

**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 NOVEMBER 16, 2016**

**MEMBERS PRESENT:** H. Chamarthy, C. Cobey (Chair), G. McMullen, G. Scharff, B. Shaw, R. Valenciana

**MEMBERS ABSENT:** J. Berk, C. Tucker

**STAFF PRESENT:** J. Averill, C. Fromson, J. Jest, J. Navarro

Chair Chris Cobey called the meeting to order at 5:51 p.m. and led the Pledge of Allegiance.

**APPROVAL OF MINUTES OF OCTOBER 19, 2016**

Motion/Second: Shaw/McMullen

Ayes: Chamarthy, McMullen, Shaw, Valenciana, Cobey

Absent: Berk, Scharff, Tucker

**PUBLIC COMMENT**

Andy Chow, Redwood City, said the electrification funding agreement has not been executed, but the expectation is it will be done before President Obama leaves office. He said even if it does get done, the next administration could turn back the clock. It takes longer than a political term to complete infrastructure construction. He is worried about what kind of funding will be available for Caltrain over the next four years.

Doug DeLong, Mountain View, thanked staff for getting the train arrival and departure information realigned in San Jose. Caltrain car 179 has a squeak that sounds like the blower and air handler. It is annoying to be in that car, and the restroom could use cleaning.

Jeff Carter, Millbrae, said last month it was announced there would be a modified schedule for the day after Thanksgiving. He was hoping it would be better, but it is progress. Caltrain is the only system in the area that does not run a regular schedule on the day after Thanksgiving. This will be a help and people will appreciate it.

**CHAIRPERSON'S REPORT**

Chair Cobey said he submitted a written CAC report at the last Board meeting. Members can suggest topic additions to the Work Plan or moving items from the "to be scheduled" section to a specific meeting date.

## **COMMITTEE COMMENTS**

Brian Shaw thanked Caltrain for adding additional cars to the peak-hour southbound trains last week. Stanford plans to promote that to specific commuters so they will know there is more capacity available to head south from Palo Alto in the evenings. This has been a concern about getting on certain trains, and he hopes that adding cars will encourage people to ride.

Chair Cobey thanked Caltrain for adding more capacity. He normally takes Train 283 from Diridon, and on Monday staff forgot to change the train signage from 18 to 83. There is work to be done on train signage.

## **APPROVAL OF THE 2017 JPB CAC MEETING CALENDAR**

Motion/Second: Shaw/Cobey

Ayes: Chamarchy, McMullen, Shaw, Valenciana, Cobey

Absent: Berk, Scharff, Tucker

## **2016 CUSTOMER SATISFACTION SURVEY RESULTS**

Julian Jest, Market Research Specialist, presented:

- Objectives
  - Determine customer satisfaction levels
    - Performance measurement
    - Informs contract operator compensation
  - Additional research opportunities
    - Service adjustments
    - Investment in customer amenities
    - Origin and destination stations
- Methodology
  - Onboard survey overview
    - June 2016
    - 44 trains (36 weekday trains (peak and off peak) and eight Saturday trains
    - English and Spanish surveys available
  - Response
    - 4,097 completed surveys
    - 78 percent response rate
- Results (scale of one to five) [2015 numbers in brackets]
  - Overall satisfaction
    - 4.01 [3.93]
    - 79 percent somewhat or very satisfied [75 percent]
    - 4 percent somewhat or very dissatisfied [5 percent]
  - At stations
    - Functioning of lights – 4.26 [4.23]
    - Cleanliness of station and parking lots – 3.98 [3.97]
    - Information boards – 3.87 [3.85]
    - Ease of use of Ticket Vending Machines (TVM) – 3.82 [3.76]
    - Being informed of delays – 3.48 [3.40]

- Onboard
  - Conductors appearance – 4.45 [4.39]
  - Sense of personal security – 4.32 [4.28]
  - Courtesy of conductors – 4.36 [4.25]
  - Availability of printed materials – 4.15 [4.14]
  - Cleanliness of train exteriors – 4.09 [4.07]
  - On-time arrival – 4.03 [3.86]
  - Cleanliness of train interiors – 3.88 [3.86]
  - Onboard announcements – 3.68 [3.63]
  - Delays information – 3.71 [3.58]
  - Cleanliness of onboard restrooms – 3.26 [3.27]
- At stations versus onboard – Riders' overall experience with Caltrain increased in 2016
  - At stations – 3.94 [3.92]
    - 74 percent somewhat or very satisfied [73 percent]
    - 4 percent somewhat or very dissatisfied [4 percent]
  - Onboard trains – 4.08 [4.00]
    - 82 percent somewhat or very satisfied [78 percent]
    - 3 percent somewhat or very dissatisfied [3 percent]
- Service adjustment priorities
  - 38 percent preferred more frequent service at the expense of a faster commute
  - 62 percent preferred a faster commute at the expense of more frequent service
- Enhancing the customer experience – to help Caltrain evaluate several investments to enhance the customer experience, customers were asked to rank the importance of the following items:
  - Onboard Wi-Fi: 51 percent first choice, 29 percent second choice, 20 percent third choice
  - Real-time schedule information and service updates at stations on trains, via mobile: 36 percent first choice, 45 percent second choice, 19 percent third choice
  - Ability to purchase Clipper products at stations: 16 percent first choice, 26 percent second choice, 58 percent third choice
- 2012 – 2016 scores
  - Everything considered, experience at Caltrain stations: 2016-3.94, 2015-3.92, 2014-3.98, 2013-3.97, 2012-3.92
  - Everything considered, experience onboard Caltrain: 2016-4.08, 2015-4.00, 2014-4.11, 2013-4.10, 2012-4.09
  - Overall Caltrain experience at stations and onboard trains: 2016-4.01, 2015-3.93, 2014-4.05, 2013-4.04, 2012-4.01
- Survey comments
  - Provided by 35 percent of respondents
  - Top three themes:
    - Crowding/capacity/frequency – 26 percent
    - Late trains/timeliness – 17 percent
    - Clipper/payment-related – 12 percent

- Next steps
  - Customer experience task force (CETF)
    - Real-time communication
    - Mobile ticketing (January 2017 contract award)
    - Conductor and station communications
    - Service evaluation
  - Ratings determine payment obligations to Transit America Services, Inc. (TASI)
- Full report available at [www.caltrain.com/surveys](http://www.caltrain.com/surveys)

Mr. Shaw asked if Caltrain is looking at a schedule to facilitate the preference for a faster commute versus more frequent service. The current schedule is maxed out under the current conditions. Joe Navarro, Director, Rail Transportation, said this will be considered after electrification. At this time, there is not room to accommodate this change.

Casey Fromson, Manager, Government and Community Affairs, said this is another data point for staff to understand what the customers are interested in. After electrification there will be faster and more frequent service.

Ricardo Valenciana asked when the survey is conducted. Mr. Jest said the annual survey is conducted in June and the triennial survey was last conducted in October 2016.

Mr. Valenciana suggested staff conduct the survey in the summer and ask about air conditioning. In July, there were wide variances in how air conditioned one car was from another. There might be interesting findings around this question.

Harish Chamarthy said it would be good to have data around how frequently people use Caltrain and the difference in response to people who don't take it often versus people who do. Mr. Jest said frequency of use is in the triennial survey.

Chair Cobey said the survey results are excellent in face of increasing ridership and aging equipment. He asked how the analysis of comments is developed. One interest he has had is getting public input. This survey resulted in over 1,400 written comments. He asked if those comments were compared to last year's comments. Mr. Jest said he has not made that comparison, but he could look into it.

Chair Cobey asked if there will be any analysis of the comments. He said 1,400 comments is a lot of input. He said he wants to make sure the comments are considered. He looks forward to reading the comments.

Mr. Valenciana asked if staff has surveyed to see if there is demand for express trains on weekends. Mr. Jest said he is not aware of a focus on that.

Chair Cobey said he saw data that said weekend express service is fairly popular. He said the level of satisfaction of long-time or frequent riders is relatively high.

### Public Comment

Jeff Carter, Millbrae, said he is concerned about the wording used in the question about frequency of service versus faster service. This makes people think they will lose express trains for more service. No station should have once-per-hour service, but there are a number of stations that do. At 22<sup>nd</sup> Street, there is a 90-minute wait between southbound trains. This is not conducive to bringing people onto the train. It should be looked at to improve frequency not at the expense of express service. Frequency needs to be studied more in-depth.

### **CALTRAIN MODERNIZATION UPDATE**

Casey Fromson, Manager, Government and Community Relations, presented:

- Peninsula Corridor Electrification Project timeline
  - Local Policy Maker Group (LPMG) and City/County Staff Coordinating Group (CSCG) formed October 2013
  - Phase I: Environmental clearance (January 2013 to January 2015)
  - Phase II: Procurement process (February 2015 to September 2016)
  - Phase III: Limited Notice to Proceed (LNTP) (September 2016 to March 2017)
  - Phase IV: Construction/testing/activation (March 2017 to 2021)
- Electric trains – activities
  - Advance design
  - Manufacture vehicles
  - Deliver/test vehicles
  - Coming weeks will provide additional information on detailed schedule
- Electrification – activities
  - Advance design
  - Utility identification (potholing)
  - Field investigations (geotechnical/signal house)
  - Vegetation removal
  - Founding installation
  - Poles and cantilever installation
  - Wire and hangers
  - Testing
- Electrification – LNTP
  - Timeframe: September 2016 to March 2017
  - Advance design
    - Cooperative agreements with cities: additional review opportunities and staff reimbursement
  - Utility location and field investigations
    - Phased work starting in Zone 4 and Zone 2 followed by 3 and 1
    - 75 percent work scheduled during the day
- Electrification – Notice to Proceed (NTP)
  - March 2017 to fall 2020
  - Phased work
    - Zones 4 and 2
    - Zones 3 and 1
  - Early 2017 will provide additional information on detailed construction schedule

- Outreach
  - Following the Communications-based Overlay Signal System/Positive Train Control outreach coordination example
  - Close coordination with CSCG (senior staff from all 17 cities) and LPMG (elected officials) critical
  - Information
    - Weekly website update
    - Weekly e-mail distribution
    - Electronic updates
    - Traditional/social media
    - Project hotline and e-mail
- Outreach venues
  - JPB: monthly update, report website, CAC, Bicycle Advisory Committee, Caltrain Accessibility Advisory Committee
  - Elected officials: LPMG/CSCG, Federal and State stakeholders, city councils, agency partners
  - Community: civic organizations, advocacy groups, construction advisory teams, public meetings
  - Riders: ambassadors, station tabling and signage, onboard
- Outreach NTP
  - Dedicated outreach team
  - Community outreach office
  - 24-hour hotline/e-mail
  - Interactive website and application
  - Education campaign
  - Major milestone events
- Electric vehicle outreach
  - Rider focus
  - Stakeholder input key design elements
    - Seats
    - Standing space
    - Bikes
    - Interior lift
  - Multiple opportunities as design progresses
  - In-person meetings, station visits, onboard, traditional/social media, website
- High-level schedule
  - Environmental clearance (January 2015)
  - LNTP award (September 2016)
  - NTP (spring 2017)
  - Electrification infrastructure construction (2017 to 2020)
  - First train set delivered (2019)
  - Final system testing (2020)
  - Roll out first passenger service with electric trains (2021)

Chair Cobey said the only action the CAC has taken was about onboard bathrooms. He asked what the Board's position is on bathrooms. Ms. Fromson said the Board decided there will be one bathroom on each train.

Mr. Shaw asked if there is any risk to the \$647 million from FTA after the inauguration even if it is signed and approved before then. Ms. Fromson said once it is signed, it has to go through an annual appropriations process. Caltrain already has \$73 million in previously appropriated funds. The risk comes every year to make sure appropriators provide funding. Typically agencies get their FFGA funding, but staff will watch it closely.

Mr. Valenciana asked what an interior lift is. Ms. Fromson said lifts are for Americans with Disabilities Act (ADA) passengers and are needed because the new vehicles will have doors at the lower level and doors at the upper level. This was done at the request of the California High-Speed Rail Authority (CHSRA) to not preclude some future design decisions. A final decision on whether or not to use the upper doors will be made at a later point. When the trains are operation in 2021, the trains will only use the lower doors.

#### Public Comment

Andy Chow, Redwood City, said if Caltrain is not ready for construction, legislators' priorities might change. He does not support dual platform heights. There may be a very good chance that Caltrain will have the doors built, but for the 20- or 30-year lifespan of the vehicles the doors won't be used. He said Governor Brown is pushing high-speed rail, but when he leaves no one else will push for it.

Greg Scharff arrived at 6:39 p.m.

Jeff Carter, Millbrae, said he is concerned about dual height platforms. This was CHSRA dictating platform and car design to Caltrain. No one knows what high-speed rail will look like when it arrives. They may have a compatible low-floor rail vehicle that will have level boarding at 25 inches. He hopes the full funding agreement will happen before January 20. He hopes at some point there will be option to have at least a second bathroom on each train.

Mr. ChamCarthy left at 6:42 p.m.

#### **STAFF REPORT**

Mr. Navarro said:

- Caltrain added one additional car each to two existing five-car Gallery trains on November 14.
- The emergency response plan was posted online in September.
- At this time there is no funding vehicle train signage. Staff will pursue TASI to make sure the proper signage is on trains.
- Staff is working diligently with the vendor to correct some of the problems that have occurred with the Visual Messaging System (VMS) since accepting the system. Staff hopes to have the train number posted on the VMS when the train is in the station and have the announcement of the train number when it arrives in the station.
- Due to capacity issues, it would almost be impossible to enforce a quiet car on the train. There are other railroad systems, such as in New York City and New Jersey Transit, that are giving up the quiet car because of the capacity.

- Wi-Fi is not in the budget right now but staff is looking into it as a possibility for Fiscal Year 2018.
- Follow-up items
  - Doors closing – Staff is getting a camera system to start monitoring stations.
  - Ridership data – The data in Excel format will be posted online in December.
  - Bombardier Rehabilitation Update – Staff will try to put Bombardier train sets out on weekends to help mitigate issues with capacity, bicycles, and ADA access.
  - Incident recovery – the Playbook that was put online clearly states that staff does not make every train a local during service interruptions.
- On-time performance
  - October – 95.2 percent compared to 86.9 percent for October 2015.
  - September – 94.1 percent compared to 86.2 percent for September 2015.

Chair Cobey asked what the electrical boards in Diridon Station are for. Mr. Navarro said they will have the train listed and the time it leaves. He will try to get the sign to flash the train that is loading. Behind the TVMs will be a schedule board so passengers will be able to see the schedule. The same thing is being done in San Francisco as well as schedule monitoring boards. Staff is working with the Metropolitan Transportation Commission (MTC) on the 511.org website because they changed the way they accept data from local systems. Staff is working to develop a translator so MTC can accept Caltrain's data and then get real-time information. Staff is also working on possibly reducing the flash rate for the Global Positioning System, which is currently every 10 seconds. He hopes to reduce it to five or three seconds, and this will allow for more accurate information about trains coming into and leaving stations.

Geoffrey McMullen asked if the door closing issue is happening within the system or just at major departure points. Mr. Navarro said it is rare. The issue he referred to happened in San Francisco.

Mr. McMullen asked if there is budget to put in cameras. Mr. Navarro said there are some cameras, but not what he would prefer. He is looking for grant money to get a security system where it needs to be.

Mr. McMullen asked if the Wi-Fi budget is too large to consider adding it into this fiscal year as opposed to the cameras. Mr. Navarro said staff tries not to add anything into the budget once it is set.

Mr. Scharff asked how much Wi-Fi would cost. Ms. Fromson said it is in the millions.

Chair Cobey asked when the next timetable will come out. Mr. Navarro said it will go in front of the Board on December 1 and then staff will begin public outreach.

Ms. Fromson said this is updating the schedule for bigger work windows for the electrification project and other capital projects. It will be a significant change to the schedule. It is anticipated the weekday timetable will go into effect in April, and the

weekend change would happen later. After the December Board meeting there will be a series of updates and public outreach meetings. The CAC will get the update in January.

Chair Cobey asked if the CAC will see a choice of timetables. Ms. Fromson said no.

### **Work Plan**

Mr. Shaw said the December meeting is ambitious. There are some big agenda items on the list. Josh Averill, Assistant District Secretary, said he is trying to figure out what can be moved to January.

### Public Comment

Jeff Carter, Millbrae, said he heard from staff that the Excel ridership data will be posted online in December. He asked if details about the possible weekend service changes we be available before the schedule goes before the Board. Ms. Fromson said no.

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

December 21, 2016 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.

Adjourned at 6:55 p.m.