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EXECUTIVE DIRECTOR

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

February 19, 2014 – Wednesday

5:40 p.m.

Times noted are estimated

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of January 15, 2014 MOTION
4. Public Comment (5:45 p.m.)
Public testimony by each individual speaker shall be limited to three minutes
5. Chairperson's Report (5:55 p.m.)
6. Caltrain Strategic Plan Update (Sebastian Petty) (6:00 p.m.) INFORMATIONAL
7. Staff Report (Michelle Bouchard) (6:30 p.m.)
8. Committee Comments (6:45 p.m.)
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
9. Date, Time and Place of Next Meeting
March 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
10. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Mateo County:** Paul Bendix, Christopher Cobey, Adina Levin (Vice Chair)
San Francisco City & County: Jonathan Berk, Kevin Gardiner, Alexandra Sweet
Santa Clara County: Yvonne Mills, Cat Tucker (Chair), 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 (TTY 650.508.6448) 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 TTY 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 JANUARY 15, 2014

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

MEMBERS ABSENT: None

STAFF PRESENT: J. Averill, T. Bartholomew, M. Bouchard

Chair Kevin Gardner called the meeting to order at 5:45 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES

No discussion.

A motion (Tucker/Sweet) to approve the minutes of December 18, 2013 was approved.

PUBLIC COMMENT

Jeff Carter, Millbrae, said the New Year's Eve service worked out well and the trains were full. He thanked Caltrain and the contract operator for providing the service.

Yvonne Mills arrived at 5:50 p.m.

Doug DeLong, Mountain View, said the committee is deciding how much time is good enough to spend on an agenda, but defining "good" is the hard part of the problem. He said he appreciates the committee's eagerness to discuss the issues.

Shirley Johnson, San Francisco Bicycle Coalition, said she tallies the bumps that bicyclists voluntarily report and compares Caltrain's bump counts and she said there are ten times more actual bumps than are reported. She said there is inconsistent bike capacity on Caltrain trains. She said Gallery cars carry 80 bikes and Bombardier cars carry 48 and this causes bumps, especially when train types are substituted for other types during service disruptions. She said the solution is to put a third bike car on the Bombardier trains. She said she encourages Caltrain to conduct a pilot program with three bike cars on Bombardier trains and survey passengers to find out what they really want.

Roland Lebrun, San Jose, said Caltrain might be getting 11 new rail cars and some of them might be bike cars. He said Caltrain can learn from Metrolink who guts the first floor of Bombardier cars to create bike space.

REPORT OF THE NOMINATING COMMITTEE (Paul Bendix, Kevin Gardiner, Yvonne Mills)

Chair Gardiner said the committee nominates Cat Tucker as chair and Adina Levin as vice chair.

A motion (Berk/Mills) to elect Ms. Tucker as chair and Ms. Levin as vice chair was approved.

CHAIRPERSON'S REPORT – Cat Tucker

Discussion and Possible Action Regarding Limiting Times for Agenda Items

Mr. Gardiner said the CAC is engaged and wants to discuss things in detail. He said one option would be to plan to finish the meetings at 7:10 and implement time limits on items. He said the second option is to plan to stay to discuss items as long as the committee wants to.

Chair Tucker said the bylaws do not state a stopping time for the meetings. She asked if the CAC could create one. Josh Averill, Assistant District Secretary, said it could be added to the charter, but the chair has discretion when to move the meeting on to the next agenda item.

Jonathan Berk said the CAC could limit each agenda item subject to a vote to extend the time so the CAC could prioritize what items to spend the most time on. He said the CAC spends too much time on early items.

Chair Tucker said she can set a time limit per item on each agenda item with a hard stop at 7:10 p.m.

Ms. Mills said her concern is making sure everyone has a chance to have their voices heard.

Chair Tucker said the committee members should monitor themselves and make sure others have a chance to speak.

Ms. Levin said time limits are subjective because some members may feel that some items are more important and should have more time allocated to them than what other members feel.

Public Comment

Roland Lebrun, San Jose, said it does not require a charter change to put a suggested time on the agenda. He has seen other meetings that had time limits on the agenda and the times were not followed because the meeting members needed to discuss the items in great length.

Jeff Carter, Millbrae, said the problem is the number of items on the agenda. He said perhaps the chair and staff should look at limiting the number of items on the agenda. Too much time was spent last month on the survey and the more important item was the capacity discussion but it was cut short.

CALTRAIN CAPACITY DISCUSSION – Michelle Bouchard

Michelle Bouchard, Director, Rail Transportation, presented:

- Average weekday ridership (AWR) has more than doubled since 1997 at approximately 47,000 riders per weekday.
- The riders are carried on 92 trains of all different types in different directions which represent different markets (origins and destinations), and each of them has different capacity requirements. Some markets only travel a few miles and take local trains, others travel long distances and require bullet trains. There is also a growing market of special event services that is not reflected in the AWR number.
- Average weekday onboard bike ridership is approximately 4,900. Averaging does not tell the full capacity story because some trains have undersubscribed and others have oversubscribed bike capacity.
- There is a limited capability to provide a specific answer on a specific type of train for a specific type of rider, so the solution comes in the forms of tradeoffs and optimization.
- Gilroy extension ridership has increased 12.1 percent since last year, 7.4 percent since 2009. There are travel modes competing for the Caltrain market of Gilroy ridership.
- A family of services allows for different types of customers with different needs to avail themselves of Caltrain services.
- A five-car consist has 650 seats. Staff makes an assumption based on AWR that during the high season AWR is 16-18 percent above the February counts.
- Caltrain does not have an adopted standee policy. Caltrain clientele expects to have a seat. It is getting to be acceptable to be standing for a short period of time but at some point capacity has to be increased.
- Staff relies on customer feedback to know if the customer experience is impacted negatively and for the last year staff has been focused on addressing the capacity issue.
- Average trip length in miles:
 - Weekday: 22.8
 - Baby bullet: 28.2
 - Peak non-baby bullet: 20.3
 - Off peak: 20.6
 - All locals: 20.2
- Rolling stock fleet consists of 118 cars, 20 five-car train sets and extra cars that help staff in situations where cars have to be switched around.
 - The goal is to have a consistent five-car fleet.
 - One set is rotated in and another is pulled from the rotation for five to seven days for preventative maintenance.
 - There are three additional cars for incidents such as an accident or breakdown.
 - There are approximately 650 seats per train. In each train there are two bike cars, a luggage car, and an Americans with Disabilities Act (ADA) car.
 - To accommodate bikes, staff has replaced 1,720 seats with bike racks.
 - There are times when people will have to stand.

- Lengthening the trains:
 - Lengthening trains to six cars would add 120 seats per train set. This will allow Caltrain to not have to reduce capacity when cars are sent out for overhauls. The new cars will require a mid-life overhaul.
 - Additional capacity equals additional weight, which takes more time to accelerate and decelerate. Every schedule would need to be revamped.
- Platforms:
 - There is variability in platform configurations and lengths. Station-based amenities such as mini-high platforms that link up with the ADA cars in particular consists will need to be altered.
 - Platform capacity is determined by fixed assets including road and pedestrian crossings and mini-high platforms.
 - Five stations require changes to accommodate a six-car train and seven stations have limited operational flexibility.
 - Eighty percent of the stations will have to be profoundly retrofit to accommodate the eight-car electric multiple units in the future electrified Caltrain.
- Increasing service:
 - The current service pattern is designed to balance competing interests but causes capacity constraints.
 - Caltrain could stop at every station and operate 12 trains per hour, but it would take much longer to get from end to end.
 - What works best for Caltrain's customers is that some trains go faster and some go slower, but this causes capacity constraints governed by the signal system.
 - Staff would need to collect data to find out which trains and what sections of the right of way that have capacity constraints and see if staff could successfully deploy shorter train runs to alleviate capacity gaps without causing signal delays.

Ms. Sweet asked what the standee policy is on other transit systems. Ms. Bouchard said they vary. Some do not allow standees, some allow 20 percent of capacity for standees.

Ms. Levin asked if there has been a quintile analysis to look at the average trip length of 20 percent of the riders with the shortest trips, then the average of the next 20 percent, and this will show the percentage of people who would be okay to stand for shorter trips and this could suggest potential to rearrange the trains. Ms. Bouchard said that has not been studied.

Ms. Bouchard said there are 20 train sets, five of which are Bombardier and 15 Gallery. She said the Bombardier trains have higher seating capacity and do a lot better job absorbing standees. Staff tries to allocate Bombardier train sets to trains with the most demand. Staff has identified trains with the highest bike demand and has tried to assign Gallery sets to those. Staff reassesses train assignments with each February count.

Ms. Bouchard said the Caltrain website shows which type of consist each train number will get to help inform bicyclists so they will know which trains will have a better chance of having capacity. There are a few reasons why a different type of train will show up when another type was supposed to. If a late train is coming in and one had to be substituted, perhaps a different set is the only available train to do that. Also, there are only five Bombardier sets. When one is out for preventative maintenance, a Gallery will likely have to sit in its place. She said if there is a fatality or other major disruption, all bets are off. She said staff has been asked to be more lenient during emergencies. She said a few years ago during an emergency a bike car was overloaded and photos were sent to the Federal Railroad Administration who then told Caltrain to keep the aisles clear.

Mr. Berk asked why Caltrain doesn't take seats out of the bike car. Ms. Bouchard said the bike community asked to have seats in the bike car.

Ms. Bouchard said people with bikes are less mobile when in vestibules and aisle ways. She said there are reasons why a third bike car can't be added. She said oversight is a main reason because it would require the addition of another conductor who could manage customer service, safety, and adherence to policy. This is a big cost driver. A third bike car also raises the issue of where to put the car on the platform and how to stage people to deal with dwell times.

Paul Bendix said he has to leave but he has a question that he would like an answer to later. He said he would like an update on the wheelchair access at the South `San Francisco and 22nd Street stations. He asked what the plans are to make them accessible, what they will look like, and when it will happen.

Yvonne Mills said in 2002 trains were taken offline for refurbishment and asked if that was what impacted the ridership. Ms. Bouchard said no, the recovery was from the introduction of baby bullet service.

Mr. Berk said he looked at the financials and labor is the biggest cost so it would be crazy to add a conductor just for a third bike car. He asked if it is possible to form a committee of bike coalition leaders to speak with Caltrain about the constraints. Ms. Bouchard said staff started a Bicycle Advisory Committee for that reason and that is the venue for those conversations.

Mr. Bendix left at 7:06 p.m.

Ms. Sweet asked if staff has considered additional charges for bicycles. Ms. Bouchard said there are two limitations to that and one is fare enforcement and the other is a law that somehow precludes Caltrain from charging for bikes. She said staff tried a permitting process but it created an administrative and enforcement burden.

Ms. Levin asked how the Communications-based Overlay Signal System will affect how many trains can fit on the platform pre-electrification. Ms. Bouchard said she will follow up with the answer at a future meeting.

Ms. Levin said train car design will have an impact on post-electrification capacity and it would be good to have discussions about capacity scenarios. She said a granular analysis of first- and last-mile requirements other solutions for those customers would be helpful.

Public Comment

Jeff Carter, Millbrae, said Caltrain is facing a crisis because some trains are very crowded. He said on December 17, Train 278 was standing room only. He said he hopes the new cars can be put into service as soon as possible. He said he does not want to see overloaded capacity drive away riders.

Doug Delong, Mountain View, said talking about blowing up the schedule is uncomfortable. He said this railroad is operating with one of the thinnest sparing ratios. He said trains are already overloaded and the system is getting 10 percent growth every year. He said solving for bikes or not there is still a problem to deal with. He said the signal system is a real factor but the current schedule design has so much slack capacity built into it that the signal system is not the main limiting factor. He said trains that go at different speeds create unusable capacity in the railroad, more so than the signal system creates. He said he is not sure that making six-cars trains is a very good idea, but better maintenance and more train sets should be looked at extensively.

Mr. Berk left at 7:17 p.m.

Shirley Johnson, San Francisco Bike Coalition, said Caltrain surveyed bicyclists how many bring their bike onboard. She said the number was 80 percent because the bicyclists need their bike at both ends. She said the benefits of having bikes onboard are that it frees up parking spaces, frees up bus seats, makes less congestion on the highways, and less pollution. She said Caltrain is risk averse and they should just try the third bike car as a pilot program to see how it goes.

STAFF REPORT – Michelle Bouchard

Ms. Bouchard said:

- The Caltrain 150th Anniversary celebration is on Saturday, January 18.
- In December, for the first time since Transit America Services Inc. took over the contract for Caltrain, on-time performance was over 95 percent. This is a reflection of the fact they did a good job focusing on mechanical issues.

COMMITTEE COMMENTS

Chair Tucker said it is an awesome idea to provide free Caltrain service on New Year's Eve. She said the people who had to take the last train were grateful Caltrain brought another train and for the information they received because it was explained to them very thoroughly.

DATE, TIME AND LOCATION 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.

Meeting adjourned at 7:21 p.m.