



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

**August 21, 2019 – Wednesday**

**Items in bold are CAC member-requested presentations.**

1. Pledge of Allegiance
2. Roll Call
3. Introduction of New CAC Member
  - Patricia Leung, Santa Clara County
4. Approval of Meeting Minutes of July 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. Plan Bay Area 2050 (Melissa Jones)
9. Fare Proposal (Derek Hansel)
10. Proof of Payment (Jenny Le)
11. Caltrain Business Plan Update (Sebastian Petty)
12. Staff Report (Joe Navarro)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
13. Date, Time and Place of Next Meeting  
September 18, 2019 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
14. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** **San Francisco City & County:** Martin Romo, Brian Shaw (Chair)  
**San Mateo County:** Adrian Brandt, Anna Cristina Dagum, Ricardo Valenciana (Vice Chair)  
**Santa Clara County:** Larry Klein, Patricia Leung

## **INFORMATION TO THE PUBLIC**

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6223 or [cacsecretary@caltrain.com](mailto: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](mailto: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](mailto: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, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF JULY 17, 2019**

**MEMBERS PRESENT:** A. Brandt, A. Dagum, C. Tucker, L. Klein, R. Valenciana (Vice Chair), B. Shaw (Chair)

**MEMBERS ABSENT:** M. Romo, P. Escobar,

**STAFF PRESENT:** M. Baron, D. Hansel, C. Kwok, J. Le, L. Lopez, R. Mccauley, J. Navarrete, J. Navarro

Chair Brian Shaw called the meeting to order at 5:45 p.m. and led the Pledge of Allegiance.

**INTRODUCTION OF NEW CAC MEMBER**

Chair Brian Shaw introduced newly appointed San Mateo committee member, Anna Cristina Dagum. He also announced the reappointment of member Adrian Brandt.

**APPROVAL OF MINUTES OF JUNE 19, 2019**

Motion/Second: Tucker / Brandt  
Ayes: Dagum, Klein, Valenciana, Shaw  
Absent: Romo, Escobar

**PUBLIC COMMENT**

None

**CHAIRPERSON'S REPORT**

Chair Brian Shaw reported what he shared at the July JPB meeting. He stated that he shared the idea of having alternate seats for CAC members if they are unable to attend the CAC meetings. He received positive feedback from the Board. They advised that it would be up to the CAC to amend the bylaws to allow alternates to form a quorum. Chair Shaw requested this topic be added to next month's CAC agenda for further discussion and decision to amend the bylaws. He then stated that the outcome of that meeting would then be presented at the September JPB meeting.

Chair Brian Shaw then stated that he communicated the public's concern of electronic slides not allowed during the CAC meetings. He stated that the Board is in agreement with not allowing electronic slides; however they advised that members of the public can continue to provide hard copies of their handouts.

Lastly, Chair Brian Shaw reminded the committee of Member Paul Escobar's resignation effective next month. Chair Shaw read a letter from Paul Escobar addressed to the committee and his regrets for not attending the meeting.

### **COMMITTEE COMMENTS**

Member Adrian Brandt stated that High Speed Rail Authority has released its preferred alternative for the San Francisco/San Jose section as well as the San Jose/Merced section. The public comment will be taken over the next month. There is a community working meeting coming up and the dates are available online. Mr. Brandt also stated that the HSR has chosen Alternative A for San Francisco to San Jose. He said that he is concerned with their recommendation of no passing tracks. He stated that they have no incentive to help fund the infrastructure outlined in the Business Plan.

Member Cat Tucker announced that her application for reappointment was denied due to her allotted time being up and that it was her last meeting. She stated that she is disappointed with the decision and believes the bylaws do not have restrictions on term limits. She indicated that it was a pleasure serving on the committee and working with staff.

Chair Brian Shaw thanked member Cat Tucker for her service and that she has been a great advocate for the South County.

### **CALTRAIN FARE CHANGES**

Derek Hansel, Chief Financial Officer, presented the Caltrain Proposed Fare Changes to the committee.

The full PowerPoint presentation can be found on [caltrain.com](http://caltrain.com)

Public comment:

Jeff Carter, Millbrae, provided printed handouts for the committee and staff. He stated that Caltrain has one of the highest farebox recoveries in the country. He stated that in February 2019, Caltrain recalibrated the ridership estimation model, which has generally led to higher average weekday ridership and lower total monthly ridership, than under the old model. Mr. Carter expressed his disappointment with trashing the monthly pass by increasing the multiplier. Mr. Carter stated the monthly pass is a loyalty product. He stated that although his time was up, he has a lot more detail on the handouts, including point to point pricing.

Andy Chow, Redwood City, stated that a few years ago when Caltrain conducted the Fare Study, he and other members of the public expected that staff would really

evaluate the fares, fare structure and equitability; however he states that things remain the same. He stated that there are concerns with equitability and solutions on how to encourage low income riders to ride Caltrain. He stated that the monthly pass does not provide flexibility for the customer. He stated that eliminating the clipper would force low income riders to pay more. Mr. Chow requested staff to consider the passengers that are purchasing the one way tickets. He said that those passengers are tourists or passengers that are attending special events like sporting events or concerts. Those are the passengers that are willing to pay more, however they are paying the same as the regular transit riders. Lastly, Mr. Chow stated that with the fare increase, Caltrain would lose riders to BART as they are opening up their service to San Jose. He suggested staff wait to increase the fare until after BART opens up the extension to San Jose to see how ridership changes and the revenue impact.

#### Committee Comments:

Member Ricardo Valenciana referred to slide seven, the elimination of the Clipper Card discount and asked whether the initial purpose of the Clipper Card discount was to discourage riders from purchasing paper tickets. Mr. Derek Hansel confirmed that it was. Vice Chair Valenciana then asked whether there should be a surcharge for paper usage instead. Mr. Hansel responded that the option would get to the same place; however analysis shows that low income riders use the TVM product and need to be careful to introduce a surcharge there. Vice Chair Valenciana then referred to slide nine and asked whether the Means-Based Discount Fare pilot program was being outsourced. Mr. Hansel stated that it is an MTC program a regional program and Caltrain would be one of several participants in the pilot program. Lastly, Vice Chair Valenciana asked whether Electrification and the new cars add capacity. Mr. Hansel responded that yes, in the aggregate, it adds capacity.

Member Adrian Brandt asked regarding the tradeoff between eliminating the Clipper discount vs. increasing the Go Pass by 20%, who decides the criteria and how is that decision made. Mr. Hansel responded that the Board will decide. Additionally, he stated that staff will present a recommendation and that ultimately the JPB decides. Member Brandt also asked how staff is obtaining good data on Go Pass utilization. Mr. Hansel responded that there is good data from ridership surveys from the triennials and have made simplifying assumptions from there. Mr. Brandt then asked whether some companies using the Go Pass are required to use clipper and tag on and off and whether there is good data from that source. Mr. Hansel stated that there is good data from that however is still a limited subset. Member Brandt then asked whether all companies using Go Pass will eventually use the Go Pass via Clipper. Joe Navarro, Deputy Chief, Rail Operations, stated that eventually that is the goal after the pilot program is complete. Mr. Brandt then asked whether the fare increases would be cancelled if Caltrain received a dedicated revenue source; if it were to get on the ballot and pass. Mr. Hansel stated that it would be a Board decision if that were to happen. Lastly, Mr. Brandt recommends staff to consider point to point pricing and more flexibility with fare products.

Member Anna Dagum asked for a clarification on with MTC. Mr. Hansel responded that it stands for Metropolitan Transportation Commission, the regional planning entity for all

of transportation in the nine county areas. Member Anna then asked whether there is a timeline on the proposed Caltrain tax if so, would the fare increase still happen. Mr. Hansel stated that there has been a lot of discussion on the Caltrain tax and an update by the General Manager at the Board Meeting about Faster Bay Area potentially or the Mega Measure and it is unclear as to what will happen and when it will happen and that ultimately it would be a Board decision at that time.

Member Larry Klein asked what about the Codified Tariff process is cumbersome as far as parking and bike lockers changes. Mr. Hansel responded that it includes a lot of outreach and Title VI work. Member Larry Klein asked whether any policy changes, with the new separate process outside of the Codified Tariff process, would still go through the normal channels, including through the CAC. Mr. Hansel confirmed that they would. Member Larry Klein referred to slide eleven and asked how many years are member contributions assumed constant at \$29.9M. Mr. Hansel responded that it is reasonable to assume that it is good through 2022. Member Larry Klein asked what it looks like beyond 2022. Mr. Hansel stated that there are two unknowns, the cost of electrified service from an operational perspective and future ridership with electrified service. Lastly, Member Klein expressed his interest in the Go Pass tagging on and off data to get a better picture and determine whether point to point fares makes sense.

Member Cat Tucker agrees with the point to point fares and stated that Gilroy passengers pay the most for one way tickets. She commented that no one has provided the committee with a full explanation as to why point to point fare is not offered. Chair Brian Shaw interjected and requested staff to add this item to the Agenda to allow for staff to investigate further in order to provide a response regarding why Caltrain does not offer distance based fare system. Member Cat Tucker recommended staff to have talking points during outreach events and provide the public with a list of staff's efforts to reduce cost of service, for example identifying whether fare theft is an issue, if so, what efforts are being done to address it. Mr. Hansel reported that Caltrain has ramped up fare enforcement activity with new technology. Mr. Navarro reported that Caltrain has contracted a 3<sup>rd</sup> party, Turbo data that has improved productivity and recovery.

Chair Brian Shaw asked whether the MTC Means-Based Discount Fare program is defining who are eligible participants and asked whether Caltrain is involved and Mr. Hansel confirmed that Caltrain is involved. Christiane Kwok, Manager of Fare Program Operations, stated that staff is part of the group discussing the roll-out of the program and have defined the rules of the project, however did not have specifics and offered to send them to the committee at a later date. She also confirmed that Caltrain is involved MTC Means-Based Discount Fare program. Chair Brian Shaw requested staff to provide periodic updates of the MTC Means-Based Discount Fare program because if it is a criteria for determining fares for Caltrain the committee needs to understand how this is being decided upon and the criteria. Chair Brian Shaw requested staff to place this item on the work plan to be agendaized for a later meeting. Mr. Hansel informed the committee that an update will be provided at next month's board meeting. Chair Shaw also asked about the deficit and where funding will come from to offset it and Mr. Hansel stated that the fare increases will help offset the projected deficit for FY21. Lastly, Chair Brian Shaw stated that there is administrative savings from

the Go Pass program and is not sure it is being factored into the cost per ride. He requested staff to provide more information regarding that.

### **PROJECT 529**

Jenny Le, Management Analyst for the San Mateo County Sheriff's Office, Mike Baron, Detective for Transit Police Bureau and L. Lopez, Sheriff Office Sargent, presented Project 529 to the committee.

The full PowerPoint presentation can be found on [caltrain.com](http://caltrain.com)

#### Public Comment:

Jeff Carter, Millbrae, stated his appreciation for the presentation and the hard work of the Sheriff's office. He said that it is great that Caltrain has partnered with the Sheriff's office to help prevent bike theft at Caltrain and at stations. He also said that it addresses the concern of bikes not in view of bike passenger concerns with the new Electric trains.

#### Committee Comments:

Member Larry Klein stated that with increased ridership, bike riders are being encouraged to park their bikes at stations because of increased ridership and asked where bike theft happens most. Staff responded that per personal experience, theft happens more at bike racks. Member Larry Klein asked the cost of the shield sticker. Jenny Le stated that the registration kit costs online cost \$10 - \$12; however Caltrain will have three registration promotion events, one in every county and will provide free Shield stickers to the first 500 bike passengers per location.

Member Anna Dagum thanked staff for their efforts. She also stated that she agrees with having more security cameras on the platforms. She stated that personally, she would not park her bike at the station, not in fear of theft, but to avoid additional costs like the bike share program, purchasing a bike lock or renting a bike locker.

Member Adrian Brandt asked why the drop in theft at stations. Jenny Le stated that the Sherriff's office has partnered with staff to educate bike passengers on how to improve bike security in addition the Sheriff's office has been able to conduct more targeted patrol checks at stations. Member Brandt then asked how is customer online reporting being improved. Ms. Jenny Le stated that prior to the improvements; online reporting was very general and has since been updated with the Records Supervisor to tailor the fields specifically to identify bike theft and capture the data needed for investigation. Mr. Brandt then suggested to have project 529 linked with all other bike related items on the Caltrain website to ensure all bike riders have the opportunity to register their bikes.

Chair Brian Shaw asked whether bike riders that register on the Caltrain dedicated Project 529 website are then registered with all other 529 systems. Ms. Jenny Le confirmed they would be linked. She also stated that all bikes registered with other City or Law Enforcement registries would also be linked with Project 529. Lastly, Chair Shaw

asked whether there is an additional cost to Caltrain. Mr. Joe Navarro stated that there is an annual cost.

Ms. Jenny Le stated that the Caltrain Registration promotion dates have not yet been scheduled and will be shared at a later date.

## STAFF REPORT UPDATE

Joe Navarro, Deputy Chief, Rail Operations, reported:

### On-time Performance (OTP)

- **June:** The June 2019 OTP was 90.7% compared to 91.9% for June 2018.
  - **Vehicle on Tracks** – There was one day June 28 with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In June 2019 there were 787 minutes of delay due to mechanical issues compared to 905 minutes in June 2018.
  - **Trespasser Strikes** – There were two trespasser strikes on June 20 and 25, with no fatalities.
- **May:** The May 2019 OTP was 95.0% compared to 94.5% for May 2018.
  - **Trespasser Strikes** – There was one trespasser strike on May 15, resulting in a fatality.

### Special Event Train Service

- **Services Performed:**
  - **Giants Baseball** – The Giants hosted fifteen regular season home games in June. Total additional ridership alighting and boarding at San Francisco station, was 36,305. Year-to-date pre and regular season ridership, alighting and boarding at San Francisco station, was 94,588, a 44 percent decrease compared to the same number of games in 2018. The Giants Nation League standing and lower attendance at Giants games may have impacted ridership.
  - **San Jose Earthquakes at Stanford Stadium** – On Saturday June 29, at 6:30 p.m., the San Jose Earthquakes soccer team hosted the Los Angeles Galaxy at Stanford Stadium. Caltrain made stops at Stanford Stadium before and after the game.

- **Gay Pride Weekend** – On Saturday, June 29, Caltrain provided extra capacity post-festival service to accommodate crowds. On Sunday, June 30, Caltrain provided 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 provided extra capacity post-parade and festival to accommodate crowds.
- **Services Scheduled:**
  - **Gilroy Garlic Festival** – On Saturday, July 27, and Sunday, July 28, Caltrain will provide roundtrip charter service from San Jose to Gilroy for the Gilroy Garlic Festival. On both days, the train will depart San Jose Diridon Station at 10:00 a.m. and will depart Gilroy Station at 4:00 p.m. Attendees will need to purchase a ticket for the charter trains separately. Tickets are being sold in advance online at [gilroygarlicfestival.com](http://gilroygarlicfestival.com). The charter train ticket includes shuttle service to and from the Gilroy station to the festival, and includes festival admission.
- Capital Projects:
  - **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.

Currently, the prototype 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. 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 was partially funded in the FY20 Capital Budget.

- **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.

Locomotives #'s 920 and 921 were shipped to the vendor's facility in Idaho in February and March of 2018. Locomotive #920 has been received and undergoing commissioning testing at CEMOF in San Jose. Deficiencies have been discovered during commissioning testing of #920 and are pending corrective action by the vendor. Locomotive #921 is still undergoing acceptance testing in Idaho 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.

Public comment:  
None

Committee comment:

Member Arian Brandt said that he rode the train during the SF Pride event day and observed that the trains were packed with passengers and stated that Caltrain will have challenges when train are switched with EMU as they only have one bathroom. Mr. Brandt then asked staff to elaborate on the Clipper reader relocations at the stations. Mr. Navarro stated that there were field walk-throughs conducted and looked at the possible future customer flow with possible 7-8 car trains to identify whether clipper readers need to moved and or added to the station. He stated that staff will add seven and will move some existing clipper reader locations to better serve the customer when tagging on and off.

Chair Brian Shaw offered his input to the process of moving the location of the Clipper Card Readers at the Redwood City station.

## **JPB CAC Work Plan**

### August 21, 2019

- Caltrain Business Plan Update
- Proof of Payment
- Camera System / Grade Crossing Improvements

### September 18, 2019

- Rail Safety Education / Suicide Prevention Efforts
- 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.
- Update on Caltrain's project submissions for the Regional Transportation Plan.

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**

August 21, 2019 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:50 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) –**

- **July:** The July 2019 OTP was 93.8% compared to 90.5% for July 2018.
  - **Mechanical Delays** – In July 2019 there were 481 minutes of delay due to mechanical issues compared to 1144 minutes in July 2018.
  - **Trespasser Strikes** – There was one trespasser strike on July 12 and two trespasser strikes on July 22, all resulting in fatalities.
- **June:** The June 2019 OTP was 90.7% compared to 91.9% for June 2018.
  - **Trespasser Strikes** – There were two trespasser strikes on June 20 and 25, with no fatalities.
- **Special Event Train Service –**
  - **Services Performed:**
    - **Giants Baseball** – The Giants hosted ten regular season home games in July. Total additional ridership alighting and boarding at San Francisco station, was 145,996, a 44 percent decrease compared to the same number of games in 2018.
    - **San Jose Earthquakes at Stanford Stadium** – On Saturday June 29, at 6:30 p.m., the San Jose Earthquakes soccer team hosted the Los Angeles Galaxy at Stanford Stadium. Regular northbound and southbound service stopped at Stanford Stadium (six pre-game and five post-game trains). Total riders alighting and boarding at Stanford Stadium station was 987, a 15 percent decrease in ridership compared to 2018.
    - **Gay Pride Weekend** – On Saturday, June 29\*, Caltrain provided one post-festival train to accommodate crowds. Total additional riders boarding and

alighting at San Francisco station on was 4,631, a 105 percent increase on 2018. In 2018 there was a different start time for the same day Giants game (1:05 PM), and a significant disruption to service which likely impacted the difference in ridership compared with 2019.

On Sunday, June 30\*\*, Caltrain provided two special northbound express trains departing from San Jose for riders headed to the Gay Pride parade and festival in downtown San Francisco and three post-event trains to accommodate crowds. Total additional riders boarding and alighting at San Francisco station was 9,920, a 15 percent increase on 2018. Caltrain had ambassadors onboard the first five northbound trains to greet passengers and hand out complimentary "Ride with Pride" stickers.

\*Giants game at 7:05 PM (6/29/19)

\*\*Giants game at 1:05 PM (6/30/19)

- o **International Champions Cup** – On Saturday, July 20, at 1:00 p.m., Benfica competed against Chivas De Guadalajara in the 2019 International Champions Cup Soccer game held at Levi's Stadium. Caltrain provided regular weekend service and monitored ridership at Mountain View station.
- o **Gilroy Garlic Festival** – On Saturday, July 27, and Sunday, July 28, Caltrain provided roundtrip charter service from San Jose to Gilroy for the Gilroy Garlic Festival. On both days, the train departed San Jose Diridon Station at 10:00 a.m. and departed the Gilroy Station at 4:00 p.m. Attendees purchased tickets for the charter train separately. Tickets were sold in advance online at [gilroygarlicfestival.com](http://gilroygarlicfestival.com). The charter train ticket included shuttle service to and from the Gilroy station to the festival, and included festival admission.
- o **SF 49ers Pre-Season Games at Levi's Stadium** – The SF 49ers hosted the Dallas Cowboys on Saturday, August 10, at 6:00 p.m.
- **Services Scheduled:**
  - o **Giants Baseball** – Regular season continues through September. The Giants will host fourteen regular season home games in August. Caltrain will provide regular baseball service for all home games.
  - o **SF 49ers Pre-Season Games at Levi's Stadium** – The SF 49ers will host the Los Angeles Chargers on Thursday August 29, at 7:00 p.m. For weekend 49er home games, Caltrain will operate one additional pre-game southbound train with limited stops from San Francisco to Mountain View for passengers to connect to the VTA light rail. The extra train will then express to San Jose Diridon station, the last station stop. After all 49er home games, Caltrain will operate one extra post-game local train from Mountain View to San Francisco that will depart approximately 75 minutes after the game ends, or when full.

- o **Rolling Stones at Levi's Stadium** – On Sunday, August 18 at 7:30 p.m. the Rolling Stones will perform their 2019 No Filter North Tour concert at Levi's Stadium. To accommodate the crowds Caltrain will operate one extra post-event train departing Mountain View station approximately 75 minutes after the concert end in coordination with VTA connecting service.
- o **Stanford Football** – The Stanford Cardinal will host their first 2019 home football game of the season on Saturday, August 31 at 1:00 p.m. vs. Northwestern. For weekend home games, Caltrain will serve the Stanford Stadium station with both northbound and southbound trains before and after games. Fans can tag on and tag off using their clipper cards at the Stanford Stadium station for all weekend home games. During weekday home games since Caltrain does not stop at the Stanford Stadium Station, fans are directed to use the Palo Alto Station. From there fans can take the Marguerite Shuttle or walk to the Stanford Stadium.
- o **Labor Day** – On Monday, September 2, Caltrain will operate Holiday/Sunday Service in observation of the Labor Day Holiday. The Tamien-San Jose Shuttle will also operate that day.

- o **Capital Projects –**

The Capital Projects information is current as of July 19, 2019 and is subject to change between July 19 and August 1, 2019 (Board Meeting).

**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.

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. The cutover and relocation of underground third-party fiber optic cables (TPFOC) 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 TPFOC cutover was delayed by 2-months. The project will require additional contract authority and this request was authorized at the July Board meeting.

During July, construction of the bents and abutments of new 28th Avenue Bridge, and 31st Avenue Bridges continued. The precast concrete girders for the 25th Avenue Bridge were placed which temporarily reduces the vehicle clearances at the 25th Avenue until the roadway lowering is completed in 2020. Construction of the Mechanically Stabilized Earthen (MSE) Wall B between 25th and 28th Avenues and MSE Wall C between 28th Avenue and the new Pedestrian Underpass, the coping, moment slab and OCS pole foundations for the MSE Wall A between Borel and 25th Avenue, and the ramp and stair walls for the relocated Hillsdale Station by 28th Avenue also continued. Mass excavation, on the west side of the tracks, was in progress at 31st Avenue and will begin shortly at 28th Avenue for the future roadway underpasses.

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.

The original Bay Meadows Set-Out track was removed to support the construction of the grade separation. In response to community input, the project is evaluating alternative locations for its replacement.

**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 July, PG&E utility relocations for gas and electric continued and are expected to be complete in August. Construction of Poletti Way also continued and is also nearing completion. Permits from Caltrans that are necessary for construction of the pedestrian underpass have also been acquired.

Critical third-party utility relocations that were originally scheduled to begin in November 2017; however, relocation was 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 August 2019 due to delays in the relocation of existing PG&E gas and electric utilities. Relocation of Cal Water and Kinder Morgan utilities has been completed. Non-critical path activities such as OCS foundations for the Electrification project and work on Poletti Way continued during the suspension period. Project delays due to Caltrans permitting and PG&E utility relocation are currently being assessed. This project is likely to require additional contract authority and funding. Staff will be bringing this action to the board once a funding plan has been identified.

**Marin and Napoleon Bridge Rehabilitation Project:** This state of good repair project will perform repairs at the Marin St. Bridge and replace the Napoleon St. Bridge. Both bridges are in the City of San Francisco located south of the 22nd Street Station. The repairs at Marin Street are primarily for concrete spalling and cracks, and deficient walkways and handrails. The Napoleon St. bridge concrete spans will be removed and replaced with elevated soil berm structures and the main steel span will be replaced with a new concrete span. The span replacement at Napoleon Street may require a partial weekend service outage in which a bus bridge will be provided to shuttle patrons between Bayshore and 4th & King Stations during the outage. The project will also install security fencing to deter homeless encampments and track improvements in the vicinity of the bridges.

Currently, the project is the design phase and the project is currently performing preconstruction surveys for existing site conditions such as utilities and potentially hazardous materials. Staff is also performing preconstruction coordination with other local agencies such as the City of San Francisco and Caltrans. The advertisement of the construction contract is planned for the Fall of 2019 and construction to occur from the Spring of 2020 to Winter of 2021.

**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.

Currently, the prototype design is in progress and the prototype is being assembled at JPB's San Carlos office. Factory Acceptance Testing of the Mockup prototype is scheduled for August 2019. 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. 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 was partially funded in the FY20 Capital Budget.

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

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 preemption timing requirements from the City of Sunnyvale in order to proceed with design. The City has recently engaged a consultant to develop this required information and meeting with their consultant is forthcoming. Upon receipt of the City's signal timing requirements, the Electrification project design team will determine if their work at the grade crossings can support the City's requirements. A revised completion date for the project will be developed after these issues are resolved.

**FY19/FY20 Grade Crossing Improvements:** This project is a continuation of the ongoing grade crossing program to improve the safety at grade crossings in accordance with Grade Crossing Hazards Analysis for the entire corridor. This analysis prioritized the crossings and we have proceeded with the work in phases based on funding availability. 10 crossings were improved in 2018 under the FY16 budget authorization. Work items that are usually included are the installation of signals, fences, gates, curbs, lighting and signs.

The crossings to be selected for improvements under this phase of the program are under review by the Rail Operations department to optimize performance. The design phase began in May that will define the specific improvements at each grade crossing. Coordination with various cities including San Mateo, Atherton and Menlo Park are ongoing. Advertisement of the construction contract is planned for the Summer of 2020 with construction beginning in late 2020. Partial funding for construction was included in the FY20 Capital Budget. Crossing improvements may be bid packaged incrementally to coincide with the available funding.

**Broadband Wireless Communications for Railroad Operations:** This project is to provide wireless communications system to provide enhanced capabilities for the monitoring of the railroad operations and maintenance. This project is funded through a grant from the Transit and Intercity Rail Capital Program (TIRCP). Currently, the project is only approved for the design phase. A Request for Proposal for providing design services was advertised for proposals on July 9 and a pre-proposal meeting was held on July 17. Proposals are due in August. Award of the design contract is being targeted for this Fall. The current schedule calls for the design to complete by the summer of 2020.

**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, and, #922 was shipped in April 2019. Locomotive 920 was returned to CEMOF for commissioning tests in March 2019 and deficiencies that were uncovered have been corrected by the vendor and is being final tested before being returned for revenue service operations. Locomotive #921 is in final stages of completion at the vendor's facility and is shipment back to JPB is expected by the end of July. Locomotive #922 is undergoing refurbishment at 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.

Request for Proposal (RFP) documents are being finalized and advertisement of the RFP is forthcoming.

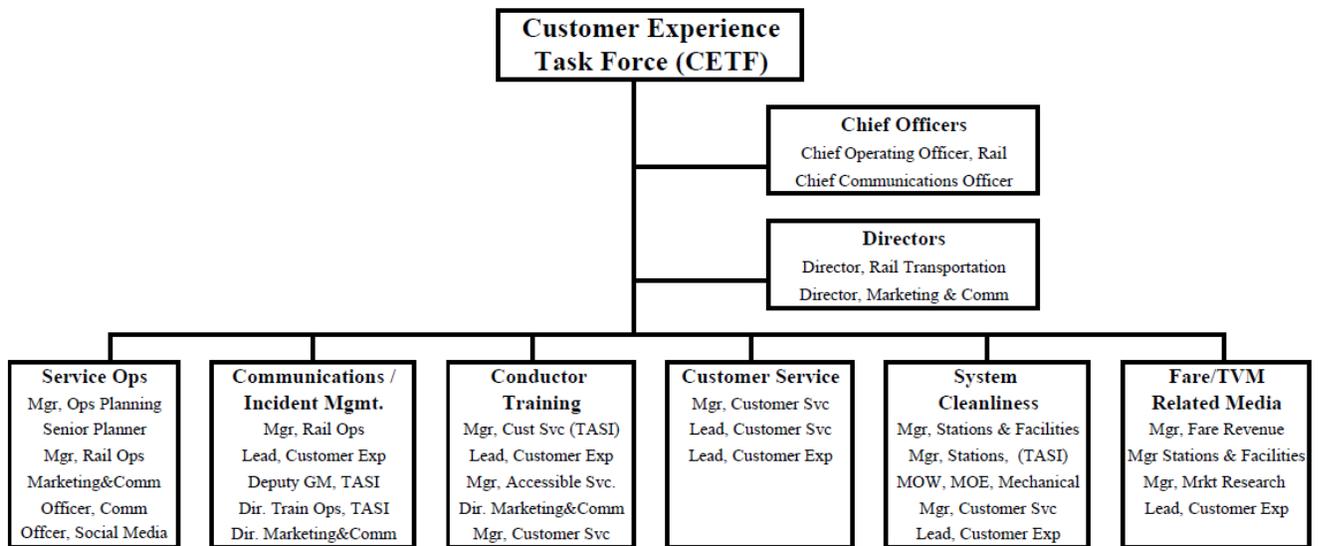
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

**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.

- Bike Registration - Project 529:
  - Caltrain Rail Operations and the San Mateo County Sheriff's Department are encouraging bike riders to register their bikes in partnership with Project 529.

This app-based system allows bike owners to input identifying information about their bike and report theft. San Mateo County Sheriff's Department, which contracts with Caltrain to serve as the agency's Transit Police unit, has access to the 529 database for both Caltrain and several other bike communities already registered with the program in the event that a bike is reported stolen in the area.

To promote the program, Caltrain is hosting three free bike registration days:

- Palo Alto Caltrain Station, August 20, 3:30 p.m. to 7:30 p.m.
- Redwood City Caltrain Station, August 21, 3:30 p.m. to 7:30 p.m.
- San Francisco Caltrain Station, August 22, 3:30 p.m. to 7:30 p.m.

Caltrain riders who use a bicycle are encouraged to take advantage of these events and help deter theft. In addition to the digital registry, the program offers shield stickers, which indicate the bike's secure registration and help deter theft. The first 500 people, per location, to register their bike will receive a free shield sticker.

## 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.

### **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

### **Fare Systems**

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

- 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.
  - More than 200,000 tickets were sold in the last quarter of FY 2019 which represented about 46 percent increase in ticket sales compared to the prior quarter and near three times increase compared to the same period last year when the app was launched.
  - In June, Gay Pride Parade and SF Giants game occurred on the same day which established a new high on sales at 3,675 tickets. Although there wasn't a SF Giants last year, the ticket sales this year was 78 percent higher than last year.
- TVM Upgrade update:
  - 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:  
Following publication of the draft Service Vision in July, as part of the Caltrain Business Plan, the District's Communications Division experienced a spike in media inquiries, resulting in 31 news stories on the subject in the course of a week. Coverage included local television news coverage by both English and Spanish-language new outlets. It is the hope of staff that continued circulation of information about Caltrain's vision for future expansion will foster increased support for a dedicated source of funding for the agency to fund service improvements.

## 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.
  - The Transit Police put forth a strategic plan to educate Caltrain riders who bike, standardize responses on social media platforms, conduct analytics, and implement the bicycle security, theft prevention and recovery app Project 529.
- 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](http://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 through September, PGE will be completing utility relocation work resulting in a street closure on Pacific Blvd. between 31st Avenue and McLellan, and lane closures on S. Delaware between 25th and 28th Avenues.
- In mid-July through fall/winter 2020, there will be a temporary vehicle height restriction on E. 25th Avenue when the rail bridge is installed but the street is not yet lowered.
- In July through spring 2020, there will be traffic impacts on Leslie Street (east of Trinta Park) starting with a three week road closure followed by a lane closure with the street open to one-way traffic.
- Please note Hillsdale Station will be temporarily closed for six months, with a target start date of late December 2019, for the building of the new elevated tracks and Hillsdale Station, and the building and lowering of 28th Avenue. A Virtual Town Hall on the temporary closure occurred on July 31, with over 280 people participating. The event is archived online, along with the Q&A, and almost 750 people have viewed the event as of early August.
- The website at [www.Caltrain.com/25thgs](http://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.
- Bombardier Fog Jet Extensions
  - Supply all Labor and Material required for the completion of the Bombardier Fog Jet Extensions to 41 Bombardier coach and cab cars that have restrooms in them.

This project is to extend then relocate the Bombardier fog jet nozzles on the toilet waste tanks to allow for easier access for a daily fog jetting during servicing.

The reasoning behind the modification is the uptick in passenger complaints of the toilet smell in our Bombardier cars and to flush the tanks in a more timely and efficient manner for the fleet of cars we intend on keeping after electrification.

## **Station Improvements**

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

- Coordinate a consistent appearance system wide:
  - Replace, repair and re-paint existing trash receptacles
    - In 2019, Belmont and San Carlos has been replaced
    - Millbrae roofing project has been completed as of August 2019
  - Improve track signage at Diridon
    - Has been installed as of June 2019

**JPB CAC Work Plan**

September 18, 2019

- Amending the By-Laws to include alternate CAC members
- Operating & Capital Budgets
- Rail Safety Education / Suicide Prevention Efforts

October 16, 2019

- Camera System / Grade Crossing Improvements
- 529 Update
- TVM Upgrade update

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
- MTC Means-Based Discount Fare program update – requested by Chair, Brian Shaw on 6/19/19
- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- Distance Based Fares – requested by Chair, Brian Shaw on 6/19/19