

**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 JULY 19, 2023

MEMBERS PRESENT: A. Brandt, L. Klein, R. Kutler, P. Leung, S. Seebart, JP. Torres, D. Tuzman (Vice Chair), B. Shaw (Chair), P. Joshi (Alternate), M. Pagee (Alternate)

MEMBERS ABSENT: R. Jaques (Alternate)

STAFF PRESENT: John Hogan, Maureen McCole (TASI), Taylor Huckaby, Melissa Jones, M. Meader, G. Rogers, D. Ryan, M. Tseng

Chair Brian Shaw called the meeting to order at 5:40 pm and led the Pledge of Allegiance.

CONSIDERATION OF REQUESTS, IF ANY, OF MEMBERS TO PARTICIPATE REMOTELY DUE TO EMERGENCY CIRCUMSTANCES

There were none.

APPROVAL OF MINUTES OF MAY 17, 2023

Member Brandt corrected his prior comment on SMART (Sonoma-Marín Area Rail Transit) ridership noting the point of his comment was they achieved pre-COVID ridership levels.

Member Kutler corrected the second to last page where it should read climate change and not changes.

Motion/Second with corrections: Klein/Brandt

Ayes: Brandt, Klein, Kutler, Leung, Seebart, Torres, Tuzman, Shaw, Joshi, Pagee

Abstain: None

Absent: Jacques

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jeff Carter commented on many delays occurring recently as reported in the correspondence. He referenced last month's meeting discussion on the Pride event where staff said trains would be running five cars, but observed in Millbrae station that ran four full car trains. He appreciated recently seeing six car trains running that may help with overcrowding.

Adina Levin, Friends with Caltrain and Seamless Bay Area, shared information regarding MTC (Metropolitan Transportation Commission) doing a series of public feedback activities starting on July 28 thru September gathering feedback on Plan Bay Area 2050 and working with agencies on a regional public transportation funding measure.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported the following:

- Stanford staff members noticed single-tracked trains at Redwood City Station at 5:00 pm, which is not normal practice resulting in a missing train.
- Follow-up reports to be heard later in the meeting with additional information on Stanford Station and Frost Amphitheater.

COMMITTEE COMMENTS

Member Tuzman commented on his personal experience taking the bus bridge from San Carlos as an overall fine experience getting into Hillsdale Station. He said the bus arrived ten minutes early and then the bus left earlier than scheduled. He called the phone number on the signage, but representative did not have an answer and there were no real-time tracking of the buses.

Member Kline commented his experience taking the train two weeks ago from Sunnyvale to San Francisco. The number of messages with weekend closures and time updates were an issue as northbound boarding was closed and southbound was open, and the northbound riders could not make it to the southbound side before the train left. He said communication should be on the closed side only.

Member Brandt commented on his experience riding the train to the Pride event from Redwood City to San Francisco and seeing a four-car consist with standing room only or a small number of seats left in the first car. John Hogan, Chief Operating Officer, said all the train cars were being used and downsized to four-cars due to decreased ridership. Mr. Hogan noted that for the Fourth and King Station the 40 percent of ridership and fares have better a fare process allowing 100 percent fare-checking. There was single-tracking due to the need to divert around an accident with a passenger strike.

Member Brandt commented on some subset of cars going from six to four. Mr. Hogan responded that they experienced more problems going to six-car trains and they decided to have six six-car trains on weekends resulting in breaking apart four-car trains to make six.

Member Torres commented on communication for platform closures where he saw one person at the closed northbound platform in Menlo Park on July 6th. If closed, communication was needed on that side only. He also commented on the trespasser strike that occurred at Palo Alto Station and expressed appreciation for staff communication onboard in trying to provide most updated information available.

Member Kutler commented that weekend shutdown communication was better on the whole, the website status page needed a list on which stations have shut down and which have normal service, and website should be set up based on public perspective.

Public comment

Adina Levin, Friends of Caltrain, commented on communicating as many weekend activities as possible for public to know where trains are running.

SAFETY QUARTERLY UPDATE

Michael Meader, Chief Safety Officer, provided the presentation, which included the following:

- Reportable injury ratio OSHA (Occupational Safety and Health Administration) developed based upon the number of man hours and number of employees
- No reportable accidents or incidents this year (driven by the dollar amount of cost to damage, serious injury, or loss of life)
- Efficiency testing mandated by the FRA (Federal Railroad Administration) to test all employees to confirm processes and rules are followed
- Conduct walkthrough inspections of facilities and stations on a regular basis

The Committee members had a discussion and staff provided further clarification in response to the following Committee comments and questions regarding the following:

- Clarification on the types of employee engagements, such as face-to-face conversations, events, and meetings
- Accident/Incidents slide did not include auto and pedestrian incidents which are recorded separately from trespasser strikes
- Inconsistent or lengthy gate down times tracking and transitioning to different signal system two speed check and software adjustments made during construction
- Trespasser strikes and vehicle strikes need graphs accumulated by location and to determine if there is a pattern

CUSTOMER ACQUISITION STRATEGY

Taylor Huckaby, Deputy Chief of Communications, provided the presentation, which included the following:

- Robust market research group to drive creative activations of existing assets
- Completed rider and non-rider focus groups for information on what they think and need
- New fare product promotions running from September through January

The Committee members had a discussion and staff provided further clarification in response to the following Committee comments and questions regarding the following:

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- Caltrain electrification to meet customer needs and desires, such as secure Wi-Fi, power outlets at every seat, new faster and safer trains, and more frequent train scheduled
- New fare products will not be available on Clipper, but through ticket vending machines (TVM) at stations. Inequities of family pass requirements since some families have only one

adult or one child. Consider allowing children to ride free. Provide campaign talking points to CAC and Board members to help disseminate information. Promote areas along the corridor through social media and a demo video on how to purchase tickets on mobile app

- Clarification on rider and non-rider survey participant selection
- Caltrain online store goes live August 31 with items from keychains to branded scooters
- Include recreation and parks, libraries, and other education-minded groups for the electrification safety campaign and family pass. Have outreach and marketing information in different languages other than English
- Provide directional signage on platforms to make it easier to understand direction of trains
- Marketing plan in South County and recommended weekly announcements or bulletins with the City of Gilroy
- Operating trains from Tamien to Gilroy to overcome impediments for people in Gilroy and Morgan Hill
- Status of visual messaging systems (vms) at stations
- Bartable (Bay Area Rapid Transit) newsletter with helpful event information released every Thursday

Public comment

Jeff Carter expressed appreciation for better marketing. He said the triannual survey was in 2019 and asked when the survey data will be available online. He opined that the new cars are great, but there is only with a single bathroom for a seven-car train.

Adina Levin, Friends of Caltrain, expressed excitement hearing about marketing. She encouraged thinking about destinations and transit connections.

CALTRAIN FARE CHANGES

Melissa Jones, Deputy Director for Policy Development, provided the presentation, which included the following:

- Balanced budget for fiscal year (FY) 2024 and 2025, but anticipated fiscal cliff in FY2026
- Slated fare increases in July 2023 temporarily delayed by the Executive Director
- Next generation of Clipper will offer ability to develop and deploy changes to fare system much more quickly than existing Clipper system as well as provide detailed trip planning, real time information, and mobile fare payments

The Committee members had a discussion and staff provided further clarification in response to the following Committee comments and questions regarding the following:

- Board is not required to take action on fare promotions if duration is six months or less. Fare promotions moving forward in September without having to go through extensive Board process
- Clarification on transfer discounts between two-hour limit transit connections

- Fare study only focused on rail and not other modes per Fare Coordination and Integration Study (FCIS) recommended in 2021
- Board Financial Workshop held in March included discussion of new electrification service and anticipated increase in operating costs leading to deficit in FY2026
- GoPass transitioning to tapping on and off of Clipper card reader to capture origin and destination data for ridership analysis

Public comment

Jeff Carter commented would like to see 7-day pass, an alternative to 30-day pass, bring back the 10-ride with discount with Clipper. Transfer with two-hour limit should be longer to accommodate long trips or if there is a delay.

Doug Delong, Mountain View resident, commented on the embargo on any new fare products on existing Clipper system, and therefore, impossible to implement distanced based pricing until Clipper 2.0 arrives.

Adina Levin, Friends of Caltrain, commented on a marketing opportunity in encouraging riders to use Caltrain for destinations when open payment rolls out. She spoke in support of the BayPass as a structured program that would benefit Caltrain and growth opportunity.

STAFF REPORT

John Hogan, Chief Operating Officer, and Maureen McCole, TransitAmerica Services, Inc. (TASI) General Manager, provided the report, which included the following information:

- Fourth and King Station has the new VMS signs and other stations to have them in about another year
- Stadler trains remain seven-car trains and not four-car trains
- On-time performance for June was around 94 percent
- July Fare Enforcement Report included riders who refused to provide identification when cited
- Confirmed whistle mics (microphones) are not bidirectional; chart provided with whistle mics location, functionality, and warning times
- A month behind schedule for the Guadalupe Bridge Project

Devon Ryan, Government Affairs Officer, provided a report on CARB (California Air Resources Board) In-Use Locomotive Regulation Update that included:

- CARB passed in-use locomotive regulation on April 27th and included a new alternative fleet milestone option and allows for the compliance with the transition to a fully zero emission fleet
- CalSTA (California State Transportation Agency) recently made the award for the battery equipped electric multiple unit

The Committee members had a discussion and staff provided further clarification in response to the following Committee comments and questions regarding the following:

- Status on Stadler contract, BMU (battery equipped electric multiple unit), funded 100 percent by the State through CalSTA
- Plan to recommend acquiring replacement EMUs (electric multiple unit) on the Stadler option that would include FTA (Federal Transit Administration) funds
- Clarification on the outreach meeting for overnight positive train control (PTC) testing between San Jose and Palo Alto as there were no communication or public outreach
- Extra service provided for events - 40 percent through Fourth and King Station and collecting every fare with three police officers enforcing fare collection

Public comment

Doug Delong commented on whistle mics only activated on one track. Directional mic disabled when train is not on normal track.

DATE, TIME, AND PLACE OF NEXT MEETING

August 16, 2023 at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

ADJOURNMENT

Meeting adjourned at 9:49 pm.