



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

May 15, 2019 – Wednesday

5:40 p.m.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Introduction of New CAC Member
 - Martin Romo
4. Approval of Meeting Minutes of April 17, 2019
5. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
6. Chairperson's Report
7. 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.
8. Caltrain Business Plan Update (Sebastian Petty)
9. Legislative Update (Casey Fromson)
10. Electric Train Reconfiguration and Bike Improvements at Stations (Casey Fromson)
11. Staff Report (Joe Navarro)
 - a) Customer Experience Taskforce Update
 - b) JPB CAC Work Plan Update
12. Date, Time and Place of Next 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
13. 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, Kevin Burke, 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 APRIL 17, 2019

MEMBERS PRESENT: A. Brandt, K. Burke, P. Escobar, L. Fernandez, L. Klein, C. Tucker, R. Valenciana (Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: None

STAFF PRESENT: J. Navarro, P. Givens, C. Harvey, Y. Hanakura, C. David, L. Low, C. Fromson, M. Bouchard

Chair Brian Shaw called the meeting to order at 5:46 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF MARCH 20, 2019

Motion/Second: Klein / Escobar

Ayes: Brandt, Burke, Fernandez, Tucker, Valenciana, Shaw

Absent: None

PUBLIC COMMENTS

Shirley Johnson, San Francisco, thanked Chair Brian Shaw for sharing her concern to the Joint Powers Board regarding the change of Caltrain's comment policy where the public is no longer permitted to display slides during JPB CAC meetings. She stated that when requested to present slides for this meeting, April 20, 2019, her request was again denied. She again requested the committee's help and asked for this topic to be agendaized at a future CAC meeting to better understand the reason for the policy change.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

May 15, 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 5:50 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) –

- **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:**
 - **San Jose Sharks** – The Sharks advanced to the Western Conference Finals of the Stanley Cup and will host the St. Louis Blues on 5/11, 5/13, 5/19 and 5/23. Caltrain will track post-game ridership for all home games. No extra special trains are planned for Saturday night games; the last northbound train departs SJ Diridon station at 10:30 p.m. or 15 minutes after the game ends but departs no later than 10:45 p.m.
 - **Giants Baseball** – The Giants will host fifteen regular season home games in June. Caltrain highly encourages fans to take the scheduled extra trains (new for the 2019 season will be labeled as a “6XX” series train in the schedule) to the weekday afternoon and weekend games to assure a seat. New for the 2019 season weekday evening and weekend post-game service, Caltrain will operate two extra post-game trains that depart SF approximately 15 and 25 minutes after the last out, or when full. These trains will express to Millbrae station and then make all local stops to San Jose. In the event that a game goes into extra innings, the last train departs at 12:05 a.m. to provide overnight construction windows for the Electrification project.

- **Capital Projects –**

The Capital Projects information is current as of April 16, 2019 and is subject to change between April 16 and May 2, 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 and Caltrain's Fiber Optic cable was completed at the end of March. Work did not be complete by the February 1 deadline for the JPB Fiber Optic cable thereby resulting in delay to the contractor. 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 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 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 January 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.

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 April Third party utility relocations for water, gas and electric is 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 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. 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: 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 has been executed and a Notice to Proceed was issued effective April 15, 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 on.

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. Design has been placed on hold and is impacted by design coordination with the Electrification project to assure that the work of this contract is properly coordinated. Additionally, the project is also waiting for signal timing clarifications from the City of Mountain View in order to proceed with design. 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. 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 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.

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.

Technical specifications for the work were completed in February 2018. The Request for Proposal was advertised on June 12, 2018. Proposals were received from 2 bidders on July 31. A bid protest was received and all bids were rejected at the October 4, 2018 Board meeting. The RFP is undergoing contract review to address the bid protest, and, to include lessons learned from the F40 Overhaul project. A Resolicitation of the RFP is forecast for the Spring of 2019.

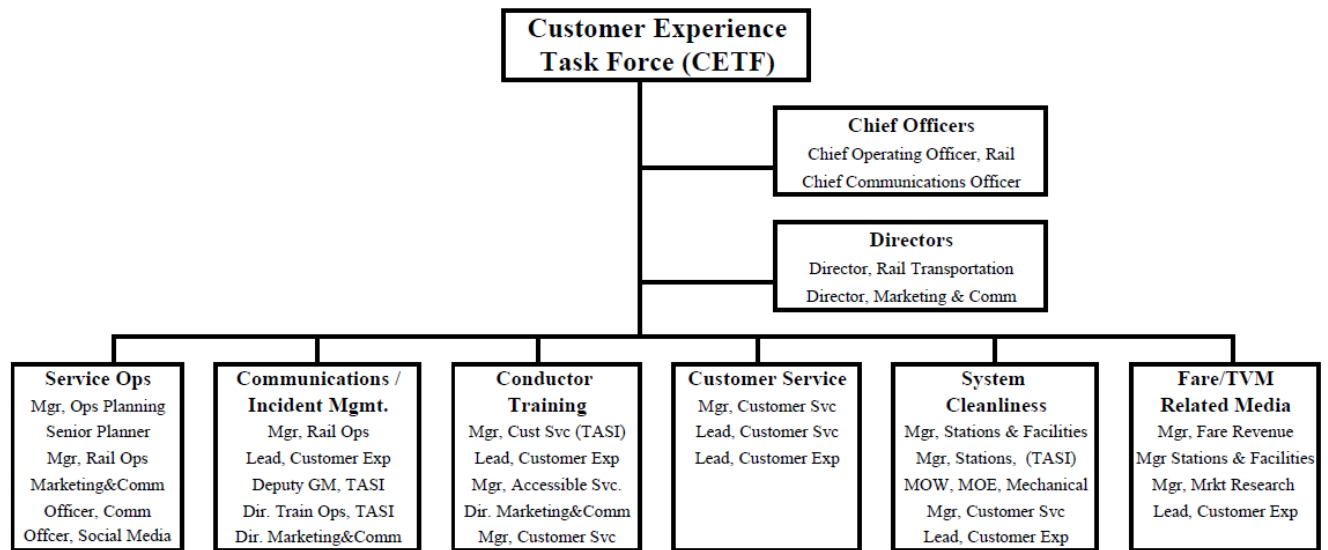
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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.

- SF Weekend Train Service Closure Update:
 - 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.

- 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

- 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

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 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.
- Quarterly Caltrain Mobile 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.

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.
 - Sunnyvale Station Rehabilitation Project
 - Construction began March 12, 2018.
 - Customers were notified by multiple social media posts, distribution of a press release, and a mailer was sent to nearby residents.
 - Customers at the station are being notified by onboard announcements, directional signage to assist riders in navigating the area, information in station display cases, and platform VMS signs.
 - A website was created at <http://www.Caltrain.com/SunnyvaleStation> that includes project information and allows individuals to sign up for weekly updates
 - A hotline (650.508.7726) and email (construction@caltrain.com) have been established.
 - 25th Avenue Grade Separation Project
 - In January 2019, AT&T began utility relocation work in the temporary parking lot near 31st Avenue.
 - 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

June 19, 2019

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

July 17, 2019

- Grade Crossing Improvements
- Camera System
- Visual Messaging System

August 21, 2019

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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

- 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.