May 17, 2017 – Wednesday

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. Approval of Meeting Minutes of April 19, 2017 (5:45 p.m.)
4. Public Comment (5:50 p.m.)
   Public testimony by each individual speaker shall be limited to three minutes
5. Chairperson’s Report (6:00 p.m.)
6. 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.
7. Fiscal Year 2018 Operating and Capital Budgets (Sam Le) (6:15 p.m.)
8. Caltrain Modernization Update (Seamus Murphy) (6:35 p.m.)
   a) Electric Multiple Unit Design
9. Caltrain Business Plan (Sebastian Petty) (6:45 p.m.)
10. Staff Report (Joe Navarro) (7:05 p.m.)
    a) Customer Experience Taskforce Update
    b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
    June 21, 2017 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
12. Adjournment

All items on this agenda are subject to action

CAC MEMBERS:
San Francisco City & County: Jonathan Berk, Cat Chang, Brian Shaw (Chair)
San Mateo County: Harish Chamarthy, Ricardo Valenciana, Julia Welch
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 650.508.6279 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.
MINUTES OF APRIL 19, 2017

MEMBERS PRESENT: J. Berk, H. Chamarthy, C. Chang, B. Shaw, C. Tucker, R. Valenciana, J. Welch

MEMBERS ABSENT: G. McMullen, G. Scharff

STAFF PRESENT: C. Fromson, J. Jest, N. McKenna, J. Navarro

Chair Brian Shaw called the meeting to order at 5:42 p.m. and led the Pledge of Allegiance.

INTRODUCTION OF NEW CAC MEMBER JULIA WELCH
Ms. Welch said she lives in Half Moon Bay and works at Stanford.

REPORT OF NOMINATING COMMITTEE
Election of 2017 Vice Chair
Jonathan Berk said he and Harish Charmathy met on March 6 and are recommending Cat Tucker for Vice Chair.

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

Mr. Charmathy arrived at 5:45 p.m.

APPROVAL OF MINUTES OF FEBRUARY 15, 2017
Motion/Second: Tucker/Chang
Ayes: Berk, Chamarthy, Chang, Tucker, Valenciana, Welch, Shaw
Absent: McMullen, Scharff

PUBLIC COMMENT
Jeff Carter, Millbrae, said at the April JPB meeting a lot of people spoke against electrification. It is very important to Caltrain. Mr. Carter said the San Mateo County Transit District and Caltrain meetings will be lived streamed and hope in the future the CAC meetings will be streamed. He said the audios for all the Board meetings are on the websites and it would be good to post the CAC audios too.

Drew, San Mateo, said staff should mitigate negative impact on the environmental review of the Hillsdale station and possibility some of the changes so there is less vehicle and bicycle impact.
Doug DeLong, Mountain View, said under the current practice or policy southbound train numbers are on the mirror of the locomotives and northbound train numbers are on the top of the head-in car. He said recently he was at the Mountain View and Santa Clara stations and both times the wrong train numbers were on the consist and arrived early. Mr. DeLong said the CAC has raised the issue about trains departing early.

Roland Lebrun, San Jose, said there has been concern for a number of years over capacity. He said the Full Funding Grant Agreement that was submitted to the Federal government was wrong in a number of ways and was deliberate. The new electric multiple units (EMU) capacity is 550 seats and a minimum on a Bombardier set is 762. Mr. Lebron said what concerns him is the Federal Transit Administration is being told Caltrain is running five-car gallery sets, but are actually running six-car Bombardier sets.

CHAIRPERSON’S REPORT
Chair Shaw said at the March meeting he told the Board the CAC didn’t approve the schedule change.

COMMITTEE COMMENTS
Ms. Tucker asked if there has been any community outreach in the neighborhood around the 25th Avenue Grade Separation Project. Casey Fromson, Director, Government and Community Affairs, said last week there were several meetings, a public meeting is scheduled for the week of April 24 and the San Mateo City Council and the JPB Board receive frequent updates.

Mr. Berk said he didn’t have a chance to review the schedule and he doesn’t understand the blatant disregard of customers by staff with this new schedule. He said for the last three years riders have requested more bullet trains and now there are less. Mr. Berk said there are electronic signs at the 4th and King Station, but it would be good to put the time on these signs so the conductors know when to close the doors.

Public Comment
Roland Lebrun, San Jose, said the Hillsdale Station is being called the 25th Avenue Grade Separation Project. He said at the end of last year $125 million was taken out of State of Good Repair.

CALTRAIN TRIENNIAL SURVEY PRESENTATION
Julian Jest, Market Research Specialist, reported:

- **Objective**
  - Determine who our customers are by demographics, trip purpose, mode of access, frequency of use, reasons for riding and Clipper usage
  - Measure whether their needs are being met

- **Methodology**
  - Onboard survey
    - October 2016
    - Weekday peak, weekday off-peak and weekend trains
    - English and Spanish surveys available
  - Response
• 5,554 surveys returned  
• 74 percent response rate  

- Results  
  o More than 67 percent ride at least four days a week  
  o About one-third have been riding less than one year  
  o 60 percent of riders chose the train over their car  
  o Most customers commute to work  
  o Monthly pass is most popular form of payment  
  o Main reason for riding is viewed as faster than other options  
  o About one-third of new riders began riding due to a change of company  
  o Average distance to station is 18 miles  
  o More people are walking to the stations  
  o Overall experience rating increased slightly from 4.04 in 2013 to 4.09 out of 5. Weekend riders seemed to be more satisfied than weekday peak riders.  
  o 56 percent of riders use Clipper  
  o Almost two-thirds of customers are accessing information from the Caltrain website  

- Demographics  
  o In 2016 the split was 41 percent female and 58 percent male riders  
  o Majority of customers work full time  
  o 81 percent of riders have at least a college degree  
  o English is the most spoken language at home followed by Hindi and Spanish  
  o Minority ridership is increasing  
  o 40 percent of riders were born outside of the United States  
  o Customers have a mean income of $129,000  
  o Santa Clara County had the highest ridership followed by San Mateo then San Francisco  

- Next Steps:  
  o Use information to inform future planning, communicate with customers, collaborate with the Metropolitan Transportation Commission (MTC) on Clipper improvements and remember that all customers are important  

Public Comment  
Jeff Carter, Millbrae, said what concerns him is the average income of riders. Caltrain needs to be for everyone and not just the rich and elite. There has been talk of a low income or means based fare. The MTC has studied it and found it to be a daunting task. Mr. Carter said a lot of people use the GO Pass which is a great bargain provided by the employer. He said a lot of people are not paying full fare and it is not fair to those that have to pay full fare.  

Roland Lebrun, San Jose, said on page 1 of the CAC bylaws it states that items going to the Board are to come before the CAC first for review and comment. He said this survey was presented to the Board at their April 6 meeting and the CAC is now just receiving it.
**CALTRAIN MODERNIZATION UPDATE**

Mr. Berk asked if there is any thought if the funding doesn’t come through starting over and looking at ways to get a better train system. Ms. Fromson said one scenario is there are no funds and diesel fleet stays. There are other scenarios that will need to be considered, but staff’s goal is to get the funds.

Mr. Berk said the diesel fleet is old and needs to be replaced and not necessarily replaced with electric, but new diesel. Ms. Fromson said the JPB will have to make significant investment to keep the fleet rolling.

Joe Navarro, Director, Rail Operations, said no other option was looked at hoping for electrification. The Fiscal Year 2018 Operating Budget was developed being frugal with money in the hopes of electrification.

Chair Shaw asked if Caltrain would be open to a Plan B. Ms. Fromson said yes.

Chair Shaw said assuming the last 100 days in the current administration continues to the future, staff will need to figure out what to do from here as electrification may be another four years in the future. There are a lot of smart people in the region and Caltrain could garner a lot of good will if it is willing to listen and open to what else can be done. Ms. Fromson said staff is open to ideas and listens and speaks to people. She said as far as any other resources for funding staff’s currently focusing on Plan A and getting the funds.

Mr. Berk said assuming the worst case happens it may be an opportunity to sit back and start from scratch. This was a railroad that originally served farmland and now serves the biggest companies in the world. Mr. Berk said the failure is not to sit back, but start with a blank slate and look at what could be designed. He said instead of looking at not potentially getting the funding as a catastrophe, think of it as an opportunity.

Mr. Navarro said staff is strategizing and have capped what will be spent on the Limited Notice to Proceed (LNP).

Ricardo Valenciano asked for an explanation on the $20 million June contract extension. Ms. Fromson said the June deadline is for when the LNP can be issued to the contractors. Originally the LNP was March 1, but due to the funding issue it was extended to June 30 at a cost of $20 million.

**Public Comment**

Roland Lebrun, San Jose, said the new administration understands this project will not increase capacity. The mission is to provide congestion relief and not to create jobs in Utah. He said the $20 million shouldn’t be spent on keeping consultants and both contracts should be cancelled. Mr. Lebron said the only way to move forward is to have 940 seats per train.

Andy Chow, Redwood City, said people have been debating for the last 30 years on whether to electrify. The conclusion is always the same there is a need to electrify. Mr. Chow said we cannot afford to wait another 30 years and there is no Plan B.
Jeff Carter, Millbrae, said Southern Pacific had plans to electrify the line in 1906. Public funding for Caltrain was taken over in 1980 by the State. Mr. Carter said politicians said no one would ride Caltrain and it is not worth doing anything, but instead need to extend Bay Area Rapid Transit (BART) to San Francisco International Airport. The more electrification gets put off the more expensive it gets.

STAFF REPORT
Mr. Navarro reported:

- Introduced Benjamin Burns, Operations Manager, who recently joined the team. Mr. Burns came from BART and prior to that worked at Union Pacific for 14 years.
- On-time performance for March was 96.5 percent and 93.8 percent for February.
- Spotters will be on trains to catch those trains that are leaving early.
- Mechanical staff is riding the morning trains and this helps if there are any mechanical issues.
- Special service includes Giants baseball and Sharks.

Mr. Berk said with Michelle Bouchard, Chief Operating Officer, Rail and the hiring of Mr. Navarro it has significantly increased his happiness and he can rely on the train when he schedules a meeting as he knows he can get there on time.

Ms. Tucker said she was in Taiwan on business and rode their trains. She said every car had a time and a destination sign. Ms. Tucker said she doesn’t understand why signage can’t improve on the cars. Mr. Navarro said Mr. Burns will be working on signage and correcting as needed.

Ms. Fromson said at the May meeting staff will present the EMU design.

Mr. Navarro said the San Francisco bike lockers are getting vandalized quite often so staff may be removing the lockers and possibly adding an Uber drop off location.

Chair Shaw asked about an update at a future meeting on the Communications-based Overlay Signal System (CBOSS) Project. He said the on-time consistency is very important and thanked staff.

Public Comment
Roland Lebrun, San Jose, said when Mr. Navarro came onboard things improved tremendously. CBOSS is the key to increasing capacity.

Mr. Berk left at 7:05 p.m.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:
May 17, 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 7:06 p.m.
TO: Joint Powers Board

THROUGH: Jim Hartnett
Executive Director

FROM: Kathleen Kelly
Interim Chief Financial Officer

SUBJECT: PRELIMINARY FISCAL YEAR (FY) 2018 OPERATING BUDGET

ACTION
This report is submitted for informational purposes only. A presentation will be made during the Board meeting on May 4, 2017. No Board action is requested at this time. The Staff Coordinating Council (SCC) has reviewed and recommends approval of the Preliminary FY2018 Operating Budget. At the June 1, 2017, meeting, the Peninsula Corridor Joint Powers Board (JPB) staff will present a final FY2018 budget proposal for Board consideration and adoption.

SIGNIFICANCE
The preliminary FY2018 Caltrain Operating Budget, as shown in Attachment A, projects total revenue of $130.4 million, an increase of $3.2 million over FY2017 Budget, and total expenses of $151 million, an increase of $4.6 million over the FY2017 Budget, resulting in a projected deficit of $20.7 million. In order to mitigate the projected deficit, staff will present an item later in the agenda to recommend that the Board set a public hearing to consider increases to some passenger fares and parking rates. The proposed increases total approximately $10 million in revenue, which, if approved, would reduce the deficit to less than $11 million. The remainder of the deficit would be funded from reserves. If fares and parking rates are not increased, the entire $20.7 million would need to be funded from reserves. As of June 30, 2016, the agency has only approximately $35 million in reserves. The agency currently does not have a reserve policy in place, but staff will present a draft policy for Board consideration in June.

Below are FY2018 Key Assumptions:

- Caltrain service frequency remains at 92 trains/weekday but decreases 33 percent from 36 to 28 trains on Saturday and from 32 to 28 trains on Sunday.

- Member Agency contributions remain unchanged at $20.4 million. It should be noted that contributions from the member agencies have declined from $39.4 million in FY2010, to only $20.4 million in the FY2017 and proposed FY2018 budgets. The contribution for FY2018 is constrained by Santa Clara Valley Transportation Authority’s budget challenges.
• Transit America Services, Inc. (TASI) expenses increase by $3.1 million due to increased positions and a cost-of-living adjustment, which is partially offset by a 2 percent reduction in General and Administrative costs from 8 percent to 6 percent.

• Diesel fuel is budgeted at $2.68 per gallon, compared to $2.95 in FY2017. The price for FY2018 includes increases included in Senate Bill 1. The budget as currently presented does not assume that the agency will enter into a fuel hedge agreement. However, discussions are underway, and if they conclude prior to adoption of the budget, those results will be included.

• Wages and Benefits increase due to eight positions that were funded for a partial year in FY2017 and are now annualized, current estimates for the California Public Employees Retirement System (CalPERS) unfunded liability, and new positions that equate to 2.35 FTEs.

The FY2018 Preliminary Budget highlights the need to secure a dedicated source of revenue to support operations. Caltrain staff is working closely with the system’s member agencies and other funding partners to explore a number of options for the creation of additional revenue.

BUDGET IMPACT
This report is submitted for informational purposes only. There is no budget impact. At the Board’s June 1, 2017 meeting, Staff will request that the Committee recommend Board adoption of the FY2018 Operating Budget.

BACKGROUND
The preliminary FY2018 budget supports the high level of service and reliability that the community has come to expect from Caltrain. At the same time, every effort is being made to control costs through a variety of methods.

Fiscal Year 2018 Revenue Projections
Total revenues for FY2018 are projected to be $130.4 million. Revenues include the following significant components:

➢ Operating Revenue for Caltrain is projected to be $103.9 million, which includes the following:

• Farebox Revenue is projected to be $92.7 million. This projection is based on FY2017 year-to-date annualized actuals and reflects the annualization of a fare increase implemented in FY2016. Ridership is projected to remain unchanged in FY2018. Ridership growth has averaged 9.2 percent over the last five years, but has slowed down in the past year.

• Parking Revenue is projected to be $5.8 million, an increase of $1.1 million. This reflects the year-to-date annualized actuals in January, 2017 which increased due to the 10 percent rate increase which became effective July 1, 2016.
• Shuttle Income is projected to be $2.6 million, which reflects an increase in the employer share contribution.

• Rental Income is projected to be $1.7 million, a slight increase of 0.5 percent and consistent with FY2017 income.

• Other income is projected to be $1 million, which reflects an increase in Union Pacific Railroad’s shared track maintenance for $0.35 million.

➢ Contributed Revenue is projected to be $26.5 million, which includes the following:

• JPB Member Agency contributions are projected to be unchanged from FY2017 at $20.4 million. The Boarding Formula used in the allocation is based on the agreed upon allocation methodology of Average Weekday Boardings including Gilroy, adjusted with passenger data collected in February, 2015. The total contributions for each member agency are allocated in FY2018 as follows:
  o San Mateo - $6.1 million (29.9 percent)
  o Santa Clara - $9.0 million (44.1 percent)
  o San Francisco - $5.3 million (26 percent)

• Assembly Bill 434 Transportation Fund for Clean Air funds for the Caltrain Commuter Shuttle Bus Program is projected to be $0.6 million and San Mateo County Transportation Authority Shuttle Funding is projected to be $1.2 million.

• Operating Grants are projected to include $4.3 million in State Transit Assistance (STA), an increase of $0.6 million, or 16 percent, due to an increase in STA funds from the Diesel Fuel Tax.

• $20.7 million is proposed to be used from the reserves to balance the budget, an increase of $1.4 million from the FY2017 revised budget. Caltrain places prior year savings into reserves. In recent years, the operating budget has required the use of these reserves to maintain Caltrain service levels due to reduced contributions by JPB Member Agencies, increase operation cost from TASI and a lack of dedicated secured funding.

Fiscal Year 2018 Expense Projections
Grand Total Expense for FY2018 is projected to be $151 million and includes the following significant components:

➢ Operating Expenses for Caltrain are projected at $124.6 million, an increase of $2.9 million or 2.3 percent.

• The Rail Operator Contract with TASI is projected to be $84.3 million, an increase of $4.1 million or 5.1 percent. This reflects 3.5 percent inflation to the Basic Service Plan, a cost of living adjustment insurance increase, and a reduction in administrative costs.
• The Rail Operator Service – Other experienced a decrease of $1 million due to the reclassification of this expense to the Rail Operator Service line item above.

• Security Services costs are projected to be $5.9 million, an increase of $0.3 million or 5.4 percent. The increase is due to a projected 5 percent rate increase in the contract with the San Mateo County Sheriff's Office.

• Shuttle service is projected to be $5.6 million, an increase of $0.2 million or 3.8 percent. The increase derives from a 1.5 percent increase due to JPB contractor hourly rates and a 2 percent increase for Employer Operated Routes, based on current invoices plus a 2 percent expected rate increase.

• Fuel costs are projected to be $14.1 million in FY2018, a decrease of $1.5 million or 9.9 percent. The decrease is primarily due to lower budgeted per gallon costs ($2.68 versus $2.95 per gallon budgeted for FY2017), as well as slightly lower consumption in FY2018 compared to FY2017 (4.43 million versus 4.64 million gallons). The SB1 goes into effect on November 1, 2017 which the budgeted price per gallon reflects an increase in diesel fuel as well as a 4 percent increase in excise tax.

• Timetables and Tickets are projected to $0.1 million a decrease of $0.07 million or 33.5 percent. This decrease is due to a $0.03 million reduction in ticket order numbers and a $0.05 million reduction for Mobile Ticketing Pilot Program due to reclassification of this expense to Other Contract Services.

• Insurance costs are projected to be $6.6 million, an increase of $0.3 million or 5 percent. The increase is primarily due to a projected 5 percent increase in insurance premiums.

• Facilities and Equipment Maintenance is projected to be $2.7 million, an increase of $0.4 million or 18.8 percent. The increase is due to: an increase in Contract Services by $0.3 million for the Mobile Ticketing Pilot program, Marketing Strategy Services, Inventory Count, AT&T data line rates; increase in Repairs and replacement of Revenue Collection machines by $0.07 million and an increase in Clipper Operator Charges by $0.1 million.

• Utilities are projected to be $2.6 million, a slight increase of $0.08 million or 3 percent. The increase is based on annualized actual expenses as of December, 2016 plus a 3.5 percent escalator.

• Services are projected to be $1.5 million, an increase of $0.04 million or 2.6 percent. This increase is mainly due to a planned marketing program to generate increased shuttle service.
Administrative expenses are projected to be $25.1 million, an increase of $1.8 million or 7.5 percent.

- Wages and Benefits costs are projected to be $10.3 million, an increase of $1.5 million or 17.2 percent. The increase is due to the following factors (1) the creation of six new positions partially funded by the JPB operating budget with a cost of $0.3 million. (See Attachment B). (2) Increase in the CalPERS unfunded liability costs by $0.5 million and (3) Salaries and wages increase by $0.6 million.

- Managing Agency Administrative Overhead Cost is projected to be $6.4 million for FY2018, an increase of $0.3 million or 5 percent.

- Professional Services costs are projected to be $5.3 million, a decrease of $0.4 million or 8.6 percent. The decrease derives from a reduction in the use of Professional Services in the Finance division by $0.4 million. This resulted from the conversion of consulting expenses to FTEs.

- Other Expenses and Services are projected to be $3 million, an increase of $0.4 million or 18.3 percent. This increase is primarily due to recruiting fees for additional employees in the Rail Division; an increase in rental costs at Menlo Park Maintenance of Way Facility; and an increase in bank fees due to growth in credit card sales and fees.

While the Preliminary FY2018 Operating Budget is balanced through the use of reserves, this is not a strategy that can sustain the agency. Caltrain is exploring strategies that will enhance and maximize revenues, and will continue to work with partner agencies and other stakeholders to identify and secure a permanent, dedicated funding source for future operations.

Prepared By:  Ed Santacruz, Senior Budget Analyst 650.508.6345
Sam Le, Manager, Budgets 650.508.6426
## PENINSULA CORRIDOR JOINT POWERS BOARD
### STATEMENT OF REVENUE AND EXPENSE
#### PRELIMINARY BUDGET
##### FY2018

<table>
<thead>
<tr>
<th></th>
<th>FY2016</th>
<th>FY2017</th>
<th>FY2017 (Preliminary)</th>
<th>FY2017 (Revised)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Farebox Revenue</td>
<td>86,959,370</td>
<td>91,679,812</td>
<td>92,715,682</td>
<td>92,715,682</td>
</tr>
<tr>
<td>Parking Revenue</td>
<td>5,048,901</td>
<td>4,679,300</td>
<td>5,337,086</td>
<td>5,785,000</td>
</tr>
<tr>
<td>Shuttles</td>
<td>2,177,344</td>
<td>2,449,600</td>
<td>2,499,600</td>
<td>2,624,850</td>
</tr>
<tr>
<td>Rental Income</td>
<td>1,780,826</td>
<td>1,731,400</td>
<td>1,731,400</td>
<td>1,740,200</td>
</tr>
<tr>
<td>Other Income</td>
<td>722,862</td>
<td>597,000</td>
<td>2,301,807</td>
<td>993,345</td>
</tr>
<tr>
<td><strong>Total Operations</strong></td>
<td>96,689,303</td>
<td>101,137,112</td>
<td>104,535,575</td>
<td>103,859,077</td>
</tr>
<tr>
<td><strong>Contributions</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AB434 &amp; TA Shuttle Funding</td>
<td>1,674,167</td>
<td>1,895,080</td>
<td>1,895,080</td>
<td>1,796,300</td>
</tr>
<tr>
<td>Operating Grants</td>
<td>4,534,023</td>
<td>3,677,586</td>
<td>3,677,586</td>
<td>4,265,650</td>
</tr>
<tr>
<td>JPB Member Agencies</td>
<td>19,727,449</td>
<td>20,448,014</td>
<td>20,448,014</td>
<td>20,448,014</td>
</tr>
<tr>
<td><strong>Total Contributed Revenue</strong></td>
<td>25,935,639</td>
<td>26,020,680</td>
<td>26,020,680</td>
<td>26,509,964</td>
</tr>
<tr>
<td><strong>Grand Total Revenue</strong></td>
<td>122,624,942</td>
<td>127,157,792</td>
<td>130,556,255</td>
<td>130,369,041</td>
</tr>
<tr>
<td><strong>Expense</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rail Operator Service</td>
<td>71,667,785</td>
<td>80,166,756</td>
<td>79,243,962</td>
<td>84,293,672</td>
</tr>
<tr>
<td>Rail Operator Service-Other</td>
<td>1,858,774</td>
<td>2,025,000</td>
<td>901,933</td>
<td>(1,025,000)</td>
</tr>
<tr>
<td>Security Services</td>
<td>5,093,060</td>
<td>5,582,867</td>
<td>5,468,877</td>
<td>5,882,760</td>
</tr>
<tr>
<td>Rail Operator Extra work</td>
<td>197,510</td>
<td>125,000</td>
<td>125,000</td>
<td>125,000</td>
</tr>
<tr>
<td>Security Services</td>
<td>4,907,057</td>
<td>5,413,300</td>
<td>5,413,300</td>
<td>5,619,300</td>
</tr>
<tr>
<td>Fuel and Lubricants</td>
<td>8,299,227</td>
<td>15,606,976</td>
<td>8,588,055</td>
<td>(1,538,812)</td>
</tr>
<tr>
<td>Timetables and Tickets</td>
<td>108,311</td>
<td>217,700</td>
<td>217,700</td>
<td>144,700</td>
</tr>
<tr>
<td>Insurance</td>
<td>35,066</td>
<td>6,293,990</td>
<td>5,624,332</td>
<td>6,608,691</td>
</tr>
<tr>
<td>Facilities and Equipment Maint</td>
<td>1,884,175</td>
<td>2,279,824</td>
<td>2,242,824</td>
<td>2,708,611</td>
</tr>
<tr>
<td>Utilities</td>
<td>2,002,821</td>
<td>2,599,188</td>
<td>2,599,188</td>
<td>2,637,178</td>
</tr>
<tr>
<td>Services</td>
<td>1,308,718</td>
<td>1,470,668</td>
<td>1,470,668</td>
<td>1,509,598</td>
</tr>
<tr>
<td><strong>Total Operating Expense</strong></td>
<td>97,362,505</td>
<td>121,741,269</td>
<td>111,855,839</td>
<td>124,597,674</td>
</tr>
<tr>
<td><strong>Administrative Expense</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wages and Benefits</td>
<td>7,427,656</td>
<td>8,790,704</td>
<td>8,214,640</td>
<td>10,303,789</td>
</tr>
<tr>
<td>Managing Agency Admin OH Cost</td>
<td>5,514,238</td>
<td>6,048,792</td>
<td>5,124,749</td>
<td>6,351,231</td>
</tr>
<tr>
<td>Board of Directors</td>
<td>13,631</td>
<td>14,600</td>
<td>14,600</td>
<td>14,600</td>
</tr>
<tr>
<td>Professional Services</td>
<td>5,096,083</td>
<td>5,746,679</td>
<td>6,214,467</td>
<td>5,254,009</td>
</tr>
<tr>
<td>Communications and Marketing</td>
<td>108,896</td>
<td>234,800</td>
<td>234,800</td>
<td>211,500</td>
</tr>
<tr>
<td>Other Office Expense and Services</td>
<td>2,341,215</td>
<td>2,533,010</td>
<td>2,772,754</td>
<td>2,995,915</td>
</tr>
<tr>
<td><strong>Total Administrative Expense</strong></td>
<td>20,497,770</td>
<td>23,388,585</td>
<td>22,578,010</td>
<td>25,131,844</td>
</tr>
<tr>
<td><strong>Grand Total Expense</strong></td>
<td>119,144,442</td>
<td>146,392,029</td>
<td>135,714,024</td>
<td>151,027,393</td>
</tr>
<tr>
<td><strong>Projected Surplus/(Deficit)</strong></td>
<td>3,480,500</td>
<td>(19,234,237)</td>
<td>(5,157,769)</td>
<td>(20,658,352)</td>
</tr>
<tr>
<td>Unrestricted funds Beginning Balance</td>
<td></td>
<td></td>
<td>35,149,845</td>
<td>29,992,076</td>
</tr>
<tr>
<td>Projected surplus/(use) of reserves</td>
<td></td>
<td></td>
<td>(5,157,769)</td>
<td>(20,658,352)</td>
</tr>
<tr>
<td>Unrestricted funds Ending Balance</td>
<td></td>
<td></td>
<td>35,149,845</td>
<td>29,992,076</td>
</tr>
<tr>
<td>New Position Requests</td>
<td>Justification</td>
<td>Budget Labor Distribution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Engineer, Network Management*</td>
<td>Additional support required to meet upcoming operational needs.</td>
<td>50% JPB Operating, 50% JPB Capital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deputy Chief, Rail Operations</td>
<td>Incremental upgrade to an existing FTE</td>
<td>50% JPB Operating, 50% JPB Capital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Planner***</td>
<td>Increasing support needed for forecasted workloads to support service planning.</td>
<td>40% JPB Operating, 60% JPB Capital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Market Development Contract Administrator*</td>
<td>To support the management of marketing contracts; i.e. advertising, mobile ticketing and coordinating the advertising program.</td>
<td>50% JPB Operating, 50% Samtrans Operating</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Associate Contract Officer*</td>
<td>To support increased workload for procurements under $150K in accordance with new AB2030 procurement thresholds.</td>
<td>20% JPB Operating, 20% JPB Capital, 50% Samtrans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADA Coordinator*</td>
<td>Increase support to address ADA compliance needs.</td>
<td>50% JPB Operating, 50% Samtrans Operating</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* With the exception of the Senior Engineer, Deputy Chief and the Senior Planner, the other new FTEs allocate a portion of their time to Samtrans and/or the San Mateo County Transportation Authority
AGENDA ITEM # 14  
MAY 4, 2017

PENINSULA CORRIDOR JOINT POWERS BOARD
STAFF REPORT

TO: Joint Powers Board

THROUGH: Jim Hartnett  
Executive Director

FROM: Kathleen Kelly  
Interim Chief Financial Officer

SUBJECT: PRELIMINARY FISCAL YEAR 2018 CAPITAL BUDGET

ACTION
This report is submitted for informational purposes only. No Board action is required. Staff Coordinating Council (SCC) has reviewed the Preliminary Fiscal Year (FY) 2018 Capital Budget and the staff will bring it back to the SCC to recommend approval before the budget is balanced in June.

SIGNIFICANCE
Attachment A shows the Preliminary FY2018 Capital Budget, which totals $56.3 million in revenues and $59.5 million in expenses. The current deficit totals $3.2 million. However, staff will analyze revenues and expenses and present a balanced capital budget at the June Board Meeting. The capital budget is financially constrained, based on available funding from Federal, State, Local and member agency contributions, including Senate Bill 1 (SB1). The budget is slightly short of meeting the JPB Board’s December 2016 commitment to fund state of good repair needs (Resolution No. 2016-67) and is aligned with the Caltrain Short Range Transit Plan (SRTP) and the upcoming Business Plan.

Attachment A shows the Preliminary FY2018 Capital Budget, as well as a financially unconstrained scenario. The unconstrained scenario reflects staff’s assessment of projects that are required to maximize the efficiency and quality of the Caltrain system. However, since resources are not available to fully fund this plan, staff prioritized the most critical projects to develop the Preliminary Budget.
BUDGET IMPACT
Of the $56.3 million on Preliminary FY2018 Capital Budget, the total contribution from the three member agencies is $15 million, or $5 each. Federal, State and other fund sources make up the amount of $41.3 million, which is $3.2 million less than the revenue needed to fully fund the Preliminary FY2018 Capital Budget.

BACKGROUND
The capital budget is developed on an annual basis. A comprehensive call for projects was issued as part of the capital planning process. Capital project submittals were reviewed and prioritized for consistency with the SRTP, Full Funding Grant Agreement FGA request and policy objectives. In addition, the program was developed to leverage as much external funding and grants as possible.

Expenses:

The FY2018 Capital Budget is broken down into the following major categories:

- **State of Good Repair**: $30.9 million. Projects funded in this category will:
  - Continue to rehabilitate components of the current fleet of passenger cars and locomotives to ensure that vehicles will operate reliably up to the end of their duty cycles
  - Fund the Los Gatos Creek Bridge Replacement and Tunnel and Track Drainage Rehabilitation
  - Replace, maintain and upgrade signal and communication equipment

- **Legal Mandates**: $1.2 million.
  - The Preliminary Budget includes funding for a storm water program and for a transit asset management project.

- **Operational Improvements**: $25.2 million. Some of the highlights in this category include:
  - Improvements at the South San Francisco Station ($21.6 million)
  - Continued installation of safety fencing along the right-of-way
  - Providing greater operational flexibility for a new control point at Brittan Avenue

- **Planning Studies/Contingency**: $2.2 million. This category includes:
  - Contingency funding for rail and engineering projects,
  - Capital project development and management, and
  - An update to the grade crossing hazard analysis
Revenues:

Revenues to fund the Preliminary Capital Budget come from several sources. Federal funding totaling $19 million is available primarily for:

- Systemwide Track Rehabilitation - rehabilitation and replacement of rail and related civil structures on Caltrain Corridor, as well as ongoing state of good repair track work, bridges, and structures along the Caltrain right-of-way.
- Communication System/Signal Rehabilitation – rehabilitation and replacement of the existing signal systems and communication/radio systems.
- Revenue Vehicle Rehabilitation – rehabilitation on overhauls and repairs/replacement to key components of the Caltrain rolling stock, to maintain it in a state of good repair and to extend the useful life of the fleet.
- Los Gatos Creek Bridge.

State funding from the recently-approved Senate Bill 1 (SB 1) will be available in FY2018, and based on the preliminary projection, Caltrain may potentially receive up to $3.9 million. This new source of revenue is critical to the Caltrain FY2018 budget but we are slightly short by $3.2 million to a balanced budget.

To meet the requirement of the Core Capacity Plan for the Peninsula Corridor Electrification Project, the partner agencies each committed to fund approximately $7.5 million annually to Caltrain’s capital program. However, as a result of its own budget shortfall, Santa Clara Valley Transportation Authority is unable to commit more than $5 million to the Caltrain capital program in FY2018 and FY2019, effectively capping the other partners’ contributions as well.

Prepared By: Sam Le, Manager, Budgets 650.508.6426
Ladi Millard, Director, Budgets & Financial Analysis 650.508.7755
## FY2018 CAPITAL PRELIMINARY BUDGET

### Item 1: SOGR

#### 1. Right of Way / Signal & Communications

<table>
<thead>
<tr>
<th>Item</th>
<th>Project Title / Description</th>
<th>Preliminary FY18 Budget</th>
<th>Unconstrained</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Signal SOGR FY18</td>
<td>325,000</td>
<td>650,000</td>
</tr>
<tr>
<td>2</td>
<td>Communications SOGR FY18</td>
<td>500,000</td>
<td>1,000,000</td>
</tr>
<tr>
<td>3</td>
<td>Systemwide Track SOGR FY18</td>
<td>3,000,000</td>
<td>6,200,000</td>
</tr>
<tr>
<td>4</td>
<td>Control Point Brittan (Track SOGR Component)</td>
<td>500,000</td>
<td>500,000</td>
</tr>
<tr>
<td>5</td>
<td>Los Gatos Creek Bridge</td>
<td>4,999,588</td>
<td>4,999,588</td>
</tr>
<tr>
<td>6</td>
<td>Tunnel 1 &amp; 4 Track and Drainage Rehabilitation</td>
<td>8,000,000</td>
<td>8,000,000</td>
</tr>
<tr>
<td>7</td>
<td>Marin &amp; Napolean Street Bridge Replacement</td>
<td>-</td>
<td>1,100,000</td>
</tr>
<tr>
<td>8</td>
<td>Rail Grinding Year 2</td>
<td>-</td>
<td>710,000</td>
</tr>
</tbody>
</table>

#### 2. Rolling Stock

<table>
<thead>
<tr>
<th>Item</th>
<th>Project Title / Description</th>
<th>Preliminary FY18 Budget</th>
<th>Unconstrained</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>MP36 Mid-Life Overhauls</td>
<td>6,695,614</td>
<td>13,391,227</td>
</tr>
<tr>
<td>10</td>
<td>MP36 SOGR</td>
<td>189,360</td>
<td>189,360</td>
</tr>
<tr>
<td>11</td>
<td>F40 In-Frame Overhauls</td>
<td>2,100,000</td>
<td>2,100,000</td>
</tr>
<tr>
<td>12</td>
<td>F40 SOGR</td>
<td>860,733</td>
<td>860,733</td>
</tr>
<tr>
<td>13</td>
<td>Bombardier Cars SOGR</td>
<td>567,625</td>
<td>587,625</td>
</tr>
<tr>
<td>14</td>
<td>Gallery Cars SOGR</td>
<td>1,782,343</td>
<td>1,782,343</td>
</tr>
<tr>
<td>15</td>
<td>Gallery Overhauls</td>
<td>-</td>
<td>8,503,928</td>
</tr>
<tr>
<td>16</td>
<td>Bombardier Overhauls</td>
<td>-</td>
<td>8,314,412</td>
</tr>
<tr>
<td>17</td>
<td>Other MOE (includes CEMOF, minor parts and activities)</td>
<td>-</td>
<td>1,167,382</td>
</tr>
</tbody>
</table>

#### 3. Station & Intermodal Access

<table>
<thead>
<tr>
<th>Item</th>
<th>Project Title / Description</th>
<th>Preliminary FY18 Budget</th>
<th>Unconstrained</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>Bayshore Station Painting Project</td>
<td>-</td>
<td>500,000</td>
</tr>
<tr>
<td>19</td>
<td>Station Enhancements and Renovation</td>
<td>-</td>
<td>330,000</td>
</tr>
<tr>
<td>20</td>
<td>San Francisco Station Building Coorosion Study &amp; Rehab</td>
<td>-</td>
<td>350,000</td>
</tr>
<tr>
<td>21</td>
<td>Diridon Station Repairs</td>
<td>-</td>
<td>870,000</td>
</tr>
<tr>
<td>22</td>
<td>Stations FY18 SOGR</td>
<td>250,000</td>
<td>500,000</td>
</tr>
<tr>
<td>23</td>
<td>Ticket Vending Machine Rehab Program</td>
<td>495,000</td>
<td>1,500,000</td>
</tr>
</tbody>
</table>

#### All SOGR Subtotal

<table>
<thead>
<tr>
<th></th>
<th>Preliminary FY18 Budget</th>
<th>Unconstrained</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 23</td>
<td>12,826,365</td>
<td>35,177,010</td>
</tr>
</tbody>
</table>

### ii. LEGAL MANDATES AND REQUIRED ENHANCEMENTS

- PTC Integration (Sunnyvale and CP Brittain): 500,000
- Transit Asset Management (TAM): 840,000
- MS4 Stormwater Program - Year Five: 300,000

#### ii. OPERATIONAL IMPROVEMENTS/ENHANCEMENTS

- Fiber Connectivity Implementation: 1,907,000
- Wireless Communications for PCEP: 400,000
- Caltrain Bike Parking Management Plan: 500,000
- Grade Crossing Improvement FY17: 808,867
- New Control Point Brittan: 2,250,000
- Right of Way Fencing Project: 908,900
- South San Francisco Station Improvement Project: 21,636,000

#### iv. PLANNING-STUDIES

- Capital Project Development: 500,000
- Capital Program Management: 500,000
- Capital Contingency Funds - Engineering: 330,000
- Capital Contingency Funds - Rail: 660,000
- 2017 Engineering Standards Update: 665,000
- Caltrain Design Criteria Sustainability Update: 100,000
- Caltrain Grade Crossing Hazard Analysis Update: 300,000

#### Grand Total Project Cost

<table>
<thead>
<tr>
<th></th>
<th>Preliminary FY18 Budget</th>
<th>Unconstrained</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 34</td>
<td>25,203,767</td>
<td>28,410,767</td>
</tr>
</tbody>
</table>

### Revenue Source

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Preliminary FY18 Budget</th>
<th>Unconstrained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funded with Anticipated Federal Formula Funds</td>
<td>13,227,850</td>
<td>17,927,850</td>
</tr>
<tr>
<td>Funded through Separate Plan / Other Sources</td>
<td>23,044,900</td>
<td>23,044,900</td>
</tr>
<tr>
<td>Senate Bill 1 (SB1)</td>
<td>3,943,573</td>
<td>3,943,573</td>
</tr>
<tr>
<td>Total Partner Contribution ($5M/partner)</td>
<td>15,000,000</td>
<td>15,000,000</td>
</tr>
<tr>
<td>Deficit</td>
<td>3,249,251</td>
<td>40,961,896</td>
</tr>
</tbody>
</table>
Explore potential new Caltrain electric trains

**Feedback**

**Enhancements**

**Bikes**

**Seats**

**Service**

All train's new electric trains are a key component of the Caltrain Modernization (CalMod) program that will enhance the speed, especially safety, and comfort of Caltrain’s commuter rail.

**Why high-performance electric trains**

Caltrain plans to purchase new high-performance electric trains to replace the current diesel locomotive trains.
TO: Joint Powers Board

THROUGH: Jim Hartnett
Executive Director

FROM: Mark Simon
Chief of Staff

SUBJECT: CALTRAIN BUSINESS PLAN

ACTION
This report is for information only. No Board action is required.

SIGNIFICANCE
At the April Board meeting, Peninsula Corridor Joint Powers Board (JPB) staff will make an informational presentation to seek feedback on the proposed work program for the development of a Caltrain Business Plan.

The Caltrain Business Plan will be an implementing document for the Caltrain Strategic Plan (2014) that also builds upon the 10-year, fiscally constrained capital and operating plans included in the forthcoming Caltrain Short Range Transit Plan (SRTP). When completed, the Business Plan will:

- Provide a framework for addressing the expanding demands for traffic congestion relief in the region and begin to define the potential role for Caltrain in addressing that significant issue
- Develop a framework for addressing JPB’s ongoing and unsustainable operating and capital funding, including a range of near-term and long-term options for further consideration
- Outline the potential range of improved Caltrain services that are enabled by the system’s electrification and articulate the benefits and costs associated with each
- Identify supplemental capital projects needed to fully modernize the railroad and realize the full benefit of the public’s investment in electrification
- Develop cost, revenue and funding targets that support improved Caltrain services and ensure the agency’s ongoing financial stability
- Define opportunities for the long-term expansion of the Caltrain system and develop a consistent business framework for ongoing coordination with regional and State projects
- Develop a long-range, unconstrained vision for Caltrain and define the capital and operating needs necessary to achieve that vision
Critically, the Business Plan will also form the basis for the JPB’s participation in potential local, regional and state funding initiatives contemplated in the 2018 timeframe.

**BUDGET IMPACT**
There is no impact on the budget.

**BACKGROUND**
The Board adopted Caltrain’s Strategic Plan in 2014, setting a vision for the agency to provide a safe, reliable, sustainable modern rail system that meets the growing mobility needs of the San Francisco Bay Area region. Within this broad vision, the plan elaborates a range of focus areas, goals and objectives that provide guidance around critical policy and business choices.

Since the plan’s adoption, the JPB has significantly advanced its Modernization Program. The agency has environmentally cleared the Peninsula Corridor Electrification Project (PCEP) at both the State and Federal levels and has issued limited notice to proceed contracts for the construction of both the electrified infrastructure and electric multiple unit trains. During this time the agency has also adopted a SRTP providing a baseline, 10-year projection of one way that Caltrain’s service and capital plans could evolve in the context of an electrified system.

As the PCEP moves into construction, the JPB has the opportunity to refocus its business model and ensure that it is taking full advantage of the public’s investment in an electrified system. This means evaluating a range of options for improving and expanding rail services and better understanding their benefits and costs to Caltrain’s customers and the region. The JPB also needs to identify additional capital investments that may be needed to supplement and complement electrification to truly enhance and modernize the entire railroad.

Planning for Caltrain’s business success also means achieving financial stability by aligning the railroad’s costs and service delivery with available revenue streams. Lacking a dedicated funding source beyond fare box revenues, Caltrain has struggled with its annual budgets. The lack of a dedicated funding source has the potential to undermine Caltrain’s ability to maintain the system and sustain levels of service that meet the needs of the region. Caltrain’s Business Plan will seek to identify new revenue streams and funding sources and will establish framework for controlling costs and ensuring long term financial stability for the railroad and its funding partners.

Prepared by: Sebastian Petty, Senior Policy Advisor 650.622.7831
AGENDA ITEM # 10
MAY 17, 2017

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

TO: JPB CAC
FROM: Joe Navarro
Director, Rail Transportation

SUBJECT: STAFF REPORT

On-time Performance (OTP) –

- April: The April 2017 OTP was 95.8% compared to 88.9% for April 2016.
  - Vehicle on Tracks – There were five days, April 6, 15, 18, 24 and 25, with a vehicle on the tracks that caused train delays.
  - Mechanical Delays – In April 2017 there were 637 minutes of delay due to mechanical issues compared to 2148 minutes in April 2016.

- March: The March 2017 OTP was 96.5% compared to 93.2% for March 2016.
  - Vehicle on Tracks – There was one day, March 4, with a vehicle on the tracks that caused train delays.
  - Mechanical Delays – In March 2017 there were 408 minutes of delay due to mechanical issues compared to 817 minutes in March 2016.

Electrification Capacity Clarification for Full Funding Grant Agreement (FFGA) – A separate memorandum has been issued to the JPB Board Members (which will be included in their reading files) to address public comment and questions regarding capacity submitted as part of the FFGA application for the Peninsula Corridor Electrification Project (PCEP). The memo will also be included in the meeting materials for the public and will be posted on the webpage.

Caltrain Post-Timetable Implementation Monitoring – Caltrain’s updated weekday timetable to facilitate Construction Work Windows for the Peninsula Corridor Electrification Project (PCEP) which supports the entire capital program and implement limited changes during the weekday peak hour service was effective on Monday, April 10, 2017. Staff continues to monitor on-time performance, train capacity and customer feedback. Adjustments to equipment cycles post-implementation have been made to help improve capacity on crowded trains.
Caltrain 2017 Annual Count Survey – A summary presentation to the Board is targeted for June and the full report is targeted to be posted on the Caltrain website by the end of July.

- **Special Event Train Service** –

  - **Services Performed:**

    o **San Jose Sharks** – The San Jose Sharks hosted three regular season home-games in April. Total additional post-game riders boarding at San Jose Diridon was 658. Year-to-date additional ridership, including preseason and regular season, boarding at San Jose Diridon is 14,585 which represents a 20 percent increase compared to the same number of games in the 2015/2016 season.

      The San Jose Sharks also hosted three playoff home-games vs. the Edmonton Oilers in April. Total additional post-game riders boarding at San Jose Diridon was 959. Average ridership per game, compared to the 2015/2016 playoffs, represents a 23 percent decrease. The Oilers beat the Sharks 4-2 in game 6, ending the Sharks post-season run.

    o **Giants Baseball** –

      - **March Closeout**

        The Giants held two exhibition games at AT&T Park on Thursday, March 30, at 7:15 p.m. and Friday, March 31, at 7:15 p.m. Caltrain provided special post-event trains for both games. Total ridership (including regular riders), alighting and boarding at San Francisco station, was 23,084.

      - **April**

        The Giants held fourteen home games at AT&T Park. Caltrain provided two special post-event trains for games held during the day. Total ridership (including regular ridership*), alighting and boarding at San Francisco, was 167,987. We will be able to provide a comparison of special event ridership to last year once the annual count report is complete.

  - **Services Scheduled:**

    o **Giants Baseball** – Regular season continues through October. Caltrain will provide regular baseball service for all home games.

    o **U2 Concert at Levi’s Stadium** – On Wednesday, May 17 at 6:30 p.m. U2 brings the Joshua Tree Concert Tour to Levi’s Stadium. Caltrain will provide one extra post-event northbound local train that will depart Mountain View Station approximately 75 minutes after the event ends, or when full. Post-event service will be coordinated with connecting VTA light rail service.

    o **Bay to Breakers** – On Sunday, May 21, 2017 Caltrain will operate four scheduled special pre-event trains and three extra post-event trains
departing at 1:10 p.m., 2:10 p.m. and 3:10 p.m. that will express from SF to Belmont and make all local stops to San Jose Diridon for the Bay to Breakers Race which starts at 8:00 a.m. in San Francisco. Pre-sales for One-way, Day Passes, and parking permits will be available at TVMs beginning on Thursday, May 18, 2017 by selecting the “Bay to Breakers” button. There will be field staff and ambassadors at the San Jose Diridon and Palo Alto stations pre-event to assist passengers. Alcohol will be prohibited on the special trains.

- **Memorial Day Holiday Service** – On Monday, May 29, 2017 Caltrain will operate a Sunday schedule in observance of the Memorial Day holiday. The weekend Tamien-San Jose Diridon shuttle will also operate that day.

- **Capital Projects** –
  
  This information is current as April 24, 2017 and may be subject to change between April 24 and May 4, 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 final bridge at 22nd Street Bridge is expected to be open for vehicular traffic in end of May.

  **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. Bids for the construction contract were received on April 26, 2017 and are under evaluation. Award of the contract is expected in the spring 2017 only if and when funding issues are resolved with anticipated High Speed Rail funds. Once awarded, 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. Construction activities located outside of the creek area were in progress such as 3rd party utility relocations, construction of retaining walls and environmental mitigation measures. Due to environmental regulations, the timeline for work that is situated within the creek’s waterways is restricted from mid-June to mid-October of 2017. Construction is forecasted to complete by early 2018. This project has been hampered by issues related to the excessive rainfall and other unforeseen conditions.

  **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 two new plazas in downtown South San Francisco to the west and the shuttle area to east. Upon completion, the hold-out rule at this station will be removed that currently impacts the overall system operational efficiency. The construction contract was advertised
for bids on April 12, 2017 and bids are due at the end of May. Construction is forecast to begin in the summer of 2017 and complete in 2019.

**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.

Construction was completed in January. Agency staff is currently conducting integrated testing with the existing Predictive Arrival/Departure System (PADS) software that displays expected train times. The signs will be activated upon completion of Integrated Testing that is expected in May.

**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 Avenue 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’s improvements in the same area.

The construction contract is expected to be advertised for bids on April 25, 2017. Construction is planned to start in the summer of 2017 and complete by 2018.

**FY16 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 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 the construction contract is the scope of another project for the installation of medians at five crossings in Santa Clara County. The scopes of the two projects were combined into a single construction contract to improve cost and administrative efficiency. These medians are required by the FRA 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. The bid package is waiting for the receipt of Federal Railroad Administration grant funds, expected in June, before proceeding with advertisement of the construction contract for bids.
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.

Service Operations
In the short-term (six-18 months), the taskforce is spearheading efforts:
- Caltrain Weekend Timetable Update:
  - Staff continues to monitor on-time performance, train capacity and customer feedback. Adjustments to equipment cycles post-implementation have been made to help improve capacity on crowded trains.
Implementation of Weekend Service pending receipt of FFGA funding.

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 FY17.

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:
- Continue to identify 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
- Partner with Rail Operations department to implement changes to better enhance the customer experience

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 the end of 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
- Exploring fare and parking changes. More information on website at www.caltrain.com/proposedfarechanges

In the long term (24 months+), the taskforce is spearheading efforts to:
- Investigate potential of procurement of new TVMs

System Cleanliness
In the short-term (six-18 months), the taskforce is spearheading efforts to:
- Continue to monitor process improvement procedures to ensure equipment cleanliness
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations
AGENDA ITEM # 10 (b)
MAY 17, 2017

JPB CAC Work Plan

June 21, 2017
- Annual Passenger Counts

July 19, 2017
- Update on Mobile Ticketing Application
- VMS Station Signage
- Proposed Tariff Changes

August 16, 2017

September 20, 2017

October 18, 2017

November 15, 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
- Grade Crossings Improvements
- Caltrain SRTP
- How schedules are made – requested 2-15-17 by Jonathan
- Bike Parking Management Plan Update – requested 2-15-17 by Brian
- Communications-based Overlay Signal System Update – requested 4-19-17 by Brian

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