mechanical Delays** – In April 2018 there were 1007 minutes of delay due to mechanical issues compared to 637 minutes in April 2017.
  - **Trespasser Strike** – There was one trespasser strike on April 7, resulting in a fatality.
- **March:** The March 2018 OTP was 94.3% compared to 96.5% for March 2017.

Special Event Train Service –
- **Services Performed:**
  - San Jose Sharks
  - Giants Baseball
- **Services Scheduled:**
  - Taylor Swift Concerts at Levi’s Stadium
  - Bay to Breakers
  - Memorial Day Holiday Service

Capital Projects
- San Francisco Highway Bridges
- San Mateo 25th Avenue Grade Separation Project
- South San Francisco Station Improvements
- Redwood City Grade Crossing Improvements
- FY16 Grade Crossing Improvements Project
- Sunnyvale Station Rehabilitation Project
- Inward Facing Cameras
- HVAC Improvements at the CCF Communications Equipment Room

San Bruno Station
Joe advised that staff is looking to improve communication at the San Bruno Station to inform passengers of platform closure from street level.

Caltrain Mobile Ticketing App
- In April, Caltrain Mobile sold 15,794 tickets, a 72.2% increase in ticket sales compared to March. About 75.1% of the tickets sold were One-way and the most common ticket category used was Adult category (89.7%). Caltrain Mobile was downloaded nearly 15,794 times in April.
- Currently staff is exploring with moovel North America, LLC the addition of daily parking and components for trip planning and real-time information on service updates, among other functions.
Go Pass Pilot Program

- Piloted by three companies participating in Go Pass
- In April, Clipper system registered 8,390 unique users accounted for 132,752 boardings, a slightly decrease from previous month (<1%).
- The agency will continue to monitor and evaluate the pilot program throughout the year to determine future use of the Go Pass on Clipper by the remaining Go Pass participating companies.
- Early stages of possible procurement of new TVMs for FY19.

Chair Brian Shaw asked whether the inward facing cameras are a requirement. Joe responded that it is a requirement and will help with incident investigations.

Public Comment

Jeff Carter, Millbrae, stated that under item 10a) Customer Experience Task Force Update, the Go Pass Pilot Program indicates that the Clipper system registered 8,390 unique users and accounted for 132,752 boardings. Dividing the boardings by the users, it results in 15.82 boardings per user. Jeff asked whether that means that each Go Pass user only rides 15.82 times or 7-8 days per month? He also stated that it was similarly reported last month. He asked to reference his correspondence in the correspondence packet for further details. Jeff requested staff to provide clarification. Jeff also requested origin and destination data to be made available.

Joe Navarro, Director, Rail Operations, responded and said that he would have a response by the next meeting.

Chair Brian Shaw advised that the Go Pass is available for use 7 days a week, at any time during the day, in any direction.

Adrian Brandt, asked Staff for an update on previous possible solutions to help avoid drivers driving into the right of way to help reduce vehicle strikes.

Joe Navarro, Director, Rail Operations advised that staff is still working to resolve.

Roland Lebrun, San Jose, asked staff whether they needed a complete specification. Joe responded everything is handled.

JPB CAC Work Plan Update

Chair Brian Shaw advised that he and Vice Chair Ricardo spoke to staff to finalize the work plan for the remainder of the year.

Tentatively scheduled:
June 20, 2018
- Wi-Fi Update
- Mobile App update
July 18, 2018
- Visual Messaging System Station Signage
Chair Brian Shaw requested the committee to provide additional topics to be considered for the work plan.

Member Cat Tucker asked for an update on the budget and Chair Brian said that the update typically happens late summer.

Cat also asked about the Business Plan and Brian also advised that the update will be presented to the CAC at some point.

Paul Escobar asked whether ideas can be submitted at a later time and Brian confirmed that option is available.

Member Julia Welch requested a follow-up to the Fare Study. She stated that it was compelling information and serious cautions on interpretation of the findings were concerning particularly about the burden on low income passengers and whether there is a grant to help low income passengers. Brian Shaw mentioned that there will be a phase 2 on the fare study that will include Go Pass data.

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**
June 20, 2018 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 6:37 pm