



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

BOARD OF DIRECTORS 2015

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August 19, 2015 – Wednesday

5:40 p.m.

Times noted are estimated.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of July 15, 2015 MOTION
4. Public Comment (5:50 p.m.)
Public testimony by each individual speaker shall be limited to three minutes
5. Committee Comments (6:00 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, or request future agenda topics
6. Chairperson's Report (6:10 p.m.)
7. **Presentation on California High-Speed Rail Authority Service** INFORMATIONAL
(Ben Tripousis) (6:15 p.m.)
8. **Update on Americans with Disabilities Act Improvements to Caltrain Stations** (Rafael Bolon) (6:45 p.m.) INFORMATIONAL
9. **Train Identification and Schedule Communication Subcommittee Update** (Annie Lee, Yvonne Mills, Brian Shaw) (7:05 p.m.) INFORMATIONAL
10. Staff Report (April Maguigad) (7:25 p.m.) INFORMATIONAL
 - a. **JPB CAC Work Plan**
11. Date, Time and Place of Next Meeting
September 16, 2015 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

CAC MEMBERS: **San Francisco City & County:** Jonathan Berk, Brian Shaw, Alex Sweet (Vice Chair)
San Mateo County: Chris Cobey (Chair), Annie Lee, Adina Levin
Santa Clara County: Yvonne Mills, Greg Scharff, 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 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 JULY 15, 2015

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

MEMBERS ABSENT: G. Scharff

STAFF PRESENT: J. Averill, C. Fromson, A. Maguigad

Chair Chris Cobey called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF JUNE 17, 2015

Motion/Second: Shaw, Tucker

Ayes: Berk, Cobey, Mills, Shaw, Sweet, Tucker

Absent: Lee, Levin, Scharff

PUBLIC COMMENT

Doug DeLong, Mountain View, said having no bathrooms on the new trains would represent a significant undisclosed environmental impact on the surrounding communities and would give fuel to people who are trying to stop the electrification program through environmental lawsuits. He said Caltrain should try an experiment prohibiting bikes onboard for one week to see how the on time performance and revenue is affected and if bikes onboard help or interfere.

Jeff Carter, Millbrae, said he agrees with the bathroom comments from Mr. DeLong. He said there used to be a requirement that the engineer had to have a bathroom. Longer trains can account for the seats taken out for bathrooms and bike storage. The weekend of June 27 was busy and probably had historic ridership. He heard reports of people being left behind at Palo Alto and Hillsdale. Caltrain needs to have more service on the weekends.

Adina Levin arrived at 5:46 p.m.

Roland Lebrun, San Jose, said he submitted a letter two months ago concerning the flaws in the operating budget including inflation of fuel costs by \$6 million and administration costs. He said he has a plan to run 20 bullets a day with the savings from the budget.

COMMITTEE COMMENTS

Jonathan Berk said he hopes the discussions about quiet cars, train labeling and scheduling will be on a future agenda. He said one of his goals is to bring the subject of tradeoffs to CAC discussions. Without knowing what the tradeoffs are, people can't make recommendations.

Yvonne Mills asked if staff is tracking how many folding bikes are brought into the luggage car. Casey Fromson, Government Relations Officer, said a detailed bike survey and planning effort will be kicked off this year, and questions about folding bikes, lockers, and other subjects will be asked.

Cat Tucker said the CAC recommended one bathroom per car at the last CAC meeting and asked what the response was from the Board.

Alex Sweet said the Metropolitan Transportation Commission (MTC) is allowing the mid-Peninsula cities to continue the Bike Share Program for another year, but they need to buy into the system, which is something they have not budgeted for and is unfair. She said it is in Caltrain's interest to support Bike Share as part of a multi-pronged strategy to manage bike capacity on and off the train. She recommended talking to Redwood City, Mountain View, and Palo Alto about teaming with them on a strategy to continue Bike Share in the mid-Peninsula cities.

Public Comment

Roland Lebrun, San Jose, said in London the only way to get a bike onboard during peak hours is if it is a folding bike. He said the Board totally ignored the CAC's recommendation.

CHAIRPERSON'S REPORT

Chair Cobey said:

- He provided the CAC's recommendation to the Board that each Electric Multiple Unit (EMU) train set have at least one restroom onboard.
- Ms. Sweet, Ms. Mills and he were reappointed to the CAC.
- He is working with staff on providing the committee with information on customer complaints and correspondence, making the meeting minutes more easily searchable, and selecting a meeting at which the CAC can provide input on the content of the 2016 Customer Satisfaction Survey.

Annie Lee arrived at 5:56 p.m.

CALTRAIN MODERNIZATION UPDATE – PENINSULA CORRIDOR ELECTRIFICATION PROJECT (PCEP) QUARTERLY UPDATE

Ms. Fromson presented:

- Electrification infrastructure
 - Procurement milestones
 - Completed
 - Released Request for Proposals (RFP) on February 27 to prequalified proposers
 - Four amendments issued

- To be completed
 - Amendment Number 5
 - Board award contract
 - Projected delivery efforts
 - Completed
 - Tree inventory
 - Utility survey
 - In progress
 - One traction power facility option selection remaining
 - Environmental permit submittal
 - Property owners contact started in Segment 4
 - City/county agreements
- EMU
 - Procurement Milestones
 - Completed
 - Board workshop – May 20
 - Released Draft RFP part one – May 20
 - Released Draft RFP part two – June 6
 - To be completed
 - Release RFP
 - Board award contract
- Funding Update
 - Updated cost/schedule
 - PCEP estimates
 - 2008 - \$1.225 billion
 - 2014 - \$1.474 billion to \$1.531 billion
 - Working with funding partners to fill gap
 - Need to update the 2012 nine-party Memorandum of Understanding (MOU), which commits \$1.225 billion for PCEP
 - Strategy for filling gap
 - Potential sources
 - Federal Transit Administration (FTA) core capacity
 - Cap and trade
 - MTC Regional Measures 1 and 2
 - Additional JPB member agencies
 - JPB asked to consider
 - Financing
 - Fare surcharge
 - Upcoming milestones
 - July to September 2015
 - Fill funding gap
 - Confirm additional commitments with partners
 - September to winter 2015/2016
 - Updated nine-party funding MOU
 - Execute agreements and commitment timed with contract awards

Chair Cobey said asked if the JPB has had a Project Labor Agreement (PLA) before and what it is for. Ms. Fromson said she does not know if the JPB has had a PLA before. It is an agreement on expectations how to proceed with the work. More information is in the Board agenda packet.

Ms. Mills said asked if the JPB is working out terms or looking for financing to fill the funding gap. Ms. Fromson said there are proposals on the table to the funding partners for a reasonable plan but nothing is finalized.

Ms. Mills asked if the funding gap is due to a scope increase or unanticipated cost increases. Ms. Fromson said overall cost increase was \$300 million, due in part to inflation. The scope has not changed, but some elements are now more costly. Also this has to be built on a railroad that has 60,000 daily riders. Since the first estimate, an even deeper dive on the costs was done to get updated numbers. The funding gap is also due to some state of good repair commitments.

Public Comment

Roland Lebrun, San Jose, said there was a Senate Transportation Hearing that discussed the deadline for the Positive Train Control. The Federal Railroad Administration (FRA) position is to fine agencies that are not ready between \$2,500 and \$5,000 a day. There was \$440 million in funding for the EMU trains, \$125 million disappeared after electrification, and the Board allocated \$65 million to a consultant contract, so there is only \$250 million left for the trains, which is less than half of what is needed. The PLA is an agreement with a union to pay them a lot of money not to do a lot of work as long as they don't go on strike. The escalation of costs for electrification has at least \$500 million buried in it for a complete re-signaling system of the entire right of way. He said the entire \$600 million for electrification is probably going to be gone. He said the JPB needs to look at the right of way to decide if anything is really worth electrifying.

Doug Delong, Mountain View, said the JPB should claim the surplus electric locomotives that Amtrak is replacing on the East Coast. The JPB could continue using more of its existing rolling stock until funding for EMUs is found. Level boarding is not part of the approved environmentally cleared program. He doesn't think bi-level EMUs are compatible with 50-inch platforms.

Jeff Carter, Millbrae, said the California High-speed Rail Authority (CHSRA) should not dictate the platform heights to Caltrain. He hopes there is no fare surcharge or increase because fares are high enough. The Environmental Impact Report has been certified but the town of Atherton has filed a lawsuit against Caltrain.

Ms. Fromson said Atherton filed lawsuit on the electrification program. Caltrain evoked its right to go to the Surface Transportation Board (STB) to get an exemption for the project and say that it is covered by the Federal agency. The STB ruled that Caltrain is not under its jurisdiction for this project because this specific project is a commuter-rail project and does not extend over multiple states. This means that the JPB will need to go through the litigation process and will be spending funds to defend the environmental document. The JPB is in compliance with that process and feels it has a

good document. Staff released a public statement on this situation on its blog called Peninsula Moves.

Mr. Berk said the cars are not being built for the full height, the cars are being built so they can be changed only if and when high-speed rail service begins, which is a remote possibility. He doesn't see any reason to keep coming back to this question. Ms. Fromson said Board decided on a seats to bikes ratio of eight to one, and the RFP will be for no bathrooms on the trains with the option of adding one per train set. The RFP will have the original car with low level doors and an option will include a car with both sets of doors. The upper set of doors would be sealed shut and seats would be placed in front of them until they are needed, if ever. This way the Board can get the pricing for both options and then be able to ask CHSRA to pay for the difference. The JPB has not done any planning work for platforms and there is no funding in place. The vehicles are the only things that can be compatible with higher boarding height, but the moment any of the platforms are raised, the current diesel fleet would not be usable; an entire new electric fleet would be needed. Staff is not at the point to make decisions about platforms, only trains.

Ms. Mills asked what it will take for the Board to make their decision about whether to have a bathroom onboard. Ms. Fromson said looking at what it would mean to potentially open bathrooms at stations, information from proposers on what it would mean to have a bathroom onboard, and a series of other pieces of information to help inform the Board action. The public is always welcome to provide input to the Board. It is currently left as an option, which could go either way.

APPROVAL OF AMENDMENT TO BYLAWS

No discussion.

Motion/Second: Shaw/Tucker

Ayes: Berk, Cobey, Lee, Levin, Mills, Shaw, Sweet, Tucker

Absent: Scharff

UPDATE ON HOMELESS ENCAMPMENTS AND RIGHT OF WAY CLEANUP

April Maguigad, Manager, Rail Operations, said the JPB right of way team and Transit Police meet monthly to identify areas that have homeless encampments or dumping issues. Employees that inspect tracks or operate the trains keep an eye out for and report similar issues. One of the biggest deterrents for homeless encampments on JPB property is fencing. The JPB has an active and aggressive fencing program to keep out as many trespassers as possible. If a hole in the fence is noticed, the contract operator tries to get it fixed within 48 hours.

Ms. Maguigad said bushes, shrubs, weeds, and other vegetation make it easier for a trespasser to hide along the right of way. The JPB has an aggressive program to cut back the vegetation as much as possible. Weed abatement spray is also used.

Ms. Maguigad said there are a number of places where it looks like homeless encampments are on the Caltrain right of way when in fact they are not on JPB property. Staff reviews these issues on a continual basis, but the JPB has limited

resources, people, and time. There is a team to deal with these issues, graffiti abatement, and dumping along the 50 miles of railroad. The JPB had a contract within the last year with Nevada Rail to do a cleanup of the right of way picking up excess equipment and trash. It is prohibitive to do that on a regular basis, so staff tries to strike a balance between what is reasonable and plans that are already in place. There are fencing plans in place geared toward suicide prevention and they will help with homeless encampments.

Ms. Maguigad said the Transit Police are now logging when they talk to homeless communities or people to identify repeat encounters and then take the appropriate next steps.

Ms. Tucker asked if the same amount of money is in the budget as in the past to paint over graffiti. Ms. Maguigad said it is probably similar. Staff tries to keep JPB-owned property on the right of way as clean as possible.

Mr. Shaw said it is a problematic issue and it is getting worse. It is not Caltrain's fault, but Caltrain is infiltrated. When dealing with multiple agencies, task forces are used to deal with issues. He said Caltrain is being victimized without the power and authority to solve it. He said he is concerned for the security of the railroad and the safety of the people. He said this issue should be brought to the Department of Homeland Security. If this was an airport, port or other agency dealing with the mass movement of people or goods, it would not be tolerated. Caltrain is getting a lack of support and attention, and this needs to be escalated. He said one tent could have a bomb in it. Ms. Maguigad said it is not about tolerating the situation, it is a matter of resources. The JPB has a limited amount of staff and capabilities, so staff tries to prioritize what it can. If the encampments are not on JPB property, there is not much the JPB can do about it.

Ms. Levin thanked the JPB for cleaning the piles of gravel and ballast material near residences and schools in the Belhaven community. Caltrain is a tiny player in a big regional issue. There are many challenges with housing.

Public Comment

Roland Lebrun, San Jose, said in Europe there is a secure perimeter around train tracks just like at an airport. He said the single most dysfunctional transit agency in the Bay Area is in charge of Caltrain. People who know how to run a railroad should be brought in.

UPDATE ON CUSTOMER INFORMATION DURING SERVICE DISRUPTIONS

Ms. Maguigad said the marketing, customer service, and dispatch teams have succinct guidelines for customer communications during service disruptions. They include mechanical failures, police activities, medical issues, and other situations. The communications clerk at the dispatch center is in charge of two competing interests: one is to get the message out to the customers through a variety of methods, the other is crew calling to get fresh crews or relief crews. These new guidelines have been working. Staff has been having more hands-on face-to-face training with the dispatchers and communications clerks during and after these incidents about their role and understanding. Staff has reminded them to remind conductors what kinds of

announcements they should be making. It is a work in progress. Staff is training the crews to provide accurate descriptions of what is happening in the field to staff.

Ms. Maguigad said the options available for customers include the mass messages from vehicle message signs on the platforms, and there is the e-mail and text capability on the Caltrain website as well as the dropdown menu on the website that allows customers to select a station and see when the trains are expected to arrive at that station. Caltrain stations in San Jose and San Francisco usually have more challenges because those are the stations where there may be track changes or a train may come in out of order. Staff is working on getting electronic screens at the San Francisco and San Jose stations that tell what trains are departing from which tracks.

Ms. Maguigad said staff has been looking at the CAC's request to label trains. Staff feels it is not something that is possible and cost effective to do at this time. With the EMU procurement, that is one area to look at a way to label the trains. There is no way to have something on the exterior of every train that the conductor can change out as the train changes faces that tells customers every station the train will stop at. There will still be the number on the front of the locomotive that shows the train number. What staff is doing instead is asking the contract operator to commit to getting conductors to announce what train it is before they close the doors.

Mr. Berk said there is a smartphone application called Waze that tells drivers the quickest way to get from one point to another on any road in the country. It never had its own map; its entire mapping software was generated from data from users. A train application can be done the same way. He said it is inconceivable that Caltrain is still using old technology. Ms. Maguigad said a Global Positioning System (GPS) located on the locomotive is used to track the trains. The train knows where it is, but it does not know why it is not moving and it cannot predict when it will start moving. When there is a delay and the sign tells the customer how many minutes it would take the train to get to the station if it started moving right away; it cannot predict when the train will start moving.

Mr. Berk said at Palo Alto Caltrain Station, the message board will state a train is arriving, then the message will leave the board and the train will still not have arrived. It moves onto the next train when the first train hasn't even arrived yet. He said he wants to agendize train labeling to recommend to the Board a wooden board be placed on the side of trains that displays the current list of where the train is stopping. He said this is the only train service in the world that doesn't label trains.

Ms. Maguigad said the train numbers are on the trains and on the schedules and that is what customers should use to know what train makes what stops. Mr. Berk said no one knows their train number.

Ms. Maguigad said part of the reason the trains are not labeled is because it is a tradeoff on funding. The money that the JPB has could be used to support the head end power units and make sure they are providing lighting and other things, and there is a whole list of state of good repair issues.

Ms. Mills said she would like to know why the decision was made and what the considerations were. She said if the conductors make announcements, they should not just announce the train number, but also the stops.

Mr. Berk said he doesn't believe the cost of labeling trains could cost more than the cost of the Holiday Train. Ms. Maguigad said the Holiday Train is subsidized by the Silicon Valley Community Foundation. She said there are a lot of logistical issues that staff have concerns about. There are trains with five or six cars, there are two sides of the train, staff would have to be able to change the labels and do everything else they are required to do often on a very tight schedule. The time to change the labels would be at the shortest turn times because the trains have been delayed and would have to turn around and leave within the next five or 10 minutes. Staff has concerns about being able to do this in a safe and consistent manner. Staff does not feel this is a priority compared to some of the other things staff knows they have to do.

Ms. Sweet said if the platform message boards could be redone, she would prefer a bigger board that has much more information and would list all the stops the trains are making. If there is nothing that can be put on the side of the train, maybe an improved platform message board could be an option. The schedules are small and hard to find. She said a subcommittee could be formed to look at alternatives.

Chair Cobey said the subcommittee will be on train identification and schedule communication and will consist of Brian Shaw representing San Francisco, Annie Lee representing San Mateo County, and Yvonne Mills representing Santa Clara County.

Ms. Levin said the conductors should announce the train number and type of service, whether it is baby bullet, limited, or local.

Ms. Mills said it sounds like staff has looked at train labeling and determined it is not feasible. She would like to know what is feasible.

Mr. Shaw said he is concerned about accessibility issues with audio announcements. The Americans with Disabilities Act (ADA) states that announcements have to be available to people who have sight and hearing disabilities. He said Stanford has to develop electronically-based and GPS-enabled stop announcement systems because the drivers cannot consistently announce stops for people with visual or hearing impairments. He said the announcements in the new Metrolink cars are very difficult to hear, and they are not universally accessible and are not consistent.

Ms. Tucker said she has taken trains in Japan, Taiwan, and Korea, and there are labels everywhere. This is the only train she has been on that is very confusing.

Public Comment

Doug DeLong, Mountain View, said a public review of the procurement specifications would have been useful in the purchase of the Predictive Arrival/Departure System (PADS). It would be nice if the message board would say what the train that is in the station at that moment was. Once an amount of time for the train goes past, sometimes it ages off the display before the train even arrives. When the trains are

single tracking, the display does not move to the track that the trains are on. That should have been in the specification. The schedule that Caltrain is using now was great when it had 30,000 riders a day, and it got a robust growth in ridership, but it is very complicated. There are 20 stopping patterns in the Caltrain schedule, and that is a lot to ask the user to understand. In the rush hour, a simpler schedule should be used.

Jeff Carter, Millbrae, said he goes by the train number and he can remember the schedule. He said when special trains are run, PADS does not know what is going on, so it does not communicate it to customers.

Mr. Berk left at 7:20 p.m.

Ms. Levin asked if special event trains will be put on PADS. Ms. Maguigad said staff does not always know when the special event train will run. For a special train to take crowds home after a sports event, the time that the event will end is not known ahead of time. The train will leave when it is full, which could be at any time. There is no schedule for that to put into the PADS for it to predict.

STAFF REPORT

Ms. Maguigad said:

- May average daily ridership was 61,000, 1.6 million for the month.
- The fifth set of the Generation 2 cars (Metrolink cars) that was hit by a tree in December has been put back into service as a six-car set.
- Four bridges in San Mateo are being replaced. Some weekend bus bridging will be needed as those get replaced.
- August work plan:
 - Service levels
 - CHSRA update from Ben Tripousis, Northern California Regional Director
 - Rolling stock overview and lifecycle
 - ADA improvements
- Quiet cars and fare increases will be agendized for a future meeting.

Ms. Sweet left at 7:29 p.m.

Public Comment

Doug DeLong, Mountain View, said when CHSRA comes back, they should bring their car people because many of the Caltrain issues with CHSRA relate to rolling stock. He said during the EMU conversation at the Board, there was discussion about having to allow wheelchair passengers to pass through cars. He said that is not necessary.

DATE, TIME AND LOCATION OF NEXT MEETING:

August 19, 2015 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 7:32 p.m.

JPB CAC Work Plan – As of 8-19-15

September 16, 2015

- * Proposed Fare increases
- Caltrain Corridor tenants
- Overview on rolling stock usefulness and lifecycle

October 21, 2015

- * Cal Mod qtly update
- Quiet cars
- Presentation on service levels, schedules, and factors involved in the decisions to make changes

November 18, 2015

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December 16, 2015

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January 21, 2016

- * Cal Mod qtly update
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February 18, 2016

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