

**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 APRIL 25, 2013

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

MEMBERS ABSENT: D. Lindsey, Y. Mills, C. Tucker

STAFF PRESENT: J. Averill, M. Bouchard, C. Kwok

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

APPROVAL OF MINUTES

A motion (Hronowski/Bendix) to approve the minutes of March 20, 2013 was approved (Gardiner abstained).

PUBLIC COMMENT

Jeff Carter, Millbrae, said he noticed the Predictive Arrival/Departure System (PADS) was being tested and it seems to be working well, and he is pleased with it although the type is small. He said he saw ties being put down in the northern part of the San Bruno Grade Separation.

Doug DeLong, Mountain View, said he got a notice that in May there will be a meeting to discuss options for the Downtown Extension. He said there is discussion of eliminating the 4th and King Caltrain Station and he thinks it would be a good idea to have a presentation to the JPB CAC about it.

Director of Rail Transportation Michelle Bouchard said there will be an update next month on the Caltrain Modernization Program and staff will conduct its own study to determine the feasibility of shrinking or removing the 4th and King facility. She said the PADS system may be delayed but she will get back to the CAC in May. Memorial Day Weekend is when the San Bruno tracks will be moved to the berm.

CUSTOMER SATISFACTION SURVEY – C. Kwok

Market Research Specialist Christiane Kwok presented:

- Objectives of the survey were to determine customer satisfaction levels and get a performance measurement.
- Twenty-four weekday trains and 10 weekend trains were surveyed.
- Surveys were available English and Spanish.
- There were 1,856 surveys returned, a 78 percent response rate.
- Printed materials are important to Caltrain customers.

- Cleanliness of the restrooms had a major decrease in satisfaction since the last survey.
- Overall, riders were more satisfied with the onboard experience than the at-stations experience.
- Major concerns were on-time performance (OTP) and announcements concerning delays.
- Ninety percent of the riders are from Santa Clara, San Mateo, and San Francisco counties.
- Ninety-two percent of riders have convenient internet access through their home, work, cell/mobile, library, or other source. JPB is using social media more because the survey results show that social media websites are frequently used by riders.
- This information is being used for a monthly customer service improvement meeting and by marketing and web and creative services.
- The full report is available at www.caltrain.com/surveys.

Alex Sweet asked how the surveys were conducted on the train. Ms. Kwok said they are paper surveys and surveyors try to collect the surveys on the train but there is an option for the customer to mail the survey back. Ms. Sweet asked how the surveyors determine who to ask to fill out the survey. Ms. Kwok said one car of a train is randomly chosen. Ms. Sweet asked if there were opportunities on the survey for the respondents to explain why they rated the questions the way they did. Ms. Kwok said at the end of the survey there was a space to write in comments.

Paul Bendix asked what the objectives were in surveying internet access. Ms. Kwok said it was to better provide information to the customers. Mr. Bendix asked if the results inferred a need for WiFi on the train. Ms. Kwok said the main goal was to determine customer satisfaction and to evaluate the operator's performance.

Adina Levin asked if customers were asked how they were informed the trains were going to be late and if they were happy with the reliability of the trains. Ms. Bouchard said that question was not asked because the JPB pushes for a standard of 95 percent on-time reliability. This survey is more about the customer experience with their environment and interaction with the operator's staff.

Ms. Levin asked what is being done to address restrooms since that was one area where people were unhappy. Ms. Bouchard said many avenues have been pursued to keep the toilets up to a state of good repair. She said one improvement that has been made was to get portable waste collectors in Gilroy so the train would not sit in the heat without being emptied. She said staff acknowledges there is more work to do.

Public Comment

Doug DeLong, Mountain View, said there is a fold-down shelf in the handicapped-accessible gallery car restrooms and the latches don't seem to work. He said the 95 percent on-time standard does not convey the number of trains that have to be annulled or terminated en route because of equipment failures. He said that is the most disruptive thing to a customer and there's no statistic that measures it, or if there is,

it is not being made available. He said he would like to know how many runs don't start or end prematurely.

Ms. Levin said asking qualitative customer satisfaction questions concerning reliability would be important to ask because there is a risk to customer retention.

Jeff Carter, Millbrae, asked if there was any indication to tell if the restrooms on the Bombardier cars were any better or worse than Galleries. Ms. Kwok said no.

Mr. Carter asked if there was a midpoint on-time check to see how the trains are performing in the middle of the line. Ms. Bouchard said the public OTP is gauged by end-of-the-line performance and if a train does not start it is counted against OTP. She said OTP is measured at San Francisco, Redwood City, San Jose, Tamien, and Gilroy at many different time points.

CHAIRPERSON'S REPORT – K. Gardiner

Chair Gardiner said at the last JPB meeting the JPB received an update on the Caltrain Modernization, there was an item for on-call services for bridges and structures, and a contract was approved for signal preemption projects. He said he would like a CAC orientation at the next meeting and he would like to know what things should go to the CAC before the Board.

Ms. Bouchard said the Board secretary Martha Martinez will be attending in May to address those issues. She suggested the CAC read the By-laws before that meeting.

STAFF REPORT – M. Bouchard

Ms. Bouchard reported:

- Total ridership is up 11.4 percent over last March.
- Average weekday ridership is up 13.5 percent over last March.
- OTP is at 94.4 percent over last March.
- A mechanical delay today resulted in a termination of a train mid-line. The fleet is getting near the end of its useful life.
- Staff is going through the budget at this time and working with Transit America Services, Inc. (TASI) regarding their State of Good Repair Program.
- On April 6 at 7:30 p.m., part of a locomotive became dislodged and got caught in the track structure and punctured a fuel keg at the South San Francisco Station. About 800 gallons of fuel spilled into the ballast. Several trains were annulled. TASI's environmental subcontractor came to do initial cleanup. There has been limited environmental damage.
- Staff will cap outgoing ridership or loads on post baseball trains to 800 passengers to allow conductors enough room to make it through the trains and provide any assistance to passengers that might be needed.
- Annual counts revealed 47,060 riders average weekday riders, up 11 percent increase over last year.
- Growth is seen throughout every time period of the day. Every station had increased ridership. Caltrain needs equal support in each direction based on the number of riders.

- Average weekday bike ridership was up to about 4,900 bikes, and that adds pressure to the OTP.

John Hronowski asked if extra personnel and trains are standing by since there is an 800-person cap for post Giants game trips. Ms. Bouchard said it is difficult because Caltrain is understaffed. Mr. Hronowski asked if special trains are run if the games end at rush hour. Ms. Bouchard said Train 360 gets filled every time there is a weekday game so TASI created a Special 360 which runs 10 minutes in advance of Train 360.

Ms. Levin said asked what is being considered to increase capacity. Ms. Bouchard said buying cars is something being looked at but it would be unlikely the JPB could increase each consist by one car; it would introduce a complexity to the operational planning in terms of matching capacity for trains that have six cars, and it would mean changing the schedule for those trains because of the degraded performance due to the extra weight of a sixth car. There are also policy considerations. Another option is to look at schedule changes but the annual passenger counts do not provide enough information to make scheduling decisions, and more research is required. She said looking at the capacity issue will come after the budget is finalized.

Ms. Levin said she heard San Francisco does their budgets before the JPB and that is why there is a tussle to get funding in since San Francisco has to redo their budget after Caltrain submits their request for funding.

Ms. Levin said Bay Area Rapid Transit just released a tool that shows customers how crowded trains would be based on historical information and Caltrain might want to try that.

Ms. Levin said 80 percent of employment is within three miles of railroads so it is not a surprise to have so many bicyclists on the train. She said bike share would be a big help but there has to be enough bikes for everyone and she hopes Caltrain can help get enough bikes to make bike share successful.

Ms. Sweet said there are alternatives to get to and from the stations besides using a bike. She said for example there is valet parking at the San Francisco Station and there is a free shuttle in San Jose and she has not had to pay extra to stop using her bike and get to and from Caltrain. She asked if there is outreach to communicate the reasons behind the policies and plans to bicyclists because having that information might help reduce their frustration. Ms. Bouchard said one way staff has done this was to create the Bicycle Advisory Committee. Staff continues to improve in their interaction with the community.

Chair Gardiner asked if the JPB will look at creating standing room to accommodate instances when the trains are standing room only. Ms. Bouchard said that has not been looked at before but when the JPB buys electric cars the travel time will be reduced and standing might be more acceptable to people as one of the methods to address capacity.

Ms. Levin said she heard of something that might drive ridership up: a nonprofit that allows employers and residents buy into discount transit passes, shuttles, bike share, car share, and other modes.

COMMITTEE COMMENTS

None.

DATE, TIME AND LOCATION OF NEXT MEETING:

May 15, 2013 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 7:00 p.m.