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MICHAEL J. SCANLON
EXECUTIVE DIRECTOR

**JPB Citizens Advisory Committee
1250 San Carlos Avenue, San Carlos, CA 94070
Bacciocco Auditorium, 2nd Floor**

August 21, 2013 – Wednesday

5:40 p.m.

STAFF LIAISON: Michelle Bouchard, Director of Rail Transportation

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of July 17, 2013 MOTION
4. Public Comment
Public testimony by each individual speaker shall be limited to three minutes
5. Update on the Peninsula Corridor Electrification Project (M. Lee) INFORMATIONAL
6. Update on Bicycle Access Plan (S. Petty) INFORMATIONAL
7. Chairperson's Report (K. Gardiner)
8. Staff Report (A. Maguigad)
9. Committee Comments
Committee members may make brief statements regarding CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC
10. Date, Time and Place of Next Meeting
September 18, 2013 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
11. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Mateo County:** Paul Bendix, Adina Levin (Vice Chair), Dee Marie Lindsey
San Francisco City & County: Jonathan Berk, Kevin Gardiner (Chair), Alexandra Sweet
Santa Clara County: Bruce Jenkins, Yvonne Mills, Cat Tucker

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6223 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at <http://www.caltrain.com>.

JPB and Citizens Advisory Committee (CAC) meeting schedules are available on the Caltrain Web site.

Location, Date and Time of Regular Meetings

Regular meetings are held at the San Mateo County Transit District Administrative Building located at 1250 San Carlos Ave., San Carlos, CA, which is located one block west of the San Carlos Caltrain Station on El Camino Real. The office is also accessible by SamTrans bus routes: 390, 391, 295, 260, and KX.

The JPB Citizens Advisory Committee meets regularly on the third Wednesday of the month at 5:40 p.m. at the same location. Date, time and place may change as necessary.

Public Comment

If you wish to address the Committee, please fill out a speaker's card located on the agenda table and hand it to the Assistant District Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Assistant District Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities

Upon request, the JPB will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Assistant District Secretary at Peninsula Corridor Joint Powers Board, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or emailed to cacsecretary@caltrain.com; or by phone at 650.508.6279, or TDD 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that public records are distributed or made available to the legislative body.

**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 JULY 17, 2013

MEMBERS PRESENT: P. Bendix, K. Gardiner, B. Jenkins, A. Levin, D. Lindsey, Y. Mills

MEMBERS ABSENT: J. Berk, A. Sweet, C. Tucker,

STAFF PRESENT: J. Averill, M. Bouchard, D. Kim

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

APPROVAL OF MINUTES

A motion (Bendix/Lindsey) to approve the minutes of May 15, 2013 was approved.

PUBLIC COMMENT

Jeff Carter, Millbrae, said Caltrain service was a disaster on June 30th because of San Francisco Pride events. Trains were full and it was hard to get onboard. Some people were left behind at Millbrae on the late afternoon trains because there were so many people.

Adina Levin arrived at 5:48 p.m.

REGIONAL BIKE SHARE PROGRAM UPDATE – D. KIM

Douglas Kim, Director, Planning, presented:

- Approximately \$7 million was awarded for a bike share pilot project.
- The concept of bike sharing will be deployed and tested in five cities with 700 bicycles and adding 300 more in a year.
- It is a membership-based program. Memberships can be 24 hours, three days, or one year.
- This program is not for long-term bike rentals, but for unlimited 30-minute increment trips in the duration of the membership. Bikes must be returned to bike stations within the 30-minute increment or else the rider will be charged additional fees.
- Bike stations are semi-portable and modular. No construction is needed to place a bike station in a location.
- Bike stations will be at the following Caltrain stations: 4th and King, Redwood City, Palo Alto, Mountain View, San Antonio, and Diridon.
- Pre-launch activities include:
 - Procure, assemble and install equipment
 - System development
 - Design/permitting

- Customer service
 - Operations
- Next steps include:
 - Program implementation actions
 - Outreach/marketing
 - Testing
 - Program launch scheduled for mid-August
 - Program analysis
 - Data monitoring and evaluation
 - Recommendations for expansion
 - Provide best practices and lessons learned

Yvonne Mills asked if there is a cost to the JPB. Mr. Kim said the San Mateo County Transportation Authority chipped in \$80,000. The JPB committed in-kind staff resources involved with permitting.

Ms. Mills asked how the cities were selected. Mr. Kim said there were a number of cities that said they were interested when the grants became available. Within each of the cities, feasibility assessments were conducted. It was determined that Caltrain stations would be the anchor stations, and a reasonable amount of spacing between stations was determined. Activity centers were observed to determine an evenly spaced network of stations.

Ms. Mills asked if there has been any thought to partnering with employers to subsidize a station. Mr. Kim said this program requires an infusion of funding and the San Mateo County Transit District (District) is looking for local station sponsors with advertising rights.

Adina Levin asked if Caltrain and SamTrans have goals regarding the system. Mr. Kim said the District has a major grant to conduct a last-mile program in Redwood City and this program provides a number of options. He said staff will collect data to see if Caltrain is picking up new riders to see if this is a viable way to get to and from the cities. Staff has not set performance standards yet, they are just looking to see if this concept will work.

Ms. Levin said it would be useful to keep an eye out on the bike bumps to see if this alleviates that issue.

Ms. Levin said the pricing is for too short an amount of time because 30 minutes is not enough to reach destinations or to run errands or go to lunch. Stations are not located close enough together. Mr. Kim said locations have been the single biggest issue of discussion. Everyone has a different idea where stations should be. He said staff relied on the expertise of Alta Bicycle Share, the company that is running the program and has launched several bike share programs in other locations, to determine where the best locations should be. There will be opportunities to pick up key locations in the next year as the pilot grows. There is a narrow band of pricing that works well for the operator and the customers, and this pricing matches other bike share programs that are currently in use. Ms. Levin said the other bike share programs might be in an area

with a different land-use pattern than the Peninsula cities, so stations might need to be closer together.

Ms. Levin asked if Clipper can be used as a payment method. Mr. Kim said there have been complications and Clipper functionality will not be ready on opening day but it is being working on.

Paul Bendix asked if people would know the safest routes to take to their destinations if they use one of these bikes. Mr. Kim said the bike share program is not focused on that type of customer education.

Ms. Levin asked who is coordinating the launch in Redwood City. Mr. Kim said the Metropolitan Transportation Commission and the Bay Area Air Quality Management District are coordinating the launches everywhere, but within the Redwood City Station it is the JPB, the city of Redwood City, and San Mateo County.

Chair Gardiner asked if this program has had experience with suburban-type land uses. Mr. Kim said the experience is more urban, but this is a proven concept. He said there is very little precedent for experiments like the Redwood City Station. Chair Gardiner said he agrees the 30-minute period might need to be extended for this type of area and maybe it can be tweaked as the pilot goes along. Mr. Kim said it is pretty uniform with all other bike share programs that the first 30 minutes are free. He said the private vendor needs to make money with these programs. Very few people go beyond 30 minutes because that is a long time to cycle. Extending the 30-minute period would mean the vendor would have to balance that with higher membership fees. Time will tell if that is the right increment.

Michelle Bouchard, Director, Rail Transportation, said a challenge for Caltrain is to educate riders that this program will help with the reliability of their trips by providing another way to cover the last mile.

Mr. Kim said this is an opportunity to take the edge off demand for bikes on Caltrain. This program does not explicitly prohibit bringing these rented bikes onboard but it does not make sense to do, so staff does not anticipate that to be a problem.

Public Comment

Doug DeLong, Mountain View, said there has to be an empty receptacle so customers don't wind up going over their time. He said he hopes if bike racks are full someone can move bikes to an empty rack so customers don't find themselves in that situation. He said if someone rents the bike they will want to be riding it or returning it to the bike station and not going to a restaurant with the bike, and that might have something to do with the fare design of the program.

Jeff Carter, Millbrae, asked if the bike has to be returned to the same station it was picked up at. Mr. Kim said the idea is to go from point to point so bikes do not need to be returned to the same station.

Mr. Kim said Alta Bicycle Share is going to constantly monitor how many bikes are at a station and will be rebalancing to make sure there will be a spot.

Ms. Mills asked if there would be other bike stations within the selected cities, not just at the Caltrain station, so bicyclists could connect from point to point. Mr. Kim said there must be a network of stations for this to work and there will be at least five bike stations within each of the hubs at Caltrain locations. There will be maps available to show where stations are located.

CHAIRPERSON'S REPORT – K. Gardiner

Chair Gardiner said the CAC would like to present a Certificate of Appreciation to outgoing member John Hronowski but he was not able to attend.

Chair Gardiner said Ms. Levin and Cat Tucker were reappointed to the CAC, and a new member, Jonathan Berk, was appointed to represent San Francisco County.

Chair Gardiner said he is creating an ad hoc committee composed of himself, Ms. Tucker, and Mr. Bendix to create a work plan and establish goals and objectives to focus on for the next year. The ad hoc committee will bring the full list to the CAC for discussion but the purpose of the ad hoc committee is to whittle down the list and establish priorities and focus.

STAFF REPORT – M. Bouchard

Ms. Bouchard reported:

- It was a pleasure having Mr. Hronowski on the CAC and she hopes he will continue to be an advocate in the future.
- Average weekday ridership at year-end was at an all-time high of 15,595,559.
- June ridership was 53,041, up 5.3 percent from previous year.
- At some point capacity constraints will suppress ridership growth, but June saw a 5 percent increase.
- Caltrain is pursuing avenues for additional capacity including new rail cars and redistributing the rail cars to improve efficiency.
- The Bay Area Rapid Transit (BART) strike was a challenging time for Caltrain. Many cars were at standing room only. BART may strike again in August.
- Total farebox revenue for the year-end was the highest ever at \$68,767,170. This will help bridge the budget gap.
- Caltrain did not perform well over Pride weekend but the contract operator and Caltrain debriefed and will learn from that experience to prepare for upcoming events. Large crowds were expected for Pride but due to the legal decisions announced just before Pride more people than expected attended.
- Predictive Arrival/Departure System testing continues but it was paused because of the discovery of some software problems. Field testing is being conducted to verify the system is working before going back to acceptance testing.
- The roads under the San Bruno Grade Separation Project will be lowered in August.
- Americans with Disabilities Act improvements are coming with new ramps. A successful test with the prototype was conducted in Redwood City. Space has been made in the Gallery car sets to accommodate a third wheelchair.

Mr. Bendix said increased wheelchair space increases flexibility and he encourages passengers and train crews to continue to be flexible. He said Yellow Cab requires an exact street address for Caltrain stations and it is very difficult to find an exact address for the stations. He said he was surprised the cabs needed them. He said this is especially difficult for visitors to hail a cab. He said maybe Yellow Cab could be encouraged to learn where the stations are so they won't need a street address.

Ms. Levin asked if any lessons have been learned in terms of maintenance, recovering faster or reducing the likelihood of problems. Ms. Bouchard said it is really getting a grip on the State of Good Repair Program which is something the contract operator is pursuing in earnest. It is a complex plan. Staff has a debrief call with the contract operator within three days of major mechanical problems.

Ms. Levin asked if the amount allocated for the State of Good Repair is enough to bring up the maintenance level. Ms. Bouchard said staff has worked together with contractors and the operator for years to maintain a current State of Good Repair plan for the given year. There is slightly less money for the program but enough to get through the year and in the future staff will go back out to request the normal amount of funding.

Ms. Levin asked if there is a backup plan for each segment between stations so Caltrain knows where busses and shuttles are in case of a breakdown or problem that causes the trains to stop. Ms. Bouchard said staff developed Bus Bridge Standard Operating Procedures.

Public Comment

Jeff Carter, Millbrae, said he noticed Caltrain had an extra train at Millbrae to handle crowds during the BART strike. He said it looks like some people decided to stay with Caltrain even after the BART strike.

Chair Gardiner asked what happened at Pride. Ms. Bouchard said there was a misunderstanding between Caltrain and the contract operator when staff expected the trains to operate. Staff did not expect people to be coming as early as they did. Extra train service was not issue, crowd control issues and getting people out of San Francisco could have been handled better.

COMMITTEE COMMENTS

Ms. Levin said the Santa Mateo County Board of Supervisors is considering allocating to SamTrans some of the sales tax passed last November to fund paratransit and a potential side effect will help the District keep its commitment to fund Caltrain. The Friends of Caltrain are encouraging county residents to support the request.

DATE, TIME AND LOCATION OF NEXT MEETING:

August 21, 2013 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 6:53 p.m.