

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 DECEMBER 17, 2014

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

STAFF PRESENT: J. Averill, S. Cocke, C. Fromson, C. Kwok, A. Maguigad

Alex Sweet called the meeting to order at 5:52 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF NOVEMBER 19, 2014

Brian Shaw asked to change "He said" to "He asked if" on page 6 in the third paragraph where he asked if Caltrain is at risk of the current equipment failing more frequently as it ages.

Casey Fromson, Government Relations Officer, said on page 6, second paragraph, Mr. Couch cited a specific date, but she corrected him. She said Mr. Couch's comment should be stricken from the minutes.

Motion/Second: Scharff/Shaw
Ayes: Cobey, Lee, Scharff, Shaw, Sweet
Absent: Berk, Levin, Mills, Tucker

PUBLIC COMMENT

Jeff Carter, Millbrae, said Caltrain ran a Saturday schedule on Black Friday and there was a large number of customers waiting at Millbrae who did not know the schedule was changed. He said all other transit operators and the Caltrain shuttles were running a regular weekday schedule. He said he has informed Caltrain of this issue in the past, but Caltrain felt no change was needed. He said ridership has changed and more service is needed on Black Friday.

Adina Levin arrived at 5:56 p.m.

COMMITTEE COMMENTS

Mr. Shaw said he would like to know when Caltrain will be moving the Go Pass Program to the Clipper Card platform. He said Stanford spends thousands of hours distributing Go Passes and it is a big undertaking and is an inconvenience to the customers. He said he would like to evaluate the timing, challenges and issues why Caltrain is not using the Clipper Card for the Go Pass Program.

Ms. Levin said Dumbarton Rail is coming up frequently in the Menlo Park General Plan with interest in the section between Facebook and downtown Redwood City. She would like an update on this topic.

Annie Lee said the Clipper reader on the southbound platform at San Mateo has been out for two weeks and needs to be fixed. She said more service is needed northbound from San Jose later at night and southbound from San Francisco between 7:30 p.m. and 8:40 p.m.

Chris Cobey suggested future executive reports include pending topics for future discussion. He said he would like to tour the Santa Clara facility.

Ms. Sweet said she encourages others to take the Clipper survey at futureofclipper.com.

Ms. Levin said the Clipper survey does not discuss opportunities for fare integration with other transit providers, and survey takers should write those comments in.

DISCUSSION ON AGENDA LENGTH, MEETING TIME AND FREQUENCY (Chris Cobey)

Mr. Cobey said he asked to discuss this item because he is concerned the committee does not spend enough time discussing topics. He said the meeting starts at 5:40 p.m. and ends around 7:15 p.m. He said if the meetings do not have an artificial deadline then this problem is probably solved.

Jonathan Berk arrived at 6:04 p.m.

Mr. Cobey said it would be helpful to look at the meeting materials before the meeting to help inform the members' analysis and questions about the subjects.

Greg Scharff said he is happy to have longer meetings. He said there is a sense that there is not enough time to deliberate because people are concerned about train times and taking the train home after the meeting.

Josh Averill, Assistant District Secretary, said there is no hard stop on the meeting. The topic times on the agenda were put in to help guide the meetings along because the committee frequently lost a quorum around 7:15 p.m. The CAC can go longer on each of the items and does not have to stop at 7:15 p.m. He said the CAC can either delete the guide times from the agenda, add more time to them, start earlier, or stay longer.

Mr. Berk said he has to leave at 7:15 p.m. to get home for dinner. He said the CAC does not make substantive progress on subjects. He said presentation should be made to a specific length. Also, the CAC and public should try to do a better job asking questions that are of interest to the CAC as a whole and to citizens. He said the meeting should be able to end at 7:15 p.m.

Mr. Scharff said it takes time to deliberate and there is enough time to end by 7:15 p.m.

Yvonne Mills arrived at 6:11 p.m.

Mr. Cobey said the CAC should consider a subcommittee to discuss this topic and come back with recommendations.

Ms. Levin said more time to deliberate is good and the CAC should have a sharper focus for important topics.

Ms. Sweet said she would prefer shorter, concise presentations so there can be more time for discussion.

Public Comment

Jeff Carter, Millbrae, said meetings used to start at 6 p.m. but changed to accommodate the members and public who need to take trains. He said there are too many items on the agenda and the presentations are too long for this committee. Presentations should be more concise with fewer slides. Starting earlier will be difficult for many people.

Roland Lebrun, San Jose, said meetings should be longer. He said "Orders of the Day" is missing from the agenda, which would allow the chair to shuffle agenda items so action items would come first.

Ms. Sweet said doing this meeting once a month is worth her evening and getting home late is fine. She said she likes the idea of adding "Orders of the Day." She asked if that has ever been on the agenda. Mr. Averill said the chair has discretion to move items as necessary.

Mr. Berk said he is opposed to changing the meeting length without a commitment in place to fix other problems. The presentations could be more efficient.

Mr. Scharff said he is fine with shorter presentations, and he is happy to get supplemental materials that he can read but don't need to be presented at a meeting.

April Maguigad, Manager, Rail Operations, said some presentations are very complex and putting a limit on the slides might short-change the CAC in getting the information they should get. Staff will work on getting the materials to the CAC earlier.

Chair Cat Tucker arrived at 6:20 p.m.

Ms. Mills said if the CAC gets the presentations earlier they would be better prepared at the meetings.

Mr. Berk said he likes the idea of supplemental information, where the CAC gets the information beforehand, the staff presents a summary of it, and the CAC can ask questions.

Chair Tucker said she wants to hear all the information in the presentation, and all the information staff wants to present is important. Some topics are lengthy, but some

cannot be cut down. She said these meetings are not only for the CAC members, but for the public to receive information as well.

Mr. Berk said he likes the idea of forming a subcommittee to discuss how to make the meetings more efficient.

Mr. Scharff said most of the members agree the meetings can go longer and the presentations should be more efficient, and materials should be provided ahead of the meeting. It is not necessary at this time to form a subcommittee.

CHAIRPERSON'S REPORT (Cat Tucker)

Chair Tucker said the Board approved the change to the Bylaws defining a quorum.

Appointment of Nominating Committee for Election of Officers

Chair Tucker appointed Ms. Mills, Mr. Berk and Mr. Cobey to the nominating committee.

MOBILE TICKETING UPDATE (Christiane Kwok)

Christiane Kwok, Manager, Market Research and Development, presented:

- Project goal
 - Enhance customer experience
 - Reduce ticket machine usage
 - Provide additional ticket purchase options
 - One-way
 - Day pass
 - Zone upgrade
 - Eighteen-month pilot program
- Background
 - Industry
 - Peer agencies – pros and cons of their experience with the project
 - Vendors – integration issues, software updates
 - Customer surveys
 - Caltrain Triennial Customer Survey
 - Ticket Vending Machine (TVM) Replacement Survey
 - Revenue data
 - Internal stakeholders
- Features
 - Ticket purchases
 - Ticket repository
 - Map, schedule, trip planning
 - In-application push notifications
 - Content
 - Terms and conditions
 - Frequently asked questions
 - Customer service
 - Ticket validation
- Timeline
 - Request for Proposals (RFP) – Spring 2015
 - Implementation – Summer 2015

Ms. Mills asked if funding and costs associated with implementing this will affect ticket prices to cover those cost. Ms. Kwok said some agencies add a convenience fee, but Caltrain is not looking into that. Staff would have to change the Codified Tariff if the ticket prices were changed.

Ms. Mills asked if the vendors are able to accept the commuter benefits cards that are used to purchase tickets. Ms. Kwok said some vendors can accept those cards, but others are still working on it. The cards got more complicated because some now have parking benefits on the cards. It is a matter of how the vendor can handle it.

Ms. Mills requested that be a requirement, otherwise it will be very difficult for the consumer.

Mr. Berk asked if something is built in or if there is a solution to the problem that a customer might only buy a ticket when they see the conductor coming around checking tickets. Ms. Kwok said some vendors address that by changing the color of the tickets two minutes after they are purchased. This topic is still being discussed.

Mr. Berk said Caltrain does not enforce ticketing strictly enough and revenue is being lost. He said if people get caught they are asked to step off at the next platform and get a ticket, and this is costing the agency money. He said he would like to make it easier for the conductor to enforce the policy by making it possible to buy tickets on the train for a much higher price. Then the person would not have an excuse to not have a ticket and the conductor will know the person is just trying to get away with not paying for their ride.

Mr. Shaw said commuter rail systems have been imposing higher fees for onboard purchasing for years. Phone technology offers a huge convenience to customers, but also exposes Caltrain to more cheating. Buying a ticket on the train with the phone should be at a premium. This would allow Caltrain to generate revenue.

Chair Tucker asked if the ultimate goal is to eliminate TVMs. Ms. Kwok said no.

Mr. Scharff asked if this could be expanded to include Clipper and Go Pass. He asked why Caltrain would spend the money on creating maps when there are so many other applications that do it already. He said the core mission is to create convenience by paying for a ticket through this application.

Mr. Shaw said third party vendors who create applications can't sell fares, but they do put out information.

Ms. Kwok said a concern with third parties creating applications is cyber security, because the application would handle credit card and debit card numbers.

Ms. Mills said she would have a problem with an application that forced her to always use the location feature instead of only when the application was opened.

Ms. Levin said she hopes the use of pilot programs is to test and innovate, not to fragment a regional fare purchasing opportunity.

Ms. Levin asked if the application will be available from the Apple Store and Google Play. Ms. Kwok said most agencies use Apple and Android and Caltrain will be primarily using those platforms.

Ms. Levin asked what the relationship is to income and people who want to pay by mobile phone. Ms. Kwok said the survey asked if people would use a smart phone to purchase tickets. At the lower end of the income, about 60 percent said they would use the application, and the higher the income, the more tendency there was to use the application.

Ms. Mills said she does not want to see this make it more difficult for the elderly, tourists, or people who are not technically proficient.

Ms. Sweet asked what percentage of riders use paper tickets. Ms. Kwok said 28 percent.

Ms. Sweet said she would like to know more about what is happening now with enforcement and how cheating is dealt with in other systems.

Mr. Berk said on average there is at least one person per car who doesn't have a ticket, and that is lost revenue.

Public Comment

Doug DeLong, Mountain View, said he does not support the vendor that operates Clipper and he would rather support a way for customers to buy tickets with whatever means they currently have.

Andy Chow, Redwood City, said Clipper usage is over 50 percent on Caltrain, so he said the marketing position for mobile ticketing should be reviewed. It is mostly for people who make plans to ride trains to events ahead of time. This way, the cutoff time for mobile ticketing could be a half hour or an hour ahead of the train, and fare evasion would not be an issue. If the rider decides to take the train a half hour or an hour before the train arrives, that person should buy a paper ticket. This application should also include the ability to pay for parking.

PENINSULA CORRIDOR ELECTRIFICATION PROJECT FINAL ENVIRONMENTAL IMPACT REPORT (FEIR) RELEASE (Rich Walter)

Ms. Fromson said this is not an action item. The Board will be asked to certify this project at the January 8 meeting. She said staff is continuing to conduct the technical analysis and outline tradeoffs to see if trains that Caltrain wants to purchase will be compatible with high-speed rail trains. She said staff will be asking for policy recommendations and decisions on that issue in March to May. The RFP for vehicles have been pushed off in order to have that discussion.

Mr. Berk left at 7:15 p.m.

Rich Walter, ICF Consultant, presented:

- The FEIR addresses key impact areas, other California Environmental Quality Act (CEQA) subject areas, cumulative impacts, and alternative analysis.
- Project Purpose and Need:
 - Improve Caltrain system performance
 - Increase service and ridership
 - Increase revenue and reduce fuel cost
 - Reduce environmental impacts related to train noise, air quality and greenhouse gas emissions
 - Provide California High-speed Rail Authority (CHSRA)-compatible electrical infrastructure
- Project Description:
 - Approximately 51 miles from San Francisco to Tamien Station
 - Electrification
 - Overhead contact system
 - Traction power facilities
 - Electric Multiple Units (EMUs)
 - Service:
 - Up to 79 miles per hour
 - Increase to six trains per hour per direction, add more station stops and reduced travel time, and restore Atherton and Broadway stations weekday service
 - Mixed-fleet service for interim period
 - Continue tenant service
 - Continue diesel service to Gilroy
- Key Regional Benefits:
 - Decreases in greenhouse gases, daily traffic congestion, engine noise
 - Improvements in clean air quality and increases in daily ridership, improved frequency and quicker trips
- Key Comments:
 - Visual aesthetics: Concerns about overhead contact system (OCS) and traction power facilities (TPF) impacts
 - This is an existing transportation corridor and already has utilities along it. Mitigation has been revised for TPFs. Tree mitigation will help with OCS impacts.
 - Tree Removal: Concerns about the worst-case scenario
 - Reduction of removal estimate from 2,200 to 1,000 trees and pruning of 3,600 to 3,200 trees.
 - Noise: Concerns about project noise sources and quiet zones and grade separations
 - Horn, train, wheel-rail, and ambient noise were considered. Trains are quieter so there will be no significant expected project-level impacts. There will be TPF noise impacts in South San Francisco and Palo Alto, but mitigation options exist.
 - Local Traffic: Concerns about specific locations and support for grade separations

- Staff added 10 new study locations and did not find new significant impacts. Grade separations would help but are not financially feasible for PCEP.
 - Traction Power Facilities: Study additional options
 - Five additional options were studied in South San Francisco, Burlingame, San Mateo, Palo Alto, and Redwood City.
 - Bikes Onboard: Concerns about expanding onboard bike capacity
 - The project will continue the bikes onboard program. Specific bicycle capacity is not a significant environmental impact. This issue is addressed in the EMU procurement process.
 - Freight: Concerns about vertical clearances, operational hours, and electromagnetic interference (EMI)
 - Existing vertical clearances will be accommodated with limited cumulative effect. The operations hours are the same as today. There are EMI-proven controls from the Northeast Corridor, which are included in the FEIR.
 - Alternatives: Concerns that the environmental process is not considering non-electrification alternatives.
 - Fifty-two alternatives were considered and screened. Four were analyzed in greater detail including no project, diesel multiple units, dual-mode multiple units, and Tier 4 diesel locomotives.
 - CHSRA: Concerns about analyzing the blended service in this document
 - The CHSRA/blended service is currently only at a conceptual level. This project is not about blended service, it is about electrified Caltrain service. CEQA allows projects to be analyzed in separate environmental processes. The two projects have independent utility and different purposes. The environmental impacts for the PCEP can be fully disclosed in this FEIR.
- Cost Reduction Strategies:
 - Eliminate electrification of Union Pacific-owned Main Track 1 in South Terminal area.
 - Eliminate electrification beyond Michael Yard.
 - Defer electrification of San Francisco Yard storage tracks.
 - Use electric locomotives for backup trains.
 - Revise design concept shared OCS pole foundations for guy-wires.
- Legal Considerations:
 - Caltrain is a Federally-regulated rail carrier subject to the authority of the Surface Transportation Board (STB).
 - Court rulings support arguments that rail projects subject to STB jurisdiction are exempt from CEQA.
 - If the FEIR is legally challenged, the JPB reserves the right to assert STB preemption of CEQA.
 - The JPB proposed to adhere to the CEQA mitigations identified in the FEIR.
- Key Milestones:
 - FEIR made available on December 4.
 - Board to consider certifying the FEIR, adopting the findings, statement of overriding considerations, and the project and mitigation monitoring and reporting program on January 8.

Ms. Levin asked when the planning for the post-electrification schedule will take place. Stacy Cocke, Senior Planner, said no definitive planning has been scheduled, but staff knows it is important and involves a process with the public.

Ms. Levin said one of the goals of this project is to restore service to Atherton, but the community of Atherton is actually trying to block this project, and she is concerned about this conflict.

Chair Tucker said she hopes the line will be electrified to Gilroy someday.

Public Comment

Roland Lebrun, San Jose, said the platform height issue has been resolved because CHSRA overlooked the fact that they had to change the train specification when they adopted the blended system. He said if the gates sound horns instead of having the train sound horns, it would reduce the noise level by over 70 percent. He said the Atherton Rail Committee wants to take legal action against this project, but he doesn't think the city council is going to take any action right now.

Andy Chow, Redwood City, said this is an environmental document that went through a specific process and was exhaustive. Even though this project might meet the legal requirements, it will not satisfy political agendas. Some people would use legal action just to slow down the project.

STAFF REPORT (April Maguigad)

Ms. Maguigad said:

- A 10 mile per hour speed restriction was placed on the Quint Street Bridge until some bridge experts examined the bridge. The restriction has been raised to 30 miles per hour. Staff is in the process of closing Quint Street and creating a berm.
- The Annual Emergency Drill was conducted on December 6. First responders learned how to extricate people in an emergency.
- The coffee shop at Hillsdale Station, Java Diction, closed. This was the third coffee vendor at that location in five years. It is a hard location to keep a business up and running. It is far removed from the main street. Staff is looking at a real estate broker to get ideas on how to make it more attractive.

Mr. Scharff left at 8:03 p.m.

- Staff is interested in putting Clipper at the Stanford Stadium, but there are issues with vandalism. Staff is considering mobile units.
- The average number of wheelchair bumps is about three per month. In October of 2013, there were 500 wheelchair boardings, and now it is about 700.
- Staff has started discussing Black Friday service and what level of service should be provided.
- She may provide an update on fare enforcement in the future. The Caltrain website has the Safety and Security Report posted with citation information.

Mr. Shaw said asked how on-time performance is measured. Ms. Maguigad said within five minutes is on time, and when a train is six minutes late it is considered late.

COMMITTEE REQUESTS FOR FUTURE AGENDA TOPICS

Chair Tucker said Mr. Berk requested the question of quiet cars for a future agenda.

Chair Tucker said fare enforcement is another topic for a future discussion.

Ms. Mills said she would like to understand how Caltrain conductors are trained with regard to passenger misconduct and how they address it, and if they keep track of these instances.

DATE, TIME AND LOCATION OF NEXT MEETING:

January 21, 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 8:10 p.m.