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JIM HARTNETT
EXECUTIVE DIRECTOR

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

October 16, 2019 – Wednesday

5:40 p.m.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of September 18, 2019
4. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
5. Chairperson's Report
6. Committee Comments
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
7. Camera System / Grade Crossing Improvements (Joe Navarro)
8. TVM Upgrade Update (Christiane Kwok)
9. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
10. Date, Time and Place of Next Meeting
November 20, 2019 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
11. 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 SEPTEMBER 18, 2019

MEMBERS PRESENT: A. Brandt, A. Dagum, M. Romo, P. Leung, R. Kutler, B. Shaw
(Chair)

MEMBERS ABSENT: L. Klein, R. Valenciana (Vice Chair)

STAFF PRESENT: T. Bartholomew, J. Navarrete, J. Navarro, C. Scarella, S.
VanHoffen

Chair Brian Shaw called the meeting to order at 5:41 p.m. and led the Pledge of Allegiance.

INTRODUCTION OF NEW CAC MEMBER

Chair Brian Shaw introduced newly appointed San Francisco County committee member, Rosalind Kutler.

APPROVAL OF MINUTES OF AUGUST 21, 2019

Motion/Second: Brandt / Romo

Ayes: Dagum, Leung, Shaw

Abstain: Kutler

Absent: Klein, Valenciana

PUBLIC COMMENT

Roland stated that in the last Board Meeting the ridership numbers were presented. He stated that the data reflected that both the Bullet trains and the Limited trains are way over capacity, however that ridership is dropping on both of those trains and that the ridership on local trains is increasing. He stated that the reason for the change in ridership is because those passengers are switching to local trains. Roland proposes to increase the length of the trains that are over 130% capacity to seven cars. He said that the Caltrain can use the Stadler cars that will be sitting around due to the delay with the EMUs. He suggested to push these cars with Diesel and to deploy them on the Gilroy service.

Jeff Carter, Millbrae, stated that his comments are in regards to the annual passenger counts and that his full comments can be found in the reading packet. He stated that

the ridership report is incomplete as it does not include, Mondays, Fridays or weekends. He stated that staff cannot recalibrate without that information. He also stated that the Ridership Report from Chicago Metra, similar to Caltrain, includes whether gas prices work in downtown Chicago and suggests having Caltrain put out a report similar to theirs.

CHAIRPERSON'S REPORT

None

COMMITTEE COMMENTS

None

AMENDING THE BY-LAWS TO INCLUDE ALTERNATE CAC MEMBERS

Chair Brian Shaw reported that this item was added due to a suggestion from the public to add alternate members in case one of the committee members was unable to attend to form a quorum. A quorum is made up of at least five members present. This amendment, to the bylaws, is to ensure there is a quorum at every CAC meeting. Chair Shaw welcomed Legal Counsel, Shayna VanHoffen to help answer any questions.

The Committee discussed several options and it was decided, with the help of Shayna VanHoffen, to include one alternate per county and to have them abide by the same attendance guidelines as the CAC members do. In addition, the alternates would receive the same information as the current CAC members would. The committee also suggested that the alternate would serve when terms have expired and that solicitation for both the alternate and the vacant committee seat would happen simultaneously. Shayna notified the committee that she would amend the bylaws to include all of the revisions suggested and would return next month to present the amendments for the committee's approval to be presented to the Board.

Public comment:

Roland stated that he did not hear an incentive for alternate members and wanted to suggest a substitute motion. He stated that there should be two alternates. He said that there should be notice well in advance and that the alternates would have a choice on who would attend the meeting. He then stated that the alternate's attendance should be tracked and that the alternate with the highest attendance would serve on the committee. He said that it would incentivize the alternates to attend the meetings.

Jeff Carter, Millbrae, agrees with Adrian that alternates should attend the meetings and be present with the intent to serve at a moment's notice. He also stated that he agrees with one alternate per county and that the attendance guidelines should align with the member's attendance guidelines so that they are up to date and able to serve.

Drew stated that these alternates would serve as a fourth representative for each county and inevitably in almost every meeting they will serve as not all members are always present. He stated that if the alternate assumes the vacant chair on the committee then the efforts would only focus on obtaining an alternate. He also suggested amending the order of the business in the bylaws since they are being amended already.

OPERATING & CAPITAL BUDGETS

Cynthia Scarella, Manager, Budgets, presented Operating & Capital Budgets to the committee.

The full PowerPoint presentation can be found on caltrain.com

Public Comment:

Roland stated that this presentation is stale information as the preliminary was presented to the Board in May and the final was presented to the Board in June. He stated that this information should have been presented to the CAC in May to have made recommendations for the final presentation made in June. He requested staff not to allow this to happen again for next year. Roland also stated that Caltrain needs to eliminate the need for operating subsidies from the three counties.

Jeff Carter, Millbrae, agrees that the budget should come to the CAC before it goes to the Board to include CAC input. He stated that it is great that budget is balanced this year. He stated that the problem is that because ridership has gone up so drastically over the years along with revenue, the partner agencies have been able to decrease their contributions historically to Caltrain. He stated that transit is underfunded and should be funded as highways and airports are. He is concerned that Caltrain will need to rely on fares. He hopes that Caltrain can find more sources of funding.

Committee Comments:

Member Adrian Brandt agreed with the public comment and would like to see these presentations presented to the CAC before they become five months old. This will give the committee the opportunity to pass along their thoughts to the Board. He stated that he wanted to ask about the TASI labor contracts and operating baseline expenditures. He said that to his knowledge that when there are additional cars added to the train, that onboard staff also needs to be increased. He asked what it would take to go to a one man operation when to become more efficient. He also asked whether in the Capital cost, staff is looking at lengthening the station platforms to accommodate longer trains. Ms. Cynthia responded that the Electrification program includes station modifications.

Chair Brian Shaw asked why the presentation was presented to the CAC late. Mr. Joe Navarro responded that although it was not provided, he also did push for it to be presented prior to it being presented to the Board and will work to request this

information ahead of time. Mr. Brian Shaw requested that this be added to the standing work plan for May 2020.

Member Rosalind asked whether shade for the platforms is being contemplated as part of the budget due to the climate change becoming more of an issue. Ms. Cynthia stated that she would review further and report back.

RAIL SAFETY EDUCATION / SUICIDE PREVENTION

Tasha Bartholomew, Communication Manager, presented the Rail Safety Education / Suicide Prevention Efforts to the committee. Presenters from San Mateo County, Islam Hassanein and Sylvia Tang presented on the San Mateo Suicide Prevention committee (SPC).

The full PowerPoint presentation can be found on caltrain.com

Public Comment:

Roland stated that there were many teen suicides in Palo Alto and that putting fencing and guards at the grade crossing along with counseling at the schools, helped prevent further suicides. However now there are problems with the new Hillsdale station as it will be an island platform in the middle of a High Speed Rail Line that will be running at 110 mph. He stated that staff has the opportunity to do two things; staff can redesign the station to ensure that the bullets and the high speed rail do not go near the tracks and then to change the Caltrain engineering standards. He stated that Bayshore and Lawrence have four tracks, but only have one fence. With a four track station, two fences are needed. Lastly, Roland stated that level boarding will never happen at Hillsdale because freight will hit the platforms.

Committee Comments:

The committee members each thanked Tasha and the presenters for their presentation on the very important issue.

Member Anna Dagum asked whether there will be a 3-digit suicide hotline as with 9-1-1. Ms. Islam responded that there are efforts to create a National Suicide Prevention Life Line and that they are finding ways to connect all crisis centers to it and that the National Suicide Prevention Line oversees that.

Member Adrian Brandt said that he is pleased to see that suicide is being talked about and that since no one talked about suicide, every death was considered an accident and not a suicide. He stated that there needs to be an understanding of what is happening, in order to solve the problem and to ensure that there are no further misdirected efforts towards safety. He stated that the only places that have resolved this problem are where platform screen doors have been installed. Member Brandt asked Tasha how long it typically takes to determine cause of death for reporting purposes. Tasha responded that it depends on the backlog of the coroner's office and that there have been instances that it took over a year. On slide twelve, Member

Brandt suggested there be an extra column to determine unknown cause of death because not all suicides are deterministic.

Member Martin Romo requested to include location of where the incidents occurred and whether it was grade separated to possibly identify a trend. Tasha responded that these incidents have occurred all along the corridor and that she can provide the data for the past few years.

Chair Brian Shaw stated that it may be helpful to provide context and compare to like railroads. This could potentially identify whether there is a specific issue with Caltrain or determine that other railroads have the same issue. Ms. Tasha asked Mr. Joe Navarro what his experience has been working at other railroads and Mr. Navarro stated that the numbers are about the same if not more at other railroads in his experience. Chair Shaw then asked why he did not see San Francisco listed as a Community Partner on slide fourteen. Ms. Tasha responded that she and her team have not been able to obtain a representative from that county. Ms. Islam from San Mateo County also stated that San Francisco does not have the equivalent of a committee as San Mateo and Santa Clara counties do. Chair Shaw also requested staff to provide drilled down data as it may be helpful in terms of prevention and identify possible patterns. Ms. Tasha stated that she would be able to provide that data with next year's presentation.

STAFF REPORT UPDATE

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

Mr. Navarro started by saying that fencing the entire railroad is a priority and that staff's fencing efforts have been recognized by the several Federal Railroad Agency members, (FRA).

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.
Mr. Navarro stated that the FRA agreed to help staff partner with the CPUC to obtain waivers in order to implement efforts to prevent vehicles on the tracks.
 - **Mechanical Delays** – *correction made to the report online - In August 2019 there were 669* minutes of delay due to mechanical issues compared to 905 minutes in August 2018.
*corrected from staff report located online
 - **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.

Public comment:

Roland asked why the fencing efforts mentioned in the staff report was not included in the Rail Safety Education / Suicide Prevention Efforts presentation. Roland agreed with the committee that the incident data needs to include the location of the fatalities. Lastly regarding the Gilroy service change, he requested staff to have the train that picks up at 8:18 to travel all the way to Tamien.

Committee comment:

Member Adrian stated that he is encouraged with the possibility of regulatory relief with helping keep the vehicles off of the tracks. Adrian suggested a crossing gate that stays down until the train approaches. There would be a reflective barrier in the way to help prevent a vehicle on the tracks. Mr. Brandt then asked whether the passenger counter on the EMUs will be weight-based. Mr. Navarro stated that they will not and that passengers and bikes will be counted. He also stated that he is working on obtaining people counters at the 4th and King station. Member Brandt also asked about the delay with electrification due warning time solution, dual speed system or dual speed measurement approach and he requested staff to present on this topic. Chair Shaw requested this item be added to the Items to be Scheduled section of the Work Plan. Lastly, he requested staff to add filler necks to the water fountains. Mr. Navarro stated that SFK will have the bathrooms renovated and would look into adding those. Chair Shaw also requested that item to be added to the Work Plan.

JPB CAC Work Plan

October 16, 2019

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

November 20, 2019

-
-

December 18, 2019

- MTC Means-Based Discount Fare program 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
- 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:

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.

Adjourned at 8:08 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) –

- **September:** The September 2019 OTP was 93% compared to 92.6% for September 2018.
 - **Vehicle on Tracks** – There were six days, September 6, 8, 9, 19, 20 and 21, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In September 2019 there were 620 minutes of delay due to mechanical issues compared to 1514 minutes in September 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on September 5 and 24, resulting in fatalities.
- **August:** The August 2019 OTP was 93.9% compared to 93% for August 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on August 10 and 29, resulting in fatalities.
- **Chase Center Grand Opening** – Caltrain is proud to serve the new Chase Center, the new home of the Golden State Warriors and San Francisco's newest event and concert venue. On Friday, September 6 and Sunday, September 8, Metallica and the San Francisco Symphony kicked off the Chase Center's grand opening concerts celebrating the 20-year anniversary of their historic joint performance of the band's 1999 S&M album.

Over the past year Caltrain has participated in various coordination meetings with the Chase Center, the City of San Francisco and other Bay Area transit agencies serving the Chase Center to help coordinate and promote public transit to get to the Chase Center as parking at the arena and in the Mission Bay is extremely limited. Caltrain will be providing regular service to and from most events, including Warriors home games, and is working closely with the Chase Center to identify and address service gaps for special events. As a pilot, Caltrain provided one post-event train for two Sunday evening concerts on

September 8 (Metallica & SF Symphony) and September 15 (Elton John). To inform future service planning decisions, Caltrain has been tracking and monitoring Chase Center post-event ridership counts at San Francisco station.

For more information about Caltrain service to Chase Center, visit:

www.caltrain.com/chasecenter

- o **Customer Service Week** – This is the time of year when Caltrain celebrates Customer Service Week and recognizes the work of our front line employees and the customer service/experience team.

This year Customer Service Week will be celebrated during the week of October 7th and the theme is **The Magic of Service**. Magical service can turn an unhappy customer into a satisfied customer and an occasional rider into a committed long-term rider.

- “My commute level of stress has totally gone way down. Thanks Caltrain.” (Train 313)
- “I love how easy it is to get to work using Caltrain! I never have to worry about Bay Area traffic.” (Train 288)
- “Been riding my entire life, but only recently have started taking it to work because my work moved further away. I love taking it to work now.” (Train 385)

As displayed on the poster board in the back of the JPB Board meeting room, each member of the Customer Experience Department magically transforms our customers by providing exceptional service every single day.

Caltrain wants to acknowledge our Customer Experience team who works directly with our customers and the many other front line employees who bring magic into the work they do each day.

This week Caltrain is recognizing the great work by all employees on the front line.

- o **Special Event Train Service** –

- o **Services Performed:**

- o **Giants Baseball** – The Giants hosted fourteen regular season home games in September. For the 9/29 game, a one hour post game commemoration of Bruce Bochy was held. One post-event special train departed 25 minutes after game end, and a second departed one hour and 50 minutes after game end. Total additional ridership alighting and boarding at San Francisco station, was 55,196.

- o **2019 Giants Baseball Season** – Total pre and regular season additional ridership alighting and boarding at San Francisco station was 312,057, representing a 33 percent decrease over 2018.
- o **SF 49ers Regular Season** – The 49ers hosted the Pittsburgh Steelers for their season opener on Sunday, September 22 at 1:25 p.m. and the Cleveland Browns on Monday, October 7 at 5:15 p.m. at Levi's Stadium. Caltrain operated one extra pre-game train with limited stops and one extra post-game local train from Mountain View to San Francisco. Event ridership will be provided in November.
- o **Stanford Football** – The Stanford Cardinal hosted the Oregon Ducks on Saturday, September 21 at 4:00 p.m. and Washington State on Saturday, October 5 at 7:30 p.m. Total riders alighting and boarding at Stanford station was 995, an increase of 17 percent, compared with 2018 average ridership per game.
- o **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. Total additional pre and post-event ridership was 891.
- o **Elton John Concert at Chase Center** – On Sunday, September 15, Elton John performed his Farewell 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. Total additional pre and post-event ridership was 943
- o **Opera at the Ball Park** – On Saturday, September 21 the San Francisco Opera and San Francisco Giants joined forces for Opera at the Ballpark, a free simulcast of Gounod's Romeo and Juliet in high definition live from the stage of the War Memorial Opera House to the new 71-foot high x 153-foot wide Vision Board in Oracle Park. In coordination with Oracle Park, Caltrain operated Giants-game like service (two pre-event and two post-event special trains). Caltrain carried 1,959 additional riders.
- o **San Jose Sharks** – There was three pre-season SJ Sharks home games at SAP Center in September. Total post-game additional riders, boarding at San Jose Diridon station was 417, which represents a 65 percent increase compared to the same number of games in the 2018/2019 season.

The regular season home opener was on Friday, October 4 at 7:30 p.m. vs. the Golden Knights.

- **Services Scheduled:**

- **Stanford Football** – The Stanford Cardinal will host UCLA on Thursday, October 17 at 6:00 p.m. and Arizona State on Saturday, October 26, 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 Carolina Panthers on Sunday, October 27 at 1:05 p.m. and the Seattle Seahawks on Monday, November 11 at 5:15 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** – The Sharks will host four games in October and eleven games in November. Caltrain will track post-game ridership for all home games. No extra special trains are planned. For weeknight and Saturday night games, the last northbound train departs SJ Diridon station at 10:30 p.m. or 15 minutes after the game ends but departs no later than 10:45 p.m.
- **San Francisco Fleet Week** – On Saturday, October 12 and Sunday, October 13, Caltrain will provide one extra pre-event train with limited stops from San Jose to San Francisco and one extra post-event local train on both days for the Fleet Week airshows from 12:00 p.m. to 4:00 p.m. in anticipation of large crowds.

- **Capital Projects –**

The Capital Projects information is current as of September 13, 2019 and is subject to change between September 13 and October 3, 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.

In September, the precast girders for the 28th Avenue Bridge were placed. The center bent for the 31st Avenue Bridges has been poured and falsework and formwork for the bent cap is in progress. Post-tensioning of the 25th Avenue Bridge girders is scheduled to occur by month's end.

Construction also continued on the Mechanically Stabilized Earthen (MSE) Wall B, between 25th and 28th Avenues, for which the final panels and lightweight cellular concrete are expected to be complete by month's end. Construction continued on MSE Wall C (between 28th Avenue and the new Pedestrian Underpass), MSE Wall D (between the Pedestrian Underpass and 31st Avenue), and MSE Wall E (between 28th Avenue and 31st Avenue) are in progress. The coping, moment slab, OCS pole foundations and handrails for the MSE Wall A between Borel and 25th Avenue were also in progress and nearing completion.

Mass excavation on the west side of the tracks at 31st Avenue and 28th Avenue future roadway underpasses was completed. 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. PG&E completed all of their relocations within the project limits.

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 September, PG&E utility relocations for gas and electric were completed, thus, all third-party utility relocations are now complete. Realignment of the JPB Positive Train Control (PTC) fiber optic line is in progress. The station construction contractor is remobilizing from the partial suspension of work to recommence construction of the station.

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 was issued for construction to minimize

delays and inefficiencies that would be caused by the stacking of the utilities and construction work. The partial suspension was lifted in September. Critical path station related construction that was planned to resume in April 2019 was delayed until September/October 2019 due to delays in the relocation of existing PG&E gas and electric utilities. 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 will 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 install security fencing to deter encampments, and, also include track improvements in the vicinity of the bridges.

Currently, the project is completing 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 as 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 late 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.

The mockup prototype, for the original scope of work, was assembled at JPB's San Carlos office for preliminary testing of the touchscreen. JPB has recently issued contract additions for upgrades to the credit card reader and the database that will extend the completion of the 2 prototype machines from October 2019 until April 2020. 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 was placed on hold until late August 2019 due to design coordination with the Electrification project to assure that the work is coordinated, and, waiting for signal preemption timing requirements from the City of Sunnyvale in order to proceed with design. The 65% design of the crossings from the Electrification project was received in late August. JPB provided signal preemption timing criteria to the City of Sunnyvale. Preliminary design has been restarted in September. Coordination with the City for timing continues. The current schedule is for design to complete by the Spring of 2020, award the construction contract in the Fall of 2020, and conduct construction from late 2020 until mid-2021.

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. Due to budget constraints, the FY19/FY20 scope is limited to five (5) crossings to be improved. The five crossings selected to be improved in this phase are 1st, 2nd, and 3rd Avenues in San Mateo, and, Glenwood in Atherton, and Oak Grove Avenues in Menlo Park. 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 the cities of 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 and lasting until late 2021.

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, and, provide Wi-Fi capability for passengers. This project is funded through a grant from the Transit and Intercity Rail Capital Program (TIRCP). Currently, the project is currently 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 and negotiations with the selected

contractor has been completed. Award of the design contract is agendaized for the October 2019 Board meeting. 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 and award of the contract in the Spring of 2020.

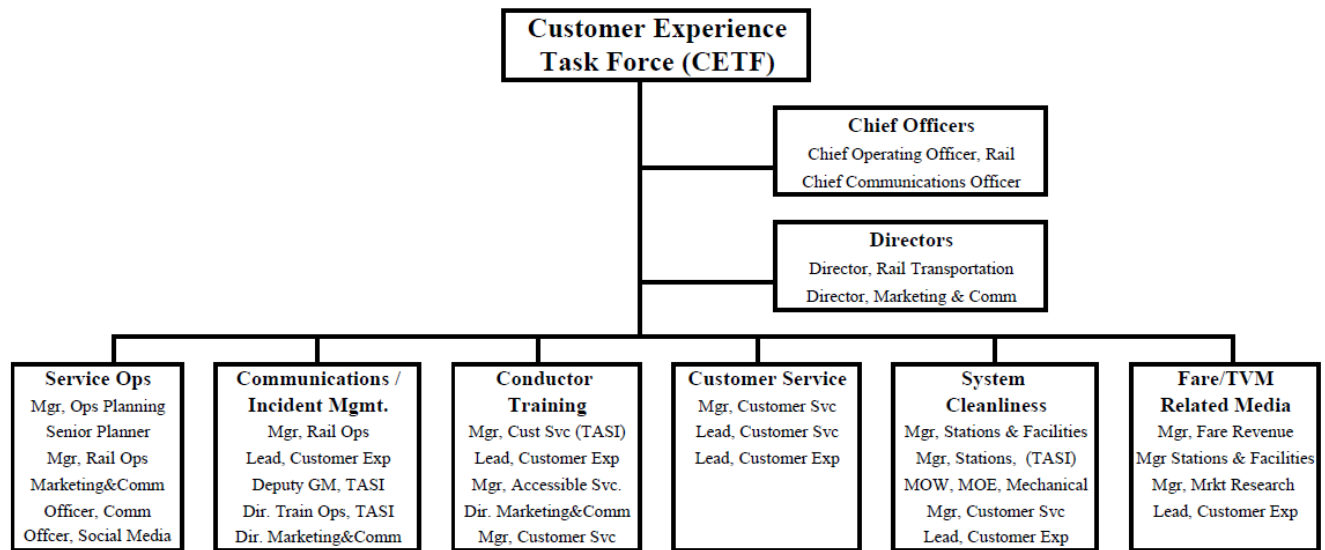
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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. Caltrain adjusted Gilroy Service.

Effective Monday, Oct. 7, 2019, Caltrain adjusted 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 provides service to all stations from Tamien Station to Gilroy Station. Train 262 will also stops at Lawrence Station.
- Train 274 no longer serve stations south of Tamien Station and terminates at Tamien station.
- The last train to stations south of Tamien station is Train 268.
- Northbound service from Gilroy remains unchanged.

There were various efforts to inform riders and the general public about the Gilroy Service change including a seat drop on the 3 northbound trains departing from Gilroy, VMS and PA messages at stations, onboard conductor announcements, station information board flyers, temporary station signage at South Santa Clara county stations, social media posts, Caltrain webpage updates, Caltrain press release, paid advertisement campaign efforts, station ambassadors and outreach coordination efforts with Gilroy, Morgan Hill, San Jose, VTA and Santa Clara County.

For more information refer to the Caltrain dedicated webpage:
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.
- Train Uniforms improvement under consideration

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.
Update: All new CIDS at RWC are in service and plan to remove 3 old CIDS from the Station in October.
- 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:
 - The San Mateo County Transit District has debuted Wheel Talk, the official podcast of the agency. With a monthly release schedule, the podcast will address policy issues affecting SamTrans, Caltrain and the San Mateo County Transportation Authority.

Wheel Talk will provide an in-depth look into the inner workings of the three agencies, offering a greater degree of insight into the operations and developments of the District.

In recognition of Rail Safety Month, the first episode features Caltrain's Deputy Director of Infrastructure, Rob Scarpino and California Operation Lifesaver's Executive Director Nancy Sheehan. The discussion focuses on safety improvements to Caltrain's right-of-way and the public information effort around rail safety.

The podcast can be found at www.peninsulamoves.org/wheeltalk and at most podcast directories.

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.
 - Project 529
 - 2nd Round Station Outreach to Bike Riders
 - SJ Diridon Station, Tues Oct 15, 7:00 a.m. – 10:00 a.m.
 - Hillsdale Station, Tues Oct 15, 3:30 p.m. – 7:30 p.m.
 - Mountain View Station, Wed Oct 16, 3:30 p.m. – 7:30 p.m.
 - San Francisco Station, Thurs Oct 17, 3:30 p.m. – 7:30 p.m.
- Construction Project Customer Communication
 - South San Francisco Station
 - Construction began January 2018.
 - Temporary Platform installed in March 2018.
 - Construction area reduces the spaces allocated to the passengers wait area but has a minimal effect on the boarding or landing from the platform that will begin end of October through end of November 2019.
 - 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 September 2019, PG&E gas and electric utility relocation was completed.
 - There is a temporary vehicle height restriction on E. 25th Avenue through fall/winter 2020 while the rail bridge is installed but the street is not yet lowered.
 - Through spring 2020, there will be a traffic impact on Leslie Street (east of Trinta Park) due to a lane closure. The street will be open to one-way traffic.
 - Please note Hillsdale Station will be temporarily closed for six months, with a target date of late 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. It now has over 1000 views.
 - 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:
 - Trash Receptacles Replacement, Repair and Re-painting at all Stations
 - Additional New Trash Receptacles Procurement is in process.
 - Re-painting of the existing Receptacles is on-going,
 - Replacement of the existing PNA Signs at all Stations
 - Removal and Installation of the PNA Decals are in progress.
 - Replacement of the existing Monument Signs at the San Jose Diridon Station
 - Monument Signs have been delivered to TASI and scheduled to be installed in October 2019
 - Replacement and Installation of the New Timetable at all Stations
 - New Timetable replacements and installations were completed on October 7th, 2019
 - Replacement and Installation of the New Stop ID Decals and Magnets
 - Decals have been delivered to TASI and scheduled to be installed in October 2019

JPB CAC Work Plan

November 20, 2019

- 529 Update
- Conductor Notification / Communication Device
- Train Uniforms

December 18, 2019

- MTC Means-Based Discount Fare program 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
- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- JPB Operating & Capital Budgets FY2021 – to be scheduled for May 2020