MEMBERS PRESENT: C. Cabansagan, C. Cobey (Chair), A. Levin, Y. Mills, B. Shaw

MEMBERS ABSENT: J. Berk, G. Scharff, C. Tucker

STAFF PRESENT: J. Averill, C. Fromson, J. Navarro

Chair Chris Cobey called the meeting to order at 5:46 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF JUNE 15, 2016
Motion/Second: Shaw/Levin
Ayes: Cabansagan, Levin, Mills, Shaw, Cobey
Absent: Berk, Scharff, Tucker

APPROVAL OF MINUTES OF AUGUST 17, 2016
Motion/Second: Cobey/Shaw
Ayes: Cabansagan, Levin, Mills, Shaw, Cobey
Absent: Berk, Scharff, Tucker

PUBLIC COMMENT
Jeff Carter, Millbrae, said enforcement at the Broadway grade crossing in Burlingame was reported on the news. In two hours, 50 citations were issued for people stopping on the tracks. This uses a lot of resources. Caltrain should explore automated enforcement. It would not hurt to have a demonstration project at Broadway to see how the automated rail crossing enforcement would work.

Adina Levin asked for automated enforcement to be discussed in a future staff report.

CHAIRPERSON’S REPORT
Chair Cobey:
- Thanked staff for including correspondence to date in the pre-meeting packets.
- Thanked Jeff Carter, public member, for his efforts, reflected in the correspondence packet, to ensure that the CAC continues to strive for greater transparency in making information and data available online, in this case on train-by-train raw data in Excel format.
- Thanked staff for agreeing to include the CAC’s past considerations and actions on agenda items coming before the CAC so the CAC knows what they have done before.
- Thanked Yvonne Mills for her service on the CAC.
• Asked if the CAC would like to move the October CAC meeting to another day so committee members can watch the presidential debate.

COMMITTEE COMMENTS
Brian Shaw thanked Caltrain for allowing the use of the Clipper Card at the Stanford Stadium station and the creative solution. He has seen six-car gallery train sets and they are helping with the ridership capacity challenges.

INCIDENT MANAGEMENT AND RECOVERY UPDATE
Joe Navarro, Director, Rail, presented:
• Playbook for incident response includes a timeline and what services are needed for three types of events
  o Incident investigations
  o Mechanical failures
  o Police activity, medical emergency, fire
• Incident command
  o Updated incident command standard operating procedures and identified players and roles
    ▪ Train crew will establish initial incident command and will be in charge until relieved; make initial assessment
    ▪ Transit police will take command upon arrival and will set a unified command with Caltrain as a liaison until command is transferred back to Caltrain
    ▪ Emergency medical service, fire, coroner and/or environmental will be dispatched as needed
    ▪ Caltrain will mobilize assets to the site to mitigate service disruption
    ▪ Caltrain will look for options to continue service (slow order, single tracking, bus bridge, turn trains) based on the crew initial assessment
• Incident commander
  o Checklist provided and in possession with all crew members (checklist will establish initial incident commander and will accompany any transfer of incident commander
• Incident notification and update
  o Visual message signs (stations and platform)
  o Conductor announcements (onboard)
  o Websites
  o Social media
  o Press
• Lessons learned from past incidents
  o July 6 – single tracking around incident to keep the system moving
  o July 11 – asked engineer to take the train to the final destination before using the employee assistance program
  o July 21 – asked conductors to take the train to the final destination
  o August 5 – to mitigate delay, train does not need to wait for environmental cleanup if article is removed
August 12 – was not a clear understanding where the report came from so train approached the location to find no vehicle was blocking the tracks

August 13 – Transit Police put a hold on both tracks, but were not at the scene, so incident command was transferred to San Francisco Police Department and single tracking opened as a result

August 21 – conductor walked the train and was able to provide initial assessment of vehicles reported on tracks

Ms. Levin said this reinforces the idea that an automated way to address vehicles on the tracks would have a tremendous benefit. An automatic $500 ticket would discourage vehicles from stopping on the tracks.

Mr. Shaw said he appreciates Caltrain prioritizing getting the service back up and running. Responses have gotten much faster and clearer. People are starting to have confidence that Caltrain is doing everything it can to rebound from incidents. This problem will never go away.

Ms. Mills said she is glad staff is out trying to solve problems and is being a leader. It has always bothered her that fatalities are referred to as trespassers. Mr. Navarro said the Federal Railroad Administration requires they be initially reported as trespassers.

Casey Fromson, Manager, Government Affairs, said staff also has to be mindful of how it is repeated in the press. There is copycat potential, so using “trespasser” was one way to mask it. There are evolving thoughts on the terminology.

Clarrissa Cabansagan asked if there is a way to preempt this type of activity by enforcing some fine for stopping on the tracks in places where it is really problematic. Mr. Navarro said some areas have guards and cameras watching the tracks.

Ms. Fromson said the Transit Police conduct stings and coordinate with local agencies to get the word out. Before any technology is discovered that can do it, agencies rely on local law enforcement.

Chair Cobey said he was on a train when there was an incident on the line and he heard information from conductors, saw the Mountain View Station signs, and looked at the Caltrain website. He asked if there was information on the Caltrain website about incidents. Ms. Fromson said there is a portion on the website that includes social media. Social media is the best, quickest place to get up-to-date information about incidents. Updating the website is a cumbersome process.

Chair Cobey said staff collects data about delays. It would be informative to the CAC to see how Caltrain has been doing over time to recover. There must be a minimum amount of time to recover depending on the type of incident. It would be useful to know the minutes per incident have declined. He asked if law enforcement has to approve running on one track. Mr. Navarro said if the officers don’t show up, the train crew would make the assessment and Caltrain can make the decision to operate.
Once law enforcement officers show up they are in control of the scene and can make the decision.

**Public Comment**
Doug DeLong, Mountain View, said he is encouraged by this report. Incidents create a sudden unplanned increased workload for the responders. It would be useful to study workload issues internally to train crews and operations to see if there are opportunities to anticipate the surge and preplan who will set something aside for this priority. The information staff gets when an incident starts is not always reliable. There might be a way to get more video coverage on the right of way to quickly assess the scene. In the interim the solution of the train crew cautiously approaching the scene is a great creative solution.

Jeff Carter, Millbrae, said it used to be when there was an incident nothing would move and little information was provided. Now trains are moving as far as they can and the word is getting out.

Ms. Levin said the video record retention policy should be reviewed if cameras are going to be used more often to assess situations.

**CALTRAIN MODERNIZATION UPDATE**
Ms. Fromson said:
- The electric multiple unit and the design-build infrastructure contracts were signed on September 6. Teams are onboard and starting with the limited notice to proceed. Both teams are starting design activities. Staff will be back when public involvement is expected at milestones along the way.
- Work is being done to get the Full Funding Grant Agreement (FFGA) in place by the end of the year. Once the agreement is in place, the JPB will issue the full notice to proceed and move into construction and begin building the vehicles.
- The Board received a detailed presentation on project oversight. At the management team, executives are involved weekly to discuss the project. Project team members work with the two firms. There is an oversight protocol in place with the funding partners and the Federal Transit Administration (FTA) that allows them to attend internal project meetings. The FTA is doing its own risk assessment of the project.

Mr. Shaw asked what funding gap is left to fill. Ms. Fromson said it is just the FFGA. All other funding has been committed to the project. Out of a $1.98 billion project, $647 million is remaining to be funded. There is an appreciation to have this done during the current Administration.

**STAFF REPORT**
Mr. Navarro said:
- August on-time performance was 94.1 percent, the best it has been in five years.
- Customer experience taskforce
  - Staff will retrain the trainmen regarding sensitivity, proof of payment, and train announcements.
  - Extra interior cleaning on the cars will be done.
o New pilot programs will be started where a mechanic will ride out on the first trains every morning to talk to the engineers and improve communication to help improve the sense of ownership and pride.

Ms. Levin asked when the request for proposals will go out for mobile ticketing. Mr. Navarro said it is just starting and he will bring back updates.

Chair Cobey asked if there is an update on vehicle signage. Ms. Fromson said the taskforce has discussed it and she will have to get back to the CAC with the latest information.

Mr. Navarro said new electronic signage for San Jose and San Francisco received a factory acceptance test on September 22, 2016 and will be installed in the near future.

**Work Plan**
Ms. Levin asked what the work plan item is about impacts to service for electrification. Mr. Navarro said a new control point is being installed on the right of way by San Carlos and it will help minimize any impact so when work is being done overnight and on weekends the system will single track around those areas. This makes the single tracking area smaller so it won’t take as much time.

Chair Cobey asked when Station Access and Parking will be taken up. Ms. Fromson said the JPB received a grant and staff will put into place all the elements to study the issue appropriately, and once planning staff juggles different projects they will bring it back accordingly. A new planner was just hired this week so more resources are being put into place to help look at these issues.

Ms. Mills thanked the committee and said it has been fun working on the committee. She said staff is doing a great job. She said she is grateful for being able to be on the CAC.

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**
To be determined, 2016 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 6:43 p.m.