

**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 15, 2023

MEMBERS PRESENT: D. Albohm, A. Brandt, L. Klein (arrived at 6:04 pm), P. Leung, A. Lohe, S. Seebart, JP. Torres, B. Shaw (Chair), R. Jaques (Alternate), M. Pagee (Alternate)

MEMBERS ABSENT: R. Kutler, P. Joshi (Alternate)

STAFF PRESENT: T. Burgwyn, J. Hogan, D. Pape, D. Ryan, B. Tietjen, M. Tseng

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

INTRODUCTION OF NEW CAC MEMBERS

- Davis Albohm, San Mateo County
- Amit Lohe, San Mateo County

Member Albohm commented on being from Redwood City and commutes to work at Stanford Graduate School of Business (GSB) , and has been a daily commuter for over ten years.

Member Lohe commented on being a San Mateo resident and has been in the Bay Area for around six years. He rides Caltrain three to four times a week to work in San Francisco, does not own a car, and uses Caltrain heavily on weekends.

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

There were none.

APPOINTMENT OF NOMINATING COMMITTEE

- a) 2024 Chair
- b) 2024 Vice Chair

Chair Shaw explained the process for appointing a nominating committee to recommend a Chair and Vice Chair. He said one member from each county is needed and asked for volunteers.

San Francisco County: To be determined as Member Torres declined.

San Mateo County: Member Brandt accepted.

Santa Clara County: Member Leung accepted.

Chair Shaw mentioned that staff will reach out to schedule a call to discuss the nomination process.

APPROVAL TO AMEND THE CAC BY-LAWS

Chair Shaw reiterated that the amendment would allow more latitude on the order of the agenda.

Anna Myles-Primakoff, Legal Counsel, introduced Quentin Barbosa, Legal Associate, to provide the overview of changes. Mr. Barbosa reported the following:

- Proposed amendment would allow the adoption of changes to the order of business indefinitely unless there is a motion to change the order of business at a later date
- Provides flexibility so Members could specify the change to the order of business that would last for a number of meetings or until a new motion is adopted

Ms. Myles-Primakoff mentioned that the revision of the provision would allow a Committee Member or the Chair to put forward a motion that allows the Committee to do either to structure the meeting.

Chair Shaw explained the purpose of the item to the new Committee members and the voting process.

Motion/Second: Seebart/Brandt

Ayes: Albohm, Brandt, Leung, Lohe, Seebart, Shaw, Torres, Jaques, Pagee

Abstain: None

Absent: Klein, Kutler, Joshi

APPROVAL OF MINUTES OF OCTOBER 18, 2023

Member Torres noted a correction to the draft meeting minutes of the September 20, 2023 minutes for his abstention since he was absent for that meeting.

Motion/Second as amended by Member Torres: Torres, Seebart

Ayes: Albohm, Brandt, Leung, Lohe, Seebart, Shaw, Torres, Jaques, Pagee

Abstain: None

Absent: Kutler, Klein, Joshi

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Doug DeLong, Mountain View resident, commented on getting into routine electrified service and the San Jose depot incident, which can happen under routine electrified operation.

Jeff Carter welcomed the two new Members. He commented that train 126 at Hillsdale had door problems and the need for better wayfinding at the Millbrae station.

CHAIRPERSON'S REPORT

Chair Shaw thanked the new San Mateo members and Vice Chair Tuzman who stepped down and he noted that there will be no Vice Chair for the next six weeks until nominating committee work is done.

COMMITTEE COMMENTS

Chair Shaw explained the item's purpose to new Committee Members.

Member Seebart commented on a complaint from a rider from San Martin; three train failures on three separate weeks; San Martin station has no electronic signboard or any way to get a message out and has train service before Caltrain Customer Service hours start; experience with the Mayor of Gilroy trying to email him and requested Caltrain or official correspondence email for all Members.

Member Torres commented about misunderstanding item 5 and said he would be happy to volunteer; met a doctor in San Jose who was very enthusiastic about the expanded Gilroy service but would miss the last train to Gilroy due to his long shifts at work and would love to see weekend service to Gilroy; requested adding wayfinding to work plan to receive updates.

Member Kline arrived at 6:04 pm

Member Jaques commented that the digital displays currently display train numbers only, which do not convey a lot of helpful information. Most transit systems provide more descriptive information. He also commented about not hearing an announcement on the Hillsdale train that was on hold for about 10 minutes or so, which was concerning.

Member Brandt commented that odd train numbers are northbound and even train numbers are southbound; noticed riders are missing trains with single tracking at night and the need for clearer messaging; Monday night Redwood City Council meeting had an overview of ongoing grade separation study; San Jose Mercury News column, "Road Show", had two Caltrain related things covered in it - complaint from rider regarding non-bicycle riders to board non-bicycle cars and excessive downed gate times; in staff report, counted 10 out of 11 track incursions were all after dark and need for better lighting.

Member Leung commented riding a little more and seeing trains filling up with more riders wearing masks; Bikes Board First policy was very useful and should be brought back; observed interaction between the conductor and rider where the conductor was condescending and suggested training for conductors on interactions with customers; couple of people who went to the electric train event did not feel comfortable with bike trains being on a different level; possibility of a monitor showing bikes in car below. New service starting in conjunction with Santa Clara City, Silicon Valley Power, and the City of Cupertino. Low-cost shuttle service available on the app and discounted fares available for those who are eligible.

Member Brandt commented that Bikes Board First policy never went away but needs enforcement.

Member Kline commented on hearing from multiple residents about the gate downed issues; saw a vehicle incursion, but unsure if it impacted service; and whether all grade crossing have implemented solar turtles.

Member Albohm commented on feedback from friends and colleagues about interrupted operations – the timeliness and content of information; unaware of Caltrain alerts on Twitter and unsure where to find information on delays. Noticed recent inaccurate arrival information at Redwood City station.

Member Lohe commented trains are filling up, especially on Mondays and Tuesdays; noticed a few bike bumps last week at Hillsdale station; looked at Twitter and saw Caltrain response with bike bump form, but not many are aware of the form. Recommended a QR code at stations leading to an online customer comment form and most riders do not know about the train number and refer to the time the train departed.

Chair Shaw commented on housekeeping items – TOD (Transit Oriented Development) item slated for January, Measure RR work slated for Q1 (first quarter), and Go Pass pricing item will be added to the work plan; thanked Caltrain for providing service for Stanford football on Saturday. Regarding Member Leung’s observation about the interaction, the conductor should use a Clipper handheld device to tag rider’s Clipper card and referenced the University of California, Davis issuing invoices instead of citations so riders have five days to pay or have riders use the mobile app to pay fare.

Member Brandt commented on the need to track riders who purposely avoid paying fares. He also commented on a Facebook post of an uncut video with gate downed for four minutes at Castro Street in Mountain View.

Public comments

Jeff Carter commented on wayfinding issue at Millbrae station and would like to see Clipper data on the work plan too.

Doug DeLong commented on possibly reversing direction of EMUs (electric multiple unit) at San Antonio station so they would fit in with the flow of the revenue trains.

Adina Levin supported having an email address for Members and ways to contact the CAC members; referenced BART (Bay Area Rapid Transit) and MTC (Metropolitan Transportation Commission) working on a regional wayfinding project to improve multi-agency wayfinding.

DRAFT 2024 CALTRAIN LEGISLATIVE PROGRAM

Devon Ryan, Government Affairs Officer, provided highlights, which included the following:

- Some additions to the 2024 program, such as the extension of the State’s Cap and Trade program with a sunset date of 2030
- Monitoring ACA-1 (Assembly Constitutional Amendment), a constitutional amendment that if passed by the Legislature would lower the threshold to approve local taxes for

infrastructure projects from a two-thirds vote to 55 percent and to be on the November 2024 ballot

- Participate in State and regional efforts to establish authorizing legislation for a regional funding measure
- Work with the California Air Resources Board (CARB) to ensure approval of in-use locomotive compliance plan
- AFMO (alternative fleet milestone option) regulation - ensure in compliance with CARB

The Committee Members had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Clarification of ACA-1 threshold to pass measure
- Update annotations on report page 3 and 7 as it shows farebox revenue to increase and need to plan for riders to not come back
- Interplay between alternative fleet milestone option and the need to run diesel to Gilroy
- Funding from State's Cap and Trade Program for electrification to help reduce emissions
- Clarification on State's Cap and Trade Program 2030 sunset date
- Clarification on ACA-1, California Business Round Table Proposition, and ACA-13 thresholds

Public comments

Adina Levin commented serving on MTC's (Metropolitan Transportation Commission) advisory council and MTC is proposing a high-level framework.

FINAL FALL 2024 ELECTRIFIED SERVICE PLAN

David Pape, Policy, and Programming Manager, provided the presentation that included the following:

- Electrification service planning process incorporates principles outlined in the railroad's equity, connectivity, recovery, and growth policy
- Set out to achieve outcomes of more frequent service, tailoring station frequency to market demand and equity goals, offering competitive travel times, enhancing off-peak service, building ridership markets outside of typical commute trips, enhancing connections with other transit operators, and providing a simplified schedule
- Significant constraints include infrastructure. operating a mixed fleet of diesel trains that are running to the Gilroy segment; operating budget still remains constrained with lower ridership and farebox revenue will delay further service expansion until ridership recovers and the fiscal situation improves

Member Brandt commented on slide 11 with a typographical error showing San Jose having four trains. Mr. Pape stated it should be two.

The Committee Members had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Reason for eliminating the second bathroom on trains. Brent Tietjen, External Affairs Manager, responded that in 2016-2017, public input on bathrooms decreased to one, but bathrooms are more spacious, cleaner, and very accessible
- List of functioning restrooms at stations posted on website
- Reason for increased costs associated for service running every half-hour. Theodore Burgwyn, Director of Rail Network and Operations Planning, provided clarification on the increased operating costs for half-hour weekend service
- End-to-end electric train testing timeline. John Hogan, Chief Operating Officer, clarified end-to-end testing to occur in April 2024
- Justification for the inability to run shorter trainsets during late night service with sparse ridership
- In constant communication with FTA (Federal Transit Administration) regarding waiver, but no indication of when it will come through
- Holiday service plan continues to run 30-minute service
- Consider scheduling impacts due to flat spots on train wheels
- Possibility of using a clock-face type of approach with scheduling

Public comments

Jeff Carter commented on his appreciation for the weekend plan presentation; distance-based fares would give great data on riders; encouraged Caltrain to run every 20 minutes off-peak and on weekends.

Andy Chow commented that Gilroy crews have Union Pacific certification; run diesel trains further to require fewer trains, such as riders to Palo Alto can ride on diesel trains rather than having to switch to electric in the middle of route.

Adina Levin commented that 30-minute off-peak frequency is better, but still short of world-class; encouraged tightening up connections at Millbrae station; open payment occurring next Fall allowing riders to pay for transit with credit or debit card.

Chair Shaw asked staff to respond to prospects of improving the Bart transfer for pre-electrification and post-electrification. Mr. Hogan responded BART just changed their schedule and working with them on a weekly basis.

STAFF REPORT

- a) Customer Experience Task Force Update
- b) JPB CAC Work Plan Update

John Hogan, Chief Operating Officer, reported the following:

- Mike Meader, Chief Safety Officer, and Mr. Hogan will be attending FRA's (Federal Railroad Administration) Rail Share event in Kansas City, Missouri

The Committee Members had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Look into crossing gates that work in reverse, which would solve most issues
- Process when a train fails to start in Gilroy
- Weekday ridership average data does not match on various pages of report
- Provide \$1 coins in ticket vending machines
- Look into a 24/7 phone number for riders to call to check train schedules

DATE, TIME, AND PLACE OF NEXT MEETING

December 20, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

Chair Shaw noted agenda will have corridor crossing strategy, public comment process, and ridership reporting methodology changes. He asked members to bring two to three items to add to the 2024 work plan and will be expecting those in January.

ADJOURNMENT

Meeting adjourned at 8:27 pm