



TOM NOLAN, CHAIR
JERRY DEAL, VICE CHAIR
JOSÉ CISNEROS
MALIA COHEN
ASH KALRA
ARTHUR L. LLOYD
ADRIENNE TISSIER
PERRY WOODWARD
KEN YEAGER

MICHAEL J. SCANLON
EXECUTIVE DIRECTOR

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

January 15, 2014 – Wednesday

5:40 p.m.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of December 18, 2013 MOTION
4. Public Comment
Public testimony by each individual speaker shall be limited to three minutes
5. Report of the Nominating Committee (Paul Bendix, Kevin Gardiner, Yvonne Mills)
 - a. Election of 2014 Officers
6. Chairperson's Report
 - a. Discussion and Possible Action Regarding Limiting Times for Agenda Items
7. Caltrain Capacity Discussion (Michelle Bouchard) INFORMATIONAL
8. Staff Report (Michelle Bouchard)
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
February 19, 2014 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, Vacant
San Francisco City & County: Jonathan Berk, Kevin Gardiner, Alexandra Sweet
Santa Clara County: Yvonne Mills, Cat Tucker, Vacant

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 ECR, 260, 295 and 398. Additional transit information can be obtained by calling 1-800-660-4287 or 511.

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 DECEMBER 18, 2013

MEMBERS PRESENT: P. Bendix, J. Berk, K. Gardiner, B. Jenkins, A. Levin, A. Sweet, C. Tucker

MEMBERS ABSENT: Y. Mills

STAFF PRESENT: J. Averill, T. Bartholomew, M. Bouchard, R. Haskin, C. Kwok, M. Martinez, M. Scanlon

Chair Kevin Gardner called the meeting to order at 5:47 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES

Chair Gardiner said on page 7 where he said limited trains have unused capacity should be, "he asked if trains have unlimited capacity..."

A motion (Bendix/Tucker) to approve the minutes of November 20, 2013 as amended was approved.

PUBLIC COMMENT

Jeff Carter, Millbrae, said during last month's CAC meeting a wire fell across the tracks at Hayward Park Station. He said he appreciated the fact that staff got out there to get trains moving again and get the bus bridge in place. He said the Holiday Train was well received, and he hopes it can continue in years to come.

Doug DeLong, Mountain View, said he'd like to distinguish between service affecting and non-service affecting failures or outages. He said a service affecting failure would be a train that can't move under its own power or doesn't meet Federal Railroad Administration requirements to continue in revenue service, and non-service affecting failures might be toilets that don't flush or shore power facilities not being maintained by the operating contractor. He said there is visibility of service affecting failures through service delays or on-time performance, but there is not clear visibility of non-service affecting failures. He said the non-service affecting failures are indicative of blind spots and it would be good if staff and the operating contractor could address them.

CUSTOMER SATISFACTION SURVEY RESULTS – Christiane Kwok

Christiane Kwok, Manager, Market Research and Development, presented:

- The field work for this survey was done in June.
- There are 18 satisfaction questions.

- One car in 46 different trains were surveyed, 10 of which were on Saturday.
- There were 2,904 completed surveys returned, a 77 percent response rate.
- Results are compared to the December 2012 survey.
- Overall satisfaction is compared on a scale of one to five. There was a 3 point increase in overall satisfaction, a positive move from the somewhat or very satisfied rating, and the somewhat or very dissatisfied rating stayed about the same.
- At stations, being informed of delays saw the greatest increase, which may be attributed to the testing of the real-time information system.
- Onboard there were significant improvements in satisfaction with on-time arrival at the destination and being informed of delays more than 10 minutes. This could be because conductors were asked to make more announcements onboard, and staff had been using social media to inform customers when there were service issues. There was a decrease in the rating of the cleanliness of train exteriors.
- Riders' overall experience at Caltrain stations improved by 0.05 and onboard improved by 0.01.
- Half of the riders felt the performance has remained the same over the last year. One-third felt performance has improved. The remaining declined to answer.
- Ninety-two percent of the riders said they would recommend the service to friends and family.
- Customers stated the areas that should be the highest priority for improvement are frequency of service, communicating service delays, on-time performance, and seating availability.
- Some of this data is used for customer service improvements, market research and development, marketing, and web and creative services.
- The complete report is available at www.caltrain.com/surveys.

Jonathan Berk said given the fact that there is a capacity issue and the satisfaction has not gone down, Caltrain is doing something right. He asked how the car is selected in each surveyed train. Ms. Kwok said the cars are selected randomly. Mr. Berk said he doesn't think so and he thinks no bike cars were surveyed. Ms. Kwok said the full report will show which car was selected. Mr. Berk said since there are so many complaints about bike capacity and there is very little about bike capacity in the survey, something about the survey is not working.

Mr. Berk said asking if the trains look nice from the outside and asking if the person was able to get a seat are very different questions and there are important questions and unimportant questions. He said he encourages staff to rethink the survey to get more information about questions that really matter. Ms. Kwok said the goal of the survey is a performance measurement for the contract operator, TransitAmerica Services, Inc. (TASI). Mr. Berk said he is concerned that the survey is wasting people's time on questions Caltrain is not interested in.

Mike Scanlon, Executive Director, said this is a contractual document upon which staff judges the overall performance of the contractor. He said asking if the train is clean may seem like a silly question, but staff needs to measure and reward TASI on the fact

that they are keeping the trains clean. He said this is an indicator if TASI is following the processes and rules.

Mr. Scanlon thanked the CAC and said they do important work as a part of the committee and wished them happy holidays.

Alex Sweet asked if there were follow-up questions about why the participants felt the service improved or declined. Ms. Kwok said no. Ms. Sweet said identifying that information would be helpful to understand what the customer is feeling.

Adina Levin asked if any thought has been given to restoring mid-day service. Michelle Bouchard, Director, Rail Transportation, said a few weeks ago an origin-destination survey was completed. This is important information to make decisions about adding or changing service. She said she will discuss it more in her report.

Cat Tucker asked what surveys Caltrain uses to learn about the customer experience since this survey is about measuring TASI. Ms. Bouchard said there are several questions in the survey that are valid to the customers' experience but are used to measure TASI's performance.

Ms. Tucker said there is a population that is not being serviced and there is no way to measure that segment. This includes people who don't take the train because it doesn't go when or where they need to go, and bicyclists who were bumped because there was not enough space. She said this segment could be potential riders and this information could validate the need for more cars or other information.

Chair Gardiner asked if these survey results are consistent with other transit agencies' survey results. Ms. Kwok said she would have to look for that information.

Chair Gardiner asked how often the questions are changed. Ms. Kwok said the rating questions are never changed because they are needed to identify trends and changes in customer perception, but there are other questions that change every year.

Mr. Berk said it might be better to survey fewer trains but capture all cars on the trains that are surveyed to be able to extrapolate data across all subsets of riders including bicyclists. Ms. Kwok said that reduces the cross section of trains and times, but she will look into it.

Ms. Levin said asked when the CAC will be able to see the results of the origin-destination survey. Ms. Bouchard said staff will probably create a summary report and use them in conjunction with the February counts.

Ms. Levin asked if the survey includes the rider's original destination, like if they started their trip in Oakland. Ms. Kwok said the survey asked where the rider boarded and where they alighted and their transfer point only when riding Caltrain. Ms. Bouchard said this was a very specific, targeted effort to get every person to answer where they got on and off in support of a potential rework of the schedule. Ms. Kwok said the

Metropolitan Transportation Commission is conducting an origin-destination survey that will include full trips and transit methods.

Public Comment

Roland Lebrun, San Jose, said the CAC should recommend to the Board they issue a request for proposal to have a professional survey organization to do this survey. He said this survey was biased. He said TASI had no control over this data. He said this data is over six months old and is totally worthless by now.

Doug DeLong, Mountain View, said the bicyclists who want to get to work will figure out which trains they can get on reliably, and people who want to engage in political theater will write e-mails.

Rita Haskin, Executive Officer, Customer Service and Marketing, said if anyone is interested in the accuracy of the survey they should go to Caltrain.com/survey and read the report, which was done by professional survey agency, and read the methodology, and see which bike cars were surveyed. She said staff strives for professionalism at all times.

Chair Gardiner said he would like to see a subset of bike car survey results to understand the priorities the bike passengers may have.

SUBCOMMITTEE REPORT: DISCUSSION ABOUT QUESTIONS FOR UPCOMING PRESENTATIONS – Paul Bendix, Jonathan Berk, Cat Tucker

Mr. Berk said not all questions that he received from committee members were related to incident response so they were not listed, but that does not mean they were not important. The questions are included in the agenda packet.

Chair Gardiner said these are the questions for the presentation on incident response. He said if there are any other questions that are not listed, they can be added now.

Public Comment

Roland Lebrun, San Jose, said potential future presentations could include funding and survey questions so the CAC could provide input about what goes into the survey.

Ms. Tucker said to add a question about a special process for people who need extra help such as people in wheelchairs when there is an incident.

Ms. Sweet said she wanted to know what Caltrain's plan is to publicly respond to the growing frustration with bike bumps. She said right now some bike bump complaints are responded to via e-mail, but what there needs to be a broader response.

Ms. Levin said she wants to know what the policy is for conductors to communicate to people on the train and at stations if a train is stopped. She asked what the responsibility or protocol is. She asked if there is a plan for each station if there is a train stopped at that station or between stations, because there should be a different set of backup plans for each station.

CHAIRPERSON'S REPORT – Kevin Gardiner

Chair Gardiner presented a certificate of appreciation to Bruce Jenkins for his time on the CAC.

Mr. Jenkins said he enjoyed serving on the board for the last eight years and it has been fun.

CALTRAIN CAPACITY DISCUSSION – Michelle Bouchard

Ms. Bouchard presented:

- Railroad operates on the concept of system capacity. Capacity constraints come from many sources.
 - Rolling stock includes the number of seats, bike spaces, toilets, etc. Staff seeks a balanced approach that is the best for greater good. Adding rolling stock could create a performance impact and that could affect demand.
 - The wayside fixed-block signal system has headways between five and nine minutes, which means trains can't follow each other any closer than a minimum of five to nine minutes. This can create constraints. Caltrain operates a combination of express and limited stop trains. Some trains are only half full but serve lower ridership stations that don't get frequent service. If every train stopped at every station, Caltrain could operate a higher frequency with nine or 10 trains per hour, but it would take 90 minutes to get end-to-end. Staff balances frequency versus travel time.
 - Constraints are presented by the physical characteristics of the stations including the platforms, grade crossings, the locations of stations, curves and the capability to spread tracks. A capacity solution that involves taking trains from five to six cars has constraints due to the platforms.
 - Terminal capacity can present constraints in terms of how many trains can fit in and out of a terminal if frequency increases.
 - Onboard bikes and bikes at stations and the station facilities can limit capacity.
- Average weekday ridership numbers are above 50,000 and climbing.
- Average weekday bike ridership saw a 15.7 percent increase.

Mr. Jenkins left at 7:00 p.m.

- Gilroy extension ridership was declining prior to the baby bullet service. It has increased 12.1 percent since last year.
- The top 10 trains in total ridership in the high season are experiencing instances when there are not enough seats for everyone.
- Average trip length on a weekday train is 22.8 miles, baby bullet is 28.2 miles, and peak non-baby bullet is 20.3 miles.

Mr. Berk said he has to go and asked if this presentation can be finished at the next meeting.

Chair Gardiner said CAC members can decide to stay later if they want to cover this information, pare down the agendas, or be more judicious with questions and

comments about items that are less relevant. He asked Ms. Bouchard to finish the presentation next month and move on to the staff report until the CAC loses a quorum.

Mr. Berk left at 7:15 p.m.

STAFF REPORT – Michelle Bouchard

Ms. Bouchard said:

- Ridership and revenue are very robust.
- If Caltrain procures more rail cars, a heavy rebuild will have to be done before they will be ready to use. Staff is involved in heavy fleet planning to address capacity.
- Staff is planning special event service including new service to get riders to the San Francisco 49ers stadium in Santa Clara.
- Staff is working on an increase in service.

Ms. Levin said there are cities along the Caltrain line that are looking to make strategic decisions and information about how many more people will be carried if Caltrain adds cars will help them.

Ms. Sweet said the CAC should time their discussions or make time limits to make sure all items on the agenda get covered.

COMMITTEE COMMENTS

None

DATE, TIME AND LOCATION OF NEXT MEETING:

January 15, 2014 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 7:24 p.m.

PENINSULA CORRIDOR JOINT POWERS BOARD CITIZENS ADVISORY COMMITTEE
STAFF REPORT

TO: Citizens Advisory Committee

FROM: Martha Martinez
JPB Secretary

SUBJECT: **OPTIONS FOR LIMITING MEETING TIME**

ACTION

Staff recommends the following options for limiting the time for the Citizens Advisory Committee (CAC) meetings.

- Restrict the number of agenda items/presentations. Staff will work with the chair to determine which item(s) to present.
- Restrict discussion time per item by a designated amount. The chair has discretion to end a discussion and move to the next agenda item.
- Begin the meeting earlier, such as 5:30 p.m. This would require a formal vote and change to the bylaws.

BACKGROUND

The November and December 2013 meetings ran later than normal, and several CAC members left before the meeting concluded resulting in the loss of a quorum. These members expressed their desire to end the meeting around 7:10 p.m. so they could catch Caltrain home. In order to ensure the meeting is over by that time, measures must be taken to ensure time is spent efficiently.

Prepared by: Josh Averill, Committee Secretary

650.508.6223