

**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 NOVEMBER 14, 2018

MEMBERS PRESENT: K. Burke, P. Escobar, L. Fernandez, L. Klein, C. Tucker, R. Valenciana (Vice Chair), B. Shaw (Chair),

MEMBERS ABSENT: C. Chang,

STAFF PRESENT: J. Navarro, M. Jones, J. Jest, J. Navarrete,

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

Vice Chair R. Valenciana arrived at 5:48 p.m.

APPROVAL OF MINUTES OF OCTOBER 17, 2018

Motion/Second: Escobar/Burke

Ayes: Klein, Tucker, Valenciana

Recuse: Shaw

Absent: Chang, Fernandez

PUBLIC COMMENT

Jeff Carter, Millbrae, stated that Prop 6 did not pass and should be good for TIRCP and other projects. Measure W is still too close to call and he hopes that if it loses, it does not affect Caltrain too much and requested staff to report on the outcome.

CHAIRPERSON'S REPORT

Chair Brian Shaw attended the JPB meeting and the Board decided that the Fare Policy is to be reviewed by the JPB CAC prior to it going back to the Board. Mr. Shaw notified the committee that the JPB CAC Agenda has been adjusted for this review.

COMMITTEE COMMENTS

Member Kevin Burke attended the Belmont Electrification community meeting and advised that staff was very helpful in answering questions. Additionally, Mr. Burke wanted to reiterate a public comment from the previous JPB CAC meeting from Roland Lebrun.

APPROVAL OF THE 2019 JPB CAC MEETING CALENDAR

Motion/Second: Tucker/ Klein

Ayes: Escobar, Burke, Valenciana, Shaw

Absent: Chang, Fernandez

Member L. Fernandez arrived at 5:53 p.m.

FARE POLICY

Melissa Jones, Principal Planner, presented the Fare Policy Update

Member Comments:

Member Larry Klein asked, based on what was done previously, how will the Tariffs be set and how will they be approved and from a process standpoint, when will the Board reevaluate the policy and Tariffs going forward. Ms. Jones advised that the last update to the fares was in August 2017. There is a long public process prior to the Board adopting the fares. There are required analyses that are required before fare changes. Fares have been changed in the past in order prevent major changes to service due to a projected deficit.

Member Larry Klein also asked about zone vs. distance fares. Ms. Jones advised that if Caltrain decides to go from zone to distance, it will have many impacts and will affect all aspect of the agency and how it operates. The recommendation from staff and the board is to not make a decision either way until future service is established.

Member Cat Tucker asked how the 65% cost recovery was derived. Ms. Jones advised that Caltrain has one of the highest in the country, second to BART. That number is based on farebox recovery ratio over the past several years. Ms. Tucker also asked whether the policy will indicate timeframe for revaluation. Ms. Jones advised it is not being considered at this time. Ms. Tucker would like to recommend that language be added.

Member Kevin Burke asked about goals. He mentioned that two of the four goals can be measured; however there is no clear target to measure Ridership and Customer Experience goals and whether it will be considered. Ms. Jones advised that it is an important data point that could be considered in the future as part of possible fare changes, however for Ridership it was decided not to include a specific ridership target as the Agency's target may change over the years. Mr. Burke asked whether staff will revisit the Go Pass system. Ms. Jones advised that it could be considered in the future. Member Kevin Burke recommended revisiting fares after electrification.

Member Paul Escobar also recommended revisiting fares after electrification. Vice Chair Valencaina asked what parties put the Fare Policy together and what committees were consulted. Ms. Jones advised that the Rail Division, including Caltrain Planning and Caltrain Operations, Marketing and Communications and the Finance team were involved.

Member Lauren Fernandez reiterated other committee member comments and asked how goals will be prioritized and how will the Tariff and final Fare Policy be evaluated

against those goals. She advised that setting them in advance would be more transparent. Ms. Jones advised that her team will revisit if and when the Fare policy is adopted.

Chair Brian Shaw asked whether the four topic-goals listed are typical goals found with other fare policies with other properties. Ms. Jones confirmed that they are found in other fare policies. Mr. Shaw said that in order to determine goals are being achieved goals need to be measurable. It helps determine whether Caltrain is living up to the policy. Mr. Shaw suggested tying a number to each of the goals or a follow-up addendum to discuss how they are being evaluated. Mr. Shaw recommends that other committees and the public have an opportunity to provide input to better help the Board adopt the Fare Policy.

Public comment:

Jeff Carter, Millbrae, said that regarding elasticity how Caltrain judges the elasticity of those passengers that receive the Go Pass, subsidized transit, from their employer versus passengers that do not. The Go Pass brings a good revenue stream into Caltrain. Jeff asked regarding a Staff report that reported that BART rewards their riders when they do not provide a monthly pass and Metra in Chicago offer their riders monthly passes. Regarding the Fare Study and the one way TVM fare per rider and the Clipper pass fare per rider and doesn't understand the discrepancy as the difference is only \$0.55. Lastly, Jeff provided a chart that reports the monthly pass fare and the ridership going back to 1975.

Adrian Brandt, Redwood City, said that Caltrain's Zone based fares are highly inequitable and skews ridership and is exclusionary for low income people. Distance based fares are revenue neutral.

Andy Chow said that the Go Pass is controversial however he thinks that there is value in the Go Pass. Without the Go Pass, Caltrain would need to market to individual employees to purchase a pass that needs to be renewed monthly versus a Go Pass that is purchased annually. Keeping the Go Pass is efficient from a process aspect and is a revenue stream for Caltrain. Andy also said that the Fare Policy does not mention station to station versus zone and how Clipper 2.0 might impact that.

CUSTOMER SATISFACTION SURVEY KEY FINDINGS

Julian Jest, presented the Customer Satisfaction Key Findings

Julian reported that going back over the past five years Caltrain is on an upward trend and that these are the highest Overall ratings Caltrain has received.

Mr. Jest advised that the passengers were asked whether they brought any large items onboard and the trend indicates that the riders that brought a large item with them rated Caltrain higher than those that did not.

Julian advised that the detailed report is on Caltrain.com.

Member Comments:

Member Lauren Fernandez asked whether any action is taken from these results. Mr. Jest advised that the results are shared with the Customer Experience Taskforce to determine priorities. Ms. Fernandez asked what initiatives have come from these results in the past year. Mr. Jest advised that the Mobile Ticketing app has been rolled out that enable passengers to purchase their tickets on their mobile device. Mr. Joe Navarro also advised that Caltrain acts upon survey results just as staff did with the restroom odors on the train.

Member Paul Escobar asked what the demographic information is collected when passengers are surveyed. Mr. Jest advised that demographic information is not collected for this survey; however the customer triennial survey does and is scheduled to be conducted in October 2019. Mr. Escobar asked beside English and Spanish, what are the other languages riders have. Mr. Jest advised that there was a small percentage, 39 out for approximately 3,000 riders did not speak English or Spanish.

Mr. Jest advised 41% of the train cars surveyed were bike cars and that 13% of riders brought a bike onboard and it tracks roughly with the annual count at 9%. The customer satisfaction survey reflects that passengers that brought a bike on board felt the most secure amongst other riders.

Member Kevin Burke asked how staff surveys trains with full trains above capacity. Mr. Jest advised that staff has an experienced team that can navigate through the train, however when the passenger is unable to complete the survey onboard, they are provided with a paper survey to complete and mail in via business reply mail.

Member Cat Tucker asked how the response rate is 70% with an average weekday ridership at 65k. Mr. Jest advised that staff keeps track of all eligible riders that can take the survey and those that decline and that is how staff gets response rate.

Member Larry Klein asked what percentage was English and what percentage was Spanish. Mr. Julian advised that 16 surveys were in Spanish. Mr. Klein then asked how staff will address the written comments from the surveys. Mr. Jest advised that the Customer Experience Taskforce reviews the comments. Mr. Klein said it would be helpful to include a timeline in the summary page.

Chair Brian Shaw recommended to ask questions related to Internet usage on the train. He said it may help with interim solutions with knowing the activity of passengers to gain a better understanding of passenger needs.

Vice Chair Valenciana asked why the survey is not available online. Mr. Jest advised that the reason for the paper survey is so that staff has better control over who takes the survey. Online surveys are open to abuse and may skew the results.

Member Larry Klein recommended having an informational business card to inform the public of the mobile ticketing app.

Public comment:

Jeff Carter, Millbrae, said that he agrees with the survey results in improvement with delays. Regarding bike security, he stated that right now passengers rated security high due to the fact that bikes are in view of bicyclists, however with the EMU's; it is proposed that bikes will no longer be in passenger view. Mr. Carter also mentioned that the station origin and destination are not found in the detailed report online and requested it be made available.

STAFF REPORT UPDATE

Joe Navarro, Deputy Chief of Rail Operations, reported:

On-time Performance (OTP) –

- **October:** The October 2018 OTP was 94.8% compared to 93.5% for October 2017.
 - **Vehicle Strikes** – There was one vehicle strike on October 23.
 - **Vehicle on Tracks** – There was one day on October 26, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In October 2018 there were 329 minutes of delay due to mechanical issues compared to 640 minutes in October 2017.
 - **Trespasser Strikes** – There were three trespasser strikes on October 17, 23 and 28, one resulting in a fatality.
- **September:** The September 2018 OTP was 92.6% compared to 94.7% for September 2017.
 - **Trespasser Strikes** – There were two trespasser strikes on September 23 and 26, one resulting in a fatality.

SF Weekend Caltrain Closure –

The first weekend of the SF Weekend Closure on October 6 and 7 was a success due to collaborative planning and execution efforts between Caltrain and SamTrans. During the busy weekend with same day events including the Fleet Weekend, Hardly Strictly Blue Grass Festival, Stanford college football game and 49ers football game, staff was at San Jose Diridon, Millbrae, Bayshore and SF stations to assist customers and provide information. Caltrain Bayshore Station Ridership for the first three weekends is significantly lower (24-37%) compared to the 2018 Annual Count Baseline ridership when excluding days when extra service for special events was provided.

- **Special Event Train Service –**

Services Performed:

- **Giants Baseball** – September Close Out: There were 14 home games in September. Total additional ridership alighting and boarding at San Francisco station, was 57,670.

Total pre and regular season additional ridership alighting and boarding at San Francisco station was 452,538, representing a 13 percent decrease over 2017.

- **San Jose Sharks** – There were 3 pre-season home games in September. Total post-game riders, including regular riders and Sharks fans, boarding at San Jose Diridon station in September was 416.

The season home opener was on Wednesday, October 3 at 7:30 p.m. vs. the Anaheim Ducks. They hosted two more regular season games (total of 4 games) in October. Event ridership will be provided in December.

Stanford Football – The Stanford Cardinal hosted Utah on Saturday, October 6 (the same day the SF Weekend Closure took effect) at 7:30 p.m., and Washington State on Saturday, October 27 at 4:00 p.m. Caltrain served the Stanford Stadium station with both northbound and southbound trains before and after the game. Event ridership will be provided in December.

- **SF 49ers Regular Season** – The 49ers hosted the Arizona Cardinals on Sunday, October 7 at 1:25 p.m. (the same weekend the SF Weekend Closure took effect), LA Rams on Sunday, October 21 at 1:25 p.m. and the Oakland Raiders on Thursday, November 1 at 5:20 p.m. Caltrain operated one extra pre-game train with limited stops and one extra post-game local train from Mountain View to San Francisco. Event ridership will be provided in December.

JPB CAC Work Plan

December 19, 2018

- Proof of Payment
- Legislative Update
- Wi-Fi Update

Items to be scheduled

- Station Management Plan (getting to stations, capacity, usage, forecast, and planning) – requested by chair 3/2/16, modified 3/16/16 by Adina
- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez
- Presentation on a plan to clean-up right of way – requested by chair, Brian Shaw on 8/15/18.
- Camera System – to be scheduled in January
- Visual Messaging System Station Signage – to be scheduled in January

- Grade Crossing Improvement – to be scheduled in January

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

December 19, 2018 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:07 pm