

**CITIZENS ADVISORY COMMITTEE (CAC)  
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING  
Bacciocco Auditorium, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF OCTOBER 21, 2015**

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

**MEMBERS ABSENT:** B. Shaw

**STAFF PRESENT:** J. Averill, A. Maguigad

Chair Chris Cobey called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

**APPROVAL OF MINUTES OF SEPTEMBER 16, 2015**

Motion/Second: Sweet/Mills

Ayes: Lee, Mills, Sweet, Tucker, Cobey

Absent: Berk, Levin, Scharff, Shaw

Greg Scharff arrived at 5:42 p.m.

**PUBLIC COMMENT**

Jeff Carter, Millbrae, said the Board website has the audio recordings, but the CAC website does not. There have been several incidents in Burlingame causing significant delays. This shows the need for grade separations along the Caltrain corridor.

Adina Levin arrived at 5:44 p.m.

Anita Whites, San Francisco, said the Caltrain Clipper Card Readers show different information than the Bay Area Rapid Transit (BART) Clipper Card Readers, which makes it confusing to riders. She said she thought the reader was mistaken so she tagged on twice and got charged twice for the same trip. She called Clipper and Caltrain customer service to explain the problem. She got a partial refund from Clipper but Caltrain would not provide any refund. She said it would be less confusing if the Caltrain Clipper Readers were similar to BART's.

Roland Lebrun, San Jose, said Caltrain staff do not know how to accommodate the increase in ridership. Last year the Board approved \$11 million worth of farebox revenue bonds for the additional railcars. Six extra cars were added, but nothing else has happened. He said two of the existing Gallery trains should be replaced with six-car Bullet trains, then break up the Gallery trains and build another 10 Gallery sets with six cars. He said he met a man from Czechoslovakia who wants to run off-peak trains on the Caltrain line for 30 percent of the cost.

Jonathan Berk arrived at 5:48 p.m.

### **COMMITTEE COMMENTS**

Yvonne Mills said there is confusion between Clipper on BART and Caltrain. She agreed there should be a less confusing system.

Mr. Scharff asked if Ms. Whites' issue was resolved. Ms. White said she can't get the \$6 refund.

Ms. Levin said the CAC should talk about Clipper fare correction issues as a customer service issue at a future meeting.

Annie Lee said part of the confusion is when a customer tags on in San Francisco, the Reader charges the customer to ride to the end of the line and refunds the difference later.

Mr. Berk said the members of the CAC represent the citizens that live in their county. Members of the public only represent themselves. They should not have as much say as the members of the CAC. Public members who speak too much take time away from the CAC to achieve their mandate to represent the citizens. He said he would like to make this committee's job to focus on customer service. He said he lost his wallet on the train but there is no phone number to contact lost and found, only a web form to fill out. The lost and found representative said he did not check the web system. Mr. Berk said emergency response is done by the seat of the pants, there is no planning and staff does whatever they can work out in the moment.

Cat Tucker said asked what the Caltrain Clipper Card Refund Policy is. Ms. White said Caltrain does not give refunds for Clipper.

Ms. Lee said Caltrain could be better at communication, especially at stations. There should be a better way to get off the train during an incident when the train is stuck between stations. She said perhaps staff could open one door and supervise customers leaving the train if they want. She appreciates the communications that have been going out about what staff is doing to improve the situation in Burlingame.

Chair Cobey requested the 2015 Customer Satisfaction Survey results be posted online in raw format so people can do their own analyses of the responses. He asked for a summary report from staff on the latest 12 months of complaints and comments from members of the public Caltrain received by e-mail, letter, or telephone and Caltrain's responses. He asked to add to the Work Plan the original date of each subject request so the CAC can decide when to move it onto the agenda. He asked to move the Caltrain Corridor Tenants items from November to provide more time to address the customer survey results.

### Public Comment

Roland Lebrun, San Jose, said Capitol Corridor and Altamont Corridor Express both have Wi-Fi. Caltrain does not know what they are doing. The same people who manage BART also manage Capitol Corridor.

### **CHAIRPERSON'S REPORT**

Chair Cobey said he reported the CAC activities to the Board at their last meeting.

### **TRAIN IDENTIFICATION AND SCHEDULE COMMUNICATION AD HOC COMMITTEE UPDATE**

Ms. Mills said the committee met and discussed various options, what is possible and not possible from the standpoint of resources and practicality. Staff will discuss these thoughts to get more information about feasibility and then bring back the message to the CAC for discussion.

Mr. Berk asked if staff is seriously considering this subject. Ms. Mills said yes. The committee asked staff to find out what manpower and financial resources are available. The committee brainstormed and brought up ideas for staff to look into. Some of the ideas were reprogramming the Predictive Arrival/Departure System (PADS), manual systems of hanging signs in the windows.

Annie Lee said the committee thought of hanging signs that can be flipped and show colors that indicate whether the train is bullet, local, or limited. Staff felt that since there are different stop patterns for limited and bullet trains, the color doesn't clarify much.

Ms. Mills said the best solution is electronic, but right now it is cost prohibitive. The committee thought of using a tablet hanging in the window. They are hoping staff will come up with different suggestions for consideration.

April Maguigad, Manager, Rail Operations, said less technical ideas were also discussed such as working with Transit America Services, Inc. to get conductors to make more announcements, and maybe use external speakers so people on the platform could hear the announcements.

Mr. Berk said even if customers understood train numbers, if the train is already in the station before the customer arrives, there's no way to see the train number because it is on the front of the train only. The entire train number is not shown, just the last two digits.

Ms. Maguigad said the committee discussed reprogramming PADS to show which train is in the station and is boarding at the time because the current system moves the train that is in station off the PADS board. A "now boarding" concept would be better.

Ms. Mills said Caltrain has been running for a long time without labeling the trains and it has been working relatively well, but ridership is increasing and they are not just regular riders. The system should be more user friendly.

Ms. Levin said having a color coded system would still be useful even though there are different stopping patterns. Ms. Maguigad said the concern with the color system is

there are some limited trains that are local from the first half of the railroad and express for the second half, and there are two other combinations. If the train was color coded, customers who decide which train to use may not get on the right train since the trains don't stop at the same stations.

#### Public Comment

Roland Lebrun, San Jose, said the CAC members are not experts, and the staff should be figuring this out. He said there is a smartphone application called Transloc that works in Santa Clara County that has a map that shows where the light-rail trains are and what they are doing. Users can click on a train and the application will show the train number, what kind of train it is and how many cars there are.

### **OVERVIEW ON SERVICE LEVELS, SCHEDULES, AND FACTORS INVOLVED IN DECISIONS TO MAKE CHANGES**

Ms. Maguigad presented:

- History of Caltrain Schedules
  - May 2005: 88 weekday trains, 32 Saturday trains, 30 Sunday trains, added two reverse-commute baby bullet trains
  - August 2005: 96 weekday trains, 32 Saturday trains, 28 Sunday trains, added 10 baby bullet trains
  - March 2008: 98 weekday trains, 32 Saturday trains, 28 Sunday trains
  - August 2009: 90 weekday trains, 32 Saturday trains, 28 Sunday trains, eliminated eight midday trains
  - January 2011: 86 weekday trains, 36 Saturday trains, 32 Sunday trains, four weekday midday trains eliminated, four weekend baby bullet trains added
  - October 2012: 92 weekday trains, 36 Saturday trains, 32 Sunday trains
- Caltrain Success Story
  - Introduction of Baby Bullet service
  - Current stopping pattern has proven successful
  - Ridership has increased
    - Since 2004: 143 percent
    - Since 2010: 71 percent
  - Some stations would like more service, but would cause additional run time
- Challenges with Adding Service
  - Funding
  - Crews
  - Equipment
  - Maintenance
  - Construction
    - Current Projects
      - San Mateo bridge replacement (single tracking and speed restriction)
      - San Francisco road bridges (single tracking)
      - Quint Street Bridge replacement (speed restriction)
    - Upcoming Projects
      - Los Gatos Bridge replacement

- 25<sup>th</sup> Avenue grade separation
- South San Francisco Station
- New control point at Brittan
- Electrification
  - Schedules to begin in 2016 and end in 2020
  - Will need continuous access to the railroad
  - Railroad will be divided into four segments
  - Work can be expected to be occurring in two non-consecutive segments at once
  - Expecting to have significant amounts of single tracking during all off peak hours (weekdays, weeknights, and weekends) and complete railroad outages during non-revenue hours
  - Potential to affect weekend service
  - Tunnel modifications will require full weekend shut downs north of Bayshore with bus bridging
  - Will need to continue to maintain the railroad
- Upcoming Schedule Change
  - On-time performance (OTP) is down due to more people, more people needing assistance, more bikes, which leads to longer dwell times
- OTP Analysis
  - Working through OTP analysis
    - Historical data for first six months of the year
    - Some trains are consistently late, some are consistency early
  - Schedule checks
    - Staff riding trains with stopwatches
    - Checking dwell time and pure run time
  - Goal: Create an improved schedule with current trains and stopping patterns that is more reliable for our customers
  - Targeting to coordinate with the fare change in February 2016
- Future Schedule Changes
  - Potential schedule changes and/or reduced service during electrification construction
  - Post-electrification schedules
    - Faster acceleration and deceleration times
    - Potential to add station stops to current schedule or keep current schedule and reduce schedule time
    - Additional service
  - These scenarios are still in the beginning of their planning stages

Ms. Sweet asked if there are no plans to add service before 2020 when electrification is done. Ms. Maguigad said yes. Staff is trying to create a new schedule with the same trains and stopping patterns, but it will be reflective of the ridership reality that exists now. Many trains have increased dwell times due to the increases in ridership, so this schedule will reflect that.

Ms. Sweet asked why midday trains were eliminated in 2009 and 2011. Ms. Maguigad said due to budgetary constraints.

Ms. Sweet asked what happened in 2012. Ms. Maguigad said staff added off-peak shoulder trains.

Ms. Sweet asked when the CAC will hear about February schedule changes. Ms. Maguigad said staff is conducting an analysis and working on making a realistic schedule based on scientific data and fitting the schedule to meet the current patterns. There won't be an opportunity for CAC comments before the schedule is complete.

Ms. Mills she is concerned about this schedule adjustments meeting other transit services such as BART and light rail. The usability is crucial. Ms. Maguigad said staff will be discussing the schedule with BART and Santa Clara Valley Transportation Authority (VTA).

Ms. Levin said she sent in some suggestions for schedule adjustments to Ms. Maguigad. Ms. Maguigad said she would look it over. She said this schedule is not to change stopping patterns.

Mr. Scharff asked if there will be a noticeable change or less service because of single tracking during construction. Ms. Maguigad said she doesn't have an answer yet because a contractor to build the system hasn't been selected, and the contractor will let Caltrain know how they plan to build the system. There are many unknowns at this time.

Mr. Scharff asked what the agreement is for Union Pacific (UP) in South San Francisco. Ms. Maguigad said they have a rail yard there, so construction will look at track shifts for their tracks and there is potential to disturb their service. Staff is working with UP to come to an agreement because they are a stakeholder.

Mr. Scharff asked if the budget has recovered back to 2008 levels when 98 trains were being run. Ms. Maguigad said she would have to look into it.

Mr. Berk said there is time to squeeze a train in at 6 a.m. and 8 p.m. He said Ms. Maguigad should write a written report that would explain why the times frames are so important to electrification and what the constraints are that two more bullet trains can't be added to the schedule where there is demand. There will be no other changes until 2020. The report should state the hours that the construction crews anticipate working between.

Ms. Maguigad said staff expects to be single tracking during all off-peak hours, which are weekdays in the morning, weekdays midday, weekdays at night, on the weekends, and any other time peak service is not going to be run. Most significant construction is done between 8 p.m. and 4 a.m. A contract has not yet been awarded to a specific company, but that company will state how they plan on doing this and what their schedule will look like. Until a company is selected and staff and that company works through the process, staff won't know the exact schedule. This is what staff expects the schedule to be.

Ms. Sweet asked when staff will consider adding more bullet trains to the schedule. Ms. Maguigad said staff had considered it for the last schedule change and even built a schedule for it, but there wasn't enough funding available. Funding is one piece of the problem, construction is another, and there are several other considerations.

Mr. Cobey asked if it is feasible to present the CAC with alternative schedules. Ms. Maguigad said not at this time, these schedule changes are to meet the current passenger experience and to make sure Caltrain can deliver those expectations. Construction is starting in 2016, so there is not a lot of opportunity to add service and do it in a way that would achieve customer satisfaction. There are numerous construction projects in the works besides electrification.

Mr. Berk said service will not be added until 2020. He said it is easy for staff to say service will not be added because of electrification or because there isn't funding. He wants staff to prove it. He wants a written report that exactly outlines why service can't be added. He said he wants the CAC to vote on requiring Ms. Maguigad to provide a written report and made a motion to that effect.

Cat Tucker said ridership has been growing for many consecutive quarters and this presentation shows no additional service will be added for five years. That does not seem to be viable. She hopes that after a year or so staff will look at this again and try to find ways to add service.

Ms. Maguigad said she will take this feedback to the executives and return to the next meeting with their response. Mr. Berk said he is not happy with that because nothing will be done. He wants a report on what the constraints are to advance the idea of adding more bullet service or more trains during the day. He doesn't want to tell Caltrain what trains to add and where, but he wants more trains.

Ms. Maguigad said one of the reasons staff got the Generation 2 cars was to lengthen trains because they knew they weren't going to be able to add service. Lengthening trains increases capacity. Staff plans to have at least half the fleet as six-car consists, which will help to alleviate some of the growth pains. Schedules aren't the only way to accommodate ridership.

Ms. Tucker said if Ms. Maguigad will present a written report to the CAC, the CAC will need time to read it, so it should be sent out in advance of the meeting.

Mr. Scharff said it doesn't seem like no additional service between now and 2020 will work. Ridership will continue to grow.

Mr. Berk said if staff says they are not going to increase service, he wants it to be justified. Mr. Scharff said he wants to give Ms. Maguigad the opportunity to go back to staff, talk about this feedback, think about it, and return to the next meeting with a response. That is more effective than mandating a written report.

Ms. Tucker said she still wants a written report with the rationale staff is using for not adding service.

Ms. Mills said she doesn't understand why a written report is needed. Ms. Maguigad is going to speak with staff, provide the CAC's feedback, and see if this is written in stone or if there are opportunities. Mr. Berk said he wants a written report to ensure more feedback is given with specific details. He said he likes the idea of being able to read the report ahead of time so he has time to think about it and process it so when Ms. Maguigad makes a report at the CAC meetings the CAC won't waste time by thinking on the fly.

Chair Cobey said he wants the report to emphasize to Caltrain management and engineering that this is a significant issue and he would like something that would allow the CAC to move forward on this issue.

Mr. Berk said he would like to make a motion on requiring a written report from staff. Josh Averill, Assistant District Secretary, said a motion is not required to request a report. This agenda item is informational only, and no action is associated with it. Action items must be defined and agendaized to inform the public in advance what action the CAC may be taking.

#### Public Comment

Andy Chow, Redwood City, said it is very hard to redo a schedule because of the constraints, but there are opportunities to shift the stopping pattern and add a train or two to alleviate crowding. He said the schedule change should be moved to April or July to make sure everything is done right.

Mr. Scharff left at 7:39 p.m.

Roland Lebrun, San Jose, said the Communications-based Overlay Signal System is late, over budget, and may never work. He asked what the chances are of electrification being delivered on time. He said the schedule should be left alone and train length should be increased. There is no reason why bullets can't be added to the schedule. He said 20 of 29 Caltrain locomotives are shot, and 60 percent of the Gallery cars are shot.

Jeff Carter, Millbrae, said he would like to see a report about why staff can't add service. Going five years with no additional service will lead to the self-destruction of Caltrain. Trains will be overloaded and eventually something is going to break. Dropping stops for some trains will create an inconvenience for current customers. He said he would like to know how construction is done in other countries.

Mr. Berk left at 7:45 p.m.



## **STAFF REPORT**

### **Work Plan**

Ms. Maguigad said she was planning on having the Wi-Fi discussion in November, the opportunity for increased service, and the Caltrain Modernization update. Some other items will have to be moved.

### **Staff Report**

- Michelle Bouchard used to be the director of rail transportation. She left Caltrain a year ago but has returned as the Chief Operating Officer, Rail.
- Average weekday ridership in August was 62,849. This is five years of month-over-month increased ridership.
- OTP in August was 87.9 percent, about 73 percent of which were delayed within 10 minutes, and the average length of delay was 13 minutes. OTP in September was 86.2 percent.
- There will be a bus bridge on Saturday, November 7 between Hayward Park and Burlingame due to construction. This will be done four times in the next several months because there are four bridges that are being raised.
- The Emergency Preparedness Drill was conducted on October 20. The drill included an active shooter scenario and extricating the wounded.
- A Sunday schedule will be run on Thanksgiving. A Saturday schedule will be run on Black Friday. Staff will be monitoring counts on that Friday to see if there is a need to change to the schedule.
- There were several incidents in Burlingame and staff is doing a deep dive on lessons learned to see where the responses to incidents can be improved.

Ms. Levin asked for an update on getting the Generation 2 cars into service.

Ms. Maguigad said staff is working through the retrofits. She does not have the schedule, but will look into it.

Ms. Levin said having a Sunday service during holidays means riders can't go out to dinner and then return on the train because the schedule ends early.

### Public Comment

Roland Lebrun, San Jose, said the San Francisco Downtown Extension will bypass all the bridges, so there is no reason to replace the bridges in San Mateo. He said in the United Kingdom, electrification is done only after everything else done. He asked why Caltrain is electrifying when other things need to be done.

Jeff Carter, Millbrae, said a lot of riders take the train on Thanksgiving and Christmas. A Saturday schedule would be better than a Sunday schedule. On Black Friday, every other system in the Bay Area runs weekday service, but Caltrain is running a modified Saturday service. There should be consistency among all systems.

### **DATE, TIME AND LOCATION OF NEXT MEETING:**

November 18, 2015 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Meeting adjourned at 8 p.m.