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 DECEMBER 16, 2015

MEMBERS PRESENT: J. Berk, A. Lee, A. Levin, Y. Mills, G. Scharff, B. Shaw, A. Sweet, C. Tucker

MEMBERS ABSENT: C. Cobey (Chair)

STAFF PRESENT: J. Averill, M. Bouchard, J. Castaneda, C. Fromson, M. Martinez, D. Stewart

Vice Chair Alex Sweet called the meeting to order at 5:41 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF NOVEMBER 18, 2015
Adina Levin said on page 6 where she said Caltrain should have inter-county buses should be inter-county express buses. She said on page 10 she requested to add “because they may be priced out of rail” to the end of her statement that the study may not address Caltrain because most low-income people use bus service.

Brian Shaw said on page 8 there is a typo that reads “Ms. Shaw” and should read “Mr. Shaw.”

Yvonne Mills arrived at 5:44 p.m.

Motion to approve the minutes of November 18, 2015 as amended.
Motion/Second: Shaw/Lee
Ayes: Berk, Lee, Levin, Mills, Scharff, Shaw, Sweet
Absent: Tucker, Cobey

PUBLIC COMMENT
Doug DeLong, Mountain View, said when it comes to the fare changes, a way to look at it is that some of the customers don’t have transit options. He said if the price of the Go Pass was raised to $2,000 a year, just from Stanford alone the JPB would get enough money to eliminate the subsidy from the partners.

Jeff Carter, Millbrae, said last week there was a report on television about a grandfather who rides Caltrain and purchased a Clipper Monthly Pass online, and because of the way Clipper works, the card was not valid until five days after. The man was riding the train and the conductor issued a citation. The man went to court and the judge was sympathetic and told the man to report the issue to Channel 7. The Caltrain spokesperson said the website mentions the delay in buying Clipper tickets.
online and the passenger should have known and did not have valid fare. Mr. Carter said on December 7 several people were stranded at 22nd Street because Caltrain was single tracking and the customers were directed to the northbound platform by the employee in charge. The train did not wait for the customers to wait to get to the other platform and they had to wait 90 minutes for the next train. He said when Caltrain does the fare study he hopes they take an objective look and solicit customer input.

Cat Tucker arrived at 5:48 p.m.

COMMITTEE COMMENTS
Ms. Levin asked if the agenda can have a standing topic to get regular staff reports that address the capacity constraints. There are things Caltrain is working on to alleviate constraints such as putting into service additional cars, services for customers who use bikes and get bumped, Caltrain Modernization Phase 2 and other things. Danielle Stewart, Acting Director, Rail Operations, said she will be making updates in her staff report unless there is something specific that needs to be agendized.

Chair Sweet said January will probably be her last meeting. She said she works in Oakland and coming to this meeting is a challenge.

CHAIRPERSON’S REPORT
Ms. Levin said she reported to the Board the CAC’s concerns about the fare proposal and that it was not sufficiently supported to get the CAC’s endorsement. The Board approved the fare increase for budgetary purposes. The Board made many comments picking up on the CAC’s ideas on studying the fare structure including corporate pricing, the Go Pass, student fares, distance-based fares, parking, peak-hour pricing, and a robust set of issues.

Casey Fromson, Government Relations Officer, said there is a new planner who is part of the Caltrain planning team and she will be working on the fare study. It is a priority in the new year and staff will report back to the CAC when the scope is outlined a bit more.

Jonathan Berk said there must be a clearly defined objective. It would then be easier to understand why the fares are set the way they are if a clear objective is defined.

Appointment of 2016 Officer Nominating Committee
Chair Sweet appointed Mr. Berk, Ms. Levin, and Ms. Tucker to the nominating committee.

ADVISE THE BOARD TO TAKE ACTION TO IMPROVE CUSTOMER SERVICE
Mr. Berk said this is an advisory committee and has no formal power. He sits on another advisory committee at work, but their advice is always taken and they are basically the decision makers. He said the CAC does not have much influence or power and the reason is because they are not fulfilling their role as advisors. He said the CAC has expertise in identifying problems but not in fixing them. He said he wants the CAC to focus on identifying problems, advising the Board that the problems exist, and then letting the Board decide how to address the problems. The CAC has identified
customer service and the issues he has outlined in his memo as problems. The memo has one motion: The current level of customer service on Caltrain is unacceptable. He showed a picture of Train 69 at a station at 5:15 p.m. The Predictive Arrival/Departure System sign does not have Train 69 on it. The sign listed Train 69 before it arrived, said it was arriving, and disappeared off the sign before the train got to the station. There is enough space on the sign to list the stops that the train is making. Some other deficiencies are: there is no evidence to deal with capacity over the next five years; when an incident occurs on Caltrain there is no formal response plan; trains are not adequately labeled; the information system is inadequate; there are no quiet cars; there is no Wi-Fi service; the on-time performance (OTP) is inadequate. This is not an exhaustive list of the concerns with customer service. He said he was heartened by the response from Michelle Bouchard, Chief Operating Officer, Rail, who submitted a staff report that agrees with the CAC proposal. He said it is not the CAC’s job to tell Caltrain how to fix the problems. He said Caltrain needs a vice president of customer service whose job is to represent the customers.

Greg Scharff said he would second the motion, but he would like to amend the motion to state, “for example but not limited to” and then the list of problems. Mr. Berk said he assumes his memo would go to the Board and he volunteered to represent the CAC at the next Board meeting.

Ms. Mills said a motion should have an action attached to it, and this is just a statement. Mr. Berk said the CAC is just giving the Board advice in an advisory capacity.

Ms. Mills asked how much the Board listens to the CAC. Ms. Tucker said the Board members are approachable and she thinks they do listen, but they have to operate under their own constraints.

Mr. Scharff said he would like Mr. Berk to present this to the Board. Mr. Berk said he plans to do that.

Mr. Scharff asked if this issue can be put on the Board agenda so the Board could discuss it at the meeting.

Ms. Levin said at the last Board meeting she presented to the Board the CAC’s “no” vote on the fare policy. That prompted the Board to discuss the CAC’s concerns. There was a relation in the Board’s discussion between what should be looked at in the fare study and the issues and concerns that were raised by the CAC. She said one thing that was different in the report to the Board was that the CAC took a vote. She said the next chair should work with staff to have more votes on the CAC agenda to provide recommendations to the Board.

Chair Sweet asked if the issue can be put on the Board’s agenda. Martha Martinez, Executive Officer, District Secretary/Executive Administration, said staff will agendize the issue on the Board agenda and will include the CAC memo to give the Board advanced notice so they can give the CAC some feedback.
Ms. Bouchard said when staff read through the CAC memo it struck home that the CAC thought customer service had declined and staff was not listening. Staff agrees that the level of customer service is unacceptable. A transition is occurring within the organization. The communications office has been reorganized. Staff is committed to understanding the issues better and being more responsive because staff relies on the CAC to represent the customers. In view of this transition, she asked to reset the relationship between the CAC and staff support. There has been a breakdown in communication and respectful discourse. She would like to bring it back to a place where staff is responding in meaningful way, and if there is something that can be done, staff will do it. Staff couldn’t deny most of the issues identified in the memo and would like to do the work and come back to the CAC with actionable suggestions. She said staff would like the respect of the CAC understanding that there are some things that staff are not going to be able to do, but staff will provide transparency and the information the CAC needs to understand the decision.

Ms. Mills asked Ms. Bouchard if she would like the CAC not to report this to the Board. Ms. Bouchard said the CAC should do whatever it feels it needs to do, but if the memo is in repose to non-responsiveness from a previous group of people, she would like the opportunity to work with the CAC and be responsive. She said staff feels strongly about customer service and if the CAC wants to elevate this to the Board level, it is the CAC’s prerogative.

Ms. Fromson said the customer service issues that the CAC have raised are important and should be addressed by staff. Moving forward, it would be helpful to think about a solution-oriented process to address these issues. She said it could be a good idea to let the new staff team address the concerns that have been raised so far and create a format for consistent updates on other issues going forward.

Ms. Sweet there are two suggestions, one is the motion to take this to the Board advising them to take action, and the other is to set up a methodology to address the specific issues and work internally to find some solutions and create recommendations of advice to bring to the Board.

Ms. Levin asked if it makes sense to pause this motion and ask the new communications chief to come address the set of issues and discuss what Caltrain is doing specifically and organizationally to be more responsive on customer issues.

Ms. Tucker said it wouldn’t hurt for this to go to the Board as long as there are no demands being made and staff would get full support from the Board to take action.

Mr. Berk said there is an opportunity here to change. Staff could always say the CAC’s suggestions are not in the budget. He wants someone in Caltrain whose job is to care about customers, hear from the CAC, and figure out how to get things done for customer service. That person should then report back to the CAC with actions that were taken, constraints, compromises, and other information. Ms. Bouchard said staff feels strongly about customer service issues and will bring solutions into fruition if possible.
Mr. Berk said these are endemic issues within Caltrain and something should have been done about them by now.

Mr. Shaw said the CAC has an obligation to report this issue to the Board. This is a major problem and Caltrain needs to function at a level that the region and the employers in it deserve. He said he has ridden trains in other places that don’t have the problems Caltrain has.

Ms. Sweet said motion is to advise Caltrain that the current level of customer service is unacceptable. Mr. Berk said he is happy to make the amendment if that is what the CAC wants to do.

Mr. Scharff said as many CAC members that can should go present this to the Board.

Ms. Sweet said the memo should list more specifically why things such as Wi-Fi are so critical to customer service. Mr. Berk said he could have gone on a lot more but these issues identified were obvious enough for anyone to see there is a problem. He could have listed the Clipper issue. He said he originally had bikes on the memo but he took it out because there is a Bicycle Advisory Committee.

Ms. Mills said she does not like bringing up a problem without a proposed solution. She proposed amending the motion to say the CAC understand staff is committed to address these problems and the CAC would like the Board to support staff in working towards addressing these issues. Dropping a problem with no solution is not productive.

Mr. Berk said the CAC has no expertise on how to fix the problems. He expects the Board to direct staff to fix the problems.

Ms. Bouchard requested the CAC figure out how to establish a meaningful feedback loop and relationship between the CAC and staff, because that is how things will get done.

Mr. Scharff said he agrees a feedback loop is important and he thinks the CAC should take this to the Board.

Mr. Berk said it would be great if staff could develop a strategy on how to tackle these problems and report that at the Board meeting. Ms. Bouchard said staff has already had that conversation and part of it was developing feedback from the CAC. Staff takes this very seriously and are committed to doing the work.

Mr. Scharff said the thing that would heal the relationship the most is not having the CAC feel like they can’t make motions. He said he is an attorney and he knows what he is doing with the Brown Act. The interpretation of the Brown Act makes it really difficult for the CAC to take a position and advise the Board. Ms. Martinez said she will send the CAC a note on the process of creating agendas and setting items as informational or action. The Brown Act is the floor of how the agency needs to be transparent and how it provides information to the public, and the agency’s process is to have enough information for the public before a meeting so they know what action
will be taken so they have the opportunity to provide public comment or to attend the meeting. Staff is not saying the CAC can’t take a motion on something, but there needs to be a conversation and direction to know what the motion is going to be so it can be agendized for the next CAC meeting.

Mr. Scharff said he has served on many public bodies and he has been mayor. The Brown Act requires that the body not know how the motion is going to be, and that the topic needs to be discussed in public. He said agendas need a broad topic to be agendized. Ms. Martinez said the conversation is done ahead of the action when the motion gets developed. The motion can evolve but there needs to be a sense of what type of action is going to be taken so if a public comment changes the opinion the motion can be amended. She said everyone does it differently and she will share the process with the CAC in a memo. This is done the same with the Board and the CACs.

Mr. Berk said the CAC is being held to a higher standard. He asked Ms. Bouchard to help with this disagreement. Ms. Martinez said she will share the process with the CAC and if the CAC has any concerns with it, she will be happy to discuss it and Ms. Bouchard can be included in the conversation.

Ms. Tucker said this CAC is stricter than the city council that she is on. She said if an item is agendized as action, the CAC should be able to vote on it. Ms. Martinez said if the agenda reads “Update on Customer Service,” the public will not be able to know what action the CAC would take.

Mr. Berk said “Update on Customer Service” is enough information for the public. Ms. Martinez said she would be happy to discuss this offline.

Ms. Levin said of all the customer service issues listed in the memo there was not consensus among the CAC about the quiet car as a solution. There is an issue with rowdy passengers, but the CAC did not agree that the quiet car was the solution.

Mr. Berk said the CAC could not vote on it so there is no record on how the CAC felt. He said there was a wide majority on the CAC that wanted quiet cars. Assuming that is the case, he would leave it in.

Ms. Sweet said she would keep the comment about Giants baseball trains in the memo and say there is an issue with that, and that quiet cars might be a way to address the problem.

Ms. Fromson said there needs to be a better feedback loop with the CAC. With the merger between customer service, public affairs and marketing, there is a new team that will be more united and responsive to concerns from customers and advisory groups like the CAC. Staff is committed to come back to the CAC to address the issues they have raised at this meeting.

**Public Comment**

Roland Lebrun, San Jose, said at the Board meeting Supervisor Malia Cohen voted against the fare increases and there was no representation from Santa Clara County.
Customers are the permanent funding source for Caltrain and are contributing over $90 million a year. The San Mateo County Transit District (District) is in charge of Caltrain administration. Operations and maintenance is done by Transit America Services, Inc. (TASI) and the contract is close to $100 million a year. It is physically impossible with the existing rolling stock to provide the service that customers expect. Gallery cars have four steps and only one door per car. TASI should not be expected to provide the service because it is impossible. The District came up with a Short-Range Transit Plan to spend $50 million a year to tear down and refurbish old garbage. The new trains should be brought in and then TASI can provide the service people expect.

Jeff Carter, Millbrae, said he agrees that Mr. Berk should go to the Board with the memo. The status quo of the existing schedule is not acceptable. Caltrain can’t survive on this schedule. Caltrain service needs more trains and a revamp of the schedule should be done. He said during the incident where the train hit a vehicle in Burlingame and lost power and left 900 people without air conditioning or lights there was no customer service. It is understandable it was traumatizing for the train crew, but it was also traumatizing for the 900 customers on the train. These are people who are paying for the service. Caltrain needs to address customer service.

Mr. Scharff left at 6:55 p.m.

Doug DeLong, Mountain View, said going forward with this action is a constructive step. He said his personal priorities are different than the author of the motion. Having a seat on the train is the most central customer service issue, and concierge services are down on his list. He said there have been five years of 10 percent annual growth. He said a way to make this effective and constructive is to have members of the employer community express their concerns. That would be impactful. He said there needs to be more seats on the line. A wholesale schedule redesign is an extremely complicated problem and involves a huge amount of outreach. It is a humongous undertaking and costs millions to do. A short-term schedule adjustment to recognize the reality of ridership, realistic to what Caltrain can perform to is needed.

Ms. Levin made a motion to amend the motion to refer to the problems with Giants and event trains, but take out quiet cars as the obvious solution.

There was no second to the motion.

Motion to advise the Board that the current level of customer service on Caltrain is unacceptable.
Motion/Second: Berk/Shaw
Ayes: Berk, Lee, Levin, Mills, Shaw, Tucker, Sweet
Absent: Cobey, Scharff

Peninsula Corridor Electrification Project Quarterly Update
Ms. Fromson said the revenue service date for the new Communications-based Overlay Signal System (CBOSS)/Positive Train Control is the first quarter of 2016. She presented:
- Project Delivery Efforts
  - Environmental consultation and permits
o Federal Transit Administration (FTA) oversight
   ▪ Project management oversight consultant assigned

o City/county agreements
   ▪ Millbrae approved
   ▪ Other cities/counties to be approved

o Real estate
   ▪ Santa Clara County properties appraisal complete
   ▪ Other segments of corridor to follow

o Pacific Gas and Electric
   ▪ Power study complete
   ▪ Scoping and design started

o Utilities
   ▪ Potholing in progress for critical locations
   ▪ Coordinating relocation of utilities crossing the right of way

o Central Equipment Maintenance and Operations
   ▪ Completed conceptual design
   ▪ Coordination of final design pending Electric Multiple Unit (EMU) selection

o Tunnel
   ▪ Review of 65 percent design completed

• Funding Update
  o More funds needed by partners to move forward with the project and award contracts.
  o Bay Area Air Quality Management District approved $20 million
  o Working on getting FTA Core Capacity funding
  o Finalizing funding agreements with the California High-Speed Rail Authority (CHSRA) and funding partners

• Procurement
  o Three proposals left and staff is going through a best and final offer process
  o Complicated considerations with active railroad
  o Revised contract award date to summer/fall 2016

• EMU
  o Request for Proposals issued in August
  o Proposals expected in February 2016

• 2020 Revenue Service

Mr. Shaw asked where Atherton is with the agreement. Ms. Fromson said staff is working with every city, and staff provided them with the template that staff is trying to enact with all the cities. There has not been an agreement yet, so it is too early to tell.

Ms. Levin said she heard the last budget for electrification presented to the Board was $1.5 billion and there has been an increase and asked if there is public information about it. Ms. Fromson said the last public update was in November of last year, and staff said they were going to revise costs from the 2008 estimate. Staff identified $300 million plus $125 million from the previous Memorandum of Understanding that was used for other sources to find funding for the gap. As bids and different proposals
come in staff needs to evaluate the costs to build the project, and that could be the next step of resetting the costs of the project.

Mr. Berk said he has to leave, but on the Lost and Found topic that is coming up he wants his personal experience addressed. He lost his wallet, had to go to the Lost and Found website to register, there is no one to call, and staff never looked at the form he filled out and sent a letter to the address on his driver’s license. He wants to know how the policy is being enforced that the people working in Lost and Found check the computer forms they receive against the items that get turned in.

Mr. Berk left at 7:12 p.m.

Public Comment
Jeff Carter, Millbrae, said CHSRA is trying to dictate that Caltrain go to 50-inch platforms for the EMUs. CHSRA should not dictate to Caltrain what platforms to use. Having two sets of doors means less room for seats, bikes or bathrooms. The EMUs should have a fair number of restrooms because it has to do with customer service.

Roland Lebrun, San Jose, said CBOSS is going to be late, but it doesn’t do anything so it is okay. The line was supposed to be electrified by 2012, and the Gallery cars were supposed to be replaced in 2012. The Gallery cars are shot now because of this. With electrification, Caltrain will have less capacity than what it has now. A downtown extension is going to be built, a new station at South San Francisco will be built, a new Hillsdale Station will be built, Palo Alto wants grade separations, and the Diridon Station has to be rebuilt to fit Bay Area Rapid Transit (BART) in. He asked why the line is being electrified now. Caltrain is going to buy EMUs, trains that run on electricity, but if there is no electricity there will be no trains. In 10 years Caltrain will still be running the Gallery cars that are falling apart today. The only solution is to tell the Board to get rid of the District and hire someone who knows how to run and plan a railway.

SUPPORT ADOPTION OF UPDATED BICYCLE PARKING RULES AND REGULATIONS
Jim Castaneda, Director, Safety, said this is an update to the rules and regulations. Sometimes the Transit Police notice bicycles chained to areas where they are not supposed to be, abandoned or vandalized, and they stay there for weeks. This is a vehicle to remedy that. With this change, those bikes will be tagged with a warning tag and a photographed. After 72 hours, staff goes back and removes the bike.

Ms. Tucker asked what happens if a person goes away for a weekend. Mr. Castaneda said if the bike is in a proper bike parking space it will be fine, this is for areas that are not for bike parking or for bikes that have been abandoned. Staff will hold the bike for 90 days, and if it is not claimed, it goes through the lost and found process. It will cost the bicyclist $120 for handling if they pick it up before the 90 days. After 90 days, the bikes are assessed by a bike company and if the bikes are valued over $100 they go to auction, if under $100 they can be donated to a nonprofit.

Ms. Mills asked why staff would wait 72 hours for bikes that violate laws and regulations or that create unsafe conditions. Mr. Castaneda said if there is an immediate hazard
there are other codes that staff can use to remove those bikes immediately. This is for bikes that are improperly stored.

Annie Lee asked if a notice will be put up that tells people that fences are not designated bike parking areas. Mr. Castaneda said it will be noticed and this will give riders the opportunity to remove their bikes.

Ms. Levin urged Caltrain to move forward on bike storage strategies. Before there are reliable, secure bike parking Caltrain should not be punitive. Mr. Castaneda said this is a 72-hour notice.

Public Comment
Roland Lebrun, San Jose, said when someone rides a bike and chains it to a bike rack where they are supposed to and the bike gets stolen they should get a better response from customer service than just being told it happens all the time and they should call the police.

Motion: Tucker/Shaw
Ayes: Lee, Levin, Mills, Shaw, Tucker, Sweet
Absent: Berk, Cobey, Scharff

LOST AND FOUND POLICY AND PROGRAM
Mr. Castaneda presented:

- Lost and Unclaimed Property
  - Definition – Personal items, except when prohibited by law
  - Care and Restitution – central repository; no storage charges
  - Period to be Held – three-month period by State law
  - Disposal – auction, unsold or items under $100,000
- Lost and Found Process
  - Item is left on Train or station
    - Day 1: Train crew sweeps train at terminus or item turned in by other customer
    - Day 1: Item held in secure location overnight, logged into chain of custody
    - Day 2: Item transferred by courier to San Carlos lost and found, arrives after mid-day
    - Day 2: Item logged, tagged, and categorized
  - Process flow
    - Day 2: Manifest is checked against electronic submittal log for item description/match
    - Day 2: Items with identification (address, telephone number, e-mail) are contacted via phone, e-mail or post card
    - Day 7 and Day 14: check updated log for lost item
  - Returning items
    - Staff contacts via phone, e-mail or post card and provides item number with location, hours of service and identification tag number
- Walk ins are assisted if they come in during service hours
  - If staff does not have the lost item, customer’s contact information is recorded to compare with manifests

- October 2015 Activity
  - 237 unclaimed items
  - 106 claimed items
  - 31 percent return

- October 2015 Returned Items by Category
  - Wallets/purses: 30.2 percent
  - Other: 19.8 percent
  - Cellphones: 15.1 percent
  - Keys: 9.4 percent
  - Backpacks/suitcases: 8.5 percent
  - Miscellaneous electronics: 5.7 percent
  - Identification cards/badges: 3.8 percent
  - Bikes/bike equipment: 2.8 percent
  - Clothing: 2.8 percent
  - Clipper cards: 0.9 percent
  - Credit cards: 0.9 percent

- Nonprofits (partial list)
  - Clothing, books, etcetera
    - Next Step Veterans Resource Center
    - Blue Star Moms, Veterans of Foreign Wars
    - Samaritan House
    - Saint Vincent De Paul
    - Puente Del Costa Sur
  - Bicycles
    - Veterans Mobility Corp
    - The Bike Kitchen
    - Operation Elf
    - Puente del la Costa Sur
    - SFBC Community Bike Builds

Mr. Shaw asked if a lost item was turned into train personnel if the person could not retrieve the item for two or three days. Mr. Castaneda said would take 48 hours.

Mr. Shaw said that needs to be understood by the public because customers would be mad if they found out it takes two days to get a lost item back. Mr. Castaneda said the website says it takes 48 hours and there is an explanation why.

Mr. Shaw said the process is thorough and fair and demonstrates competency and capability of getting things back to people, but people have no patience for process. People have to understand the reality of the situation. If it takes 48 hours, there needs to be an education process all the way through the organization from train engineers to conductors to workers at San Francisco, San Jose, and San Carlos, so expectations can be managed properly.
Mr. Castaneda said staff will take special accommodations for lost medication and other issues to help the customer get their medication back.

Ms. Mills said she lost her wallet and got great service getting it back. She got it back the same day. She went to San Jose to retrieve it. Mr. Castaneda said the process changed seven months ago when he came onboard. He said that in order to take custody of property there has to be a chain of custody and accountability of everything left on the train.

Ms. Mills asked if she left her wallet on the street and a conductor picks it up if the conductor is allowed to hand it back to her. Mr. Castaneda said yes, but once an item is left behind, there is a standard process in place.

Ms. Lee asked what is done for out-of-town visitors who need to fly somewhere. Mr. Castaneda said staff will mail items to other states or countries or make special provisions for people who are in the area to meet them before they leave the area.

Ms. Levin said she once heard BART use the Public Announcement System to announce lost objects. Many customer service organizations use online chat as a contact mechanism, and this is a way to flexibly utilize the customer service representative’s time.

Ms. Sweet said the lost and found webpage can’t have too much information. When someone loses something they feel out of control and helpless. The website has a vague statement, but the explanation Mr. Castaneda gave made a lot of sense. It would be worth putting a summary of these steps online. She said if the lost and found web form had categories it would help refine and make the process easier for the customer service agent on the other end. When the form is submitted, the e-mail they get back with the identification tag number should tell the customer the next steps and explanations.

Mr. Shaw said the data in the presentation is interesting and would help people understand the capability to get their stuff back. It would help manage people’s understanding if the data from the presentation was on the website.

**Public Comment**

Roland Lebrun, San Jose, said there should be an article in the monthly newsletter and on the social media page about the lost and found process and this data. He has heard a Caltrain conductor make an announcement about a lost item over the Public Announcement System. The Santa Clara Valley Transportation Authority lost and found page states where lost property goes and that persons claiming lost property must present proper identification and sign for returned items, and most items will be kept for 90 days.

Jeff Carter, Millbrae, said he lost a wallet on SamTrans and he did not get it back. He also lost a wallet on a San Francisco Municipal Transportation bus and did not get it back. He also lost a cell phone on Caltrain. He called his cell phone, the station master
in San Francisco answered the phone, and he picked up his phone from the Stationmaster. This process may not work under the new policy.

**STAFF REPORT**

Ms. Stewart said:

- The Tilton Avenue Bridge was replaced November 7.
- The next bus bridge will be December 19 for the replacement of the Monte Diablo Bridge. Ten minutes have been added to the bus bridge schedule in both directions, and staff will be providing more assistance to customers.
- The Holiday Train ran over the weekend of December 5, and 2,500 toys were collected.
- October OTP was 86.9 percent, and nearly 55 percent of delayed trains arrived within 10 minutes. When trains that arrived within 10 minutes are included, the OTP goes up to 94.2 percent.
- Average weekday ridership was down over last October, but last year Caltrain transportation was involved with the World Series and victory parade.
- Staff is in process of finalizing the Super Bowl Sunday schedule and it will be published soon. There will be extra service for pre-Super Bowl events.
- Staff is working on the revised timetable which will be rolled out around April.
- Phase 1 of the Generation 2 Bombardier cars was implemented, which was adding the sixth car to five of the Bombardier trainsets with two bike cars per consist. Phase 2 will be rolled out in March and will include running the five six-car Bombardier trainsets with three bike cars.
- Last month Ms. Levin raised a concern about an experience a customer had calling into the emergency dispatch center. Mr. Castaneda had reached out to the dispatch center and told them this agency does not tolerate impolite acts. The dispatchers go through training, and they randomly go over call recording as part of their protocol. There may have been other things going on at the time that could have played into the dispatcher’s attitude.
- A comment was made last month regarding the OTP statistics and off-peak versus on-peak data. The OTP statistics take into account all weekdays and weekend service.

Ms. Lee said a lot of the delays are probably during the peak hours due to increased ridership and dwell times. She said staff might want to of another metric where it is normalized by the number of people it is affecting. The numbers may look good because of all the trains in the middle of the day.

Ms. Levin said the CAC received a presentation a year ago on mobile ticketing as an initiative for Caltrain. She asked for an update on the timeline or the project.

Ms. Lee said the train identification and schedule communication ad hoc committee should meet again and perhaps regroup and reframe the questions for Ms. Stewart.

**Work Plan**

Ms. Stewart said a discussion on wayside bike facilities and the Brown Act will be added in February.
Ms. Tucker said the interpretation from the JPB is very different that other cities. She would like the focus of this Brown Act presentation to be why the interpretation is taken the way it is.

**Caltrain Corridor Tenants**
Ms. Stewart said at a previous meeting there were questions about how Union Pacific Railroad (UPRR) and Caltrain operate together. There is a trackage rights agreement between the JPB and UPRR that was entered into in December of 1991 that governs how the JPB operates with UPRR. The agreement states, “Where JPB grants the UPRR and its successors the perpetual and exclusive right to operate freight service and intercity passenger service on the JPB property.”

Ms. Tucker said Caltrain modernization gets stopped at Diridon and does not go to Gilroy because UPRR owns the tracks in that area. She asked if there will be any kind of renegotiation with UPRR and if there will be a chance to benefit from modernization in the future. Ms. Fromson said it is likely to remain as is.

**Public Comment**
Roland Lebrun, San Jose, said he has asked the Board to have an attorney present at the CAC meetings. He said TASI can’t provide the service customers want because of the equipment. The response is to change the timetable. He said Google trip planner has given up on Diridon. If customers want to go from Diridon to downtown San Jose, Google tells customers to get off Caltrain at Santa Clara.

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**
January 20, 2016 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Meeting adjourned at 8:05 p.m.