

**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 MAY 21, 2014

MEMBERS PRESENT: P. Bendix, C. Cobey, A. Levin, Y. Mills, G. Scharff

MEMBERS ABSENT: J. Berk, K. Gardiner, A. Sweet, C. Tucker (Chair)

STAFF PRESENT: J. Averill, T. Bartholomew, C. Harvey, A. Maguigad, S. Petty

Vice Chair Adina Levin called the meeting to order at 5:42 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES

No discussion.

A motion (Scharff/Cobey) to approve the minutes of April 16, 2014 was approved unanimously.

PUBLIC COMMENT

Jeff Carter, Millbrae, said the Predictive Arrival/Departure System (PADS) hasn't been working. He asked for a staff report on the PADS system because without it the customers are not up to date on what's going on with the trains.

Roland Lebrun, San Jose, said if Caltrain waits until electrification to get new trains, Caltrain will be in serious trouble. He said like a hybrid car, trains are the same. He said if the wires are not in place, the train could run off a power pack, and acceleration and deceleration are the same as with electrified trains. He said the electrification budget is half a billion more than what it would cost in Europe, and it would only take one year to do it in Europe. He said staff put a team of consultants together at a cost of \$122 million, 10 percent of the budget. He said a large contract was awarded to LTK Engineering, which takes away enough money to replace two trains and will leave Caltrain with a mixed fleet. He said in Europe, agencies pay for trains similar to a mortgage. He said the farebox provides more than enough money to pay for the trains, and customers shouldn't have to wait for electrification.

CHAIRPERSON'S REPORT – Adina Levin

Chair Levin said Santa Clara County is considering a transportation ballot measure that would include funding for Caltrain and it will be discussed at the next CAC meeting.

INCIDENT RESPONSE AND COMMUNICATIONS – April Maguigad

April Maguigad, Manager, Rail Operations, said each incident is unique. Fatalities take about two hours to recover, vehicle strikes typically take about an hour. Mechanical

issues are always unique and it can't always be predicted how long recovery will take. Other incidents include fires along the right of way, low bridges that get hit by tall vehicles, and police activity. She said the time of day (peak versus non-peak) affect the response and recovery, as does where on the railroad (middle of the line, end of the line, near a crucial set of crossovers) the incident takes place.

Ms. Maguigad said after an incident takes place, staff goes into incident management mode. She said if one or more of the tracks are going to be blocked for more than 10 minutes, staff goes on an emergency conference call with the contract operator, TransitAmerica Services Incorporated (TASI), the operations manager and employees, mechanics, right of way staff, and others. The call helps to cut down on relay delays by providing real-time information. She said the information collected includes the number of passengers on the train, and the number of passengers needing assistance, bicycles, school kids, etc. She said there are standard operating procedures for each role (conductors, engineers, dispatchers, etc.) that outline the processes for a variety of scenarios including fatalities, bridge strikes, and others.

Ms. Maguigad said when something happens and staff knows the customers will not be able to be served efficiently, staff speaks with local agencies such as SamTrans, Santa Clara Valley Transportation Authority (VTA), Bay Area Rapid Transit (BART), and paratransit service providers, to establish mutual aid and get bus bridges or other options into place. She said staff has improved with pulling the trigger earlier in this process. She said it takes 30 minutes or more to get other assistance mobilized, so this option is only used during incidents that require a longer recovery time.

Ms. Maguigad said an important consideration is safety for customers, employees, first responders, and law enforcement. She said if there is activity within 100 feet of the platform and the train cannot pull into the platform or back up, Caltrain will not allow people to depart the train into the ballast to walk to the platform. She said Caltrain follows an incident command system with the transit police and local police. This provides a structure that expands or contracts depending on the nature of the incident, and identifies one person in charge. She said someone asked if there is a timeline for how long the local authorities can take hold of a track and not allow Caltrain to operate trains. She said there is not a timeline. If it is a crime scene, the tracks belong to law enforcement and they will not release the tracks until they are done doing what they need to do. She said another consideration is hours of service and train crew turns. The crews work a certain number of shifts and one-way trips, which affect the rest of their day or the next day because there are Federal mandates on how long crews can work.

Ms. Maguigad said staff debriefs after every incident. Staff gets together with TASI management to discuss what worked well and what did not, and what can be standardized. They keep a list of action items to improve on if needed.

Ms. Maguigad said staff understands when customers have all the information it is easier for them to plan the rest of their commute. There are two types of communications to customers during an incident: field communications and office communications. She said field communications include station announcements using

the variable message signs. TASI is responsible for field communications. Each train gets information about incidents from the dispatcher, but the dispatcher is usually busy trying to juggle a lot of different issues, talking to all the different trains on the network, which could be up to 20. Some information is transmitted over a Nextel phone to multiple parties at once. The communications clerk provides station platforms with information. She said office communications include social media, the website, and the press. Public Affairs and Customer Service and Marketing handle social media. Staff sends updates to the media every 15 minutes. PADS is designed to update the website and send subscription-based e-mails to customers to inform them of incidents. PADS is currently not functional but is being worked on.

Ms. Maguigad said mitigation strategies to reduce the possibility of incidents include working with TASI and the mechanical department to isolate mechanical issues, working with suicide prevention groups, improving vehicle crossings, and conducting debriefs and critiques to understand what happened after an incident is over and to look for areas of improvement.

Chris Cobey asked if the agency has a plan for a catastrophic event such as an earthquake. Ms. Maguigad said yes. The procedures are based on the epicenter of the earthquake in relation to the tracks, and the magnitude of the earthquake. She said staff has an earthquake monitoring system in the dispatch center, and if the earthquake is a certain distance and at a certain level, it will flash and make noises to alert staff an incident is occurring.

Mr. Cobey asked which social media works best to communicate with customers. Ms. Maguigad said Twitter seems to work best. She said staff uses @Caltrain_News regularly between 7 a.m. to 7 p.m., and if there is a systematic, large-scale delay, staff will use it after hours.

Paul Bendix asked what needs the most improvement. Ms. Maguigad said between incident response and communication, communication needs to improve the most because customers can never get enough information. Messaging is the area staff hears about most and can be frustrating for customers.

Mr. Cobey asked if the new Metrolink railcars have the capacity to give lighted messages within the cars. Chuck Harvey, Deputy CEO, said no, they are an older series of bombardier cars and will not have internal messaging ability.

Chair Levin asked what the conductor's job is during an incident regarding operational issues versus communication. Ms. Maguigad said conductors have double duty: operational safety of the train and passenger communication. She said staff expects conductors to make routine announcements even if there is nothing new to say so customers know they have not been forgotten about. Conductors are to make announcements every five to 10 minutes or whenever new information is learned. She said it can be difficult for trains to get information because the dispatcher spends most of the time talking to the incident train or working on turning the trains that are in the middle of the line.

Chair Levin said it would be helpful to have a text message-like communication device. Ms. Maguigad said direct-connect is used because it is a device similar to a radio and can be used without violating Federal regulations, but the crew cannot receive text messages.

Chair Levin asked if there is a disaster recovery plan for fires or floods and if it includes headquarters equipment. Mr. Harvey said there are business continuity plans for headquarters and the information technology (IT) infrastructure. He said much of the infrastructure is now hosted offsite. He said there is an emergency operations center that can be activated on a moment's notice during an earthquake. He said there are communications devices between the Metropolitan Transportation Agency (MTC) and all other transit operators in the Bay Area. There are event exercises at least once per year. He said there is also an emergency operations center at the Caltrain Control Center, and staff conducts disaster exercises there. He said the SamTrans operating bases have food, water, and sanitation facilities for staff for several days. He said staff has not thought about what to do with the equipment during a flood because this area has not had to deal with that type of issue, but he said most equipment would have to be moved away from the 4th and King location because that area would be subject to flood areas.

Chair Levin asked if there is still IT gear in the basement of the headquarters building. Mr. Harvey said there is a substantial amount of IT equipment here. He said some major applications are hosted off site, and the control system for the Caltrain dispatch is in San Jose. Ms. Maguigad said a backup control center is being built in case something happens so there will be another location to dispatch trains.

Public Comment

Andy Chow, Redwood City, said there are user-generated Twitter posts that provide information as well. He said he got a railroad radio online so he could hear what was going on and sometimes posts information on Twitter.

Doug DeLong, Mountain View, said this process is very complicated because of the uniqueness of individual incidents, and it is amazing that some incidents can get cleared as fast as they do.

Jeff Carter, Millbrae, said Caltrain has gotten better regarding incidents. He said it used to be everything would stop and trains weren't turning, but now at least some people can get moving when trains are turned as close to the incident as possible. He said conductors don't know what SamTrans routes run near each of the stations, and they don't know alternative modes. He asked what Caltrain does when there are too many people trying to get onto the system, like during the Giants parade after the World Series. He said Caltrain threw out the schedule and ran trains as needed. He said people appreciate when Caltrain gets people moving no matter what.

Chair Levin asked if there is any plan to use transit screen technology at other locations like what is being used in the lobby so customers will have an understanding of alternative transit choices. Ms. Maguigad said there is MTC-hub signage at stations like Palo Alto, Mountain View, San Jose, and San Francisco where there are a lot of different

connections. She said Marketing developed a cheat sheet for all conductors at all stations, and staff will remind them to use it.

Yvonne Mills suggested the cheat sheet be part of the conductors' emergency training because they need to know it helps people. She said instead of reminding them to use it, it could be part of the emergency response training.

Mr. Cobey said he used 511.org in Santa Clara County to find the location and time of the next bus, and it is quite good and clear. He said if a customer has a two-zone pass from Caltrain, the customer can use VTA for free, but that does not work with San Francisco Municipal Transportation Agency. Mr. Harvey said when there is a major incident on the railroad where Caltrain shuts down or is turning trains, staff contacts VTA, SamTrans and BART control centers, and 95 percent of the time those agencies waive their fares and honor Caltrain tickets.

Ms. Mills asked how that works with Clipper or BART. Mr. Harvey said BART just lets customers through the gate so they are not tagged and cause BART to lose money, so the control center has to know about the incident. Ms. Maguigad said it is announced on trains and is announced over Twitter and through press releases.

STRATEGIC PLAN UPDATE – Sebastian Petty

Sebastian Petty, Senior Planner, presented:

- Strategic Plan Update
 - Plan has a ten-year outlook (2014-2023)
 - Broad policy framework to address key questions:
 - What do we want to become?
 - How are we doing?
 - What's ahead of us?
 - What do we need to do?
 - How are we going to do it?
- Schedule
 - Kickoff (October 2013)
 - Proposed guiding principles and goals (November 2013-April 2014)
 - Proposed objectives (May 2014-June 2014)
 - Draft plan to Board (August 2014)
 - Final plan to Board (September 2014)
- Caltrain challenges and opportunities
 - Increasing demand
 - Capacity constraint
 - Aging system
 - Growing safety regulations
 - Funding constraints
- Commitments in place
 - Safety
 - On-time, quality service
 - State of good repair/maintenance

- Modernization including the advanced signal system, corridor electrification, electric multiple units, and long-range capacity improvements
 - High-speed rail (HSR)/Caltrain Blended System
- Plan structure
 - Vision: overarching direction
 - Guiding principles: broad value statements supporting the vision
 - Goals: open-ended, aspirational statements supporting guiding principles
 - Objectives: specific, measureable statements that support goals by describing desired outcomes
- Stakeholder outreach includes public workshops, CAC meetings, Board meetings, and meetings of the Local Policy Maker Group
- Draft objectives and goals:
 - Safety and security
 - Compliance and best practice, safety culture, system investment, safeguard security
 - Expanded and enhanced service
 - Mobility needs, balance different markets, dependable service, comfort and convenience
 - Infrastructure and rolling stock
 - State of good repair, system reliability, expand capacity, HSR/Caltrain blended service
 - Financial sustainability
 - Efficiency, maximize revenues, stabilize and expand funding
 - Regional transportation and land use
 - Connectivity, alternative access modes, transit supportive development, Statewide rail integration
 - Partnerships
 - Openness and fairness, effective participation, strengthen partnerships
 - Social responsibility
 - Civil rights, environmental footprint, inclusivity and equity
- Information is available on the website at www.caltrain.com/sp
- Comments or questions can be directed to caltrainSP@caltrain.com

Public Comment

Jeff Carter, Millbrae, said it takes a long time to get things done because of regulations and environmental impact reports and it is unfortunate that it goes at a snail's pace to get anything done. He said it might take a year to get the new railcars into service but added capacity is needed now. He said Caltrain shouldn't be limited to two tracks and more than the six trains per hour per direction via the blended plan because Caltrain may need more capacity. He said ridership has outpaced what was projected in the 2004 Strategic Plan. He said off-peak service proposed through electrification and the Strategic Plan is the same or a little more than the midday, but the proposed evening service is atrocious; once per hour is not going to work.

Roland Lebrun, San Jose, said capacity is needed now, not post electrification. He said the baby bullet trains need to be longer. He said Caltrain should be in the "carrying

passengers" business, not the "maintenance" business, because in Europe, the maintenance stays with the manufacturer and trains are picked up and dropped off with the manufacturer each day. He said in Europe the core improvements go in first, then electrification. He asked how Caltrain will maintain service during construction if the trains are not capable of running on diesel through a construction zone. He said the objective of supporting the blended system planning is just a way to keep consultants on the payroll and is not needed. He said in Europe the way to stabilize and expand funding is to increase ridership, not fares. He said Caltrain doesn't need dedicated operational and maintenance funding because the manufacturer should take care of it. He said the best partnership is joint procurements for trains with Capitol Corridor Joint Powers Authority and Altamont Corridor Express.

STAFF REPORT – April Maguigad

Ms. Maguigad reported:

- Emergency repairs have been completed on the Quint Street Bridge and trains are now operating at 30 miles per hour over the bridge.
- April average weekday ridership was 55,269, a 9 percent increase over last April.
- April on-time performance was 88.2 percent. This is partially due to the issues with the Quint Street Bridge.
- There has already been a 2 percent increase in Giants ridership
- Staff is continuing planning with VTA on the service to Levi's Stadium.
- The Bicycle Advisory Committee met on May 15 and received a presentation on the Bicycle Access and Parking Plan and the Annual Passenger Counts.

Ms. Levin asked for an update on the purchase of the Metrolink railcars. Mr. Harvey said staff started talking about this with the public too soon. He said this is a complex deal that requires Metrolink to break a leveraged lease transaction with a bank. He said progress has been made, a term sheet has been exchanged, staff has a way to break the lease, a price has been identified, the cars have been re-inspected and a cost estimate has been identified for the refurbishment. He said Caltrain doesn't have money but staff is looking for some, and some of the cars may have to be financed. He said he hopes to be able to give the Board more information at the July meeting.

Public Comment

Roland Lebrun said the minutes state the Quint Street Bridge repair has to do with politics in San Francisco, but it has nothing to do with politics. He said the Quint Street Bridge is the underpass for the Oakdale Caltrain Station. He said if the street is closed, the underpass will be closed and there will be no way for people to cross the tracks. He said Caltrain has \$58.5 million dollars in cash in the bank that can be used on the rolling stock.

DATE, TIME AND LOCATION OF NEXT MEETING:

June 18, 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 7:10 p.m.