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KEN YEAGER

MICHAEL J. SCANLON
EXECUTIVE DIRECTOR

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

September 17, 2014 – Wednesday

5:40 p.m.

Times noted are estimated

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of August 20, 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 (5:50 p.m.)
6. Discussion on JPB CAC Bylaws: Article V – Parliamentary Authority, Section 2 –
Quorum (Cat Tucker) (5:55 p.m.)
7. Discussion on JPB CAC Agenda Format (Cat Tucker) (6:05 p.m.)
8. Discussion on Caltrain Alcohol Policy (April Maguigad) (6:20 p.m.)
9. Staff Report (April Maguigad) (6:50 p.m.)
 - a. Follow-up Report
10. Committee Comments (7:00 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
11. Date, Time and Place of Next Meeting
October 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
12. Adjournment

All items on this agenda are subject to action

CAC MEMBERS:

San Francisco City & County: Jonathan Berk, Alexandra Sweet, Vacant
San Mateo County: Christopher Cobey, Adina Levin (Vice Chair), Vacant
Santa Clara County: Yvonne Mills, Greg Scharff, Cat Tucker (Chair)

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, FLX, 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 AUGUST 20, 2014

MEMBERS PRESENT: J. Berk, C. Cobey, A. Levin, Y. Mills, C. Tucker (Chair)

MEMBERS ABSENT: G. Scharff, A. Sweet

STAFF PRESENT: J. Averill, D. Couch, R. Hernandez (TransitAmerica Services, Inc.), A. Maguigad

Chair Cat Tucker called the meeting to order at 5:44 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF MAY 21, 2014, JUNE 18, 2014, AND JULY 16, 2014

Adina Levin said on page 1 of the May 21 minutes, her comment, "Santa Clara County is considering a Caltrain ballot measure," should read, "Santa Clara County is considering a transportation ballot measure that would include funding for Caltrain."

Motion/Second: Cobey/Mills

Ayes: Berk, Cobey, Levin, Mills, Tucker

Absent: Scharff, Sweet

PUBLIC COMMENT

Roland LeBrun, San Jose, said on the Caltrain website where a subscriber can get e-mail notifications for service disruptions, the user has to select one by one which trains to get notifications for. There is no drop down menu to select the trains, so the user has to go check the timetable to figure out what the train number is, and then input the train numbers one by one.

Doug DeLong, Mountain View, said he was at the Mountain View transit center last Sunday while an event was going on and there were ambassadors from Santa Clara Valley Transportation Authority (VTA) and Caltrain. He said having basic directional information was helpful to people who were not familiar with the station. He said VTA is claiming the Pocket Track Project is complete, but there are empty conduits and the curbs and sidewalks haven't been finished. He said Caltrain Ticket Vending Machines (TVM) do not disable choices for tickets to stations that do not get service on weekends. He said TVM programmers should look at what is logical to be sold and disable the other options.

Ms. Levin asked Mr. DeLong if he saw anyone parking in the Mountain View Caltrain lot to take Caltrain to somewhere other than Levi's Stadium. She said there is a worry that the parking lots are more expensive for event parking but a customer might want to

park at Mountain View Caltrain to take the train somewhere else. Mr. DeLong said he hasn't heard of anything like that but he noticed there were open spaces in the lot when much of the time there are usually none. He said the parking fee was not increased at that time.

Jeff Carter, Millbrae, said he went to Levi's Stadium during the recent events and the regular trains were full. He said the special trains were not as full as they should have been, but the train crew was good at announcing an extra train with more room was behind the regular train that riders could take. He said the VTA trains were agonizingly slow. He said his return VTA train was late so he missed his Caltrain train northbound out of Mountain View. He said the San Jose Station has no signage about which track the next train is leaving from.

CHAIRPERSON'S REPORT – Cat Tucker

Chair Tucker thanked Vice Chair Levin for attending the Board meeting in her place.

PRESENTATION ON ELECTRIC MULTIPLE UNIT (EMU) PROCUREMENT – DAVE COUCH

Dave Couch, Director, Project Delivery, presented:

- Staff cannot complete the process and go forward with a contract until environmental clearance is reached.
- Status
 - April – JPB update on EMU procurement process
 - May – Request for Information (RFI) issued
 - June – Industry responses and meetings with car builders
- Engagement
 - Eleven car builders contacted
 - Four have off-the-shelf models
 - Three participated in the June meeting
 - Staff anticipates two to four car builders will propose in Request for Proposals (RFP)
- Staff informed car builders Caltrain's issues and needs:
 - Maximize car capacity
 - Growing demand – ridership today is over 55,000, future demand will be over 100,000.
 - Today, trips are over 20 miles, weekday capacity peaks at 95 to 125 percent, with 11 percent bikes onboard.
 - In the future, Caltrain will share train slots with high-speed rail (HSR) and will have six Caltrain trains and four HSR trains per hour per direction. Caltrain needs to maximize car capacity and service frequency.
- Industry confirmation – car builders state that to maximize capacity per vehicle:
 - Stick with bi-level EMU
 - Off-the-shelf available
 - Twenty-two to 24 inch floor threshold
 - US regulation compliance
 - Americans with Disabilities Act (ADA)
 - Buy America

- Federal Railroad Administration (FRA) waiver/alternative compliant vehicles criteria
 - Will meet Caltrain technical and quality standards
- Discussion topics with the public:
 - Consist length
 - Seats and standees
 - Bikes onboard
 - Bathrooms
- Station Platform implications:
 - Previous discussions have taken place
 - Current status:
 - No level boarding
 - Eight inch above top of rail
 - Use mini-highs and lifts
 - Supports freight and passenger cars
 - Moving forward
 - Dedicated platforms
 - Capitol Corridor and Altamont Corridor Express (ACE) at two stations, Amtrak at one station, HSR at three stations
 - Different Caltrain EMUs and HSR trains
 - EMUs compatible with existing system
- Challenges for level boarding
 - Conflicting California Public Utilities Commission and ADA requirements.
 - If 25 or 50 inch height is selected, Caltrain would need a waiver.
 - Potential impacts to historic stations.
 - Construction while system is in operation will be a major challenge.
 - Making the transition will be expensive.
 - Caltrain would have to find a way to enable trains to operate at different heights because it can't change all platforms at the same time.
- Stakeholders
 - Boards and elected officials
 - Advisory committees
 - Customers
 - Local agencies and funders
 - Advocacy groups
- Two-phase outreach approach: Phase I – Inform RFP, Phase II – Inform selected builder
- EMU input milestones
 - RFI issued – Spring 2014
 - Meetings with builders – Summer 2014
 - Phase I outreach – Summer/Fall 2014
 - Develop and issue RFP – Winter 2014/2015
 - Select car builder – 2015
 - Phase II outreach – 2016
- Information available on the website at www.caltrain.com/emu, comments or questions can be addressed to caltrainemu@caltrain.com.

Chris Cobey asked if the floor height for HSR is four feet two inches. Mr. Couch said yes, above top of rail, and the top of the rail is the bottom of the wheel. He said the four-foot area contains the wheel assembly.

Jonathan Berk asked why there is a delay to start construction until 2016. Mr. Couch said the project is currently in the California Environmental Quality Act (CEQA) process, which will be completed around the end of this year. He said until the CEQA process is completed, staff cannot take any steps in moving forward with advertisement of contracts. He said staff can start the outreach and the development of contracts so they will be prepared to move forward. These are things staff is trying to do before completion of the environmental process. Then there is a solicitation with the car builders, which takes between six and nine months. The normal timeline to build a car is about 36 months, then JPB will start receiving one to one-and-a-half consists per month until the order is complete. He said the electrification part of the project is similar. There is a Request for Qualifications for design-build contractors that staff is evaluating, and staff expects to complete the evaluation process in the fall. After the environmental process is complete, staff will be prepared to go out with a design-build contract for electrification. The first six months of the contract will be design, then installation for foundations. Fabricating the poles will take considerable time. The JPB is trying to do this and minimize the effect on customers so it does not end up being a great inconvenience.

Ms. Levin asked if it is feasible to get financing to get a full electric fleet earlier. Mr. Couch said there would not be a difference in the timeline for the schedule and delivery of cars and installation of electrification. He said the project is already on an aggressive schedule.

Ms. Levin asked if there are any ways to use financing to go fully electric sooner. Mr. Couch said 75 percent of the fleet will have funding to be electrified. He said if there was to be another funding source to get to 100 percent EMUs, that would get a full electric service sooner. There is not currently funding to get the last 25 percent of the fleet funded.

Ms. Levin asked how the service could operate with various platform heights. Mr. Couch said it gets very challenging. A stopping pattern could be used to determine where each of the doors will be while the platforms are being modified, or a series of mini-highs could be used, and other options could be considered. He said a big issue to get through before even figuring out a solution for varying platform heights is dealing with some of the older stations that may not comply with current codes and have seismic considerations.

Ms. Levin said electrification and level boarding are popular, and there may be potential to get funding and support from the community at heavily used stations.

Ms. Levin said HSR only stops at three or four stations. She asked what percent of the ridership would be at those stations. Mr. Couch said he does not know what percentage of riders is. He said there is a different business model between HSR and

Caltrain. Caltrain has an open system, and HSR has more of a closed system with a more isolated boarding area.

Ms. Levin said there might be a much higher percentage of ridership than percentage of stations.

Ms. Levin said there is potential to go to three cars during the middle of the day where there aren't as many riders. She asked if that would allow for fewer conductors on each train so the same budget could amount to more service. Mr. Couch said when the three-car trains are recoupled, it does not allow clear passage from one end of the train to another. This would result in more labor costs.

Yvonne Mills asked if "off the shelf" is an advantage or selection criteria. Mr. Couch said it will be one of the criteria. They will be required to comply with all US standards including crash worthiness and Buy America. He said the disadvantage if that is not done is having to design a train from the wheels up, which takes longer and is more rigid.

Ms. Mills asked how Buy America applies. Mr. Couch said the bulk of the funding will come from formula funding from the Federal Transit Administration (FTA) and out of State of Good Repair money as a result of the retirement of the fleet. The vast majority will be from FTA. He said FTA's requirements are provisions for Buy America, and if shells are made in another country then an American flagship must be used to bring the shells in. He said 60 percent of the content must be from the US and it must be assembled in the US.

Chair Tucker asked if there is some requirement to have bathrooms. Mr. Couch said there is no requirement, but the history from Caltrain is to provide bathrooms. He said Altamont Commuter Express (ACE) has bathrooms, and HSR will have bathrooms. He said it is a policy decision and a customer convenience issue. He said this is the input staff is looking for.

Chair Tucker said she supports getting community input but staff has the expertise and has to weigh in. Mr. Couch said staff will get input and then write a report with recommendations including the considerations staff gets from the community.

Chair Tucker said whatever the policy is now with bathrooms should be enough, and she wouldn't increase them because it would take away from capacity.

Ms. Levin said staff might want to check with people who have longer rides and weekend riders who might be lost if bathrooms are reduced. Mr. Couch said the questionnaire includes questions about travel time, distance, how often the customers ride, how far it is from point of origin to train and from the train to the final destination.

Ms. Mills said if there were no bathrooms and someone got off the train to go to a restroom, they would have to wait an hour for the next train.

Public Comment

Jeff Carter, Millbrae, said Caltrain should not be limited to six-car trains. He said the trains should be eight or 10 cars long, which would require reconstructing and lengthening platforms. He said Caltrain should not be limited to six trains per hour per direction. He said in other states, level boarding does coexist with transit and freight service. He said electrification can't come soon enough. He said there should be a solution to the three-car consists and conductors not being able to go through the whole train.

Roland LeBrun, San Jose, said he does not believe a bathroom will take up eight seats. He said hybrid trains can use electric overhead lines or power packs that allow them to run without overhead wires. If there was a power interruption, hybrids would still operate, but with electric trains, the entire system would be down. He said if private capital was used to buy cars, Buy America would not have to be followed and the JPB could get new cars immediately. He said investors could be paid with the farebox revenue.

Doug DeLong, Mountain View, said there may not be a regulatory requirement for restrooms, but the Brotherhood of Locomotive Engineers and Trainmen contract may have a requirement for a bathroom. He said he is concerned about not having the ability to walk through the train by having permanently coupled sets. They do not have the flexibility to have an arbitrary length train. He said the ability of staff to circulate throughout the train is a key capability.

TRANSITAMERICA SERVICES INC. (TASI) RELATED TOPICS – Rebecca Hernandez

Rebecca Hernandez, Manager, Customer Service, TASI, said she sees complaints coming in that trains leave early. She said every time a train passes by a signal along the corridor, the system logs the time. Whenever the train is late, a minus sign shows up, and when the train is early, a plus sign shows up. If there are more than a few minuses or pluses, the control system manager contacts the train to readjust and get back on track. She said when complaints come in about early trains, staff researches the system and has found that most of the time the system does not log a plus number.

Mr. Berk asked how trains could leave 4th and King leave early. Ms. Hernandez said the scheduled departure time is the time the doors are supposed to close.

Mr. Berk said the conductors should be told those are the rules and they must follow the rules. He asked if anyone is disciplined when trains leave early. Ms. Hernandez said when staff researches the system and discovers the train does run early, discipline is handled by the collective bargaining agreement. The employee is brought in, managers explain why it is important to be on time, and an informal notification is issued. The second time it occurs, they are issued a formal discipline.

Mr. Berk said someone needs to explain to the conductors that they are dealing with real people and someone could get fired from their job for missing the train. People's jobs rely on this. He said it is not right to treat people like that.

Ms. Hernandez said she has developed a customer service training program for the conductors addressing their behavior and the perception people may have of them. She meets with conductors and gives them an overview of customer service including how to treat people with respect, how to speak to customers, how to stand, how to talk, and how to make announcements.

Ms. Mills asked if part of the training is to tell them to look at the clock before they start the train. Ms. Hernandez said the time on the Visual Message Signs (VMS) is not the same time that is displayed on cell phones.

Ms. Mills asked what the difference is. Ms. Maguigad said the railroad industry standard is to use US Naval Observatory Time. Employees must use a railroad grade watch and sync it to that time.

Ms. Mills said the problem might be between what the public perception is and what the employees are doing.

Ms. Levin asked how many times per week a train is ahead of schedule. Ms. Hernandez said several complaints come in but after researching them, staff finds it happens about twice per month.

Mr. Cobey said at the very least, the station clocks need to be calibrated.

Mr. Berk said it is frustrating if a train leaves even 15 seconds early. He said frustrated passengers mistreat conductors and it leads to a vicious cycle. He said he wants a virtuous cycle that could be started by a conductor holding a door for a few seconds for customers who are running to catch the train.

Chair Tucker said the true problem is the station clocks are not calibrated to the time the conductors are using. Ms. Maguigad said she made note of that and will continue to work on it.

Chair Tucker said she doesn't understand how a conductor can tell a bicyclist they cannot get on the train with their bike when there is room for the bike on the train. Ms. Hernandez said a conductor's first priority is to get the train safely from one point to another. She said some conductors monitor the bike cars and do not move up and down the train. She said the conductor's job is to walk the train and make sure it is safe and there are no problems, not just to monitor the bike car. She said conductors do not always have time to rerack bikes, so some racks might have six bikes where others have two, giving the appearance that there is more bike space when there is not. She said she reminds the conductors to count the bikes so they do not go over the limit and allow extra bikes onboard. She said having the train number and time when conductors bump bikes or allow extra bikes onboard would be useful to know so she could investigate conductors.

Mr. Berk said the vast majority of conductors are nice people and do a good job. He said they should not err on the side of leaving bikes behind when the conductor does not know how many bikes are onboard.

Public Comment

Roland LeBrun, San Jose, said ACE has a network map online that shows the scheduled time the train is supposed to be at the next station and the actual time train will be there. This information is available to the end users. This can be done with bicycles. When a bike is connected to the train, the bike could be counted and a display would show the bike capacity and how many bikes are onboard. He said these CAC meetings need to be longer.

Doug DeLong, Mountain View, said part of the difficulty with bikes is these cars were not designed to carry bikes but were retrofit. He said there is no mechanism for self-policing and it is not self-evident what the capacity is. He said he hopes the new EMU procurement will focus on capacity and making sure the storage mechanism is self-policing and uniform throughout the train. He said holding a train for a customer running for the door tends to make the train late, and the more late passengers are accommodated, the more passengers will complain that the trains didn't wait for them.

Chair Tucker said the quorum is lost and the meeting will have to be adjourned.

Ms. Levin said she would like to agendaize something addressing how a quorum is counted.

DATE, TIME AND LOCATION OF NEXT MEETING:

September 17, 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 7:15 p.m.

Section 2. A quorum is defined as a majority of the entire membership. All official acts of the Committee shall require a quorum of the entire membership.

ARTICLE VI – AMENDMENT OF BY-LAWS

These by-laws may be amended at any regular meeting of the CAC by a two-thirds (2/3) vote of the CAC members present and voting, provided that the amendment has been submitted in writing at the previous regular meeting.

ARTICLE VII – CONFLICT OF INTEREST

There shall be no personal or monetary gain by members of the CAC as a result of their membership and actions on the CAC. Reimbursement for expenses that may be authorized by the Executive Director from time to time shall not be deemed to be compensation.

ARTICLE VIII – MAJORITY/MINORITY REPORTS

CAC members may elect to present separate reports on decisions and actions by the CAC under the following circumstances: A majority report will reflect at least two-thirds (2/3) of the CAC members present and voting. A minority report will reflect at least twenty-five percent (25%) of the CAC members present and voting.



expires 8/31/05

CAC Agenda Item # 8

Caltrain to Ban Alcohol After Special Events

Beginning Aug. 2, Caltrain will prohibit open alcohol containers on all trains after 9 p.m. following a special event.

The policy is being implemented following recent events involving disruptive behavior by intoxicated passengers, to preserve a pleasant experience for all passengers.

Additional law enforcement personnel will be present at stations as well as onboard trains to ensure strict compliance with the new policy.

Caltrain will continue to allow passengers who are considerate and responsible to have open containers on all regular trains and specials before 9 p.m.

This is a pilot program and will be evaluated and expanded as necessary.

For questions or comments, call 1.800.660.4287, or for the hearing-impaired (TTY only) 650.508.6448.

7/13/05