

**CITIZENS ADVISORY COMMITTEE (CAC)  
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING  
Bacciocco Auditorium, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF JANUARY 17, 2018**

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

**MEMBERS ABSENT:** C. Tucker, H. Chamarthy

**STAFF PRESENT:** R. Arnold, C. Gumpal, J. Navarrete, J. Navarro, B. Burns

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

**ELECTION OF OFFICERS**

A nominating committee was not established; the members agreed to meet and determine a member from each county. Chair Shaw requested this item included on the next meeting agenda.

**APPROVAL OF MINUTES OF DECEMBER 20, 2017**

Motion/Second: Klein/Escobar

Ayes: Chang, Fernandez, Welch, Klein, Escobar, Shaw

Absent: Tucker, Chamarthy, Valenciana

**PUBLIC COMMENT**

Roland Lebrun, San Jose, said the issue is train capacity and line capacity. He commended Chair Shaw's report to the Board during the last meeting. He requested that the members look at the Citizens Advisory (CAC) bylaws and see what the CAC member's roles are on the committee. He said the members' role should be to address Caltrain issues as well as provide input to the Board. He also asked that the member name plates that reflect the counties they represent should be clearer.

Ricardo Valenciana arrived at 5:52 p.m.

Drew, San Mateo, said he appreciates the staff that is working on the New Hillsdale Station/ 25<sup>th</sup> Avenue Grade Separation in San Mateo and also options to improve things on the stations coming from the South.

**CHAIRPERSON'S REPORT**

Chair Shaw said Stanford recently implemented a program to use clipper card as the Go Pass platform; the data would be helpful for Stanford and Caltrain in evaluating the Go Pass program and allowing Caltrain to understand the use of the program and Stanford understanding the value.

## **COMMITTEE COMMENTS**

Member Paul Escobar requested more information or a possible future presentation regarding Wi-Fi on the trains. Chair Shaw said it has been over one year since the discussion of Wi-Fi; he agreed and asked staff to include as an item on work plan.

### Public Comment

Roland Lebrun, San Jose, provided the members a history on Wi-Fi; he said that a few years ago Caltrain presented to the Board a proposal for \$29 million dollars, during the meeting an individual from private company offered to provide service for free and the motion was denied. He said the latest new is Caltrain is trying to get Transit and Intercity Passenger Rail Program (TIRCP) funding to enable Wi-Fi.

## **MOBILE TICKETING APPLICATION**

Russell Arnold, Director, Marketing and Communications, said the Mobile Ticketing application (App) is set to launch on February 10, 2018 at the Giants FanFest, he reported:

### Mobile ticketing features

- Products available: One-way, Day Pass and Zone Upgrade
- Fare rules – same as paper ticket (purchase and activate)
- Fare price – same as ticket machines

### Promotion plan

- Phase I – Tease
- Phase II – Launch with Product Details, How to Download, How to Use, Frequently Asked Questions
- Phase III – Continual Education, Awareness

### Next steps

- Trip Planning
- Daily Parking

Ms. Fernandez asked if it was an app or a mobile website. Mr. Arnold responded it will be an app. Ms. Fernandez suggested it should be a mobile website as it would be easier to go through your phone browser and purchase in an online store as oppose to downloading the app.

Julia Welch suggested an indicator that delivers to mobile phones that provides available parking spaces. Mr. Arnold agreed but the data from the ticket vending machine would need to synchronize with the indicator on a mobile phone; not sure if the ticket machines are robust enough and might require possible upgrade on the ticket machines.

Larry Klein asked if the app requires Global Positioning System (GPS) enabled at all times. Mr. Arnold responded it is not through GPS; the riders would need to choose the station destination.

Lauren Fernandez asked when showing the conductor the app, does it require data connection. Mr. Arnold responded no, it is an app and located in cell phone wallet; does not require data.

Mr. Escobar asked what kind of data is collected and stored. Mr. Arnold said you can purchase as a guest or create an account and data is not linked to a person.

Cat Chang asked what the consequences are if a rider just purchased the ticket at the last minutes once they boarded the train. Joe Navarro responded the rider will get a violation; all signs state that riders should have a proof of payment prior to boarding the train.

Ms. Chang asked if staff about security around payment details and billing. Mr. Arnold responded yes the app is in compliance and secure. He also mentioned that San Francisco Municipal Transportation Agency (SFMTA) and Santa Clara Valley Transportation Authority (VTA) use the same app.

Ms. Welch asked if there would be any advertisement on the app. Mr. Arnold said they would not allow any advertisement.

#### Public Comment:

Adrian Brandt, Redwood City, asked about the flashing light on the app; suggested there should be the time stamp on the purchase. Mr. Arnold said yes it is time stamped. Mr. Brandt also asked about back ride prevention if it is direction stamped. He also noted that the ticket app does not prevent back-riding within one zone ticket. Mr. Arnold said yes it is from zone to zone. Mr. Brandt suggested PayPal.

Roland Lebrun, San Jose, said it is time to start thinking about the transit system like the rest of the world. He said pre-pay and upload is fine but bottom line like every transit system on the world; you don't get on platform until you are validated; need to tag on/off; the agency should implement the tagging system. He said it is important for the data to go on Clipper for the purpose of transit planning; to find out what system the riders are using. He asked what the cost of the app and funding source is; he said he would have a personal problem if it is through the Caltrain fare box.

Andy Chow, Redwood City, he said SFMTA and VTA have their own app; understand the market for the app; frequent users rely on clipper card but occasional users that would ride SFMTA, VTA and Caltrain would that rider have to download the app for all three or one single process; it would be unfortunate if it is three. He said Chicago has an app that supports bus and train; the technology exists.

#### **TRAIN DELAY AND ON TIME PERFORMANCE**

Ben Burns, Manager Rail Operations, reported on On-Time performance improvement, key highlights of the report:

- On-Time (OTP) Performance Goal: 95 percent trains On-Time
- On-Time = 5 minutes and 59 seconds or less
- On-Time Perform. Measurement – Time Points
  - End of Line: San Francisco, San Jose, Tamien, Gilroy

- Mid-Line: Redwood City
- On-Time Performance tracked Daily, Monthly, Yearly
- Improved Monthly OTP:
  - Over Past Year since Oct 2016:
    - 6 months exceed 95 percent OTP
- Improved Year-to-Date OTP:

Oct 2017: 94.9 percent	Oct 2014: 91.6 percent
Oct 2016: 94.0 percent	Oct 2013: 91.1 percent
Oct 2015: 86.2 percent	Oct 2012: 89.0 percent

Chair Shaw asked about the change for bike boarding procedures; riders that do not have a bike would use other doors so bikers can get enter the train; he asked if this was still being considered. Mr. Burns said the study pilot started in December but did not have much data due to the weather and there were no bikers. Mr. Burns said they will continue the study in April when the weather is better and more bikers.

Julia Welch suggested that during the study of bikers going first; there should be more signage on the trains providing riders this information.

#### Public Comment

Roland Lebrun, San Jose, suggested staff should add more passing stations to prevent delays and fatalities. He also said the passing station design needs improvement.

Adrian Brandt, Redwood City, suggested staff should be careful and accurate when doing statistics and studies; consider weather conditions as factor; timing on bikes boarding; data on seconds of boarding/off boarding.

#### **STAFF REPORT UPDATE**

Joe Navarro, Director, Rail Operations, reported:

##### **On-time Performance (OTP) –**

- **December:** The December 2017 OTP was 93.9 percent compared to 95.1 percent for December 2016.
  - **Vehicle on Tracks** – There were five days, December 6, 8, 13, 17, and 26, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In December 2017 there were 499 minutes of delay due to mechanical issues compared to 481 minutes in December 2016.
  - **Trespasser Strikes** – There was one trespasser strike on December 11, resulting in a fatality.
- **November:** The November 2017 OTP was 94.8 percent compared to 92.5 percent for November 2016.

Mr. Navarro said the Customer experience task force report will be updated during the next meeting.

Mr. Escobar asked about the selling of alcohol on the train. Mr. Navarro said it is not being considered at this time. Mr. Shaw clarified that alcohol is allowed on the train if riders bring their own but Caltrain will not sell alcohol.

Public Comment

Adrian Brandt, Redwood City, said that the customer experience especially on 4<sup>th</sup> and King during special event days needs to be improved; unfair to have riders wait outside during special events; riders should be allowed in the trains to wait.

Roland Lebrun, San Jose, suggested an app called Transloc that is used by other transit agencies; provides a map of entire network and shows all location of all trains that are active on the network; the dots of direction provides information on when the train arrives. He said he was unsure of why Caltrain is not using this app.

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**

February 21, 2018 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 6:50 pm