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JIM HARTNETT
EXECUTIVE DIRECTOR

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

September 18, 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
 - Rosalind Kutler, San Francisco City & County
4. Approval of Meeting Minutes of August 21, 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. Amending the By-Laws to include alternate CAC members
9. Operating & Capital Budgets (Cynthia Scarella)
10. Rail Safety Education / Suicide Prevention Efforts (Tasha Bartholomew)
11. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
12. Date, Time and Place of Next Meeting
October 16, 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:** Martin Romo, Rosalind Kutler, 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. 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 AUGUST 21, 2019

MEMBERS PRESENT: A. Brandt, A. Dagum, L. Klein, M. Romo, Patricia Leung, R. Valenciana (Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: None

STAFF PRESENT: D. Hansel, M. Jones, J. Le, J. Navarrete, J. Navarro, S. Petty

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

INTRODUCTION OF NEW CAC MEMBER

Chair Brian Shaw introduced newly appointed Santa Clara County committee member, Patricia Leung.

APPROVAL OF MINUTES OF JULY 17, 2019

Motion/Second: Klein / Valenciana
Ayes: Brandt, Dagum, Romo, Leung, Shaw
Absent: None

PUBLIC COMMENT

Jeff Carter, Millbrae, pointed out that the Agenda looked lengthy and may take a long time to get through all of the items. He stated that the CAC meeting times were set up to be train schedule friendly. He stated that members of the public may need to leave before the meeting ends and hopes that future Agendas are more brief for future meetings.

Andy Chow, Redwood City, voiced his concern regarding the Millbrae transfer. He stated that if a passenger coming from BART misses their Caltrain connection, they can be waiting for more than an hour for the next train. He suggested having a better transfer schedule at Millbrae. He also mentioned that Caltrain needs more capacity during concerts. He stated because Caltrain uses a load and go method, passengers wait until the train is full before departing the station and end up arriving past 1:00am. He suggested staff have a better method during events.

CHAIRPERSON'S REPORT

Chair Brian Shaw requested to add an item to September's Agenda, the discussion and decision to amend the bylaws to allow alternates to form a quorum. Chair Shaw also mentioned that the San Francisco County representative will be joining the committee next month. He also stated that he will have more information regarding the additional Santa Clara representative at next month's meeting.

COMMITTEE COMMENTS

Member Adrian Brandt requested staff to continue to focus on ways to prevent vehicles on the tracks. He stated that last month over one hundred passengers were stuck on the train for over 90 minutes due to a vehicle on the tracks. He then stated that the media has reported that electrification is up to two years behind schedule and requested that the JPB encourage the contractor to get back on track. Lastly, Adrian stated that the High Speed Rail Authority is proposing to go with the minimum passing tracks scenario which is not compatible with Caltrain's clock face schedule with higher frequency.

PROOF OF PAYMENT

Jenny Le, Management Analyst, San Mateo County Sheriff's Office, presented the Proof of Payment presentation.

The full PowerPoint presentation can be found on caltrain.com.

Committee Comments:

Member Adrian Brandt asked, when unpaid citations are handed off to the Franchise Tax board, how does Caltrain receive the 100% closure rate, when not everyone pays taxes. Jenny Le responded that unpaid citations are handed over to a third-party agency and if the citation still goes unpaid and is forwarded to the Franchise Tax board, the passenger is charged a penalty and eventually, the money is recouped. Member Adrian then asked about the low-income passengers that cannot pay and Jenny Le responded that Caltrain has a process for those passengers that meet the low-income threshold. Member Adrian then asked whether the collection agency purchases the unpaid citations upfront from Caltrain. Jenny Le confirmed and stated that the collection agency charges a 30% collection fee and a \$25 late fee that is passed to the customer along with a \$75 fine. Member Adrian asked how staff handles customers that have had a third offense. Jenny Le responded that the conductor provides the passenger the proper language of the 90-day exclusion and the Sheriff's department is dispatched to meet the train escort the passenger off the train. Member Adrian then asked what the mechanics of the Rover teams are. Joe Navarro, Deputy Chief, Rail Operations responded that Caltrain has two dedicated individual rovers that follow a schedule and partners with the crew on board to enforce fares. Lastly, Member Adrian asked what the evasion ration is. Mr. Joe Navarro responded that Caltrain enforces fares with two types of machines and the HCR4 machine from MTC,

does not capture that data, however staff is currently working with Turbo Data to find a way to obtain that information.

Vice Chair Valenciana asked whether the clipper card of those individuals on the 90-day exclusion are suspended. Jenny Le stated that the clipper card is not suspended and that if the individual is caught on the train, the individual is considered trespassing and criminal action will be taken.

Member Larry Klein asked how many individuals are on the 90-day exclusion list. Jenny Le responded that currently Caltrain has two individuals on the list.

Joe Navarro, Deputy Chief, Rail Operations stated that staff will present this to the Board next month and request to extend Turbo Data's contract for the next eight years.

Public comment:

Jeff Carter, Millbrae, requested staff to provide the rate of evasion ratio. He also requested staff to provide slack on the zero tolerance/no exception rule when honest mistakes are made like and the passenger indeed has fare and just forgot to tag on/off.

Doug DeLong, Mountain View, shared anecdotal information. He stated that a conductor allowed an individual with the incorrect fare to deboard the train and did not receive a notice of violation. He stated that this conductor may need additional training as it does not follow the zero-tolerance rule.

PLAN BAY AREA 2050

Melissa Jones, Principal Planner, presented Plan Bay Area 2050 to the committee.

The full PowerPoint presentation can be found on caltrain.com

Committee Comments:

Member Larry Klein stated that he expected to see grade separation costs equal between all three plans to eliminate as many grade crossings as possible in all scenarios. Sebastian Petty, Director - Caltrain Policy Development, responded that the cost includes city generated projects and an additional investment in all the scenarios. In the moderate and high growth scenarios, where there is four tracking, additional grade separations would be required.

Member Anna Dugum asked what the current peak service between San Francisco and San Jose is. Ms. Jones responded that it is five trains per hour.

Member Adrian Brandt asked what the reasoning is behind submitting three separate scenarios for MTC to choose from, when the goal is to obtain funding from them and what prevents them from choosing the least cost scenario. Ms. Jones stated that the Board has not taken action yet and once the board adopts one of the service visions, staff will work with MTC to eliminate the other two scenarios. Mr. Petty also added that

MTC is required by law to put together a fiscally constrained plan for the region and by providing all options, if the model does not fit the fiscally constrained plan, there is room to scale back.

Vice Chair Valenciana asked what other transit agencies submit plans for the same geography footprint as Caltrain does. Ms. Jones responded that the multi county operators are BART and Golden Gate Transit.

Public Comment:
None

FARE PROPOSAL

Derek Hansel, Chief Financial Officer, presented the Fare Proposal to the committee and requested a vote for recommendation.

The full PowerPoint presentation can be found on caltrain.com

Committee Comments:

Member Adrian Brandt asked, regarding the discounted fare, what percentage of riders will be eligible for the new 20% low income discount fare and stated that 20% is a timid discount when Caltrain will increase revenue with increased ridership. Mr. Hansel stated that there was an analysis of the available data completed and staff decided to offer a 20% discount to low income riders.

Member Anna Dagum asked what percent of revenue comes from the Go Pass. Mr. Hansel responded that it is a little over 20%. She also asked what types of companies are eligible to participate in the Go Pass program. Mr. Hansel stated that there is a minimum subscription amount and that there are several companies participating along the corridor, including the largest customer, Stanford University. Ms. Dagum then asked whether Caltrain risks losing Go Pass participation with the substantial increase in Go Pass fares and asked whether the substantial increase with Go Pass can subsidize low-income discount fares. Mr. Hansel stated that the revenue per passenger mile for Go Pass was the lowest fare product by far and to solve the perceived equity issue, by increasing fares, in 2025 this problem is solved. If staff continues to increase the Go Pass fare to offset the low-income fare, the equity concern will arise again for the opposite reason. Lastly, Ms. Dagum asked whether Caltrain has a program in place for subsidized Go Pass schools and/or non-profits. Ms. Hansel responded that Caltrain does not.

Member Larry Klein asked why staff decided to increase the Go Pass 5% every two years going forward as opposed to providing participating companies the price in 2022 and 2024 and then reevaluating the fare program every two years. Mr. Hansel stated there are several reasons, first the evaluation is a significant process and it made sense to increase fares all together, second there is an equity issue when the zone and base fares are increased and the Go Pass remains the same, and lastly, there were many

complaints with the onetime 50% increase split over two years as these companies also have budgets to plan for. Caltrain wants to create predictability in price for those customers. Lastly, Member Klein stated that there will be a lot of complaints with the two fare increases happening so close together, April and July.

Chair Brian Shaw recapped the changes to fares, the Go Pass will increase 5% every two years beginning 2020, that the Clipper discount program will remain, at a reduced level, and there is a new discount fare, an income-based means fare program that MTC is helping subsidize. Chair Shaw requested that an update of the means fare program be presented to the CAC in Dec 2020. He requested that this topic be added to the work plan. Mr. Hansel agreed to provide an update to the CAC in December 2020.

Vice Chair Valenciana stated that students in college may qualify for the low-income fare and asked whether staff plans to promote this at the colleges and universities. Mr. Hansel stated that he is not aware of promotion plans.

Member Anna Dagum asked whether the station-based fare proposal by a member of the public can be looked at and possibly implemented. Mr. Hansel stated that it would be challenging to implement.

Member Adrian Brandt asked why station-based fare is difficult to implement. Mr. Navarro responded that it is difficult to enforce fares every one to three miles and the determination will possibly be made once the stopping pattern is decided on and whether it would be reasonable to implement a station-based fare with the design of the new EMUs.

Public Comment:

Jeff Carter, Millbrae, stated that he supports Caltrain's participation in the means-based fare program and the increase of the Go Pass if it does not detour companies from purchasing the Go Pass. He would also like staff to address the mistake in increasing the multiplier of the monthly pass.

Chair Brian Shaw advised the committee that Mr. Hansel is looking for a recommendation from the committee and would need a motion and a second from the committee.

Vote to recommend the Fare Proposal

Motion/Second: Klein / Brandt

Ayes: Dagum, Romo, Leung, Valenciana, Shaw

Absent: None

The Citizen's Advisory Committee has recommended the Fare Proposal.

CALTRAIN BUSINESS PLAN UPDATE

Sebastian Petty, Director - Caltrain Policy Development, presented Caltrain Business Plan Update to the committee.

The full PowerPoint presentation can be found on caltrain.com and further information regarding the Business Plan Update can be found at www.caltrain2040.org

Public Comment:

Doug DeLeon, Mountain View, stated that the consultant doing the management analysis compared Caltrain to other railroads using two metrics. In the first metric, revenue service miles per employee, Caltrain matched the best other railroad in the country, New Jersey Transit. In the second metric, passenger miles per employee, Caltrain surpassed the next closest rated railroad by twice as much. Caltrain is unique as it has the same load in the reverse direction as it does in the peak direction, which allows Caltrain use their rolling stock and operating employees twice during each commute peak. Doug went on to say that the consultant doing the management analysis showed that Caltrain is under resourced for what it is doing.

Jeff Carter, Millbrae, stated that he hopes that Caltrain goes with the moderate to high growth scenarios as it has the potential to do a lot like take cars off the freeway.

Committee Comments:

Member Patricia Leung asked whether there is consideration of the last mile problem. Mr. Petty advised that the plan does not include that consideration and had a set of default assumption made and that there will be additional analysis to come. Member Leung then asked whether there will be consideration with TODs. Mr. Petty stated that it is a major consideration and that there is a companion project, the Rail Corridor Use Policy, being done that will look at land that Caltrain owns to consider what land will need to be used for railroad usage and where there are opportunities for potential development.

Member Larry Klein asked what document the public should refer to and Mr. Petty advised that it is the document with over 150 pages and that there is a link on the project website to the YouTube Live presentation. Member Klein then asked what the plans are for sharing station space with other entities. Mr. Petty said that this question fits in the same category as the last and that the Business Plan sets a big picture framework defining long term space necessities for railroad usage and areas for opportunity to develop. Member Klein then asked whether current projects take into consideration the 2040 plan. Mr. Petty stated that current projects underway will not halt and that staff will continue to do work that gets Caltrain to the 2040 plan. Caltrain will also continue to look at funding options and opportunities and will look for new sources of funding.

Member Adrian Brandt, referred to the 2040 Operating Cost slide and asked why "traction electricity" and "fuel and electricity" are separated out. Mr. Petty stated that he will investigate that further. Member Adrian also asked what part of the \$3.6B is level boarding and Mr. Petty said that he would need to pull the detailed numbers. Member

Brandt wanted to emphasize the importance of level boarding and shared pictures he took of level boarding in Switzerland. The train had plates that come out and retract when the train leaves. He stated that it is a three-track station and that in twenty-three minutes time, they had five trains per track, fifteen trains moving on a three-track station and if a track is removed, they are moving ten trains on two tracks.

Chair Brian Shaw suggested the committee to review the Organizational Assessment as there was not enough time to go over it at last month's Board Meeting.

Mr. Petty then stated that the Board had made a couple of requests, to continue the presentation at the September Board meeting to discuss the service and to have a special meeting to look at the Organizational Assessment and has not been scheduled yet.

Chair Brian Shaw then asked whether Caltrain can use the 4 slots an hour being held for High Speed Rail at least until High Speed Rail comes on to the Peninsula. Mr. Petty stated that technically yes, however further analysis will need to be completed. Lastly, Chair Shaw asked whether the main difference between the money that is being programmed for the recommended/moderate approach vs. the high growth approach is the scope number of passing tracks that will be needed to get to that additional capacity in terms of the spend. Mr. Petty confirmed that it is the main difference.

STAFF REPORT UPDATE

Joe Navarro, Deputy Chief, Rail Operations, reported:
(The full report can be found on caltrain.com)

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.

Mr. Navarro explained that the reason for the minutes of delay with the vehicle on the tracks, earlier in August, was due to not only cat poles and foundations in the way, but the vehicle went up the embankment and it was difficult for the tow truck to access the vehicle. Every situation has its unique complications.

Public comment:
None

Committee comment:
Member Adrian Brandt asked whether the old telegraph poles from SP days will be removed. Mr. Navarro will investigate further.

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

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

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

September 18, 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 7:56 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) –

- **August:** The August 2019 OTP was 93.9% compared to 93% for August 2018.
 - **Vehicle on Tracks** – There were three days August 13, 16 and 21, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In August 2019 there were 719 minutes of delay due to mechanical issues compared to 905 minutes in August 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on August 10 and 29, resulting in fatalities.
- **July:** The July 2019 OTP was 93.8% compared to 90.5% for July 2018.
 - **Trespasser Strikes** – There was one trespasser strike on July 12 and two trespasser strikes on July 22, all resulting in fatalities.
- **Caltrain Fall 2019 Timetable Update** – Caltrain, in collaboration with the communities of Gilroy, Morgan Hill, and San Jose as well as representatives from VTA and Santa Clara County have been working on plans to improve service on the Caltrain corridor between San Jose and Gilroy. In the near term, Caltrain will adjust Gilroy Service this Fall.

Effective Monday, Oct. 7, 2019, Caltrain will adjust its southbound Gilroy service based on feedback provided by South Santa Clara County riders in a survey conducted on April 23, 2019 that indicated their preference to have an earlier train between the first two trains.

- Train 262 will provide service to all stations from Tamien Station to Gilroy Station. Train 262 will also stop at Lawrence Station.
- Train 274 will no longer serve stations south of Tamien Station and will terminate at Tamien station.
- The last train to stations south of Tamien station will be Train 268.

- Northbound service from Gilroy will remain unchanged.

New Timetable available at www.caltrain.com/GilroyService.

- **Special Event Train Service –**

- **Services Performed:**

- **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 in the morning and Gilroy Station in the afternoon. Tickets were sold in advance online at gilroygarlicfestival.com through Eventbrite. The Garlic Train ticket included the round-trip Caltrain ride from San Jose Diridon Station to Gilroy, bus transportation service to and from Gilroy station to the festival grounds, festival admission and connecting trips on Caltrain Peninsula Weekend Service trains 422, 435 or 803 on same day of event. Garlic Festival attendees were able to catch the Garlic Train at San Jose Diridon station or take the train to San Jose Diridon from the Peninsula. Total Gilroy charter train ridership was 1,011, representing an 18 percent decrease compared to 2018 ridership.
- **Giants Baseball** – The Giants hosted fourteen regular season home games in August. Total additional ridership alighting and boarding at San Francisco station, was 62,263. Year-to-date pre and regular season ridership, alighting and boarding at San Francisco station, was 256,861, a 36 percent decrease compared to the same number of games in 2018.
- **Rolling Stones at Levi's Stadium** – On Sunday, August 18 at 7:30 p.m. the Rolling Stones performed their 2019 No Filter North Tour concert at Levi's Stadium. To accommodate the crowds Caltrain operated one extra post-event train departing Mountain View station approximately 75 minutes after the concert ended in coordination with VTA connecting service. Total riders alighting and boarding at Mountain View station was 724.
- **SF 49ers Pre-Season Games at Levi's Stadium** – The SF 49ers hosted the Los Angeles Chargers on Thursday August 29, at 7:00 p.m. Caltrain operated one extra post-game local train from Mountain View to San Francisco. Total year to date ridership alighting and boarding at Mountain View station was 1,300, a 50 percent decrease compared to the same number of games in 2018.
- **Stanford Football** – The Stanford Cardinal hosted their first 2019 home football game of the season on Saturday, August 31 at 1:00 p.m. vs. Northwestern. Total riders alighting and boarding at Stanford station was 958, an increase of 12 percent, compared with 2018 average ridership per game.

- **Labor Day** – On Monday, September 2, Caltrain operated Holiday/Sunday Service in observation of the Labor Day Holiday. The Tamien-San Jose Shuttle also operated that day.
- **Metallica Concert at Chase Center** – On Sunday, September 8, Metallica performed their 2019 WorldWired Tour concert at the Chase Center. To accommodate the crowds, Caltrain operated one extra post-event local train that departed from San Francisco station at 12:05 a.m.
- **Services Scheduled:**
 - **Giants Baseball** – Regular season continues through September. The Giants will host fourteen regular season home games in September. Caltrain will provide regular baseball service for all home games.
 - **Elton John Concert at Chase Center** – On Sunday, September 15, Elton John will perform his Farewell Tour concert at the Chase Center. To accommodate the crowds, Caltrain will operate one extra post-event local train that will depart from San Francisco station at 12:05 a.m.
 - **Stanford Football** – The Stanford Cardinal will host the Oregon Ducks on Saturday, September 21 at 4:00 p.m. They will also host the Washington Huskies on Saturday, October 5, time TBD. 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.
 - **SF 49ers Regular Season** – The 49ers will host the Pittsburgh Steelers for their season opener on Sunday, September 22 at 1:25 p.m. at Levi's Stadium. 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.
 - **San Jose Sharks** – There will be three pre-season SJ Sharks home games at SAP Center in September.
 - **Warriors vs. Lakers Pre-Season** – The Warriors will host a Pre-Season game vs. the Lakers on Friday, October 5 at 5:00 p.m. at the Chase Center. Caltrain will track post-game service ridership for all home games. No extra special trains are planned.

- o **Capital Projects –**

The Capital Projects information is current as of August 9, 2019 and is subject to change between August 9 and September 5, 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.

During August, construction of the bents and columns of new 28th Avenue Bridge, and 31st Avenue Bridges continued. The precast concrete girders for the 25th Avenue Bridge that were set in July were being prepared for post tensioning.

Construction also continued of the Mechanically Stabilized Earthen (MSE) Wall B between 25th and 28th Avenues, 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 began construction of MSE Wall D between the Pedestrian Underpass and 31st avenue.

Mass excavation on the west side of the tracks at 31st Avenue and 28th Avenue future roadway underpasses is underway. Retaining walls on the west side of 31st Avenue was also in progress. Construction of the east sides of 28th and 31st Avenues cannot proceed until the track shift associated with the temporary Hillsdale station closure is in place. Welding of the rail into continuously welded rail (CWR) strings for track installation was completed along Leslie Street.

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. A public webinar (virtual town hall) was conducted on July 31 to inform the public and field questions and comments of the temporary closure.

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 August, PG&E utility relocations for gas and electric continued and are

expected to be complete by months' end. Construction of Poletti Way also continued and is also nearing completion. Construction of the station has been restarted.

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, and, addressing constructability issues such coordination with other JPB capital projects and construction staging. 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 new machines will 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 mockup prototype is being assembled at JPB's San Carlos office for Factory Acceptance Testing of the Mockup prototype. 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 preliminary (35%) 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 and their comments are being addressed in the preliminary design. 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 correspond 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 proposals were received on August 7. Staff review of the proposals is in progress. 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 includes the 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 will 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 are being corrected by the vendor and followed by the JPB's installation of PTC onboard equipment and inward facing cameras prior to being returned for revenue service. Locomotive #921 has been returned to JPB's CEMOF facility for final inspection prior to commissioning tests. 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 expected in October.

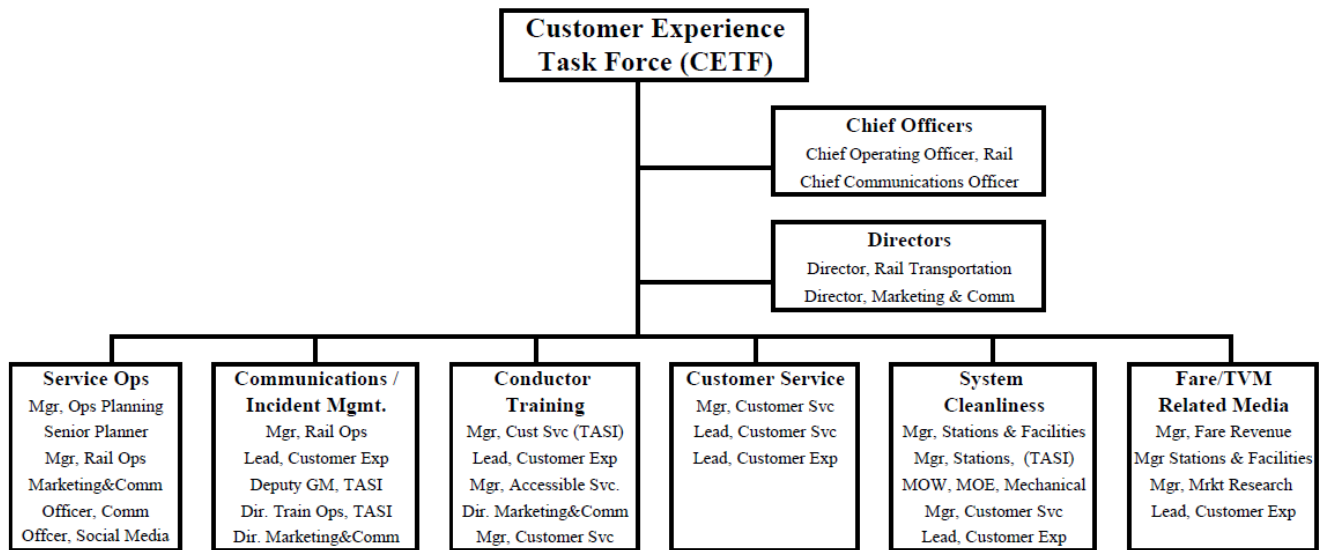
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

TO: JPB CAC

FROM: Joe Navarro
Deputy Chief, Rail Operations

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.

- Caltrain Fall 2019 Timetable Update:
 - Caltrain, in collaboration with the communities of Gilroy, Morgan Hill, and San Jose as well as representatives from VTA and Santa Clara County have been working on plans to improve service on the Caltrain corridor between San Jose and Gilroy. In the near term, Caltrain will adjust Gilroy Service this Fall.

Effective Monday, Oct. 7, 2019, Caltrain will adjust its southbound Gilroy service based on feedback provided by South Santa Clara County riders in a survey conducted on April 23, 2019 that indicated their preference to have an earlier train between the first two trains.

- Train 262 will provide service to all stations from Tamien Station to Gilroy Station. Train 262 will also stop at Lawrence Station.
- Train 274 will no longer serve stations south of Tamien Station and will terminate at Tamien station.
- The last train to stations south of Tamien station will be Train 268.
- Northbound service from Gilroy will remain unchanged.

New Timetable available at www.caltrain.com/GilroyService .

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.
- 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:

Communications put together a series of five videos called "The Science of Rail Safety". Featuring Kari Byron of TV's Mythbusters, the videos focus on concepts such as sound shadows, speed perception, and stopping distance in order to promote safe behaviors around our tracks. These videos, coupled with a \$20,000 grant from Operation Lifesaver to promote Caltrain's Rail Safety Month materials, will help get a pro-safety message to hundreds of thousands of people in a fun and innovative way.

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 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 now has over 1000 views as of early September.

- 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.
- Bombardier Fog Jet Extensions 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.

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
 - Improved and added Track Signage at the San Jose Diridon Station and installed as of June 2019
 - Replace existing PNA Signs
 - Removal and Installation will start on September 16, 2019.
 - Replace existing Monument Signs at the San Jose Diridon Station
 - Installation will start in early September 2019.
 - Replace and Install New Information Board Signage
 - Installation TBD

JPB CAC Work Plan

October 16, 2019

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

November 20, 2019

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-

December 18, 2019

- MTC Means-Based Discount Fare program update
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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
- 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