



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

June 19, 2019 – Wednesday

5:40 p.m.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of May 15, 2019
4. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
5. Chairperson's Report
6. Committee Comments
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. Diridon Update (Melissa Reggiardo)
8. 2019 Annual Passenger Count (Yu Hanakura)
9. Wi-Fi Update (Joe Navarro)
10. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
July 17, 2019 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:** Lauren Fernandez, Martin Romo, Brian Shaw (Chair)
San Mateo County: Adrian Brandt, Ricardo Valenciana (Vice Chair)
Santa Clara County: Cat Tucker, Larry Klein, Paul Escobar

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Committee 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 Committee Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Committee 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 Committee 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 650.508.6223, 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 MAY 15, 2019

MEMBERS PRESENT: A. Brandt, L. Fernandez, L. Klein, M. Romo, C. Tucker, R. Valenciana (Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: K. Burke, P. Escobar,

STAFF PRESENT: C. Fromson, D. Provence, S. Petty, C. David, J. Navarrete, J. Navarro

Chair Brian Shaw called the meeting to order at 5:43 p.m. and led the Pledge of Allegiance.

Chair Shaw introduced new CAC member Martin Romo representing San Francisco County.

Member Ricardo Valenciana arrived at 5:45 p.m.

APPROVAL OF MINUTES OF APRIL 17, 2019

Motion/Second: Klein / Tucker

Ayes: Brandt, Fernandez, Romo, Valenciana, Shaw

Absent: Burke, Escobar

**APPROVAL OF CITIZENS ADVISORY COMMITTEE AND BICYCLE ADVISORY COMMITTEE
JOINT WORKSHOP MINUTES OF APRIL 17, 2019**

Motion/Second: Tucker / Klein

Ayes: Brandt, Fernandez, Romo, Valenciana, Shaw

Absent: Burke, Escobar

PUBLIC COMMENT

Scott Yarbrough, San Francisco, commented on the EMC research polling data presented at the May 2nd JPB meeting. He stated that it suggests that public opposition to a "Caltrain Tax" increases when the opposition arguments highlight Caltrain's perceived affluent technology industry customers, and public support increases when arguments focus on reduction of traffic on freeways and the environmental benefits of cleaner air.

Scott also stated that the EMC data provide evidence that this evening's Caltrain staff recommendation of an EMU design that reduces on board bike capacity and increases dependence on bike and scooter share "micromobility" subsidiary companies owned by car corporations such as Uber, will potentially undermine Caltrain's public support for a Caltrain tax.

He then stated that the National Association of City Transportation Officials (NACTO) data, included in this evening's staff presentation on EMU redesign, show that 70% of micromobility companies do not offer discounts for low income users. That means Caltrain expects many current Caltrain users to pay for both, privately owned ride/bike/scooter share and Caltrain's costly fares.

Scott said that Caltrain will be asking the public to pay for a tax increase to create a reliable public funding source while simultaneously implementing policies that increase the cost of accessing Caltrain, enrich private transportation network companies through customer dependence on ride/bike/scooter share, and decrease air quality by increasing freeway traffic when cyclists decide to abandon their bikes and return to driving on freeways. Caltrain would no longer be a reliable and cost effective alternative.

Scott also said that if the JPB approves the staff recommendation to "redesign" EMU cars by simply adding three seats to the current EMU bike car, the JPB will make Caltrain vulnerable to opposing tactics identified by EMC.

Shirley Johnson, San Francisco, commented on the potential ballot measure for Caltrain dedicated funding. She said there is only 63% or 64% public support now and Caltrain will need to improve its image with the public to be able to get the 2/3 vote needed for the measure to pass. She said the way to improve public image is to listen to customers and keep promises made to the public. She said that it is important to pay attention to the hundreds of emails and over 1000 people who signed a petition for seats within view of bikes and more bike capacity on electric trains. The Joint Powers Board promised an 8:1 ratio of seats-to-bike-spaces on electric trains and she stated that the board must keep that promise. She said she is concerned that if Caltrain doesn't keep its promises, it will tarnish Caltrain's public image and make it hard for Caltrain to get the 2/3 vote needed.

George Kranen, Belmont, stated that although he appreciates the Eligible Discount offered with fares for riding the train, he said that there is a need to also offer Eligible Discounts for parking. He stated that BART does not charge for parking on weekends or holidays and would like to pay at least half the price for parking at Caltrain. He said that the \$5.50 for parking makes it uneconomical for patrons and requested the CAC to propose an Eligible Discount for parking to the JPB.

Anne de la Rosa, San Mateo, stated that she lives in the Hayward Park neighborhood of San Mateo and would like a voice over the prospective Rail Maintenance yard, spur track and service road that Caltrain intends to construct between 9th and 14th Avenues.

Until she demanded to be informed on why 5 feet of above grade level dirt was being dumped next to the tracks behind her home in San Mateo, she and her neighbors had not been notified of this proposed project. She and her neighbors feel that it is being pushed through and would like to have the input and support of the Citizens Advisory Committee to demand that this project not be allowed to proceed in a residential neighborhood. She stated that it will be a permanent facility to replace the one near 28th Ave. Night construction will take place on a regular basis, at least two times a week, and stated that it is unacceptable in a residential neighborhood.

She stated that she has contacted the city council members and they have set up a public Meeting on May 21st at 6pm at the International Brotherhood of Electrical Workers Hall 1701 Leslie Ave, San Mateo.

She stated that she and her neighbors would like a voice with the Advisory Committee before this public meeting takes place as well as request that they attend the meeting on the 21st.

She stated that the construction needs to be stopped in its proposed location and alternate locations need to be put forward.

CHAIRPERSON'S REPORT

None

COMMITTEE COMMENTS

Member Adrian Brandt stated that there was another derailment this past week and three in February and requested staff to fix the problem.

Vice Chair Ricardo Valenciana requested staff to provide more information on the San Jose derailments.

Chair Shaw advised the committee that information regarding the derailments would be provided by staff during the staff report.

CALTRAIN BUSINESS PLAN UPDATE

Sebastian Petty, Principal Planner, presented the Caltrain Business Plan Update. The full PowerPoint presentation can be found on caltrain.com

Chair Brian Shaw advised that committee comments will be made after public comments.

Public comment:

Shirley Johnson, San Francisco, stated that the VTA model does not include bikes on board and Caltrain currently has 10% - 15% of its passengers bringing a bike on board

and is a big chunk of passengers being left out. Shirley Johnson also thanked Sebastian Petty for the presentation and staff's forward thinking.

George Kranen, Belmont, stated that grade separations are important when it comes to having 6 to 10 trains per hour as a single suicide or vehicle strike would be a catastrophe. He stated that 15k to 30k passengers would be trapped on the train for hours with only one latrine on the train. He stressed that grade separations are important for those reasons.

Scott Yarbrough, San Francisco, stated that suicide is an impulsive behavior, especially with adolescents and said that a grade separation would help prevent this impulsive behavior.

Committee Comments:

Member Cat Tucker asked regarding grade separations, whether it is a federal requirement. Mr. Petty responded that the legal requirements for grade separation are high, when a train goes over 125 mph or when more than 4 tracks exist. Mr. Petty said that the plan includes grade separations because the cities have expressed the desire for them due to traffic.

Member Larry Klein referred to page 28 of the slide presentation, 2040 Peak Hour Crowding by Scenario. Since the plan assumes eight and ten car trains, he suggests staff to consider platform length during construction as it will save money in the long run. He stated that it was an issue when the Sunnyvale platform was extended to fit six car trains, however it appears that Caltrain is planning for eight car trains. Mr. Petty stated that the intension of the business plan is to plan out a long range vision and work backwards so that when an individual station project is needed, with the business plan considered, staff can be confident that it is building for the future. Member Klein stated that there are no baby bullet stops in Sunnyvale although there is a high density of office space. He stated that although those office spaces are within walking distance from the Sunnyvale Caltrain station, they have to run shuttles from Mountain View. Member Klein stated that the business plan does not capture that. Mr. Petty stated that during the service planning, staff conducted an initial market assessment that looks at the growth programmed in different communities and it shows that Sunnyvale has realized a lot of growth with more on the horizon. In terms of near term changes, staff will continue to adopt a long range vision and work backward and look at nearer term options including the land uses in Sunnyvale.

Member Martin Romo asked, in regards to the crowding scenario, does staff have a similar metric to compare to Metro subway ridership and also asked at what percentage of capacity would trigger a fare increase? Mr. Petty responded that the Metro system is higher than the 135% and only BART gets above 200% capacity. Most models across the U.S. do not include capacity constraining. San Francisco and New York are the only cities that have models that have built in that functionality. Later on in the planning process there will be fare modeling. Ultimately, that is a big decision for the board.

Member Adrian Brandt stated that level boarding, end to end, is time savings and a huge impact and he did not see it in the business plan and asked whether it was figured in. Mr. Petty responded that it is already assumed in one of the investments. Member Brandt suggested that the plan should highlight the fact that level boarding is assumed. Mr. Brandt then referred to slide 35, Safety, and pointed out the red line graphs that point out fatalities at various crossings. Mr. Brandt stated that more than half would disappear because most of the red represent pedestrians and most of the blue represent vehicles. He stated that staff needs to be careful with conflating safety with suicide as suicide is not a safety issue and is not preventable.

Member Lauren Fernandez corrected Member Brandt and stated that research shows that suicide is a safety issue and that there are things that can be done to prevent suicides.

Vice Chair Ricardo Valenciana stated that more and more companies are adopting flexible schedules for employees and asked whether there are any fluctuations with limited and bullet trains at later times in the morning. Mr. Petty responded that there are general assumptions with expanded levels of off-peak service that include all day express service, not highlighted in the presentation.

Chair Brian Shaw said when talking about improving the capacity of the corridor in order to deal with the projected growth, how important are the grade separations to achieving the high growth scenario vs. investing in extending platform lengths to accommodate the longer train sets to accommodate the growth. Mr. Petty stated that one is not more important than the other and is part of the package. He also stated that this is not one project and is a path of growth that is made up of a lot of individual projects; it is a total vision for the corridor.

LEGISLATIVE UPDATE

Casey Fromson, Director, Government and Community Affairs, provided the Annual Legislative Update.

The 2019 Legislative Program establishes the principles that will guide the legislative and regulatory advocacy efforts. Based on those principles, staff coordinates closely with our Federal and State advocates on a wide variety of issues that are considered in Congress and the State legislature.

Casey stated that each year Caltrain adopts a legislative program that helps guide staff's advocacy, efforts and positions in the 2019 calendar year. The three main objectives are:

1. To maintain enhanced funding opportunities to support Caltrain projects and plans
2. Seek a regulatory environment that streamlines project delivery and maximizes the ability to meet transportation needs
3. Reinforce programs that build and incentivizes public transportation ridership

Casey advised the Committee that staff will provide the legislative update closer to the beginning of the year in 2020. Chair Shaw stated that it will give the public an opportunity to comment when it is placed on the CAC agenda.

Committee Comments:

Member Adrian Brandt asked Casey whether she would like to comment on the top two relevant bills. Casey responded that at the federal level there are two major things that are happening: On the Senate side, there is a start of a process of reauthorization of the FAST act to increase funding. On the house side there is an infrastructure package that would go beyond the reauthorization. The timing is not clear with going forward with that. The big question is how the funding can flow to a much bigger infrastructure package.

ELECTRIC TRAIN RECONFIGURATION AND BIKE IMPROVEMENTS AT STATIONS

Casey Fromson, Director, Government and Community Affairs, and Dan Provence, Principal Planner, provided Electric Train Reconfiguration and Bike Improvements at Stations presentation.

Chair Brian Shaw thanked Casey for putting together the joint CAC and BAC workshop last month.

The full PowerPoint presentation can be found on caltrain.com

Public Comments:

Karen Stevenson, Sunnyvale, stated that she travels with her bike from Sunnyvale to San Francisco five days a week and values using Caltrain. She attended the reconfiguration workshop last month and strongly encourages a three car bike option. She said that she understands providing seats to riders without bikes and that she was a passenger without a bike when she broke her arm and was unable to ride a bike; however it added 45 minutes to her commute. She said that it comes down to accessibility, convenience and having control of your commute and that a three bike car option is a win/win for all passengers.

Shirley Johnson, San Francisco, referred the committee to slide 8 of the presentation, Financial Implications: On board bikes. She stated that the per seat/bike space cost is \$53.8k and it includes the sunk cost of the train. She stated that whether you have seats or bikes, the sunk cost is the same. She said that the cost that really matters is the difference between the bike rack and the cost of 4 seats. She stated that the bike rack will be cheaper than putting in seats. She also commented on the configuration workshop. She said that the reason for the workshop was due to the hundreds of emails and the petition signed by over a thousand passengers requesting having seats in view of bikes and not to have things worse than today. Today there is one seat in view of two bikes, and bike theft still takes place. Shirley says that Caltrain is taking a step backwards, unless staff decides to go with four bike cars instead. She said that four

bike car configuration was not an option at the workshop and is asking staff to look at four bike cars.

Scott Yarbrough, San Francisco, commented on the layout of the trains. He stated that dwell time will increase with the current layout as there is limited isle space whether there is level boarding or not. He also commented on slide 11 and stated that the NACTO data that is referenced, National Association of City Transportation Officials, most of those data points are made up of New York City data, where they do not allow bikes on board. The data is misleading because only 2 cities of the 6 that contributed those data are west of the Mississippi and none are in California. He said that the scooter share growth is not applicable to Caltrain for that reason. Most of the bike and scooter share will be used for places like Sunnyvale where people rely on their bikes for both ends of their commute. He stated that many people will not be able to access the micromobility options because they need their bikes on both ends of their commute and will end up back in their cars. When it comes to the public supporting a tax to increase Caltrain funding, the public will look at the positive reduction of cars on the road and clean air. These are two things that are supported with bikes on board Caltrain.

Andy Chow, Redwood City, stated that he attended the workshop last month and said that he is concerned that passengers with disability will need seats closer in the lower level and hopes that there will be seats for persons with disability in all cars instead of having a designated location for boarding as it is already difficult for them to walk and may be harder for them to walk further away from the doors to their seats. He also stated that some passengers would rather see all cars allow bikes to board however Mr. Chow's concern with that is that persons with disabilities and bike passengers need space and it will be difficult if they have to share space. In addition, regarding the cost for bike space, it is more than just the cost of the installation; it is the cost of the real estate space.

Drew stated that he attended the workshop last month and said that there were discussions to view the entire train and that never happened and that there was also discussion regarding a four bike car option that was never offered. His question is how it went from four different options to one option, the three car option. He said that flexibility is worth money at some level, like being able to have flip-up seats. He asked staff to provide the reason for the train configuration option chosen so that the public better understands the reasoning behind the choice.

Committee Comments:

Chair Brian Shaw asked Ms. Fromson whether the committee needed to vote on the Electric Train Reconfiguration option. Ms. Fromson stated that a vote is not needed; however it would be helpful for staff to know whether there is a consensus among the committee. Chair Brian Shaw stated that the committee will provide a recommendation from the group on this proposal to help inform the board.

Member Lauren Fernandez said that she appreciates the inclusion of survey data. It helps those that were unable to attend the workshop. Ms. Fernandez questioned the

proposed design and space to include tables. She said that it takes up a lot of space on the train and expressed her pushback on the inclusion for tables. Dan Provence responded that four seats with a table take up the same space as seats that are in a row lined up because people share the same space leg space no matter the configuration.

Member Adrian Brandt said that the comment regarding that no one recommended more than seventy two spaces, needs an asterisk because staff constrained the groups to two or three cars. He stated that had there been the option to look at four bike cars, there would have been at more than 72 seats. Mr. Brandt stated that he was disappointed that the groups were constrained to two or three bike cars. Mr. Brandt referred to slide 14 and asked Mr. Provence to explain the Rework keyed locker management. Mr. Provence stated that staff is looking to move away from the keyed lockers and move to on demand electronic lockers.

Member Martin Romo asked whether the agency can partner with micromobility groups. Mr. Provence stated that the agency is looking into partnering with those groups in San Francisco.

Member Larry Klein asked about the concept for reconfiguration for leaning with crowded trains for standing riders. For example for Giants games trains. He asked whether that option is included in the plan. Ms. Fromson responded that overall the trains will be more comfortable to stand.

Member Cat Tucker stated that she attended the workshop last month and that the flexibility was due to compromising. She said that the data provided prior to the workshop reported that bike ridership was 10 percent of the total ridership. She stated that her input was based on the passengers as a whole. She stated that the consideration of the proposed configuration is for the entire corridor and the future growth of the corridor.

Member Lauren Fernandez referred to slide four and pointed out the difference from 2015 to 2018, a 12 percent increase in ridership and a decrease of bikes on board. She stated that bikes on board are not a growing population.

Member Adrian Brandt said that it would be a good idea to include grab handles for passengers to comfortably stand. He also stated that unlike passengers without bikes, bikes get turned away if cars are at capacity and may be the reason for the decrease in bike ridership because there is a cap.

Chair Brian Shaw advised that bike lockers are outdated and a better option would be bike rooms or bike cages as we see in San Francisco, Palo Alto and at Stanford. Brian highly recommends getting out of the bike locker business as they are an underutilized asset and unable to increase their productivity. Additionally, Chair Shaw stated that with the new proposed configuration, the ability for passengers to sit with their bikes has been improved with this design.

Mr. Joe Navarro, Deputy Chief, Rail Operations, stated that there are ongoing safety committees working towards securing the bikes. Mr. Navarro pointed out that the EMUs will be equipped with cameras. He also stated that station cameras are under consideration. This will improve security and help prevent theft.

VOTE TO SUPPORT STAFF RECOMMENDATION OF THE ELECTRIC TRAIN RECONFIGURATION - TWO BIKE CAR OPTION

Chair Brian Shaw asked the committee to vote yes or no to support staff's recommendation of the electric train reconfiguration, two-bike car option. Chair Brian Shaw stated that he will share the committees concerns along with the recommendation.

Motion to vote: Valenciana

Vote Yes to Support Recommendation: Brandt, Fernandez, Klein, Romo, Tucker, Valenciana, Shaw

Vote No to Support Recommendation: None

Absent: Burke, Escobar

Committee Comments:

Member Larry Klein voted yes with the caveat that before this moves forward the concept of standing, in the bike locations, is fully designed.

Member Adrian Brandt voted yes with the caveat that security issue, although improved, did not meet expectations with adequate number of seats in view of bikes. He also stated that he agreed with public comment regarding the concerns of the potential increase of dwell times and that the four car solution should have been an option.

Member Lauren Fernandez voted yes and also agreed with the concerns of potential increase of dwell times. She also talked about the security concern and stated that when the data was presented there were few bikes stolen on board and not sure whether there needs to be extra investment to detour problems that are not present.

Chair Brian Shaw stated that there is unanimous support with cautionary comments.

STAFF REPORT UPDATE

Joe Navarro, Deputy Chief, Rail Operations, reported:

On-time Performance (OTP)

- **April:** The April 2019 OTP was 93.6% compared to 92.6% for April 2018.
 - **Vehicle on Tracks** – There were two days, April 6 and 19 with a vehicle on the tracks that caused train delays.

- **Mechanical Delays** – In April 2019 there were 983 minutes of delay due to mechanical issues compared to 1007 minutes in April 2018.
- **Trespasser Strikes** – There were two trespasser strikes on April 10 and 22, both resulting in a fatality.
- **March:** The March 2019 OTP was 94% compared to 94.3% for March 2018.
 - **Trespasser Strikes** – There was one trespasser strike on March 29, resulting in a fatality.

SF Weekend Caltrain Closure Update – The April 1st 2019 timetable restored weekend service to and from San Francisco. The additional SF Weekend Train Service closures (Weekend Bus Bridges between Bayshore and SF station) after the April 1st, 2019 timetable update, have been cancelled. Expect regular weekend service

Special Event Train Service

- **Services Performed:**
 - **San Jose Sharks** – The SJ Sharks hosted four Stanley Cup playoff home games vs. the Vegas Golden Knights in the first playoff round on April 10, 12, 18 & 23. The Sharks advanced to the second playoff round of the playoffs and hosted the Colorado Avalanche on 4/26, 4/28, 5/4 and 5/8.
 - **Giants Baseball** – The Giants hosted thirteen regular season home games in May. Caltrain will provide regular baseball service for all home games.
- **Services Scheduled:**
 - Bay to Breakers – On Sunday, May 19, Caltrain will operate four scheduled special pre-event trains and extra post-event trains for the Bay to Breakers Race which starts at 8:00 a.m. in San Francisco. Riders are encouraged to purchase pre-sales for Day Passes available beginning, Monday May 13 on the new Caltrain Mobile App. This year pre-sales tickets will no longer be sold on ticket vending machines. 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
 - Bay to Breakers – On Sunday, May 19, Caltrain will operate four scheduled special pre-event trains and extra post-event trains for the Bay to Breakers Race which starts at 8:00 a.m. in San Francisco. Riders are encouraged to purchase pre-sales for Day Passes available beginning, Monday May 13 on the new Caltrain Mobile App. This year pre-sales tickets will no longer be sold on ticket vending machines. 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

- Capital Projects:
 - **F-40 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of three F40PH2C locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The work shall be completed off-site at contractor's (Motive Power) facility location at Boise, Idaho. The three locomotives are Locomotive #'s 920, 921 and 922.

Locomotives #'s 920 and 921 were shipped to the vendor's facility in February and March of 2018. Locomotive #920 has passed acceptance testing and has been shipped with delivery in San Jose in late April. Locomotive #921 is undergoing acceptance testing and the current shipment date is May 9, 2019.

Locomotive #922 is now scheduled to be shipped to the vendor's facility after Locomotive #920 is returned to minimize the number of locomotives that are off the property at any one time.

Locomotive #920 is in Oakland CA and scheduled to be put into service in two weeks.

Service Operations

- Caltrain Scheduled Special Event Train Numbers
 - Starting in Spring 2019, scheduled Special Event Trains are labeled with a "6" series in order to provide real time departure data which requires unique train numbers for each train schedule.
 - Examples of "6" series scheduled Special Event Trains include 2019 Caltrain Giants pre-event train service and 2019 Caltrain Bay to Breakers pre-event train service.
 - Please visit <http://www.caltrain.com/riderinfo/specialevents> for special events schedules
- **Fare/Ticket Vending Machine (TVM) Related Media**
 - Possible procurement of new TVMs. Prototype to be received in September and will present TVM screen layout and functionality to CAC later this year.
- **Recent Derailments**
 - An independent 3rd party will come in to review maintenance and procedures. A new track release procedure has been implemented and

staff has reviewed QA and QC procedures. The most recent derailment is still under investigation.

Public comment:

Shirley Johnson, San Francisco, stated that she respectfully requested to add an item to the work plan regarding the change in the public comment procedure where the public is no longer allowed to present slides. Shirley requested for the item to be added to the work plan to better understand the reason for the change.

Committee comment:

Chair Brian Shaw stated that he has asked staff about the change to the public comment procedures and that staff is looking into that and may be addressed in the staff report at a later date.

JPB CAC Work Plan

June 19, 2019

- Wi-Fi Update
- Diridon Update
- Explanation of JPB services

July 17, 2019

- Grade Crossing Improvements
- Camera System
- Visual Messaging System

Items to be scheduled

- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez
- Presentation on a plan to clean-up right of way – requested by chair, Brian Shaw on 8/15/18.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

June 19, 2019 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 8:38 pm

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

TO: JPB CAC
FROM: Joe Navarro
Deputy Chief, Rail Operations
SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **May:** The May 2019 OTP was 95.0% compared to 94.5% for May 2018.
 - **Vehicle on Tracks** – There were two days, May 2 and 25 with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In May 2019 there were 351 minutes of delay due to mechanical issues compared to 1014 minutes in May 2018.
 - **Trespasser Strikes** – There was one trespasser strike on May 15, resulting in a fatality.
- **April:** The April 2019 OTP was 93.6% compared to 92.6% for April 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on April 10 and 22, both resulting in a fatality.
- **SF Weekend Service Closures Update** – The additional SF Weekend Service Closures (Weekend Bus Bridge between Bayshore and SF stations) after the April 1st, 2019 timetable update have been cancelled for:
 - Saturday June 1st and Sunday June 2nd
 - Saturday June 22nd and Sunday June 23rd
- **Caltrain Mobile Quarterly Update** – During the first quarter of 2019, nearly 139,000 tickets were sold thru the app. There was an 18 percent increase in the number of downloads and ticket sales increased by 31 percent compared to the fourth quarter of 2018. moovel North America reported that Caltrain had the largest percentage increase in sales from the last quarter in 2018 to the first quarter of this year when compared to the other Bay Area mobile ticketing app powered by the vendor.

Since the implementation of the mobile payment (Google Pay and Apple Pay) in December 2018, credit card and PayPal users are converting to mobile payment. Apple Pay usage continues to grow at one to two percent per month within the first quarter. In March 2019, 18 percent of the tickets purchased were paid using Apple Pay.

Caltrain created a special event joint VTA Day Pass ticket for the College Football Playoff National Championship held at Levi's Stadium in January which was available for sale about one week prior to the event.

Caltrain continues to work with the vendor to enable daily parking purchase through the mobile ticketing which is expected to launch this summer.

Caltrain's mobile ticketing solution provider, moovel is becoming REACH NOW, a mobility joint venture between BMW Group and Daimler AG.

REVISED 6/17/19

o Special Event Train Service –

• Services Performed:

- o San Jose Sharks –** The SJ Sharks advanced to the second playoff round and hosted the Colorado Avalanche on 4/26, 4/28, 5/4 and 5/8.

The Sharks advanced to the Western Conference Finals of the Stanley Cup and hosted the St. Louis Blues on 5/11, 5/13, 5/19. The Blues eliminated the Sharks in the Finals (4-2), ending the Sharks post-season run.

Total additional riders for the regular season, boarding at San Jose Diridon station, was 8,930, which represents a 21 percent decrease compared to the 2017/2018 season.

Total additional post-game ridership for the six playoff home games in April was 1,762. Total additional post-game ridership for the five playoff home games in May was 778. Average additional ridership per game for the playoffs was 231, which represents a 36 percent decrease compared to the 2017/18 playoff average.

- o Giants Baseball –** The Giants hosted thirteen regular season home games in May. Total additional ridership alighting and boarding at San Francisco station, was 54,918. Year-to-date pre and regular season ridership, alighting and boarding at San Francisco station, was 58,283, a 41 percent decrease compared to the same number of games in 2018. Wet weather and lower attendance at Giants game may have impacted ridership.

- **Bay to Breakers** – On Sunday, May 19, Caltrain operated four scheduled special pre-event trains and extra post-event trains for the Bay to Breakers Race which started at 8:00 a.m. in San Francisco. Riders were encouraged to purchase pre-sales for Day Passes available beginning, Monday May 13 on the new Caltrain Mobile App. There was field staff and ambassadors at the San Jose Diridon and Palo Alto stations pre-event to assist passengers. Total northbound special trains ridership was 1,914, a decrease of 40 percent compared to 2018. Total southbound special trains ridership was 454, a decrease of 48 percent compared to 2018. Wet weather the day of event may have contributed to the event ridership decline.
- **Memorial Day Holiday Service** – On Monday, May 27, Caltrain operated a Holiday/Sunday schedule in observance of the Memorial Day holiday. The weekend Tamien-San Jose Diridon shuttle also operated that day.
- **Services Scheduled:**
 - **Giants Baseball** – Regular season continues through September. The Giants will host fifteen regular season home games in June. Caltrain will provide regular baseball service for all home games.
 - **San Jose Earthquakes at Stanford Stadium** – On Saturday June 29, at 6:30 p.m., the San Jose Earthquakes soccer team will host the Los Angeles Galaxy at Stanford Stadium. Caltrain will make stops at Stanford Stadium before and after the game.
 - **Gay Pride Weekend** – On Saturday, June 29, Caltrain will provide extra capacity post-festival to accommodate crowds. On Sunday, June 30, Caltrain will provide two special northbound express trains departing from San Jose for riders headed to the Gay Pride parade and festival in downtown San Francisco. Along with operating Giants Service for the 1:05 p.m. home game the same day, Caltrain will provide extra capacity post-parade and festival to accommodate crowds.
 - **Independence Day Holiday Service & SF Fireworks Service** – On Thursday, July 4, Caltrain will operate a Holiday/Sunday schedule in observance of the Independence Day holiday. The weekend Tamien-San Jose Diridon shuttle will also operate that day. Caltrain will also provide extra evening northbound service to accommodate passengers after the SF fireworks display in the Fisherman's Wharf area. The last northbound last train will depart SF at 12:05 a.m.
- **Capital Projects** –

The Capital Projects information is current as of May 17, 2019 and is subject to change between May 17 and June 6, 2019 (Board Meeting).

San Francisco Highway Bridges: Replace three obsolete overhead vehicular

bridges located in San Francisco at 23rd Street, 22nd Street, and Paul Avenue. Construction started in March 2015 and was substantially completed in May 2017.

Updated Memorandum to resolve Buy America issue with Caltrans was resubmitted for final approval. FHWA letter has also been routed for review and final acceptance. Discussions regarding cost reimbursement from the City of San Francisco for their Auxiliary Water Supply System (AWSS) are in progress. The AT&T relocation reimbursement request for performing utility relocation on their behalf is in the process of being transmitted.

San Mateo 25th Avenue Grade Separation Project: Raise the elevation of the alignment from Hillsdale Boulevard 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. Construction of the elevated rail alignment and the new Hillsdale Station will be phased to limit impact to the operating railroad.

The cutover and relocation of underground third-party fiber optic cables and Caltrain's Positive Train Control (PTC) Fiber Optic cable was completed at the end of March. Due to delays with the agreement with the Union Pacific Railroad, the cutover was delayed by 2-months. Construction of the new 28th Avenue Bridge, and 31st Avenue Bridges also continued. Construction of the Mechanically Stabilized Earthen (MSE) walls between 25th and 28th Avenues, the coping for the MSE Walls between Borel and 25th Avenue, and the ramp walls for the new location of the future Hillsdale Station by 28th Avenue also continued.

The temporary closure of the Hillsdale Station, to allow completion of the project, is now forecast to occur in the Winter of 2019 until Summer of 2020. During the temporary closure, enhanced bus and shuttle service to the Belmont Station will be provided to minimize the temporary passenger inconvenience.

Due to delays associated with obtaining UPRR approvals and its impact to beginning 3rd party fiber optic relocations; the project schedule has been affected. Overall construction completion is forecast to be approximately 12-months late, with the completion date extended from early 2020 to early 2021. In addition, to the schedule impacts, the project has experienced significant impacts due to the inefficiency of working around a live fiber facility, as well as incurring additional construction costs associated with installing and working around temporary steel plate, and soldier pile walls, required to protect the 3rd party fiber optic during construction. This project will require additional contract authority and is expected to make this request at the June Board meeting.

South San Francisco Station Improvements: Replace the existing side platforms with a new centerboard platform, construction of a new connecting pedestrian underpass to the 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.

In May, Third party utility relocations for water, gas and electric are currently in progress. Construction of utilities on Poletti Way also continued. Construction of foundations for the Overhead Contact System (OCS) poles for the Electrification project continued.

Critical third-party utility relocations that were originally scheduled to begin in November 2017 were delayed until August 2018 due to delays in obtaining Caltrans permits. Due to physical conflicts between third-party utility relocations and civil construction for critical path activities such as the pedestrian underpass, a partial suspension has been issued for construction to minimize delays and inefficiencies that would be caused by the stacking of the utilities and construction work. Critical path station related construction that was planned to resume in April 2019 is delayed until July 2019 due to delays in the relocation of existing PG&E gas and electric utilities. Relocation of Cal Water utilities has been completed. Non-critical path activities such as OCS foundations for the Electrification project and work on Poletti Way will continue during the suspension period. Project delays due to Caltrans issues and PG&E utility relocation are currently being assessed.

Ticket Vending Machine (TVM) Rehabilitation:

o Ticket Vending Machine (TVM) Rehabilitation: Upgrade the existing TVM Server and retrofit and refurbish two existing TVM machines to become prototypes for new TVM's so that the machines are capable of performing the functions planned for the current Clipper program. The prototype machine are to be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and have the ability of increasing the cash values of existing Clipper cards. There is also an option to retrofit 12 additional TVM's. There is an additional phase for the rehabilitation of the remaining 28 TVM's that will be requested for capital funding.

The contract Notice to Proceed was issued effective April 15, 2019 and design is in progress. Factory Acceptance Testing of the Mockup prototype is scheduled for August 2019 and completion of the 2 prototype machines is expected by the October 2019. The option for retrofitting 12 additional TVM's, if executed, would follow the acceptance of the 2 prototypes. Funding for the option is not yet secured.

Mary and Evelyn Avenue Traffic Signal Preemption Project: Perform upgrades to train approach warning systems at the Mary Avenue and Evelyn Avenue crossings in Sunnyvale. The project will improve vehicle safety at the at-grade crossings by increasing the traffic signal advance warning times for approaching trains in order to clear vehicles at the crossings. This project will mimic the previously completed traffic signal preemption project that was completed in 2014 in Redwood City, Palo Alto and Mountain View.

The design for this project began in late January 2019; however, the design has been placed on hold. Design is currently impacted by design coordination with

the Electrification project to assure that the work between contracts is properly coordinated at the crossings. Additionally, the project is also waiting for signal timing clarifications from the City of Sunnyvale in order to proceed with design. The City is engaging a consultant to develop this required information. A revised completion date for the project will be developed after these issues are resolved.

This project is being funded through the State of California Public Utilities Commission Section 130 program to eliminate hazards at existing grade crossings.

F-40 Locomotive Mid-Life Overhaul Project: Perform mid-life overhaul of three F40PH2C locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The work shall be completed off-site at contractor's (Motive Power) facility location at Boise, Idaho. The three locomotives are Locomotive #'s 920, 921 and 922.

Locomotives #'s 920 and 921 were shipped to the vendor's facility in Idaho in February and March of 2018. Locomotive #920 has passed acceptance testing and was shipped with delivery to CEMOF in San Jose expected in late May. Locomotive #921 is still undergoing acceptance testing and shipment to follow upon completion of acceptance testing. Locomotive #922 has been shipped from CEMOF and is in route to the vendor's facility.

Delays to the return of the first 2 vehicles are related to: 1) locomotive component condition that was poorer than was originally anticipated; and 2) critical personnel shortages at Motive Power, the locomotive overhaul contractor.

MP-36 Locomotive Mid-Life Overhaul Project: Perform mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and the replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The project work shall be completed off-site at the contractor's facility location. The 6 locomotives are Locomotive #'s 923, 924, 925, 926, 927 & 928.

The scope of the work is currently under review and award anticipated in Fall 2019.

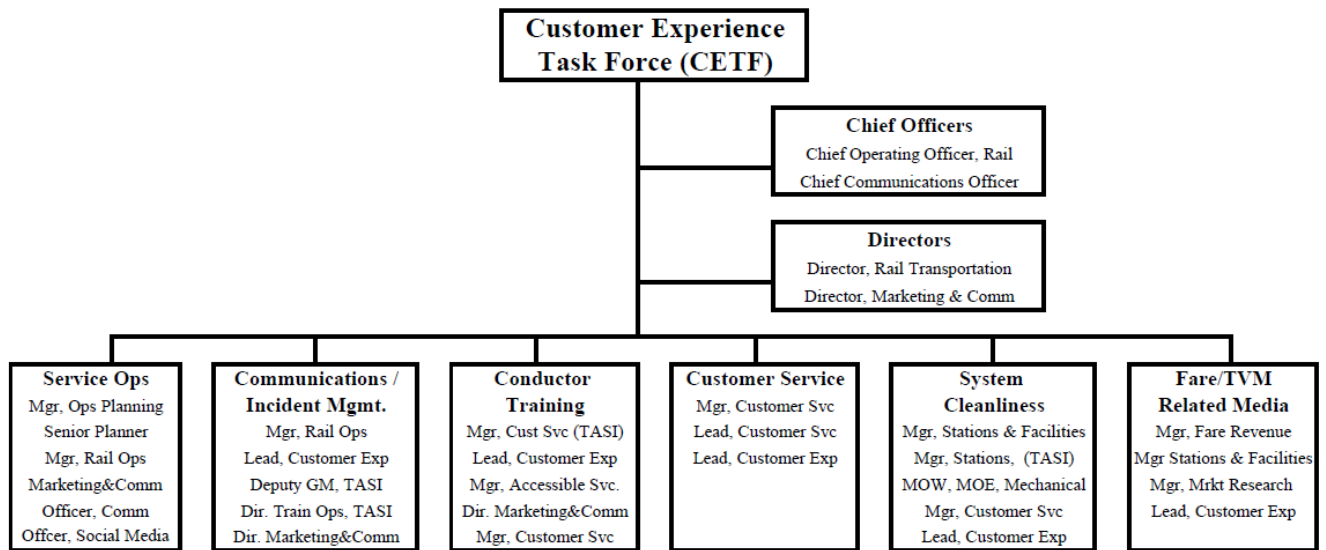
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: Joe Navarro
 Deputy Chief, 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 Timetable Update:
 - Staff continues to monitor on-time performance, train capacity and customer feedback.
- Platform Signage:
 - During construction, station platforms may need to be closed within the designated work segment which forces both Northbound and Southbound passengers to board on one side of the platform. Static signs are stationed on the platforms advising passengers to “look up and listen”. The Visual Messaging System and audible station announcements reflect boarding instructions for passenger’s respective train.

Please visit <http://calmod.org/construction/> for further work segment and construction details.

Communications/Incident Management (CICS)

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

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU’s with electrification.

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 conductors.
- Continue to enforce Proof-of-Payment

Customer Service Center

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

- Trend customer complaints to establish patterns for improvements.
- Partner with the Rail Operations department to implement changes to better enhance the customer experience.
- Attend outreach activities to:
 - educate potential and existing customers
 - distribute Caltrain promotional items
 - promote the Caltrain service
 - May 2019 attended Genentech event and distributed Caltrain materials to their employees

Fare Systems

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

- Continue to investigate Clipper Card issues.
- Continue to follow the progress of handheld Clipper reader capabilities.
- Early stages of possible procurement of new TVMs for FY19.
- Quarterly Go Pass on Clipper Pilot Program
 - Updates will be provided on a quarterly basis.

- Clipper card Interface Devices (CID)
 - During summer through the fall 2019, Caltrain will be installing new or relocating Clipper card Interface Devices (CID) at Redwood City, Menlo Park and Palo Alto. This project will support the increased use of Clipper cards allowing easier access to tag on and off at the stations.

- Caltrain Mobile update:
 - Staff continues to work with the vendor to develop the daily parking feature testing of the addition will be conducted during summer.

- TVM Upgrade update:
 - Recently the vendor was issued a notice-to-proceed for the project. The project is being delivered in phases and the first milestone is the delivery of two prototypes. Testing will take place during fall and it will include Clipper functionalities, updated card reader and operating system. Once the prototypes pass the agency approval, 12 machines will be updated. Due to the budget constraint, not all the machines will be update at one time. In addition, Clipper Next Generation is in the works and will provide alternatives to the equipment being upgraded, such as mobile app by the end of 2020.

Public Affairs

- Outreach Efforts:
 - April marked the launch of the District's new video series, Gettin' to the Thing – a fun, monthly guide to Bay Area happenings accessible by Caltrain and SamTrans service.

The series markets Caltrain and SamTrans service to encourage public transit ridership outside of peak commute hours, particularly for special event service.

Since publishing three monthly episodes of the series, the videos have garnered over 25k views on YouTube and social media.

Community Outreach Efforts

- Bike Security Outreach Effort
 - The bike security outreach effort continues to bring the following departments together—Operations, Planning, Outreach, Marketing, Social Media, Customer Service and Transit Police—to collect and examine data; develop and implement a process to adequately examine and consider the bike community's concerns and explore potential solutions to improve bike security at stations and onboard.

- Construction Project Customer Communication
 - South San Francisco Station
 - Construction began January 2018.
 - Temporary Platform installed in March 2018.
 - A webpage was created at <http://www.caltrain.com/ssfstation>
 - Caltrain Electrification
 - A website has been created at CalMod.org that includes project information.
 - Monthly E-Newsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/Get-Involved.
 - Launched webpage for the tunnel construction work at www.CalMod.org/Sftunnels
 - Launched Safety Campaign to raise awareness of the new overhead electric wires.
 - Construction of Paralleling Station 4 in the Hillsdale Parking Lot has started.
 - Construction of Paralleling Station 6 in the Sunnyvale Parking Lot has started.

 - 25th Avenue Grade Separation Project
 - In January 2019, AT&T began utility relocation work in the temporary parking lot near 31st Avenue.
 - In summer, PGE will be completing utility relocation work resulting in a street closure on Pacific Blvd. between 31st Avenue and McLellan

 - The website at www.Caltrain.com/25thgs continues to be a resource for riders and the community, as it's continually updated with construction information, presentations, and construction photos.

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.
- Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
- Caltrain continues to conduct quality assurance reviews on the new procedure that focuses on restroom cleanliness.

JPB CAC Work Plan

July 17, 2019

- Caltrain Fare Changes
- Update on Caltrains project submissions for the Regional Transportation Plan

August 21, 2019

- Caltrain Business Plan Update
- Camera System
- Visual Messaging System
- Grade Crossing Improvements

September 18, 2019

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October 16, 2019

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November 20, 2019

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December 18, 2019

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Items to be scheduled

- Proof of Payment
- Bike 529
- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez
- Presentation on a plan to clean-up right of way – requested by chair, Brian Shaw on 8/15/18.