

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 FEBRUARY 18, 2015

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

MEMBERS ABSENT: Y. Mills, G. Scharff

STAFF PRESENT: J. Averill, D. Couch, C. Fromson, A. Maguigad, S. Petty

Chair Chris Cobey called the meeting to order at 5:41 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF JANUARY 21, 2015

Jonathan Berk said on page 6 he would like to add the following statement after the first paragraph: "Mr. Berk said he encourages staff to consider ticket enforcement and the ability to purchase tickets on the trains in the design of Clipper 2.0."

To approve the minutes as amended:

Motion/Second: Shaw/Sweet

Ayes: Berk, Cobey, Shaw, Sweet, Tucker

Absent: Lee, Levin, Mills, Scharff

PUBLIC COMMENT

Jeff Carter, Millbrae, said at the last meeting someone mentioned the possibility of bikes boarding in one door and leaving out of another door. He said that was tried several years ago but it didn't work out. He said Communications-based Overlay Signal System (CBOSS) is supposed to protect train workers and other transit systems are looking at ways to do it. He said new mile post markers are being installed, but they are different from the old ones. He said fares need to be integrated for Clipper transit use.

Doug DeLong, Mountain View, said he is eager to hear about the Metrolink cars and the contract to refurbish them. He said when conductors were trying to collect fares on trains it led to fare enforcement problems. He said encouraging people to be late for the train by taking money for fares on the train is a dumb idea.

Andy Chow, Redwood City, said there is a need to add trains during the peak hours and during mid-day hours because of increased ridership. Caltrain is undergoing construction for the San Mateo bridges and is single tracking, and this could be one of the problems if there was 30-minute service in the mid-day. One option would be to run skip-stop service.

Roland Lebrun, San Jose, said bicyclists have stated they need to sit in the bike car to keep an eye on their bikes, and the security exit windows are in the bike car. He said in Gallery cars, the security exits are at the far end where the seats are, not where the bikes are. He asked why bicyclists can't stand to keep an eye on their bikes. He said if Caltrain needs to get a third conductor for the third bike car, people who bring their bikes onboard should buy two tickets so Caltrain could afford the third conductor.

Josh Averill, Assistant District Secretary, said the CAC received a letter from Robert Kirby, who wasn't able to attend the meeting but asked that the letter be brought to the attention of the CAC during the public comment section. The letter is in the reading file and staff is working on a response.

COMMITTEE COMMENTS

Mr. Berk said the trains are no longer running early and the problem is now solved. He said he wants to be able to make corrections to the minutes before the meeting if the correction is in line with the recording. Mr. Berk said there should be express service during the day. He said he would like to agendize a discussion where Caltrain explains why they don't want to experiment with bullet service during the day, or explain what experiments they will run.

Brian Shaw said he agrees and would like to agendize schedule improvements for Caltrain during the off peak. He said Caltrain should consider spreading the peak hours out to provide more service and add capacity. He said conductors are not consistent in announcing luggage should not be on seats and enforcing the policy, and Caltrain is not in a position to allow luggage on seats. He said some people who use folding bikes are taking up room in bike cars, and they should be using luggage cars. He said he would like to see a public service process to encourage people to use folding bikes and to put them in the luggage cars.

Alex Sweet said people coming with luggage don't always know there is a luggage car, and when it gets crowded it makes it hard to get to the luggage car. The conductors should direct the customers.

Cat Tucker said she agrees with the comments from Mr. Kirby in the correspondence packet and would like agendize the topic to discuss the points the customer is making.

Public Comment

Roland Lebrun, San Jose, said the bike policy in London is bikes are not allowed onboard during peak services. Folding bikes are allowed if they are folded before they are brought onto the platform. Most stations have bike racks or lockers.

CHAIRPERSON'S REPORT

Chair Cobey said he encourages CAC members to volunteer to give the CAC report to the Board. He said he intends to pursue the possibility of providing a written report.

Presentation of Board Certificate of

Chair Cobey presented a Certificate of Appreciation, which was signed by the chair of the Board, to past chair Ms. Tucker thanking her for her service in 2014.

CALTRAIN MODERNIZATION (CALMOD) UPDATE (Dave Couch)

Casey Fromson, Government Relations Officer, said staff is still installing the CBOSS/Positive Train Control (PTC) Project, but is moving into the testing phase, which will occur over the next several months at night. In January the Board approved and certified the Final Environmental Impact Report (FEIR). The town of Atherton is suing the JPB. Staff is in the legal phase of addressing Atherton's concerns and will likely proceed with the project while litigation continues.

Dave Couch, Project Delivery Director, provided the Peninsula Corridor Electrification Project Delivery Quarterly Update:

- Design/Build Electrification Project Request for Proposals (RFP)
 - Staff has been going through a review process with the six prequalified firms and the funding partners. Comments are being incorporated into the Design/Build contract.
 - Staff expects to issue the RFP in late February.
 - Staff expects to issue several amendments, including a Project Labor Agreement, which is currently in discussion and negotiation. It should come to the Board in March and be incorporated into the contract.
 - The selection process should be completed late this summer and staff will return to the Board for approval in the fall with a recommendation for a contractor.
- Electric Multiple Unit (EMU) RFP
 - Staff has completed a technical analysis with the California High-speed Rail Authority (CHSRA) looking at compatibility of boarding heights.
 - Monthly updates of progress are provided to funding partners.
 - Technical feasibility discussions are underway with vehicle manufacturers.
 - The RFP is scheduled to be released in July.
 - The contract is anticipated to be awarded in the winter.

Annie Lee arrived at 6:08 p.m.

- Vehicle Compatibility Analysis
 - No fatal flaws have been determined in providing a combination of low- and high-level boarding.
 - A tradeoff analysis is being conducted.
 - The Board will be asked to make policy decisions in summer 2015.
- EMU Outreach Phase 1
 - Public input on capacity
 - The focus was on seats and standees, bathrooms, and bikes onboard.
 - Received 4,196 survey responses and more than 1,200 comments.
- Survey Methodology
 - This was an opt-in survey and is not statistically valid, but highlights interests.
 - Available in Spanish, Vietnamese, Chinese and English.
 - Outreach included in-person surveys at stations, onboard announcements, social media, news releases, and meetings.

- Survey: Seats/Standee Related
 - Average trip onboard Caltrain – 28 percent from 31 to 45 minutes, 26 percent from 46 to 60 minutes.
 - Seat availability (destination trip) – 64 percent always, 17 percent standing up to 10 minutes, 7 percent standing more than 20 minutes.
 - Seat availability (return trip) – 57 percent always, 19 percent standing up to 10 minutes, 8 percent standing more than 20 minutes.
- Survey: Bike Related
 - Brought bike onboard – 44 percent.
 - Bumped in the last year – 46 percent never, 13 percent once, 30 percent two to 12 times.
 - Staffed bike facility an alternative – 52 percent yes.
 - Bike lockers an option – 49 percent yes.
 - Bike sharing as alternative – 39 percent yes.
 - Shuttles as alternative – 47 yes.
 - Limit the number of bikes brought onboard as a consideration.

Adina Levin arrived at 6:16 p.m.

- Survey: Bathroom Related
 - Use of bathroom – 53 percent yes.
 - How often utilized – 2 percent never, 23 percent once a year, 60 percent two to 12 times, 13 percent multiple times per month, 3 percent multiple times per week.
- Level of Importance
 - Increase seating capacity – 56 percent very important, 2 percent unimportant.
 - Increase onboard bike capacity – 38 percent very important 10 percent unimportant.
 - Increase standing capacity – 22 percent very important, 5 percent unimportant.
 - Increase bike storage at stations – 22 percent very important, 13 percent unimportant.
- Summary Results
 - Weighted average of what the highest desire is on a scale of 1 to 5
 - Seating – 4.5
 - Standing room/leaning area – 3.26
 - Bike storage – 3.11
 - Bathroom – 2.18
 - Luggage storage – 1.95
- Technical/Operational Considerations
 - Seats/Standeers
 - Current provision
 - Bi-level
 - 620 to 670 seats
 - Standee space limited
 - Circulation space for conductor

- Americans with Disabilities Act (ADA) compliance for space and accessibility
 - Leg space between rows
 - Aisle widths
- Bikes onboard
 - Current provision
 - 48 to 80 bikes per train (five trains per peak hour)
 - One bike and customer take up two seats
 - Two bike cars per train
 - Bike bumps occurring
 - Wayside bike parking facilities improvement opportunities
 - Dedicated bike cars more efficient and safer than bikes onboard throughout train
 - Additional bike cars may require crew changes, which could drive up operational costs
- Bathrooms
 - Current provision
 - Portion of fleet has two to five bathrooms per train
 - Not all ADA compliant
 - Two terminal stations have bathrooms
 - Multiple configurations available
 - One ADA compliant bathroom equals eight seats
 - Additional utility during delays
 - Implications of two versus six bathrooms
- Next Steps:
 - Outreach Phase I
 - Public discussion – February and March
 - Staff recommendation on seats, bikes and bathrooms in April
 - Expect to issue vehicle RFP – July
 - Outreach Phase II – after vehicle contract award
 - Interior configuration seating, standee, bikes (design)
 - Interior style and colors
 - Exterior appearance

Ms. Sweet said some of the suggestions that alternatives would not be significant to changing the number of bikes onboard were dismissed. Mr. Couch said not a tremendous number of people in favor of some of the alternatives. It has to do with individual preference. Some people want to have their bikes with them and not leave them in a locker.

Ms. Sweet said she has heard people want lockers that they can rent hourly, but that is not an option. She said half the responders said yes to using bike lockers as an alternative, but even if 35 percent of people did not bring bikes onboard, it would help. She asked how this survey ties into the Bicycle Access and Parking Plan (BAPP).

Sebastian Petty, Senior Planner, said it is useful data and staff has set up an annual process to prioritize and implement improvements, and apply for grants to install on demand electronic lockers.

Ms. Levin asked if Mr. Couch tallied how many people answered no bike alternatives would work for them and lined it up with the customers' first- and last-mile choices. Mr. Couch said no but he has the data to be able to do it.

Ms. Levin said this information would help Caltrain figure out how many bike spaces are needed and ensure people who have no alternatives can take their bikes onboard. Mr. Couch said there are larger contingents within San Francisco to do a bike share program, but there are much fewer on the Peninsula. He said shuttles would be another option, but there is no funding for it. For maximum utilization, Caltrain can install bike lockers, and renting them hourly is plausible.

Ms. Levin asked if the survey data is available. Ms. Fromson said the raw data is not available but the summary is. Mr. Couch said not all participants answered all of the questions, so a straight-line relationship between the responders and percentages cannot be made.

Ms. Levin said the raw data would be helpful for the bike community to make reasonable recommendations. She asked how the schedule works with the high-speed rail platform questions that have implications for room onboard. Mr. Couch said the schedule dovetails. Staff has delayed the issuance of the procurement in anticipation of working through this with the CHSRA.

Public Comment

Roland Lebrun, San Jose, said the survey is biased because the survey results show 44 percent of the responders bring their bikes onboard, but less than 15 percent of overall ridership bring their bikes onboard. He said staff refuses to disclose the names of the manufacturers. He said one of the documents in the lawsuit refers to another document, but the link to it is missing so no one knows what is in the document, and it is being used to make the decision to not use hybrid trains. The lawsuit could cause the judge to declare the FEIR inefficient.

Doug DeLong, Mountain View, said the CHSRA wants to have simplex trains with four-foot high boarding heights and they don't care what anyone else wants. There needs to be pushback because it looks like Caltrain will be responsible for rolling stock with multiple boarding heights.

Andy Chow, Redwood City, said the Bus Rapid Transit is supposed to have level boarding, and it is, vertically, but there is a big gap horizontally, so ramps have to be used anyway. The issue of level boarding is more complicated than it seems. He said one of the options to consider is platforms that can be adjusted. He said women don't like to use the onboard restrooms because they are messy. He said urinals might help to keep them clean.

Ms. Levin said because bicycle users are oversampled in the survey, the results about people who want alternatives are more accurate.

PRESENTATION ON THE CALTRAIN SHORT-RANGE TRANSIT PLAN – DRAFT ELEMENTS (Sebastian Petty)

Mr. Petty presented:

- Short-Range Transit Plan
 - Metropolitan Transportation Commission (MTC) requirement
 - Ten-year horizon (Fiscal Year (FY) 2015-2024)
 - Basis for Regional Transportation Plan and Transportation Improvement Program
 - Key draft elements
 - Capital Improvement Program and funding
 - Operations and maintenance
- Policy Framework
 - Caltrain Strategic Plan
 - MTC Transit Sustainability Program
 - CalMod Program
 - Caltrain/high-speed rail blended system
- Operating Plan Assumptions
 - FY2016 to FY2020
 - Longer trains (Metrolink cars)
 - Service levels and schedule consistent with today
 - Electrification construction and testing
 - FY2021 to FY2024
 - Mixed-fleet service
 - Service expansion and schedule change
- Capital Improvement Plan (CIP)
 - Three Key Components
 - Rehabilitation
 - Reliability and enhancement
 - CalMod
 - Construction priorities
 - Limited construction windows
 - Safety first
 - Electrified revenue service 2020
- Rehabilitation
 - Infrastructure rehabilitation
 - Bridge replacement
 - Hold-out rule stations
 - Ongoing track, fencing, security and stations rehabilitation
 - Signals and communications
 - Ticket machine replacement
 - Rolling stock rehab
- Reliability/enhancement
 - North Terminal
 - 22nd Street accessibility
 - South Terminal (Phase II and III)
 - San Mateo County grade separations
 - Mini-high platforms
 - Minor six-car train platform modifications

- New control points
 - Station access enhancements
 - System technology enhancements
- Needs and funding
 - System-wide rehabilitation - \$516 million
 - Enhancement program - \$575 million
 - Funding available - \$430 million
 - Gap - \$661 million
- CalMod
 - Phase 1
 - Electrification and initial EMU procurement
 - CBOSS PTC
 - Phase 2
 - Full fleet replacement with six-car EMUs
 - Full fleet expansion to eight-car EMUs, platform lengthening and modifications for level boarding
- Needs and funding
 - CalMod Phase 1 - \$1.762 billion needed, \$1.456 billion available, \$306 million gap
 - CalMod Phase 2 - \$624 million needed, \$0 available
- Next steps
 - Partner coordination
 - Refine CIP estimates and identify funding sources
 - Operations and maintenance forecast
 - Return to JPB with update and submit draft to MTC
 - Address comments and finalize

Ms. Tucker asked if a project will not get done if it is not listed in this plan. Mr. Petty projects should be in the plan to be eligible for funding sources, but the plan will get updated every two years.

Mr. Shaw asked what the public involvement is in the development of this plan. Mr. Petty said the plan is intended to be an administrative document that expresses plans and policies that have already been publicly vetted. There are sections around existing policies and standards from the Strategic Plan and Title VI compliance documents that are going into the plan. Staff is not conducting dedicated public outreach.

Ms. Levin asked if the station access information will be refined with the information received from the EMU procurement and the needs for bicycle access. Mr. Petty said the total dollar value might get refined, but this document will not include a deep level of detail. That information will be used to inform other planning processes.

Ms. Levin said it would be beneficial for Santa Clara County to have a pot of money for grade separations and it would be good to manage it the way San Mateo County does. She said she would like itemization details behind the CalMod Phase and the cost for the electric fleet and platform modifications. Mr. Petty said the estimates are conceptual.

Ms. Tucker asked if the millions are divided up between the three counties and if there is a formula to spread the money along the entire line, including Gilroy. Mr. Petty said there is a formula, but some issues are defined as system-wide issues and some are local issues, and there is a formula for how the system-wide issues get paid into versus local issues.

Mr. Cobey asked if the details are available for the CAC. Mr. Petty said it is inherent in how the capital budgeting process and the negotiations about what items the JPB partners pay for.

Public Comment

Roland Lebrun, San Jose, said customers are not going to wait until 2021 for expansion of service. He said CBOSS was supposed to give closer headways and increased capacity. He said \$800,000 was paid for Wi-Fi on trains, but it went to a communications company that does damage control when there is an image problem. He said he is pretty sure level boarding is not in the RFP for electrification.

Jeff Carter, Millbrae, said bikes address first and last mile. Other alternatives are to provide a parking space or riding transit, and both cost a lot of money, so allowing bikes onboard is economical. He said Caltrain should think about improving service where it can be improved and putting in additional trains outside the peak commute.

TransitAmerica Services Related Topics (Rebecca Hernandez)

Mr. Berk said he wants to know why conductors don't write citations to non-ticket holders every time.

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

Fare Enforcement

Rebecca Hernandez, Customer Service Manager, TransitAmerica Services, Inc. (TASI), said fare enforcement is an important part of conductor's job, and one of many responsibilities. A conductor's main responsibility is to get the train to its destination safely. The conductor is responsible for knowing what signal is coming up, signal restrictions, and other limitations, and they have to remind the engineer. They are constantly watching for landmark locations to let the engineer know what is coming up. They are also responsible for the boarding and alighting of customers. Walking the train, checking tickets, and getting through the car in time to take care of the platform responsibilities can be rushed. Conductors have the discretion whether or not to write a ticket, or to give the person a warning or an opportunity to get off the train to purchase a ticket. She said the conductors learn about picking their battles and not antagonizing a person who may escalate the situation. The challenge is the conductor never knows who he or she is dealing with. Another challenge is dealing with the Clipper Card system. There are more conductors than Clipper Card readers, the readers are old, and the battery lives are coming to an end. TASI is working on solutions to equal out the readers among conductors, put in charging stations, and assign readers to trains. Meetings have been scheduled to discuss the fare enforcement training, challenges, and opportunities for improvement.

Mr. Shaw said fare enforcement is time intensive and difficult, but it has to do with law enforcement. He said maybe it should be done by law enforcement officials. He said other systems have fare enforcement officials. He asked if Caltrain has ever considered hiring supplementary people for fare enforcement. April Maguigad, Manager, Rail Operations, said TASI has a contract with Caltrain to provide fare enforcement and TASI does not have a say in that policy decision. The subject has been discussed internally, but no formal decision has been made.

Mr. Shaw asked if there is a concern from a union about outsourcing the work. Ms. Maguigad said she hasn't heard of that, it is more a matter of making a policy decision and understanding the best mechanism for Caltrain.

Ms. Levin asked what percent of people do not have a valid ticket and how it is compared to the industry. Ms. Maguigad said a monthly report is provided to staff with the number fare checks, citations, and warnings and it is in the 1 to 3 percent range, which is standard within the industry.

Ms. Levin said it is possible to use a cell phone with minimal functionality just to read a Clipper Card, and it would be cheaper than the Clipper readers. Ms. Maguigad said staff is waiting for the next generation of the handheld Clipper readers. A fourth generation keeps getting pushed back.

Mr. Shaw said San Francisco Municipal Transportation Agency is checking Clipper use at the downtown subway stations for homeland security purposes, and they're using U.S. Department of Homeland Security money. He said this isn't a resource issue, there is money for this. He said he is asking for Caltrain to be creative about it beyond technology or adding more conductors, to think about where resources can be ascertained, not just to collect revenue but for other reasons.

Training

Ms. Hernandez said the current training program is called Transit Ambassador. She said it is a great program, but she feels it should concentrate more on deescalating situations, handling conflict, and how to provide customer service while dealing with the public. She said she has been researching other training programs, talking with other commuter rails, and met with the Transit Police to see what training they get.

Ms. Sweet said the correspondence shows customers feel conductors treat bicyclists like second class riders and are rude. Ms. Hernandez said the conductors should treat all passengers equally. She said there are two sides to the story. She said she received a complaint that some bicyclists were pushing their way onto the train after the conductor had told them there was no more room.

Ms. Sweet said if the conductor tells a bicyclists to go to the other bike car, the conductor should wait for that bicyclist to get on the other car before the train leaves, even if it means more dwell time. She said better communication between conductors and bicyclists is important and should be worked on.

Ms. Levin said the disposition of conductors makes a difference in terms of customer service.

Mr. Shaw said if Stanford was running the railroad there would be bike car attendants, because the conductors have too important of a job to deal with bike handling. He said if there was a bike car attendant, the customer service issue around bikes would be less of a problem. If bicyclists paid for the privilege of putting their bikes on the trains, the funding would be available to hire a bike car attendant.

Ms. Sweet said an idea for improving communication and bike regulation is signage and volunteer bike car ambassadors.

Public Comment

Jeff Carter, Millbrae, said a lot of people don't understand how the proof of payment system works and that there are random checks. Depending on the circumstance people can get a warning or a fine. He said maybe the conductors shouldn't be doing fare enforcement. He said he has been riding Caltrain for 38 years, and it has been proven that missed fares are quite low and fare evasion is low, so he is not troubled when he sees someone get a warning or a chance to buy a ticket at the next station.

STAFF REPORT (April Maguigad)

Ms. Maguigad said:

- The Bicycle Advisory Committee met in January and discussed the bikes onboard program, the BAPP, and bump reporting.
- Staff is working on getting the Metrolink cars shipped to this area. Staff will assess them to find out how to get them into service quickly. Staff will have a better idea of the implementation schedule once the cars are on property.
- January on-time performance was 91.7 percent. There were a few fatalities in January close to the peak period. If the two worst days were taken out, it goes up to 94 percent on time.
- The annual onboard passenger counts are underway. They help staff ensure the ridership formulas are accurate.
- The Freedom Train was operated on January 19. The Dr. Martin Luther King Junior Association of Santa Clara Valley decided it would be the last year. Staff has been discussing helping to provide the service in the future.
- The outdoor National Hockey League game is the weekend of February 21.
- Staff is continuing to work on the San Mateo Bridges Replacement Project, which is why there is single tracking in the area.
- The Quint Street Bridge needs to be repaired and a slow order is in effect.

Mr. Shaw said he is curious to know the causes of delays other than fatalities and accidents. He would like to know how much is caused by operational constraints, construction, and delays in boarding. Part of the communication effort to people is to explain the delays are caused by unforeseen circumstances would be a good news story and would help identify operational issues that need to be addressed.

Ms. Maguigad said the data is not compiled in that way and it would be difficult to communicate that to customers. She said she will look into it.

DATE, TIME AND LOCATION OF NEXT MEETING:

March 18, 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 7:52 p.m.