MINUTES OF JUNE 21, 2017

MEMBERS PRESENT: J. Berk, H. Chamarthy, C. Chang, B. Shaw, R. Valenciana, J. Welch

MEMBERS ABSENT: G. McMullen, G. Scharff, C. Tucker

STAFF PRESENT: C. David, N. McKenna, J. Navarro, J. Navarrete

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

APPROVAL OF MINUTES OF APRIL 19, 2017
Motion/Second: Welch/Valenciana
Ayes: Berk, Chamarthy, Chang, Valenciana, Welch, Shaw
Absent: McMullen, Scharff, Tucker

PUBLIC COMMENT
Andy Chow, Redwood City, said meetings are getting cancelled at the last minute due to high turnover and absences. He would like to see the JPB appoint people who are willing to attend meetings.

Jeff Carter, Millbrae, said the absence policy needs to be looked at. He said the Board will have a public hearing on the proposed fare increase at the July 6 meeting and CAC will review the proposal at their July 19 meeting. Mr. Carter said he is concerned that both the monthly pass and the zones are being increased.

Roland Lebrun, San Jose, said the CAC does not have to cancel a meeting without a quorum. The only thing the CAC can’t do is vote on action items. He said the CAC’s function is to listen to information and make appropriate recommendations to the Board. Mr. Lebrun said the CAC is receiving the annual passenger counts presentation that was already given to the Board. He said staff needs to start presenting items first to the CAC then the Board.

Nancy McKenna, Assistant District Secretary, said legal counsel has stated in writing that none of the CACs are to meet if there is not a quorum.

CHAIRPERSON’S REPORT
Chair Shaw said he has reached out to members who have not been attending and advised them that if they are unable to attend the meetings to resign so a new appointment can be made. He asked CAC members to notify staff in a timely manner if they are not going to attend a meeting so the meeting can be cancelled in a timely
manner. Chair Shaw said the CAC bylaws state a member cannot miss more than three meetings in a calendar year.

Chair Shaw said Google is looking to bring 20,000 employees to San Jose adjacent to the Diridon Station. He said this could be an issue with a significant increase in ridership on the corridor. Chair Shaw said as a representative of Stanford University they are cautiously optimistic and urge staff to run numbers on the effect of capacity and being able to accommodate the capacity.

COMMITTEE COMMENTS
Jonathan Berk said CAC members not only don’t attend meetings, but flirt with the attendance rule by arriving late or leaving very early. He said this is his last meeting and will be going on sabbatical next year. Mr. Berk said he has been on the CAC for four years and it has generally been a disappointment on the influence the CAC has had. He said he did get trains to stop leaving early.

Ricardo Valenciana said there are a lot of in person sessions for proposed plans, but is the information on social media. Jennifer Navarrete, Customer Experience Communications Lead, said on May 24 there was a lunch time chat with Caltrain staff on Twitter and Facebook. She said staff answered 42 questions on different subjects.

Cat Chang said she saw the information on Twitter and people at her work liked it.

2017 ANNUAL PASSENGER COUNTS
Catherine David, Principal Planner, reported:
- Purpose is to provide a measurement relative to previous years, data is used for evaluating service changes, allocate resources to address capacity issues and validate revenue-based ridership estimates.
- Methodology:
  - Count every weekday train averaged over five weekdays
  - Count every weekend train for one weekend
  - Sixth year bikes denied boarding were counted
- Challenges:
  - New consultant and sub-consultant team contracted to conduct, oversee and manage field surveys
  - Later start date
  - More surveyors required for mix five and six car fleet, Gallery versus Bombardier
  - Increased project cost

Harish Chamarthy arrived at 6 p.m.

- Past winter wettest year on record with rain 29 out of 40 days
- Conducted prior to schedule change prior in April
- Average weekday ridership was 62,190, a slight decrease of 0.4 percent from last year.
- Nine stations had increased weekday ridership and 16 stations had decreased weekday ridership.
The 10 highest stations for weekday boardings remained the same.
San Francisco County had a slight increase in ridership.
Gilroy weekday ridership declined 6.3 percent.
Baby Bullet service had the largest increase at 16.2 percent.
Average weekday trip length higher than 2106.
Average weekday bike ridership decreased 5.5 percent.
87 bikes were denied boarding from the 527 trains counted (a decrease from 118 in 2016).
Carried approximately 27,369 bikes on the trains counted.
Denied bike boardings at 11 stations.
Weekend service was down 2.7 percent.
Next steps:
- Review equipment allocation of six-car trains
- Key findings report and ridership posted by summer 2017
- Future service planning using ridership data to improve capacity prior to and during electrification
- Planning for future annual counts methodology

Mr. Berk asked if there is any way to increase Baby Bullets. Joe Navarro, Director, Rail Operations, said staff is looking at minimizing local trains.

Cat Chang asked why there was a drop in ridership at the Millbrae Station. Ms. David said connections are an issue and Bay Area Rapid Transit (BART) is also seeing ridership declines.

Mr. Berk said two years ago things were out of hand at trying to make a transfer at Millbrae ad now that is corrected. He said the drop in bikes could be there is no place to park them and now there is bike sharing. Ms. David said bikes decreased because it rained 42 percent of the days.

Chair Shaw said there was a fare increase last year and that could be a factor in the loss of ridership. He is concerned with the upcoming fare increase and the elasticity being stretched even more.

Public Comment
Jeff Carter, Millbrae, said he is pleased to hear staff will look at the monthly ridership number. Some systems have automatic passenger counters and it may be worth having them so staff doesn’t have to spend money on people counting. He said if Caltrain went to point-to-point pricing staff would get accurate destination and origination data. Mr. Carter said he is not sure if the infrastructure is maxed out and more trains could be added. He said ridership on local trains has dropped, but are important to those that need them.

Roland Lebrun, San Jose, said when he attends the Board meeting he takes a local train from Redwood City to San Carlos and they are absolutely empty. There are 15,000 people in Gilroy that have to drive to San Jose.
Andy Chow, Redwood City, said when he attended the June Board meeting the issue of where Caltrain should raise fares to cover the deficit was discussed. He said when you look at train ridership Gilroy has been underperforming for many years. Mr. Chow said Santa Clara Valley Transportation Authority has been a problem because they are focusing too much on BART and neglecting Caltrain.

**STAFF REPORT**
Ms. Navarrete reported:
- Over the last year the emergency response plan was improved.
- Staff is seeing an increase in on-time performance (OTP).
- People will be able to start tagging on and off at the Stanford Station.
- There will be a software upgrade to the visual messaging signs by the end of the month.

Ms. Chang left at 6:30 p.m.

Mr. Berk said trains are now waiting in stations and this is a huge improvement.

Julia Welch said the real time conversation on Twitter is great as well as the response time from staff on questions via Twitter.

Chair Shaw said the new electronic signs in San Francisco don’t work, but the dog bone signs do. He said electronic signs are difficult to get to work, but when they do it is great. Chair Shaw said the signage on the trains still needs to be worked on and better labeling besides the two digit number from the train number.

Mr. Navarro reported:
- OTP for May was 94.2 percent compared to 93.6 percent in May 2016.
- On June 22 staff will be meeting with Transit America to discuss incident response. The new contract starts July 1 and staff will be holding them more accountable.
- Mobile ticketing application will be coming out in the fall.
- A new proof of payment is being vetted through legal and hope to see it in place by October.

**Public Comment**
Roland Lebrun, San Jose, said if staff got rid of some of the local trains it would open up for more Baby Bullets and there would not be a need for a fare increase. Electronic signs are a catastrophe and are not located in good locations.

Jeff Carter, Millbrae, said he doesn’t use the 4th and King Station very often, but there are some electronic destination signs that show train number and destination. He said a large digital time clock would be nice too.

Adrian Brandt said there is no reason for Caltrain clocks to be wrong. He said he looks forward to signage on the electric multiple units and it is important they are as high as possible. He said the problem with mobile ticketing is a person will not purchase a ticket
prior to boarding the train and buy one using the mobile application when a fare inspection is imminent.

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**
July 19, 2017 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 6:52 p.m.