JPB Citizens Advisory Committee  
1250 San Carlos Avenue, San Carlos, CA 94070  
Bacciocco Auditorium, 2nd Floor

February 15, 2017 – Wednesday  
5:40 p.m.

Times noted are estimated. Discussion may begin before the times listed.  
Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Introduction of New CAC Member Catherine Chang
4. Report of Nominating Committee (Berk, Chamarthy, Tucker)  
   a) Election of 2017 Vice Chair
5. Approval of Meeting Minutes of January 18, 2017 (5:45 p.m.)
6. Public Comment (5:50 p.m.)  
   Public testimony by each individual speaker shall be limited to three minutes
7. Chairperson's Report (6:00 p.m.)
8. Committee Comments (6:05 p.m.)  
   Committee members may make brief statements regarding correspondence, CAC-related areas of  
   concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC,  
   or request future agenda topics.
9. Advise the Board Regarding the CAC’s Assessment of Caltrain Performance  
   (Jonathan Berk) (6:15 p.m.)
10. Support Recommended Weekend Service Changes (Catherine David) (6:45 p.m.)
11. Caltrain Modernization Update (Casey Fromson) (7:15 p.m.)
12. Staff Report (Joe Navarro) (7:20 p.m.)  
   a) Customer Experience Taskforce Update
   b) JPB CAC Work Plan Update
13. Date, Time and Place of Next Meeting  
   March 15, 2017 at 5:40 p.m., San Mateo County Transit District Administrative  
   Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
14. Adjournment

All items on this agenda are subject to action

CAC MEMBERS:  
San Francisco City & County: Jonathan Berk, Catherine Chang, Brian Shaw (Chair)  
San Mateo County: Harish Chamarthy, Ricardo Valenciana  
Santa Clara County: Geoffrey McMullen, Greg Scharff, Cat Tucker
INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6223 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at http://www.caltrain.com. Communications to the CAC can be e-mailed to cacsecretary@caltrain.com.

JPB and Citizens Advisory Committee (CAC) meeting schedules are available on the Caltrain Web site.

Location, Date and Time of Regular Meetings
Regular meetings are held at the San Mateo County Transit District Administrative Building located at 1250 San Carlos Ave., San Carlos, CA, which is located one block west of the San Carlos Caltrain Station on El Camino Real. The office is also accessible by SamTrans bus routes ECR, FLX, 260, 295 and 398. Additional transit information can be obtained by calling 1.800.660.4287 (TTY 650.508.6448) or 511.

The JPB Citizens Advisory Committee meets regularly on the third Wednesday of the month at 5:40 p.m. at the same location. Date, time and place may change as necessary.

Public Comment
If you wish to address the Committee, please fill out a speaker’s card located on the agenda table and hand it to the Assistant District Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Assistant District Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities
Upon request, the JPB will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Assistant District Secretary at Peninsula Corridor Joint Powers Board, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or emailed to cacsecretary@caltrain.com; or by phone at 650.508.6279, or TTY 650.508.6448.

Availability of Public Records
All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that public records are distributed or made available to the legislative body.
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 JANUARY 18, 2017

MEMBERS PRESENT: H. Chamarthy, B. Shaw, C. Tucker, R. Valenciana

MEMBERS ABSENT: J. Berk, G. McMullen, G. Scharff

STAFF PRESENT: J. Averill, T. Bartholomew, C. David, C. Fromson, J. Navarro

Vice Chair Brian Shaw called the meeting to order at 5:53 p.m. and led the Pledge of Allegiance.

ELECTION OF OFFICERS
Vice Chair Shaw was elected chair.

Motion/Second: Tucker/Valenciana
Ayes: Chamarthy, Shaw, Tucker, Valenciana
Absent: Berk, McMullen, Scharff

Chair Shaw said the vice chair nomination and election will take place at the February meeting.

APPROVAL OF MINUTES OF NOVEMBER 16, 2016
Motion/Second: Tucker/Chamarthy
Ayes: Chamarthy, Tucker, Valenciana, Shaw
Absent: Berk, McMullen, Scharff

PUBLIC COMMENT
Doug DeLong, Mountain View, said he heard someone say that the crossings should sound horns to alert people that a train is coming instead of having a train sound its horn over some distance as it approaches. On the Burlington Northern and Santa Fe Railway in Escalon there are several crossings equipped with fixed warning devices at the crossings. There is an indication device built in so the train crews know if the warning device is functioning properly. It seems like this would be less expensive to implement than quiet zones. He hopes the JPB will consider it.

Jeff Carter, Millbrae, said he put together a spreadsheet that represents station-to-station fares and how it could be done and how it would be more equitable than the current zone fares. In some cases customers can travel up to 25 miles and pay the same fare as someone who travels two miles.
CHAIRPERSON’S REPORT
Chair Shaw said he is pleased to see the improvements in the on-time performance (OTP) by Caltrain. This is outstanding considering the same equipment, trackage, and switches are being used, but what has changed is the commitment to improve and the techniques being used to improve.

COMMITTEE COMMENTS
Harish Chamarthy said it is great to see the OTP percentages improving. One train he took this week left the station early and asked what the policy is. Joe Navarro, Director, Rail Transportation, said if he gets the dates and times, staff will investigate.

CRISIS TEXT LINE PARTNERSHIP AND SUICIDE PREVENTION PRESENTATION
Tasha Bartholomew, Communications Officer, said Crisis Text Line offers free 24/7 anonymous counseling services via text messaging for individuals who might be depressed, have suicidal thoughts, or suffer from mental disorder. Caltrain and Crisis Text Line announced the partnership at a press conference on November 30.

Ms. Bartholomew presented:
- Suicide prevention initiatives
  - Community partnership
    - San Mateo County Suicide Prevention Committee
    - Santa Clara County Suicide Prevention Advisory Committee
    - Project Safety Net
  - Transit Police
    - Responsible for policing Caltrain corridor
    - Crisis intervention training – helps them recognize people who may be a threat to themselves
    - Refer individuals for treatment
  - Caltrain activities
    - Installed 250 suicide prevention signs at stations
    - Dedicated suicide prevention resource page
    - Raised $25,000 for American Foundation for Suicide Prevention’s Out of the Darkness Walks
    - Twice sponsored the Caminar for Mental Health Symposium
  - Promoting Crisis Text Line – at stations on station boards, onboard Take Ones and interior ad signs

Libby Craig, Bay Area Director, Crisis Text Line, presented:
- Crisis Text Line provides free 24/7 support for people in crisis via text message, has been around for three and one-half years, and supports 50,000 texters a month nationally
- Text 741741
  - Callers
    - Top issues – depression, suicide, self-harm, family, relationships
    - Time of day – two-thirds of conversations in one-third of the day (8 p.m. to 4 a.m.)
    - Demographic – young, low-income, rural
• Immediate – mention “today” six times as often as any other time period
• Counselors – over 2,400 volunteers across the nation, must be over 18, complete a background check, and complete comprehensive training
  o Highest risk texters are moved to the top of the queue and are matched with a crisis counselor in 1.8 minutes
  o Full-time supervisors on staff
• Data
  o Attentive to quality scores and feedback from texters
  o Goal to reach all texters in under five minutes – currently at 88 percent
  o Share data trends – over 28 million messages have been received to date
• Partnerships
  o Corporate sponsorships such as Facebook and YouTube
  o Keyword sponsors such as Golden Gate Bridge
  o Bay Area so far over 25,000 conversations in the past three years
• Caltrain and Crisis Text Line
  o Promotion of 741741 – in train stations, on trains, and on train tracks (soon)
  o Escalate active rescues – work directly with transit police to bring people in crisis to safety
  o Data reports – crisis trends data reports about Bay Area

Chair Shaw asked if there is social media integration with Caltrain platforms. Ms. Craig said Caltrain has been supportive in getting the message out.

Chair Shaw said it is great to see how this is being effective.

PROPOSED WEEKDAY SERVICE CHANGES
Catherine David, Senior Planner, presented:
• Proposed effective date April 10, 2017
• Detailed summary
  o Added six stops to Train 305 at Sunnyvale, California Avenue, San Carlos, San Mateo, Burlingame, San Bruno
  o Added dwell time to top high-use stations peak hours
  o Added stops at Santa Clara Station to Trains 262 and 272 to improve Capitol Corridor and Altamont Commuter Express connections
  o Minor revisions for clock face departures
  o Separation southbound morning bullet Trains 312 and 314 and 322 and 324; revised train numbers and departure times
    ▪ Existing 210: Proposed 212 (limited)
    ▪ Existing 312: Proposed 310 (bullet)
    ▪ Existing 220: Proposed 222 (limited)
    ▪ Existing 322: Proposed 320 (bullet)
    ▪ Existing 230: Proposed 232 (limited)
    ▪ Existing 332: Proposed 330 (bullet)
  o Provide hourly service to Tamien in the reverse peak
  o Eliminate Tamien Station service due to very low ridership
    ▪ Morning reverse peak trains: 208, 218, 228
    ▪ Evening reverse peak trains: 263, 273, 283, 287
- Add Tamien Station service for various trains
  - Morning peak trains: 310, 320, 330
  - Evening peak train: 289
- Departure times adjusted during off-peak to enable all train meetings to occur at control points to accommodate construction work windows
  - Typical two-track schematic
    - Trains operate in both directions
    - Control points
      - Signals where dispatchers authorize trains to proceed or stop
      - Typically at crossovers, turnouts, sidings, before/after stations
  - Single tracking schematic
    - One track remains open
    - Portion of other track closed for construction
    - Signals green or red
- Weekend service changes
  - Proposed effective summer 2017
  - Detailed summary
    - Local service headways 60 minutes to 90 minutes
    - Saturday reduced from 36 to 28 trains per day
    - Sunday reduced from 32 to 24 trains per day
    - Keep weekend bullets (two in each direction)
    - Keep range of service (trains and shuttles)
    - Revised train numbers
  - Weekend service reduction is major service change under 2016 Title VI Program (more than 25 percent reduction of total revenue train miles per day for any service day of the week)
  - Title VI equity analysis background
    - As a recipient of Federal funding, Caltrain operates its programs and services without regard to race, color, or national origin
    - For information visit www.caltrain.com/titlevi
  - Weekend service change equity analysis is in progress
- Public outreach
  - Station outreach (nine stations)
  - Public/community meetings
  - All dates/locations available online at Caltrain.com/proposedchanges
- Next steps
  - December to January: public outreach
  - Finalize Title VI Equity Analysis Report
  - Compile and review public comments for consideration
  - Finalize 2017 service changes
  - February 2: JPB informational update on weekday changes
  - March 2: Public hearing on weekend changes and equity analysis
- Comments may be sent to changes@caltrain.com

Ms. Tucker asked how these changes will affect bike cars on trains. Mr. Navarro said the same consist will be running.
Ricardo Valenciana said adding six stops would be a lot. Ms. David said staff has received a lot of negative comments about that and it may not go forward in the proposal.

Mr. Valenciana said he would appreciate that line having more stops, but adding stops to stations that are right next to each other might not be the best way to do it.

Harish Chamarthy said 90 minutes between trains on the weekend is a lot and asked if there is something else that can be done such as supplemental bus service. Ms. David said she will take the feedback into consideration. Staff will come back in February to propose a recommendation for support from the CAC.

Chair Shaw said the departure times for northbound trains don’t change that much but the southbound trains change significantly. He asked why the southbound changes are so drastic. Ms. David said the purpose was to get meets along the control points, and staff worked with software simulation team to get analyzed data for where those meets needed to be, and that was the driving force for some of these differences.

Chair Shaw said it doesn’t look right to have such an impact on customers heading in the nonpeak direction, which are just as busy. It may need to be balanced.

Ms. Tucker said Gilroy has zero weekend service and the residents there would like service. She asked how many riders will be displaced if the service is going to be reduced by eight trains. Mr. Navarro said staff is looking at the possibility of using six-car trains for weekend service to pick up those people.

Casey Fromson, Manager, Government and Community Affairs, said it’s not ideal to be making these changes, but in order to get the construction done as soon as possible, this was a compromise between shutting down the system altogether and finding work windows.

Ms. Tucker asked if high-speed rail goes to the east of Gilroy if there would be a possibility in the future for Caltrain to be electrified from Gilroy to San Jose. Ms. Fromson said that is not being considered at this moment, but staff is working with California High-Speed Rail Authority to find out what their plan is. It is too early to say that will be done.

Public Comment
Mark Graham, Burlingame, said with this change many people will not be able to make their shuttle and bus connections. People will have to work longer and can’t take the trains back home. He asked the Burlingame departure time on Train 211 be moved back to 7:09 a.m. to make the Diridon departure 6:19 a.m. instead of 6:23 a.m. and it would not interfere with any other trains. Earlier trains are not practical to take and other trains are not practical transfers.

Gerald Graham, Burlingame, said public outreach and station outreach is part of the program. The meetings took place in the heavy rain. He went to San Mateo and there was no one there. He went to Millbrae but there was no public meeting as advertised.
There was supposed to be information at the December CAC meeting, but that meeting was canceled. There has been a lack of communication.

Jeff Carter, Millbrae, said mid-day southbound departures from San Francisco are on a clock face schedule. People get off of work on the hour or half hour. A person who gets off work at 3 p.m. cannot catch a 3 p.m. train. In order to better accommodate people, it would be better to have trains leave 10 or 15 minutes after the hour. Caltrain needs more service on the weekend and should have more service south of San Jose. It is going to be quite inconvenient to have 90-minute headways. He said he would like to know how this type of project would be done on another rail line such as Long Island Railroad or in Europe.

Ms. Tucker asked what the impacts would be to change the time for Train 211 that the member of the public spoke about. Mr. Navarro said this meeting is to get input and staff will come back with a recommendation at the next meeting.

STAFF REPORT
Ms. Fromson said the Caltrain Modernization (CalMod) Program is in the Limited Notice to Proceed stage right now and pre-construction and design work is being done. A website specifically for the new vehicles will be rolled out soon. Significant construction will be done when the Full Notice to Proceed is issued. All of the funding needs to be in place in order to do that. The remaining funding needed is the Federal Transit Administration (FTA) Core Capacity funding of $647 million. Congress is reviewing the grant for 30 days and when that is done, the Secretary of Transportation would be able to sign the funding in mid-February.

Mr. Navarro said:
- OTP was up in December to 95 percent compared to 90 percent last year.
- There were three fatalities in December.
- There were three vehicles on the tracks in December, four in November, and two in October. Staff is teaming up with engineering department to visit the grade crossings where the most incidents are happening and come up with ideas how to mitigate the issue. The California Public Utilities Commission limits the types of deterrents that can be used, so staff will see if a waiver is needed to help with these issues.
- Last December there were 1,400 minutes of mechanical delays, this year there were only 480 minutes. The difference comes from the activities at the control center and the field with the incident command center and single tracking.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:
February 15, 2017 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 6:55 p.m.
Motion: The last year has seen improvement in the level of customer service on Caltrain. We attribute this improvement to Michelle Bouchard and her executive team’s leadership and focus on this issue.

One year ago the CAC passed a resolution declaring that the level of customer service on Caltrain was unacceptable. Although some of the issues we raised have yet to be addressed, the level of customer service has improved significantly. We believe that the reason for turnaround stems from the leadership Ms. Bouchard has displayed on this issue. As Chief Operating Officer, Rail, she has not only made improvement of customer service a priority, but has hired very capable people who have made significant improvements to the system. In particular, the CAC has noted significant improvement in:

- On-time performance
- Responses to unforeseen disruptions, such as mechanical failures and accidents
- Real-time information about service disruptions

The progress that has been made on these three issues has definitely improved the customer experience on Caltrain. We would also like to publically recognize the important role Joe Navarro has played in effecting these improvements.

With this said, other issues remain unresolved. The CAC hopes that the following issues will be effectively addressed in the near future:

- Trains remain inadequately labeled. As a result, once the train pulls into the station a passenger has no idea which stations the train will be stopping at. This problem is particularly acute when the trains are not running on time. In addition, even the physically-posted two-digit labeling of engines (on their left sides as they arrive) with three-digit timetable designations, has failed to occur, which removes any direct visual identification of the train at all.

- The platform electronic sign information system remains inadequate. It is inaccurate, announces trains as arriving when they are not, and does not

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1 The only identifying characteristic on a train is a display, either on the outside corner of the lead car, or in the center of the engine, of the last two digits of the train number. There is nothing on the train that identifies what this number means, nor does the train designation – either abbreviated two-digit, or full three-digit – appear on the side of the train at all. Once the train pulls into the station the two-digit number is no longer visible.
list arriving trains. It informs customers about which train is supposed to
be arriving by train number, with no reference to which stops the train is
making. Identifying trains by number alone is akin to an airline listing
flights by flight number alone rather than destination city.

- Caltrain continues to not provide a cost effective solution to provide WiFi service
  on its trains.
AGENDA ITEM # 10
FEBRUARY 15, 2017

PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

THROUGH: Michelle Bouchard
Chief Operating Officer, Rail

FROM: Matt Verhoff
Manager, Rail Operations Planning

SUBJECT: SUPPORT OF PROPOSED 2017 WEEKEND SERVICE CHANGES

ACTION
Staff recommends the CAC support staff’s recommended Proposed 2017 Weekend Service Changes (Attachment A) to accommodate construction activities related to the Peninsula Corridor Electrification Project (PCEP), a key component of the Caltrain Modernization Program and other capital projects that will occur simultaneously with electrification – Los Gatos Creek Bridge Project, San Mateo 25th Avenue Grade Separation Project, and the South San Francisco Station Improvement Project. Staff will take this item to the Board at a public hearing during their March 2 meeting for approval.

SIGNIFICANCE
Staff is recommending a reduction of weekend service headways to 90 minutes from the current 60 minutes, while retaining two Baby Bullet round trips currently in the weekend schedule. The schedule changes are estimated to be implemented in July 2017, and will coincide with the commencement of construction of the PCEP. These service reductions are needed to support the work windows of the PCEP and contained in the design/build contract awarded by the Board on July 7, 2016 to Balfour Beatty Infrastructure Inc. Caltrain Title VI staff reviewed the 90-minute headway schedule and determined that the weekend service changes are considered a Major Service Change since there is a service-day reduction in train revenue miles equal to or greater than 25 percent. A Major Service Change requires a Title VI Equity Analysis Report in accordance with the 2016 Caltrain Title VI Compliance Program and Federal Transit Administration Title VI regulations. In order for timetable changes to be implemented in coordination with the start of PCEP construction date, currently estimated to be in July 2017, staff needs to finalize the 2017 weekend service changes and Title VI report by early April 2017.

BUDGET IMPACT
The service reduction itself would have reduced operating costs and slightly reduced fare revenue.
Staff accounted for a likely ridership/revenue drop on weekends during construction in the financial projections for the Full Funding Grant Agreement. Staff projected that weekend ridership would decline by 5 percent a year in Fiscal Year (FY) 2018, FY2019, and FY2020.

Budget impacts of the service reduction will be estimated as part of the operating budget process.

**BACKGROUND**
The PCEP calls for construction while continuing to operate the railroad with minimal disruption to the service and Caltrain customers. To accommodate construction, windows in the schedule have been identified during which installation and testing of the electrification system can take place. Accommodation of these work windows will necessitate changes to the Caltrain weekend timetable starting in summer 2017.

Staff expects the revised weekend timetable to be in effect for the entire construction and testing phases of the PCEP (estimated to be for three+ years), though periodic adjustments may be required to accommodate work on the right of way.

Comments on the 2017 Proposed Service Changes were sought and accepted by staff at public outreach meetings, through the dedicated Caltrain website [www.caltrain.com/proposedchanges](http://www.caltrain.com/proposedchanges), via mail, e-mail, and through the Customer Service Center. Comments on the Proposed Service Changes will be taken from December 1, 2016, through March 2, 2017. Staff has reviewed public comments to date and has taken them into consideration prior to finalizing the schedule changes.

The 2017 Proposed Weekend Service Changes and Title VI Equity Analysis Report Findings will be discussed and presented to the Board at the March 2, 2017 Public Hearing.

Prepared by: Matt Verhoff, Manager, Rail Operations Planning 650.207.8020
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**Shuttle Bus**

TO: JPB CAC

FROM: Joe Navarro
Director, Rail Transportation

SUBJECT: STAFF REPORT

On-time Performance (OTP) –

- **January:** The preliminary January 2017 OTP was 94.4 percent compared to 93.3 percent for January 2016. For trains within 10 minutes, the OTP was 96.6 percent.
  
  - **Vehicle Strikes** – There was one vehicle strike on January 19.
  - **Vehicle on Tracks** – There were seven days, January 1, 6, 7, 9, 20, 22, and 29 with a vehicle on the tracks that caused delays.
  - **Other Delays** – On January 20, there were protestors on the tracks that caused a total of 341 minutes of delay.
  - **Mechanical Delays** – In January 2017 there were 196 minutes of delay due to mechanical issues compared to 468 minutes in January 2016.

- **December:** December 2016 OTP was 95.2 percent compared to 90.9 percent for December 2015. For trains within 10 minutes, the OTP was 97.4 percent.
  
  - **Trespasser Fatalities** – There were three trespasser fatalities on December 18, 23 and 27 that caused a total of 1,827 minutes of delay.
  - **Vehicle on Tracks** – There were three days, December 1, 4 and 10 with a vehicle on the tracks that caused delays.
  - **Mechanical Delays** – In December 2016 there were 481 minutes of delay due to mechanical issues compared to 1,480 minutes in December 2015.

- **Caltrain 2017 Annual Count Survey** – The 2017 Caltrain Annual Count Survey has been delayed to starting in early February and is anticipated to be completed by April.
• **Special Event Train Service** –

  • **Services Performed:**

    o **49ers Regular Season Games at Levi's Stadium** – The 49ers hosted one game in the month of January on Sunday, January 1 (vs. the Seattle Seahawks). Caltrain operated two pre-game special service southbound trains and one post-game special service northbound train for this game. Total additional ridership alighting and boarding at Mountain View was 2,941. Total ridership for pre and regular season is 26,781, an average of 2,678 per game. This is a 16 percent decrease compared to the 2015/2016 season.

    o **San Jose Sharks** – The San Jose Sharks hosted eight regular season home-games in January through January 26. Total additional post-game riders boarding at San Jose Diridon was 2,397. Year-to-date additional ridership boarding at San Jose Diridon is 9,595 which represents an 18 percent increase compared to the same number of games in 2015/2016.

    o **Foster Farms Bowl at Levi's Stadium** – The Foster Farms Bowl was held at Levi’s Stadium on Wednesday, December 28, at 5:30 p.m. where the Indiana Hoosiers faced the Utah Utes. Caltrain provided additional post-event service for the game. Total ridership alighting and boarding at Mountain View station was 354.

    o **New Year’s Eve** – Caltrain operated regular Saturday Service with three extra advanced northbound trains and six additional post-fireworks special trains departing San Francisco. Six special service southbound trains, post-fireworks, carried 5,966 riders, which represents a 20 percent increase compared to 2015. Total additional riders alighting and boarding at San Francisco station was 9,951, which represents a 5 percent increase compared to 2015 service. Caltrain also provided free fares from 8 p.m. until the last southbound special reached San Jose.

    o **Day after New Year’s** – Caltrain operated Modified Service (Modified Saturday Schedule with six extra trains in each direction and includes one round trip from Gilroy to San Francisco) on Monday, January 2 – the day after New Year’s Day. Total additional ridership alighting and boarding at San Francisco, up to 9:00 pm was 741 less than usual Saturday service ridership. (Note that in 2016, the day after New Year’s Day fell on a Saturday). Service to and from Gilroy was added to the schedule, and total riders using the service between Tamien and Gilroy was 40.

    o **Caltrain NorCalMLK Celebration Train** – The Caltrain NorCalMLK Celebration Train operated on Monday, January 16, 2017. On 8-car train departed San Jose Diridon at 9:45 am with limited stops to Palo Alto, San Mateo, and
San Francisco. Total ridership alighting at San Francisco was 955, which represents a 24 percent increase compared to 2016 service.

• Services Scheduled:
  o San Jose Sharks – The Sharks will host four regular season ice-hockey games in February. Caltrain will be tracking post-game service ridership. No additional special trains are planned. For weeknight and Saturday night games, the last northbound train departs San Jose Diridon station at 10:30 p.m. or 15 minutes after the game ends but departs no later than 10:45 p.m.
  o San Francisco Giants Fan Fest – On Saturday, February 11, 2017 Caltrain will provide extra capacity and operate extra trains for the San Francisco Giants Fan Fest that will be held at AT&T Park from 10 a.m. to 3 p.m. Caltrain will deploy extra post-event trains from San Francisco as needed.
  o Modified Service – Modified Service (Modified Saturday Schedule with six extra trains in each direction and includes one round trip from Gilroy to San Francisco) will be implemented during the following remaining Observed Holidays:
    ▪ Monday, February 20 - President’s Day
    The modified schedule supports passengers that commute to work when an observed holiday falls on a weekday.

• Capital Projects –
  This information is current as of January 20, 2017 and may be subject to change between January 20 and February 2, 2017 (Board Meeting).

San Francisco Highway Bridges: The scope of this project is the replacement of three obsolete overhead vehicular bridges located in San Francisco at 23rd Street, 22nd Street, and Paul Avenue.

Construction began in March 2015. The 23rd Street Bridge replacement was completed in April 2016. The Paul Avenue Bridge was completed in November 2016. At the 22nd Street Bridge, the setting of the precast concrete bridge girders have been set as of January 31, 2017. This will be followed by construction of the bridge deck, the return of utilities to their final alignment, and the construction of final pavement and sidewalks. The reopening of the 22nd Street Bridge is still expected in the spring of 2017.

San Mateo 25th Avenue Grade Separation Project: The scope of this project is to raise the elevation of the alignment from Hillsdale Avenue to south of the Highway 92 Overcrossing in the city of San Mateo. The project creates a grade separation at 25th Avenue, relocates the Hillsdale Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo.
Right-of-Way acquisition and coordination with affected utility companies and the city of San Mateo are ongoing. The construction contract was advertised for bids on December 22, 2106. Pre-bid meetings and site visits with bidders were held in early January 2017. The bid opening is planned in March. Award of the contract is expected in the spring 2017. Construction is to begin in the summer of 2017 and complete in the spring of 2020.

Los Gatos Creek Bridge: The scope of this project is to replace the substandard 80-year old railroad bridge that is located south of the Diridon Station in San Jose.

A Limited Notice to Proceed was issued to the contractor in October. Upon completion of administrative requirements, a Notice to Proceed is anticipated to be issued to the contractor by early February. Upon the issuance of the Notice to Proceed, field mobilization activities such as the preparation of storage areas, temporary access roads, and installation of early environmental compliance activities shall commence. Due to environmental regulations, the timeline for work within the creek’s waterways is restricted from mid-June to mid-October of 2017. Construction is forecasted to complete by early 2018.

South San Francisco Station Improvements: The scope of this project includes replacement of the existing side platforms with a new centerboard platform, construction of a new connecting pedestrian underpass to new plaza in downtown South San Francisco to the west, and, to build a new plaza and shuttle area to the west. Upon completion, this project will result in removal of the hold-out rule at this station that currently impacts the overall system operational efficiency.

The project is currently in the final design phase with completion forecast in early 2017. Coordination with affected utility companies, the city of South San Francisco, and the Union Pacific Railroad continue. Advertisement for bids and advance utility relocations are planned to begin in spring 2017. Construction is forecast to begin in the summer of 2017.

Train Departure Monitors at 4th & King and San Jose Diridon Stations: The scope of this project is to add electronic signage at the 4th and King and San Jose Diridon Stations that provide patrons with information that direct passengers to the proper platforms for boarding designated trains.

Hardware testing of the contractor installed monitors and cabling was completed in January. Integrated testing of the monitors with the District’s Predictive Arrival/Departure System (PADS) is planned to be conducted in February 2017 when the new PADS software become available. If the integrated testing is successful, the project shall be complete.

Redwood City Grade Crossing Improvements: The scope of this project is to improve the safety devices at three grade crossings within the city of Redwood City at Whipple Avenue, Main Street, and Broadway. This project is specially funded by the California Public Utilities Commission.
The project will improve the Whipple Ave. crossing with new vehicular and pedestrian gates, new sidewalks and ramps, new pavement markings and striping. At Broadway, new pedestrian gates will be installed and new pavement markings will be added. At Main Street, new fencing, pedestrian gates, and pavement markings will be installed. The design of this project has been coordinated with the city of Redwood City to complement improvements that are being made by the city. The design was completed in December. The bid package is in preparation for advertisement in February 2017 with Bids due in the spring of 2017. Construction is planned to start in the summer of 2017 and complete by early 2018.

**Fiscal Year 2016 Grade Crossing Improvements Project:** The scope of this project is to improve the safety at ten grade crossings along the corridor. Work items included are the installation of signals, fences, gates, curbs, lighting and signs. The existing grade crossing warning devices will be retrofitted to meet the latest California Public Utilities Commission standards and recommendations. The crossings to be improved include 16th Street in San Francisco, Broadway Avenue in Burlingame, Peninsula Avenue and 4th Avenue in San Mateo, Ravenswood Avenue in Menlo Park, Alma Street and Charleston Road in Palo Alto, Rengstorff Avenue and Castro Street in Mountain View, and Mary Avenue in Sunnyvale.

Also included in this project is the installation of medians at five crossings in Santa Clara County. These medians are required by the Federal Railroad Administration and are intended to create a barrier that discourages vehicles from driving around down crossing gates. The five crossings are Churchill Avenue and East Meadow Drive in Palo Alto, Sunnyvale Avenue in Sunnyvale, and Auzerais Street and West Virginia Street in San Jose.

The design was completed in December and the bid package is in preparation for advertisement.
TO: JPB CAC  
FROM: Joe Navarro  
Director, Rail Transportation  
SUBJECT: CUSTOMER EXPERIENCE TASKFORCE UPDATE

The mission of the Customer Experience Taskforce (CETF) is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between the agency and Transit America Services, Inc. and includes both operations and communications staff. The taskforce has identified short-term, medium-term and long-term goals. This item will remain as a standing update through this staff report. Policy decisions for the agency reside with the CETF for further consideration and potential approval. This includes such items as potential for Wi-Fi and implementation of quiet cars.

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Service Operations
In the short-term (six-18 months), the taskforce is spearheading efforts:

- Caltrain Timetable Update:
  - Caltrain staff is working on updating the Caltrain timetable to help minimize the impact to service, maintain customer experience and service reliability during several Capital Projects scheduled through 2021.
Caltrain has posted the final weekday Timetable on the website at [www.caltrain.com/proposedchanges](http://www.caltrain.com/proposedchanges). A Public Hearing on the 2017 Proposed Weekend Service Changes and Title VI Equity Analysis Report will be held on March 2, 2017.

- Plan to monitor the upcoming April 10, 2017 public timetable changes
- Modified Service (Modified Saturday Schedule with six extra trains in each direction and includes one round trip from Gilroy to San Francisco) will be implemented during the following remaining observed holidays:
  - Monday, February 20 - President’s Day

  The modified schedule supports passengers that commute to work when an observed holiday falls on a weekday.

**Communications/Incident Management (CICS)**

In the short-term (six-18 months), the taskforce is spearheading efforts:

- Continue to monitor the Predictive Arrival and Departure System and provide fixes to the system as identified
- Continue to identify ways to improve vehicle signage. No funding available for Fiscal Year 2017.

In the medium term (18-24 months), the taskforce is spearheading efforts to:

- Investigate potential of a Global Positioning System application available for train tracking on website

**Conductor Training**

In the short-term (six-18 months), the taskforce is spearheading efforts to:

- Identifying training opportunities for conductor refresher training

**Customer Service**

In the short-term (six-18 months), the taskforce is spearheading efforts to:

- Trend customer complaints to establish patterns for improvements
- Continue to expand trained social media staff

**Fare/Ticket Vending Machine (TVM) Related Media**

In the short-term (six-18 months), the taskforce is spearheading efforts to:

- Continue to investigate Clipper Card issues
- Continue to follow progress of handheld Clipper reader used to tag on and tag off capability
- Mobile ticketing status - By this summer, passengers are anticipated to have the technology available for mobile ticketing to purchase One-way, Day Pass and Zone Upgrade fares. Future options may include daily parking permits and components for trip planning and real-time information on service updates, among other functions.

- TVM Screen
  - Has been updated as of early February, to spell out Eligible Discount categories to “Senior / Disabled / Youth / Medicare”
  - Changed “Caltrain/VTA Day Pass” to “Caltrain + VTA Day Pass”
In the long term (24 months+), the taskforce is spearheading efforts to:
• Investigate potential of procurement of new TVMs
• Investigate and follow updates to Clipper readers

System Cleanliness
In the short-term (six-18 months), the taskforce is spearheading efforts to:
• Monitor process improvement procedures to ensure equipment cleanliness
• Continue to analyze results from customer/passenger survey to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations
JPB CAC Work Plan

March 15, 2017
- Draft Short Range Transit Plan
- 2016 Caltrain Triennial Survey Findings (Julian Jest)
- What happens if the Federal funds for electrification are not authorized - discussion

April 19, 2017
- Update on Mobile Ticketing Application
- VMS Station Signage

May 17, 2017
- Capital and Operating Budgets

June 21, 2017
- Annual Passenger Counts

July 19, 2017

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
- Fare Policy Study
- Automated Enforcement of Grade Crossings – requested by Adina (and public member) 9/21/16
- Grade Crossings Improvements
- EMU Design
- Caltrain Business Plan

* Date certain (time sensitive item)
Items in bold are CAC member-requested