

**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 16, 2013

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

MEMBERS ABSENT: Y. Mills

STAFF PRESENT: J. Averill, M. Bouchard, D. Honn (TASI), T. Yurek

Chair Paul Bendix called the meeting to order at 5:46 p.m. and John Hronowski led the Pledge of Allegiance.

APPROVAL OF MINUTES

Adina Levin said her question on page three should be changed from "if boarding will be in the scenarios," to "if level boarding will be in the scenarios."

A motion (Hronowski/Lindsey) to approve the minutes of December 19, 2012 as amended was approved.

PUBLIC COMMENT

Jeff Carter, Millbrae, said the President's Day schedule is available and he thinks it is time to start having more service on these types of days and on weekends because he has heard ridership has been higher than in previous years on these holidays.

ELECTION OF 2013 OFFICERS

Dee Marie Lindsey said the Nominating Committee (Lindsey, Mills, Sweet) nominated Kevin Gardiner for chair and Adina Levin for vice chair.

A motion was passed unanimously to close nominations and elect Kevin Gardiner chair and Adina Levin vice chair.

Mr. Hronowski thanked Mr. Bendix for serving as chair over the last year.

UPDATE ON FEDERAL TRANSIT ADMINISTRATION TITLE VI REQUIREMENTS – T. Yurek

Senior Operations Planner Ted Yurek presented:

- Title VI is a Civil Rights Act of 1964 that addresses discrimination.
- Title VI ensures public services, including transportation, are provided in a nondiscriminatory manner, requires opportunities for public participation in decision making without regard to race, color or national origin, provides access to public services for populations with limited English proficiency, and is the subject of renewed focus at the Federal level.

- The JPB is eligible for and receives Federal assistance for transit and other programs.
- The Federal Transit Administration (FTA) monitors transit providers for compliance with Title VI. Noncompliance can result in Federal funding to be conditioned or withheld.
- New Title VI primary requirements include:
 - Conducting an updated survey of passengers collecting demographic and travel pattern data at least every five years.
 - Developing a formal Public Participation Plan.
 - Reporting the racial breakdown of membership of District-appointed membership advisory committees, and encouraging and soliciting minority participation.
 - Adopting a policy on major service changes.
 - Adopting policies on disparate impact and disproportionate burden for specific populations.
- System-wide service standards and policies need to be adopted and Board approved for submission to the FTA prior to the next equity analysis or program submission which will be by December 1, 2013. Equity analysis is triggered when a major service or fare change is made.
- Staff has to monitor compliance with standards and policies, and present service monitoring results to the Board at least every three years. The Board is required to approve results and provide input on mitigation for potential negative findings.
- New policies require a public process be created and adopted.
- Staff will be holding public meetings in each county to obtain public input on the Major Service Change Policy, which will determine the threshold when equity analysis for service changes is needed, and Disparate Impact and Disproportionate Burden Policies, which will be determine the threshold when fare or service changes would have disparate impacts or produce a disproportionate burden.
- Proposed Title VI schedule:
 - February 2013 – review proposed draft policies with the Board.
 - February-March – conduct outreach.
 - February 21 – hold public meeting in San Carlos.
 - February 26 – hold public meeting in San Francisco.
 - March 2013 – Board adoption.

Cat Tucker asked if it will be the riders or the regional population where the train is located who will be surveyed. Mr. Yurek said the JPB has been looking at fares by using the demographics of riders. He said compliance reports use the demographics of the area of the station.

Mr. Hronowski asked when the San Francisco meeting is. Mr. Yurek said it is scheduled for Tuesday, February 26 at the Bay View Opera House from 5:00 p.m. – 6:30 p.m. He said the Santa Clara meeting has not yet been scheduled.

Director of Rail Transportation Michelle Bouchard said information about the public meetings will be provided to the CAC. She said public meetings are normally kept near

the terminals but there was a special request by the Board that the JPB reach out to the groups that would be most affected and have the meetings in those areas.

Mr. Hronowski said it might be a good idea to have a daytime meeting as well as the nighttime meeting to accommodate various schedules. Mr. Yurek said SamTrans will also have several meetings and the public can attend any of them to find out information about Title VI and then submit their comments online.

Ms. Levin said TransForm does outreach in Santa Clara County and could help with outreach and venues. She said Redwood City and North Fair Oaks areas were not included in the meeting locations and there is a lot of minority usage in those areas. She recommends outreach in those areas.

Ms. Levin asked for examples of decisions that have been made in the past about this policy. Mr. Yurek said in the past, staff looked at the proportions of minorities and non-minorities who used various fare mechanisms. He said at one time, 13.55 percent of minorities and 16.75 percent of non-minorities used 8-ride Tickets. If 8-ride Tickets were eliminated, minorities wouldn't be impacted as much and it would be acceptable per Title VI. He said 40.33 percent of minorities and 38.54 percent of non-minorities used the Monthly Pass. He said the difference is about 1.8 percent and in that case, minorities would be affected a little more. The FTA is asking the Board to adopt a policy to determine when that difference is significant and unacceptable, and define what a major service change is. Public input will help staff make the recommendation.

Ms. Levin said there is no transfer policy now for passengers who take the bus and transfer to the train and this results in a fare increase and asked if Title VI will look at that. Mr. Yurek said if there is a fare increase that affected minorities or low-income populations then Title VI would look at it.

Ms. Levin said Title VI looks at service changes and fare changes, but there is a difference in price and performance between the different services. She said going from point A to point B using the train might cost \$4 and take 30 minutes, but going to the same points using the bus might cost \$2 and take 60 minutes. She said she would like background information, if staff has any, about "modal pricing and particular price performance differences of different modes addressing the same route with different performances at different price points and how that relates to the Federal understanding of Title VI requirements."

Chair Gardiner asked if the dates will be e-mailed to the CAC. Ms. Bouchard said the dates will be sent out and more information will be published on the web where the public will have the ability to submit input.

Ms. Bouchard said the JPB is not anticipating a service or fare change for Fiscal Year 2014.

CHAIRPERSON'S REPORT

No report.

STAFF REPORT – M. Bouchard

Ms. Bouchard reported:

- Key Caltrain Performance Statistics
 - Monthly Performance Statistics – December 2012 compared to December 2011
 - Average Weekday Ridership is up 11 percent.
 - Total Farebox Revenue is up 12 percent.
 - On-time Performance (OTP) is at 91.5 percent.
 - Year to Date Performance Statistics – December 2012 compared to December 2011
 - Average Weekday Ridership is up 12 percent.
 - Total Farebox Revenue is up 17.8 percent.
- A 95 percent OTP is attainable, but staff needs to understand how overall passenger volume is contributing to OTP delays.
- Staff is looking at what is causing growth and next steps to service the customers.
- Annual counts are starting which provides staff clarity of the ridership profile for Caltrain.
 - Douglas Honn, Deputy General Manager of Customer Service, TransitAmerica Services, Inc., said the official count begins on January 22 and will take about seven days, but some changes might need to be made. The final report will be given to JPB staff by February 10.
- It is important to do an origin/destination analysis which identifies where the customer boarded and where the customer gets off the train to determine how service can best be designed.
- There was a software failure of the new rail control system on December 26. Some corrupt data in the system resulted in blocking commands from going out to the field. The safety functions reside in the field, and since data was not getting out to the field, all signals on the system would not clear so trains were not allowed to operate.
- Five extra trains were provided for New Year's Eve resulting in record ridership. Free rides were offered after 11 p.m. Extra service was provided for the Kraft Fight Hunger Bowl, the San Francisco 49ers game, and service will be provided on January 21 for the Freedom Train, an event run by the Dr. Martin Luther King Jr., Association of Santa Clara Valley.
- The San Bruno Grade Separation Project will be completed in about one year.
- Some Americans with Disability Act retrofits have been held up due to the contracting process. They should be resolved and moving again in the next three weeks.
- Staff will be removing some seats in Gallery cars to allow space for a total of three wheelchairs.

Ms. Levin asked if counts look at origin and destination of the Caltrain stations or of the customer's ultimate origin and destination to include transfers. Ms. Bouchard said it has been done in different ways in the past, and it depends on the objectives of the survey. She said once the objectives have been defined, the survey design will go from there. Ms. Levin said first and last miles are important to Caltrain and she recommends the survey get that data.

Ms. Tucker asked what triggered the new focus on Title VI from the FTA. Ms. Bouchard said she does not know but can find out. Ms. Tucker asked how an agency could prove that it was not hurting low-income or minority populations. Ms. Bouchard said agencies use demographic data compared with impact analyses so they would be cognizant of their treatment to those populations. She said agencies use their peer communities to understand what the others are doing and all geographies are different so the agencies themselves have to gauge what is equitable and what must be mitigated.

Ms. Sweet asked what level of detail is looked at in terms of the schedule and effect on OTP. Ms. Bouchard said staff is looking at mechanical delays at this time and later will look at passenger loads. She said staff is looking to structure an analysis looking at a trip on a particular train's segments as opposed to the entire end-to-end trip. Staff is looking at policies, procedures, and small engineering fixes and will eventually have to look at more details about boardings and causes of delays.

Ms. Levin said it is standard to test and audit the level of tolerance for corrupt data in an information system to see what will happen to the system under various circumstances. Ms. Bouchard said that issue is still under investigation and the project team has gone through extensive testing. She said the project team can provide more information.

Chair Gardiner said he saw a counter on one of the trains over that last few weeks and asked what the difference is. Ms. Bouchard said staff just finished a Customer Satisfaction Survey because the contract operator's profit is determined by customer satisfaction, and to gauge Caltrain's overall profile with respect to customer service over specific areas so staff can use the information to focus on areas of improvement.

COMMITTEE COMMENTS

Ms. Levin asked that the customer satisfaction data be reported to the CAC. She said a future topic for the CAC could be about opportunities to improve airport connections.

DATE, TIME AND LOCATION OF NEXT MEETING:

February 20, 2013 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA 94070.

Meeting adjourned at 6:52 p.m.