

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 APRIL 18, 2018

MEMBERS PRESENT: C. Chang, P. Escobar, C. Tucker, R. Valenciana, J. Welch,
B. Shaw (Chair)

MEMBERS ABSENT: L. Fernandez, L. Klein

STAFF PRESENT: J. Navarro, J. Navarrete, C. David, M. Jones, L. Low

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

APPROVAL OF MINUTES OF MARCH 21, 2018

Motion/Second: Tucker/Chang

Ayes: Escobar, Welch, Shaw

Absent: Fernandez, Klein, Valenciana

Member Ricardo Valenciana arrived at 5:46 p.m.

PUBLIC COMMENT

No public comment

CHAIRPERSON'S REPORT

Chair Brian Shaw noticed that train 365 that arrives at 4:44 pm at Palo Alto has been increasingly crowded. Wondered whether there has been a change in equipment, however has noticed an increase in ridership.

COMMITTEE COMMENTS

Member Cat Chang stated that the Go Pass program provides her employer a great incentive for the employees to take public transportation. Cat stated that her place of employment has increased in staff (size in the hundreds) and that the number of employees that commute via public transit has also increased from 30% to over 50%.

Member Paul Escobar stated that he would like to know more about WiFi on the trains and also about the Suicide Prevention tactics that have been implemented. Chair Brian Shaw stated that both are on the Work Plan; the WiFi update is scheduled for the May Meeting and the Suicide Prevention item is on the list of items to be scheduled.

Member Julia Welch stated that she received positive feedback regarding the Bikes Board First Pilot program. She said that at the Palo Alto station, it is visible and is being

very well received. She also mentioned that she appreciates the media coverage on the Pilot program and heard the announcement on the radio.

UPDATE ON PENINSULA CORRIDOR ELECTRIFICATION PROJECT (PCEP)

Lori Low, Government and Community Affairs Officer, presented an update on the Peninsula Corridor Electrification Project. Lori reported that Caltrain Ridership has increased in the past years with bi-directional commute with riders standing on trains going both southbound and northbound. She reported that Caltrain is at capacity today and has an aging fleet with some cars nearing the end of their service life.

Electrification Project:

Area:

- 51 miles from San Francisco to San Jose (Tamien Station)

Project:

Electrification

- Overhead Wiring
- Traction Power Facilities

Electric Trains (EMUs)

- 75 percent of fleet

Service:

Up to 79 mph Service Increase

- 6 trains / hour / direction
- More station stops / reduced travel time
- Restore Atherton & Broadway service

Mixed-fleet service (interim period) Continue tenant service

- ACE, Capital Corridor, Amtrak, Freight

Service Benefits:

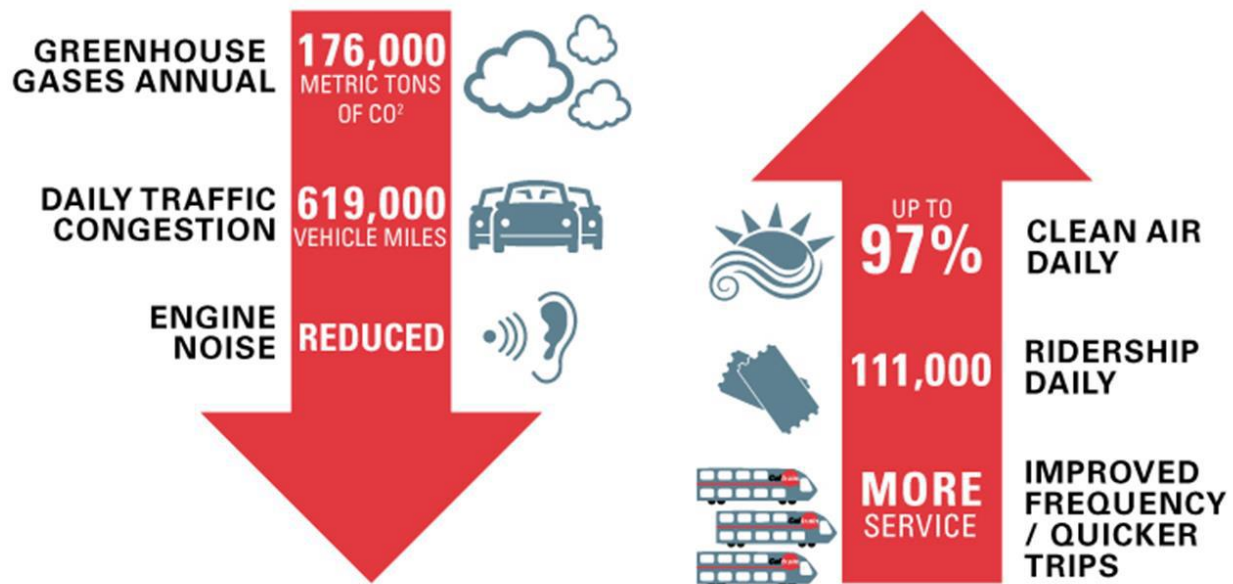
Metric	Today	PCEP
Example Baby Bullet Train		
Retain 5-6 stops	60 minutes	45 minutes
Retain SF to SJ 60 minutes	6 stops	13 stops
Example Redwood City Station		
Train stops / peak hour	3 stops	5 stops

Note: Prototypical Train and Schedule

Capacity Increase:

The CalMod program lays the foundation for continued capacity growth on the corridor. Unlike diesel trains, electric trains can maintain performance while expanding the number of train cars.

Key Regional Benefits (2040):



Note: 2013 BAC Report, generates \$2.5B economic activity and 9,600 jobs

Broad Coalition Support

Over 250 entities support electrification, including various organizations and businesses.

Groundbreaking

- Caltrain Electrification Groundbreaking July 2017
- Salt Lake City Vehicle Plant Groundbreaking October 2017

Construction Phasing

- The corridor is segmented into 4 segments and construction will take place at 2 segments at a time; 2 & 4 followed by 1 & 3
- Daytime work and night work from 8 p.m. - 6 a.m. in order to continue train service
- Some 24 hour weekend work
- Crews will utilize acoustical barrier blankets and position lights away from homes

Construction Activities

- Construction has begun
 - Drilling of foundation
 - Poles have been put in place

Construction Outreach

Tools:

- Community meetings, direct mailers, door hangers, weekly website / email update, social media, project phone & email, outreach office

New Project Website:

- www.calmod.org

Electric Train (EMU)

Stadler

- Preliminary Designs Reviews for all major systems conducted being finalized
- Car-shell extrusions in production
- Car-body subassemblies being fabricated
- Car-shell structures being welded
- Manufacturing and Final Assembly Facility beginning construction in Salt Lake City area

Electric Train Activities

- Exterior Paint Test Samples on Sidewall Extrusion
- Upper and Lower car-body subassemblies are in progress

Electric Train Outreach

- 2015 Capacity Board Decision (bike to seat ratio, onboard bathrooms, upper doors)
- 2017 Design Progressing, Additional Public Input
 - Completed: Exterior design, Seat colors, Bike Storage
- 2018 Virtual Reality 360 Tour

Budget \$1.98B

- Federal 49%
- State 38%
- Local 10%
- Regional 3%

Budget & Expenditures (in the millions)

	Budget	Current Budget*	Q2 Costs	Costs to Date	Estimate at Completion
Electrification	\$696.60	\$696.70	\$26.70	\$183.90	\$696.70
SCADA	\$0.00	\$3.40	\$0.00	\$0.00	\$3.40
EMU	\$550.90	\$551.80	\$17.10	\$60.70	\$551.80
Separate Contract & Support Costs	\$417.20	\$417.20	\$20.50	\$143.90	\$417.20
Contingency	\$315.50	\$311.10	\$0.00	\$0.00	\$269.60
Anticipated Changes	\$0.00	\$0.00	\$0.00	\$0.00	\$41.50
PCEP Total	\$1,980.30	\$1,980.30	\$64.40	\$388.50	\$1,980.30

* Includes executed change orders and awarded contracts

Note: Budget / Expenditures as of December 31, 2017

Lori stated that the budget is on track.

Contingency Drawdown Curve

Although contingency drawdown curve has dropped, the curve remains above the minimum contingency level.

Schedule

Lori reported schedule is still on track to meet the scheduled timeline.

Member Cat Tucker asked whether the project of electrification from San Jose to Gilroy belongs to Caltrain. Joe Navarro, Director of Rail Operations, advised that that territory belongs to Union Pacific. Lori Low advised that further information would be found in the Caltrain Business Plan.

Chair Brian Shaw appreciated the presentation and the status of the electrification project. Joe confirmed that the presentation is available on the CAC website.

Public Comment

Jeff Carter, Millbrae, stated that he along with other people, have been advocating for electrification for over 30 years. He noticed 35 poles have been put up in Millbrae and San Bruno and said that the poles blend in well with the vegetation. Jeff said that although complaints regarding Atherton have been made, in his opinion, there are no grounds for complaint as the poles blend in well with the surroundings. Jeff went on to say that Caltrain is applying for grant to expand trains to 8 cars instead of 6 car trains and appreciates the attempt to extend trains. He stated that Caltrain's capacity is constrained and eventually Caltrain will need to run 10-12 car trains and will need more frequent service. Lastly, Jeff stated that he is disappointed with bathroom issue and would like to see more than just one bathroom on the train. He said that there is a need for more restrooms on the trains.

Andy Chow stated that in his 20 years of transit advocacy, he has experienced that once a transit project is under construction, there is a good chance the project will be completed. He also stated that in regards to High Speed Rail, he feels that construction in the Central Valley will be completed, however prospects of Electrification past San Jose, in his opinion, still has a long way to go.

Adrian Brandt asked, regarding PTC implementation, how is Wabtec technology interfacing with the new contractor doing electrification. Adrian advised that in the monthly Board packet there is a list of risks with Electrification that have been identified. He stated that the top risk identified is with Balfour Beatty. He stated that this is the same company that electrified trains in Denver where they experienced incompatibility issue with their Constant Time Warning device at the grade crossings. He said that because of this incompatibility, grade crossings needed to be protected 24/7. He does not want Caltrain to have this same problem. He requested staff to address this issue and to provide an update.

Chair Brian Shaw requested a response to the public comment from Adrian Brandt and requested the response be added to next month's staff report.

Member Julia Welch shared her experience with Hillsdale parking and said that staff has done an amazing job and has improved the parking there.

UPDATE ON BIKE PARKING PLAN

Melissa Jones, Senior Planner provided an update on the Bike Parking plan.

Melissa Jones advised that the Caltrain Board of Directors adopted a new Bicycle Parking Management Plan in November 2017. Since then, Caltrain has successfully created a position for a dedicated bike access project manager. It is a principal planner position; the official title is Principal Planner - Station Access Programs. The position closes on May 4th and is posted on www.smctd.com/jobs.

Melissa also reported that Caltrain has been successful in receiving funding from the State Rail Assistance Program in the amount of \$500,000. The funds will be used to hire outside bike parking vendors to better manage the bike parking system. Once the Principal Planner for Station Access Programs is hired, that person will lead the RFP process.

Caltrain submitted a grant application with TIRCP - Transit and Intercity Passenger Rail Program. The scope of the grant application included a request for \$3.5M to be used for Caltrain's capital improvements to the bike parking system. Grant approval response to be shared by end of April.

Lastly, Caltrain is exploring the bike share programs and working with local jurisdictions who are in turn working with various bike share providers on launching pilot programs. Caltrain is hoping to develop a foundational policy to help guide efforts with bike share by summer or early fall.

Member Cat Chang said that she has noticed electric scooters near 22nd street and 4th and King Caltrain stations and asked for Caltrain's commentary regarding the scooters. Melissa Jones said that she does not have a formal comment, however mentioned that the City of San Francisco is looking to regulate them. Cat Chang also mentioned that the Ford bike share program seems to be working great. Melissa responded and said that Ford Go Bike is doing very well and mentioned that their number one station is Caltrain's 4th and King station.

Chair Brian Shaw asked whether the bike parking vendor will operate as they do at 4th & King, a valet type of bike parking. Melissa confirmed that it is an option and a type of service that will be provided. She also stated that Caltrain will look into better managing the key and lock system. Chair Brian Shaw, as a Stanford Representative, offered to meet with the new Principal Planner for Station Access Programs, once they are hired as they have a lot of experience in bike management programs.

Public comment:

Jeff Carter, Millbrae, thanked staff for the update on the Bike Parking plan. He said that it will improve the current bike capacity problem as with an improved Bike Parking

system, passengers will more likely park their bikes at the Station and not bring them onboard the train.

Adrian Brandt stated that there is a study that was completed by staff regarding bike locker utilization which reflects low utilization. Adrian said that lockers were being used as storage units and shelter for the homeless. He then said that Bike Link is a better system as it is day use, first come first serve, type of bike parking system that is reasonably priced.

Chair Brian Shaw stated that there is an opportunity to improve the bike parking system as new technology is now available.

FARE STUDY UPDATE

Melissa Jones, Senior Planner, presented an update on the Fare Study.

Overview of presentation

- Study overview
- Key findings from Existing Conditions and Peer Comparison Reports
- Estimated elasticity of demand for Caltrain's current system
- Update on MTC's Regional Means-Based Fare Study
- Next steps

Study Overview

- Currently, Caltrain has no fare policy in place
- Fare Study objectives:
 - Identify potential opportunities to maximize revenue;
 - Enhance ridership; and
 - Safeguard social and geographic equity.
- Explore the trade-offs with Caltrain's current funding structure
- Promulgate policy

Key Questions for the Fare Study

- What is the current elasticity on the system?
- How much revenue can and should Caltrain generate from fares?
- Is the current fare and pass structure the right fit for Caltrain?
- How should Caltrain phase and implement changes to its fare system?

Key Findings from Existing Conditions and Peer Comparison Reports

Based on Average Weekday Riders by Fare Product, 2007 – 2016

- Ridership has doubled since 2007
- Large growth in Go Pass and Clipper Card use in recent years

Based on Total Revenue by Fare Product, 2007 – 2016

- Fastest growing revenue source is One-Way tickets
- Monthly Pass revenue has also had high growth

Fare Products by Annual Household Income

<i>Fare Product</i>	<i>Under \$50,000</i>	<i>\$50,000 - \$100,000</i>	<i>\$100,000 - \$150,000</i>	<i>\$150,000 - \$200,000</i>	<i>\$200,000 or more</i>	<i>Total</i>
One-way Ticket	38%	23%	16%	8%	15%	100%
Day Pass	29%	25%	15%	12%	19%	100%
Go Pass	5%	27%	25%	17%	26%	100%
Clipper Cash Value	17%	23%	21%	14%	25%	100%
Clipper 8-ride ticket	12%	19%	22%	18%	29%	100%
Monthly Pass	9%	24%	25%	18%	24%	100%
All Riders	16%	24%	22%	15%	23%	100%

Source: 2016 Caltrain Triennial Survey

Fare Product Use by Annual Household Income (2016)

- As annual household income increases, usage of high-value products like Go Pass or Monthly Pass increases
- One-way tickets are most common in lowest income groups

October 2016 Revenue Per Rider for Full Price Products

- Revenue per rider is highest for One-way TVM and Day Pass
- Revenue per rider is lowest for Go Pass

October 2016 Revenue Per Mile for Full Price Products

- Revenue per mile is highest for One-way TVM and Day Pass
- Revenue per mile is lowest for Go Pass

Peer System Characteristics

- Fare structure for 19 systems studied (including Caltrain):
 - 12 operate with zone-based fare system
 - 7 operate with fare system of station-to-station pairs
- Zones-based system is regarded as easier to understand for passengers and is easier to enforce
- Station-to-station fares can be seen as more fair for passengers but harder to enforce
- Of the 19 systems studied, Caltrain has fares that are about average (as of May 2017 Clipper Cash fares):
 - 11th highest base fare (no change after FY18 fare increase)
 - 8th highest maximum fare (7th highest after FY18 fare increase)
 - 10th highest price per track mile (no change after FY18 fare increase)
- Majority of peer systems studied offer monthly pass:
 - Some discount longest trip; some discount shortest trip

- Others do multiplier for number of trips (like Caltrain)

Farebox Recovery Ratio

- Caltrain has highest farebox recovery of commuter rail systems (2015)

Estimated Elasticity of Demand for Caltrain's System

Price Elasticity of Demand

- Demand elasticity is the relationship between the price of a good and the quantity of the good that is consumed
 - How price sensitive is a good?
- Elastic = a small change in price results in large changes in consumption (high price sensitivity)
- Inelastic = price changes have little effect on consumption (low price sensitivity)

Caltrain System's Demand Elasticity

- Calculated using Caltrain's newly developed fare elasticity model
- Demand elasticity modeling results:
 - Caltrain's ridership is inelastic
 - Elasticity value: estimated to be -0.2
- Fare increases are unlikely to result in steep drops in ridership on Caltrain and should be revenue positive
- Resulting policy question: how much revenue should Caltrain generate from its fares?

MTC's Means-Based Fare Study

Regional Coordination on MTC Means-Based Fare Study

- MTC study for region commenced in 2015
 - Caltrain staff is continuing to participate in regional conversations with MTC and transit operators
- Study goals:
 - Make transit more affordable for low-income residents
 - Move toward a more consistent regional standard for fare discounts
 - Develop implementation options that are financially viable and administratively feasible

Next Steps

- Update JPB in May 2018
- Finalize analysis of potential fare scenarios
- Draft Phase 1 Final Report
- Integrate analysis and findings into Caltrain Business Plan
- Determine next steps for Fare Study Phase 2:
 - Additional Go Pass analysis
 - Develop fare policy
 - Pursue Parking Study (anticipated FY19)

Member Cat Tucker was surprised that Caltrain does not have a fare policy and instead operates with a fare objective. Cat asked, how are objectives set and how do they change. Melissa said that the fare objectives are approved by the Board of Directors. Cat asked whether there will be a fare increase due to the fare study results. Melissa

stated that there will be no increase on fares based on the fare study results and is a tool to help analyze the effects of a fare increase.

Member Cat Chang comment was around equity in the fares. She said that it is great that Caltrain is exploring potential fare discounts. She also encourages Caltrain to look at the Go Pass as a separate product as the end users are different. In one instance the customer purchases their own ticket and in the other, the employer of the customer makes the purchase. Cat pointed out that only employees are eligible to receive the Go Pass and that contractors are not eligible. She said that those are the vast amount of people that earn the lowest salary and is a shame the Go Pass is not an available option. Cat said that the elasticity model is a great tool and asked for the main demand drivers that go into the elasticity model. Melissa said that there are a whole host of items. She also stated that low income riders are less inelastic and less price sensitive than higher income riders and is common amongst sister transit agencies. The general explanation for that is that riders who have higher income generally have an alternative transportation option and riders with lower income do not and have less transportation options. Cat encouraged Caltrain to look at the impacts of fare changes on lower income riders.

Member Paul Escobar stated that the Fare Study update is incredibly insightful. He is glad that Caltrain has a tool to possibly help low income riders. He also recommended that Caltrain not only look at revenues generated from its fares, but from which fares in regards to fare policy.

Member Julia Welch asked what the comparison is between the single ride fare media compared to the monthly pass daily rate. Julia said that the study reflects that the largest revenue contributors are low income passengers with the most expensive fares.

Member Ricardo Valenciana asked whether there is an opportunity on the weekends since there are different types of riders on the weekends. Melissa said that the opportunity is with service changes. Joe Navarro stated that the weekend ridership/fare has been looked at and unable to make changes to fares at this time.

Chair Brian Shaw referred to p.4 regarding the GO Pass. He asked whether the comparison of the GO pass is based on the ridership or based on the Go pass distribution. Melissa said that it is based on the share of ridership attributed to Go Pass determined by the Triannual Survey. Chair Brian said that the data does not reflect the many factors contributed to Go Pass and is not the same comparison to individually based fare media and encourages a more in depth look at the Go Pass in the next phase of the fare study.

Chair Brian Shaw referred to the graph on p.6 that reflects the business metrics. He asked why Caltrain struggles with budget crisis, when this graph reflects Caltrain generating revenue from fares. Joe Navarro responded that there is an aging fleet and funding is used to rebuild and repair equipment. In addition, Caltrain TVMs are 18 years old and also need attention. Additionally, in order to improve customer flow with the increase in ridership, the clipper card reader machines need to be repositioned. There are many projects pending and Joe will have further information as the year goes on.

Member Cat Tucker advised that Caltrain is not the only transit agency that has had projects deferred. Chair Brian Shaw encourages staff to present a graph that tells the complete story and include the various factors that attribute to budget for example, the aging fleet, future operation growth and member agency contributions so that the full picture is understood.

Cat Chang left at 7:06pm

Public Comment

Jeff Carter, Millbrae, said that regarding elasticity, there is a significant amount riders that participate in Go Pass and those riders do not feel the fare increase as they do not pay for their Caltrain pass. He said that there needs to be more studies completed on the subsidized compared to non-subsidized riders. He asked whether the fare study was completed in-house or with consultants. Melissa advised that Caltrain has a consultant team working on this study. Jeff said that the chart shows that member contributions have gone down and this is why Caltrain has had to increase fares.

Doug Delon, Mountain View, said that Caltrain may not have a fare policy, but he thinks that the board has adopted a farebox recovery policy. He also stated that HUD (Housing Authority) has regulations and a formal definition of income categories. Doug requested to interpret the data from the fare study to fit into the HUD standard income categories.

Andy Chow said that one of the reasons low income riders do not take advantage of the discounts is because the fare media would have to be paid for upfront. He suggests more flexible options to low income riders just as in Oregon that offers a fare cap. In addition, he suggested charging passengers riding to the Giants game full price to maximize revenue for visitors and giants fans.

Adrian Brandt said that nearly a quarter of Caltrain's ridership earns over \$200k/yr and 60% earn over \$100k/yr. The lowest income riders are paying most per mile and the highest earning riders are paying the least and this is an equity issue. He also talked about reduction in JPB member contribution and said that there have been contribution cuts by over 75% in the last 7 to 8 years which makes for Caltrain to rely more heavily on passenger fares which makes Caltrain vulnerable to ridership decline. Lastly, Adrian suggests Caltrain to move to distance based fares.

Susan Wright, Belmont, said that regarding elasticity, she feels due to the study based on current ridership, a group of riders have been left out; the ones that were priced out. She suggests to poll people that are interested in riding however not a feasible option. It might be helpful information.

STAFF REPORT UPDATE

Joe Navarro, Director, Rail Operations, reported:

On-time Performance (OTP) –

- **March:** The March 2018 OTP was 94.3% compared to 96.5% for March 2017.
 - **Vehicle Strikes** – There was one vehicle strike on March 25.

- **Vehicle on Tracks** – There were two days, March 1 and 4, with a vehicle on the tracks that caused train delays.
- **Mechanical Delays** – In March 2018 there were 515 minutes of delay due to mechanical issues compared to 408 minutes in March 2017.
- **Trespasser Strikes** – There was one trespasser strike on March 5, resulting in a fatality.
- **February:** The February 2018 OTP was 93.7% compared to 93.8% for February 2017.

Mechanical Delays

Mr. Navarro explained that the Mechanical delay minutes do not reflect the time a particular train is out of service, but that it includes the overall delayed minutes throughout the system on that day. Today the dispatch center is able to recover more quickly and affect the reduction in delayed minutes for the day. The dispatch team has done a great job in maneuvering around the mechanical issues to get service back up and running as quickly as possible.

Tunnel Closure

After San Francisco Giants Baseball season in October, there will be a tunnel closure for 24 weekend service. There will be no service from Bayshore to 4th & King St. due to construction.

TVM

Looking at replacing 10 -12 Ticket Vending Machines for FY19 budget

Platform Closure Static Signage

There will be a media blitz informing passengers know of the new signage.

Ms. Navarrete reported:

Bikes Board First Pilot:

- On Monday, April 16, Caltrain will launch a five week pilot program that hopes to make boarding more efficient. This will allow bicyclists to board bike cars first at the Mountain View, Palo Alto and Redwood City stations. Caltrain staff will be on hand at those stations to assist passengers as needed.

Caltrain Mobile Ticketing App-

- In March, Caltrain Mobile sold 9,167 tickets. About 67.3 percent of the tickets sold were One-way and the most common ticket category used was Adult category. Caltrain Mobile was downloaded nearly 8,500 times in March.
- 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 –

- In March, Clipper system registered 8,240 unique users accounted for 133,269 boardings.
- 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.

Public Comment

No public comment

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

May 16, 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 7:25 pm