



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

July 17, 2019 – Wednesday

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Introduction of New CAC Member
 - Anna Cristina Dagum, San Mateo CountyRe-Appointment of CAC Member
 - Adrian Brandt, San Mateo County
4. Approval of Meeting Minutes of June 19, 2019
5. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
6. Chairperson's Report
7. Committee Comments
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
8. Caltrain Fare Changes (Derek Hansel)
9. Project 529 (Jenny Le)
10. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
August 21, 2019 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
12. Adjournment

All items on this agenda are subject to action

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

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6223 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at <http://www.caltrain.com>. Communications to the CAC can be e-mailed to cacsecretary@caltrain.com.

JPB and Citizens Advisory Committee (CAC) meeting schedules are available on the Caltrain Web site.

Location, Date and Time of Regular Meetings

Regular meetings are held at the San Mateo County Transit District Administrative Building located at 1250 San Carlos Ave., San Carlos, CA, which is located one block west of the San Carlos Caltrain Station on El Camino Real. The office is also accessible by SamTrans bus routes ECR, FLX, 260, 295 and 398. Additional transit information can be obtained by calling 1.800.660.4287 (TTY 650.508.6448) or 511.

The JPB Citizens Advisory Committee meets regularly on the third Wednesday of the month at 5:40 p.m. at the same location. Date, time and place may change as necessary.

Public Comment

If you wish to address the Committee, please fill out a speaker's card located on the agenda table and hand it to the Committee Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Committee Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities

Upon request, the JPB will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Committee Secretary at Peninsula Corridor Joint Powers Board, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or emailed to cacsecretary@caltrain.com; or by phone at 650.508.6223, or TTY 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that public records are distributed or made available to the legislative body.

**CITIZENS ADVISORY COMMITTEE (CAC)
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING
Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070**

MINUTES OF JUNE 19, 2019

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

MEMBERS ABSENT: L. Klein, P. Escobar, C. Tucker

STAFF PRESENT: C. David, Y. Hanakura, C. Harvey, J. Navarrete, J. Navarro, M. Reggiardo, B. Tietjen,

Chair Brian Shaw called the meeting to order at 5:44 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF MAY 15, 2019

Adrian Brant clarified his statement on page 5 of 12. He stated that regarding the accident and death chart he wanted to convey that the red represent pedestrian suicides. He also wanted to clarify that suicides are preventable however not via grade separation.

The minutes of May 15, 2019 were amended to reflect Adrian's comments.

Motion/Second: Brandt / Valenciana

Ayes: Fernandez, Romo, Shaw

Absent: Escobar, Klein, Tucker

PUBLIC COMMENTS

Jeff Carter, Millbrae, stated that at the June JPB Meeting a public hearing has been scheduled for August to add Caltrain to the means-based fare program that includes a possible fare increase and wanted to bring that to the CAC's attention. He also requested the CAC to help Caltrain get out of the zone system and onto the station to station fares system. Jeff feels that the current system is very inequitable and the station to station fare base will help low income riders.

Lib Hearle, San Mateo, stated that she attended a meeting on the proposed maintenance yard to go between 9th and 14th avenue in San Mateo. During that meeting it was explained that the CEQA report, required for this type of project, was an addendum to the 25th Ave grade separation work that is being done. There was a large group of Hayward Park residents in attendance and not one person had an

opportunity to review the CEQA. Caltrain advised that there was no negative feedback from the community, however putting a heavy industrial equipment in a residential area will have significant negative impacts. Some of the work will be done within yards of homes, it will create a lot of noise, there will be night work with a lot of bright lights and will have significantly large trucks go up and down the street, where toddlers currently play on bikes. She stated that this is not the right location for this work. She stated that the residents have requested Caltrain to complete a CEQA and to consider new locations for this work. Caltrain has stated that they will look into the matter, however, has not committed to it and has only committed to being good partners to Hayward Park and she stated that that she has seen no evidence of that. Lib stated that she strongly believes that this is not the right location and requested the CAC's support and assistance in having it relocated.

Kevin Hearle, San Mateo, commented on the Hayward Park maintenance yard location. He stated that the reason the CEQA addendum to the 25th Ave grade separation project is inadequate is because the public notice appeared in the San Jose Mercury news which is not delivered to San Mateo residents nor has newsstands located in San Mateo. Kevin believes this is the reason staff received no comments on this. He stated that this was not an adequate CEQA process. There was a map of Hayward Park handed to the committee that shows no direct access from El Camino to Railroad Ave and no street controlled by a traffic light. These are narrow one lane, each direction, residential streets and does not make sense to have the yard in Hayward Park. In addition, Hayward Park is already the most negatively impacted residential neighborhood along the Peninsula by Caltrain and receives the lowest level of service.

Roland Lebrun, San Jose, commented on the EMU bikes on board issue. He stated that although it was announced that Caltrain will add seats, Caltrain's 7 car EMU trains will have the same capacity as an existing 5 car consist. He stated that the only media to report this was the Palo Alto Daily News which is not published online and is only available in paper format.

Member Adrian Brandt advised the committee that Caltrain has a dedicated page on the website regarding the set-out tracks that was commented by two members of the public, earlier.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that the CAC has lost two members of the committee, one from San Mateo County and the other from Santa Clara County. Paul Escobar announced his resignation and will attend his last meeting in July. Chair Shaw encouraged anyone that is interested in serving on the committee, to apply online.

Public Comment:

Roland Lebrun, San Jose, stated that a resolution to possibly not having a quorum, due to short staff/committee members, is to have alternates serve on the committee as VTA does. Roland suggested the committee explore the alternate method and, if it works, to amend the CAC bylaws to allow for alternates to form a quorum.

COMMITTEE COMMENTS

Member Adrian Brandt requested staff to provide an explanation as to why the public is unable to show slides during CAC meetings. Chair Brian Shaw responded that staff advised him that they are looking into that.

Member Lauren Fernandez advised the committee that it was her last meeting as her term is up and will step down. She stated that there will be another seat open, from San Francisco.

SAN JOSE DIRIDON UPDATE

Melissa Reggiardo, Principal Planner, presented the San Jose Diridon Plan Update.

The full PowerPoint presentation can be found on caltrain.com

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

Public comment:

Roland Lebrun, San Jose, stated that the reason for the preferred alternative no longer available may be a direct result from what happened at the San Jose City Council meeting that took place a couple of weeks ago, item 6.1. Roland then encouraged the committee to view the City Council meeting video and to view the conversation that took place after his presentation. He stated that he presented guiding principles at this meeting. Roland also asked about the historical building and plans for its location. Roland stated that at 4th and King all of the platforms are equal length, however this does not reflect that. He stated that he would have like to have presented a slide show presentation, however Samtrans does not allow it.

Committee Comments:

Member Martin Romo asked what happens to the historic building at the station. He also asked about the 3rd alternative and what is the advantage of the elevated TNC lane. Melissa responded that due to planning for capacity for future years and the need to expand the width of the platforms, there is a possibility the historic building will be moved North or South. She also stated that there is a strict limit on how the building can be moved to the West, however due to residential area close to the light rail, that may not be an option. She stated that they have one option, to expand to the East. She stated that the historic building may be moved to another site in the station area. She stated that staff is open to other uses of the building and that it is in the early in the process and staff will pursue all options.

Regarding the 3rd alternative with the elevated TNC, Melissa stated that staff considered how close would the Taxi's, rideshare inner city buses and shuttles need to be to the station, and this is the option that gets them the closest for seamless connections. She then stated that it is a flexible mode that will change by the time this

is constructed. This is a visionary station project that probably be built out over many years.

Member Adrian Brandt asked how the buses, shuttles and TNC's will get onto the elevated roadway and back down. He asked what the access points are as it was not clear on the diagram. Melissa stated that she would review further, however looks to be on Julian to the North. She stated she would follow-up at a later time with the plans for access points. Member Adrian Brandt stated that he does not agree with getting the existing rail platforms closer to BART when BART is not built yet. He stated that it seems that future plans are being made to accommodate a project that has not been funded yet. Mr. Brandt recommended that staff push VTA to move BART closer to Caltrain instead of moving everything closer to BART.

Vice Chair Ricardo Valenciana asked whether BART has committed to that location and Melissa confirmed and clarified that VTA is implementing the BART project.

Chair Brian Shaw asked why CEMOF needs to move. He stated that currently four of the five modes of transportation interfacing at this location already exist and are functioning relatively well and does not understand why everything needs to move closer to BART. Melissa responded that when thinking about pushing the station north, there are opportunities beyond just getting closer to BART. There is an inefficient curve today and if CEMOF is moved, there is an opportunity to redraw that curve to get better speeds. In addition, it allows for a larger maintenance facility to be built to handle a larger fleet with electrification.

Public Comment:

Jeff Carter, Millbrae, (late comment card) stated that in the past, the vision was to replace Caltrain with BART at that location and believes that it is not on the table anymore since Caltrain is holding its own. He stated that VTA and BART need to be convinced that the current vision could be changed for the better.

2019 ANNUAL PASSENGER COUNT

Yu Hanakura, Senior Planner, presented the 2019 Annual Passenger Count.

The full PowerPoint presentation can be found on caltrain.com

Public Comment:

Jeff Carter, Millbrae, provided written comments. He stated that Caltrain is a 7-day a week type of operation and that part of the purpose for the annual count is to calibrate and verify the revenue-based ridership estimation, however if staff is not counting Mondays, Fridays or weekends, how can staff accurately verify or calibrate the estimated ridership based on ticket sales and revenue. He stated that in recent months, Caltrain has decided to re-examine and calibrate ridership estimation methodology, so that the monthly reports better reflect actual ridership and the difference between weekday and weekend ridership. He stated that the monthly pass

data has been over estimated and stated that he further explains why in his written comments. He also stated that he hopes that, in the future, better data can be collected with the automatic passenger counter.

Roland Lebrun, San Jose, thanked Yu for the extraordinary presentation. Roland said that when Casey Fromson visited a meeting held in Palo Alto, she stated that the new 7-car trains will have 557 seats, however today Caltrain has trains with 760 seats at 130% capacity. The 2012 business plan reported that the 8-car EMU would have 948 seats. He stated that Stadler is a disaster. Roland then stated that Tamien is up 10% because passengers from Gilroy drive to Tamien for service. He also stated that CEMOF needs to move South to Blossom Hill. He also stated that moving Tamien-like service to Blossom Hill, Caltrain will have two parking lots at Capital and Blossom Hill and will attract passengers from Gilroy there so that they can park. He said that the demand there is 75k each way. He then stated that High Speed Rail will have service from Gilroy to San Francisco in an hour and 10 minutes and will have trains running every 30 minutes.

Committee Comments:

Member Adrian Brandt asked what dates the Annual Counts were captured. Yu responded that the data was captured between January 22nd through February 19th, Tuesday to Tuesday and that every train was surveyed twice on different days during the midweek. Adrian asked what the significance of surveying trains during that time period and Yu responded that staff attempts to survey during the winter to avoid skewing the ridership and the timeframe has been consistent for the past 20 years. Member Adrian asked staff to consider that the timeframe is the rainy season and the weather may be worse or better during those months year over year and understands that staff has no control over that and that as long as the timeframe is consistent year over year it is a great template. Adrian suggested to add reasons for the potential drop in ridership to the template:

- What is the travel in the corridor with Highways 101 and 280?
- What are the employer shuttles doing?

Chair Brian Shaw stated that it is impossible to keep track.

Yu Hanakura stated that he is taking notes on the suggestions and advised that staff is in the process of preparing the Key Findings report and will consider adding suggestions, if possible.

Mr. Brandt also suggested to look at the fares changes that may have impacted ridership. He stated that he is a big advocate to fixing the inequalities that discourage ridership that would be there naturally that fall between two zones. He believes in a distance based-fare to not discourage passengers from riding between zones.

Vice Chair Ricardo Valenciana commented that the Sharks to play during the winter season and the numbers may be skewed for southbound traffic. He also mentioned that summer months' ridership may be different from winter months' ridership and acknowledged that staff perhaps has already taken those factors into consideration. Yu responded that the special events year-round were considered when choosing

what trains to survey during the winter season. Joe Navarro, Deputy Chief, Rail Operations, stated that once Chase stadium opens, staff will also consider ridership counts then, too.

Member Lauren Fernandez stated that the report is very interesting and noticed that most of the decrease is in the reverse peak and asked whether it could be compared to other types of data. Yu Hanakura advised that staff will do its best to compare the data.

Chair Brian Shaw referred to slide 24 regarding the bike bump factor of 1.5 and asked whether it is the number of bikes per day that are bumped? Yu responded that it is the number of bikes that were bumped during the count and the number of bikes boarding those trains (184 trains) and divide the number of bikes bumped by the number of bikes boarding. Brian noticed that the bumps were low. Adrian clarified that it is per thousand. Chair Brian Shaw requested staff to also consider a possible factor of employers offering employees to work remotely and might affect ridership. In addition, parking costs have gone up and recommended staff look at parking occupancy levels. Lastly the GO pass has gone up and may have affected ridership. He is looking forward to the automatic people counter.

Member Lauren Fernandez added that in regard to parking, the city has removed free street parking at 22nd street.

WI-FI UPDATE

Joe Navarro, Deputy Chief, Rail Operations, reported that C&P will be issuing an RFP for design for Wi-Fi on the trains and expect to advertise it between June and July and expect to award a contract in October, for design only.

Public Comment:

Roland Lebrun, San Jose, stated that last time Wi-Fi was presented to the Board, the cost was \$27b. He stated the VTA issued an RFP, #S19109, the day prior basically requested for vendors to come up with solutions to provide VTA with Wi-Fi on the entire system for free.

Committee Comment:

Member Adrian Brandt stated that in the past staff had an RFP for Wi-Fi on the trains and that the requirements were too overreaching and received very little response and advised the public that would monetize it with ads and so on and never took off and cautioned staff about overreaching with the current RFP.

STAFF REPORT UPDATE

Joe Navarro, Deputy Chief, Rail Operations, reported:

On-time Performance (OTP)

- **May:** The May 2019 OTP was 95.0% compared to 94.5% for May 2018.
 - **Vehicle on Tracks** – There were two days, May 2 and 25 with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In May 2019 there were 351 minutes of delay due to mechanical issues compared to 1014 minutes in May 2018.
 - **Trespasser Strikes** – There was one trespasser strike on May 15, resulting in a fatality.
- **April:** The April 2019 OTP was 93.6% compared to 92.6% for April 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on April 10 and 22, both resulting in a fatality.

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

Caltrain Mobile Quarterly Update – During the first quarter of 2019, nearly 139,000 tickets were sold thru the app. There was an 18 percent increase in the number of downloads and ticket sales increased by 31 percent compared to the fourth quarter of 2018. moovel North America reported that Caltrain had the largest percentage increase in sales from the last quarter in 2018 to the first quarter of this year when compared to the other Bay Area mobile ticketing app powered by the vendor. Since the implementation of the mobile payment (Google Pay and Apple Pay) in December 2018, credit card and PayPal users are converting to mobile payment. Apple Pay usage continues to grow at one to two percent per month within the first quarter. In March 2019, 18 percent of the tickets purchased were paid using Apple Pay.

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

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

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

Special Event Train Service

- **Services Performed:**

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

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

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

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

- **Giants Baseball** – The Giants hosted thirteen regular season home games in May. Total additional ridership alighting and boarding at San Francisco station, was 54,918. Year-to-date pre and regular season ridership, alighting and boarding at San Francisco station, was 58,283, a 41 percent decrease compared to the same number of games in 2018. Wet weather and lower attendance at Giants game may have impacted ridership.
- **Bay to Breakers** – On Sunday, May 19, Caltrain operated four scheduled special pre-event trains and extra post-event trains for the Bay to Breakers Race which started at 8:00 a.m. in San Francisco. Riders were encouraged to purchase pre-sales for Day Passes available beginning, Monday May 13 on the new Caltrain Mobile App. There was field staff and ambassadors at the San Jose Diridon and Palo Alto stations pre-event to assist passengers. Total northbound special trains ridership was 1,914, a decrease of 40 percent compared to 2018. Total southbound special trains ridership was 454, a decrease of 48 percent compared to 2018. Wet weather the day of event may have contributed to the event ridership decline.

- **Services Scheduled:**

- **Pride Weekend** – On Saturday, June 29, Caltrain will provide extra capacity post-festival to accommodate crowds. On Sunday, June 30, Caltrain will provide two special northbound express trains departing from San Jose for riders headed to the Gay Pride parade and festival in downtown San Francisco. Along with operating Giants Service for the 1:05 p.m. home

game the same day, Caltrain will provide extra capacity post-parade and festival to accommodate crowds.

- **Independence Day Holiday Service & SF Fireworks Service** – On Thursday, July 4, Caltrain will operate a Holiday/Sunday schedule in observance of the Independence Day holiday. The weekend Tamien-San Jose Diridon shuttle will also operate that day. Caltrain will also provide extra evening northbound service to accommodate passengers after the SF fireworks display in the Fisherman's Wharf area. The last northbound last train will depart SF at 12:05 a.m.

- **Capital Projects:**

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

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

Service Operations

- Caltrain Scheduled Special Event Train Numbers
 - Starting in Spring 2019, scheduled Special Event Trains are labeled with a "6" series in order to provide real time departure data which requires unique train numbers for each train schedule.
 - Examples of "6" series scheduled Special Event Trains include 2019 Caltrain Giants pre-event train service and 2019 Caltrain Bay to Breakers pre-event train service.
 - Please visit <http://www.caltrain.com/riderinfo/specialevents> for special events schedules

Committee Comment:

Chair Brian Shaw advised the committee that in preparing for this meeting, staff continues to review the slide show presentation issue. He stated the public comment period was being used in a way that was not intended, in terms of having multiple speakers go through a slide deck.

Public comment:

Roland Lebrun, San Jose, stated that the City of San Jose allows the public to present slideshow decks and limits each speaker to a minute and 30 seconds per slide and works well. He stated that the solution is that it needs to be moderated and that 3 minutes per speaker will not work.

Committee Comment (continued):

Member Adrian Brandt also asked whether staff has had the opportunity to look at possibly updating the station information boards to highlight the scheduled times for the respective station. He stated that he previously asked this question during a staff report update earlier this year.

JPB CAC Work Plan

July 17, 2019

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

August 21, 2019

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

Items to be scheduled

- Proof of Payment
- Bike 529
Send MTC means-based fare pricing study to the CAC when the MTC releases it as FYI.
- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez
- Presentation on a plan to clean-up right of way – requested by chair, Brian Shaw on 8/15/18.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

July 17, 2019 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:25 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) –

- **June:** The June 2019 OTP was 90.7% compared to 91.9% for June 2018.
 - **Vehicle on Tracks** – There was one day June 28 with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In June 2019 there were 787 minutes of delay due to mechanical issues compared to 905 minutes in June 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on June 20 and 25, with no fatalities.
- **May:** The May 2019 OTP was 95.0% compared to 94.5% for May 2018.
 - **Trespasser Strikes** – There was one trespasser strike on May 15, resulting in a fatality.
- **Special Event Train Service –**
 - **Services Performed:**
 - **Giants Baseball** – The Giants hosted fifteen regular season home games in June. Total additional ridership alighting and boarding at San Francisco station, was 36,305. Year-to-date pre and regular season ridership, alighting and boarding at San Francisco station, was 94,588, a 44 percent decrease compared to the same number of games in 2018. The Giants Nation League standing and lower attendance at Giants games may have impacted ridership.
 - **San Jose Earthquakes at Stanford Stadium** – On Saturday June 29, at 6:30 p.m., the San Jose Earthquakes soccer team hosted the Los Angeles Galaxy

at Stanford Stadium. Caltrain made stops at Stanford Stadium before and after the game.

- o **Gay Pride Weekend** – On Saturday, June 29, Caltrain provided extra capacity post-festival service to accommodate crowds. On Sunday, June 30, Caltrain provided two special northbound express trains departing from San Jose for riders headed to the Gay Pride parade and festival in downtown San Francisco. Along with operating Giants Service for the 1:05 p.m. home game the same day, Caltrain provided extra capacity post-parade and festival to accommodate crowds.
- o **Independence Day Holiday Service & SF Fireworks Service** – On Thursday, July 4, Caltrain operated a Holiday/Sunday schedule in observance of the Independence Day holiday. The weekend Tamien-San Jose Diridon shuttle also operated that day. Caltrain also provided extra evening southbound service to accommodate passengers after the SF fireworks display in the waterfront area. The last northbound last train departed SF at 12:05 a.m.

- **Services Scheduled:**

- o **Giants Baseball** – Regular season continues through September. The Giants will host ten regular season home games in July. Caltrain will provide regular baseball service for all home games.
- o **Gilroy Garlic Festival** – On Saturday, July 27, and Sunday, July 28, Caltrain will provide roundtrip charter service from San Jose to Gilroy for the Gilroy Garlic Festival. On both days, the train will depart San Jose Diridon Station at 10:00 a.m. and will depart Gilroy Station at 4:00 p.m. Attendees will need to purchase a ticket for the charter trains separately. Tickets are being sold in advance online at gilroygarlicfestival.com. The charter train ticket includes shuttle service to and from the Gilroy station to the festival, and includes festival admission.

- o **Capital Projects –**

The Capital Projects information is current as of June 14, 2019 and is subject to change between June 14 and July 11, 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.

The cutover and relocation of underground third-party fiber optic cables (TPFOC) and Caltrain's Positive Train Control (PTC) Fiber Optic cable was completed at

the end of March. Due to delays with the agreement with the Union Pacific Railroad, the TPFOC cutover was delayed by 2-months.

During June, construction of the bents and abutments of new 28th Avenue Bridge, and 31st Avenue Bridges, that was delayed by the TPFOC relocation, continued. Construction of the Mechanically Stabilized Earthen (MSE) walls between 25th and 28th Avenues, the coping for the MSE Walls between Borel and 25th Avenue, and the ramp walls for the relocated Hillsdale Station by 28th Avenue also continued.

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

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

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.

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 June, PG&E utility relocations for gas and electric continued. Construction of concrete curbs, gutters, sidewalk and islands along Poletti Way also continued.

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

utilities has been completed. Non-critical path activities such as OCS foundations for the Electrification project and work on Poletti Way will continue during the suspension period. Project delays due to Caltrans 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 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 weekend track 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 in the design phase and the project is currently performing preconstruction surveys for existing site conditions such as utilities and potentially hazardous materials and coordination with other local agencies. The advertisement of the construction contract is planned for the Fall of 2019 and construction to occur from the Spring of 2020 to Winter of 2021.

Ticket Vending Machine (TVM) Rehabilitation: Upgrade the existing TVM Server and retrofit and refurbish two existing TVM machines to become prototypes for new TVM's so that the machines are capable of performing the functions planned for the current Clipper program. The prototype machines are to be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and have the ability of increasing the cash values of existing Clipper cards.

Currently, the prototype design is in progress. Factory Acceptance Testing of the Mockup prototype is scheduled for August 2019 and completion of the 2 prototype machines is expected by the October 2019. The option for retrofitting 12 additional TVM's, if executed, would follow the acceptance of the 2 prototypes. Funding for the option is not yet secured. There is also an option to retrofit 12 additional TVM's. There is an additional phase for the rehabilitation of the remaining 28 TVM's that was partially funded in the FY20 Capital Budget.

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

The design for this project began in late January 2019; however, the design has been placed on hold. Design is currently impacted by design coordination with the Electrification project to assure that the work between contracts is properly coordinated at the crossings. Additionally, the project is also waiting for signal timing clarifications from the City of Sunnyvale in order to proceed with design. The City is engaging a consultant to develop this required information. A revised completion date for the project will be developed after these issues are resolved.

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

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

The crossings to be selected for improvements under this phase of the program are under review by the Rail Operations department to optimize performance. The design phase began in May that will define the specific improvements at each grade crossing. 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.

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

Locomotives #'s 920 and 921 were shipped to the vendor's facility in Idaho in February and March of 2018. Locomotive #920 has been received and undergoing commissioning testing at CEMOF in San Jose. Deficiencies have been discovered during commissioning testing of #920 and are pending corrective action by the vendor. Locomotive #921 is still undergoing acceptance testing in Idaho and shipment to follow upon completion of acceptance testing. Locomotive #922 has been shipped from CEMOF and is in route to the vendor's facility.

Delays to the return of the first 2 vehicles are related to: 1) locomotive component condition that was poorer than was originally anticipated; and 2)

critical personnel shortages at Motive Power, the locomotive overhaul contractor.

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

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

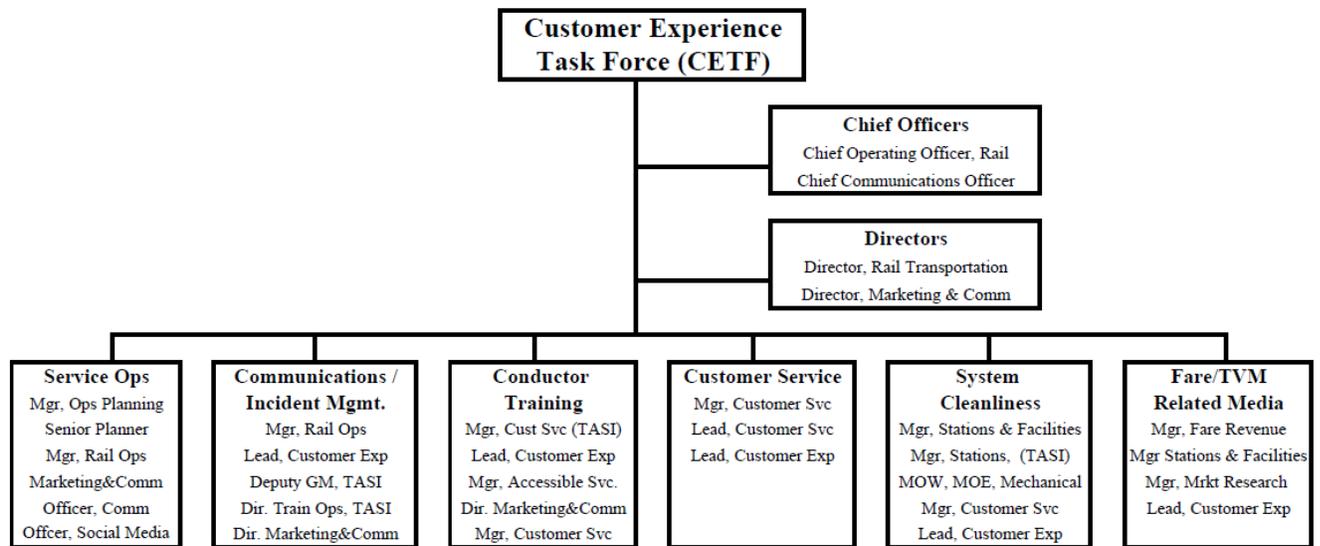
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

TO: JPB CAC

FROM: Joe Navarro
Deputy Chief, Rail Transportation

SUBJECT: CUSTOMER EXPERIENCE TASKFORCE UPDATE

The mission of the Customer Experience Taskforce (CETF) is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between the agency and Transit America Services, Inc. and includes both operations and communications staff. The taskforce has identified short-term, medium-term and long-term goals. This item will remain as a standing update through this staff report. Policy decisions for the agency reside with the CETF for further consideration and potential approval. This includes such items as potential for Wi-Fi and implementation of quiet cars.



Service Operations

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

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

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

Communications/Incident Management (CICS)

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

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

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

- Investigate potential of a Global Positioning System application available for train tracking on website.

Conductor Training

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

- Continue to identify training opportunities for conductors.

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:

- Continue to improve reliability and customer experience
- Participate in the development and design of the Clipper Next Generation
- Provide quarterly fare usage updates

Project Updates:

- Clipper card Interface Devices (CID)
 - Staff continues to work on the installation of new or relocating Clipper card Interface Devices (CID) at Redwood City, Menlo Park and Palo Alto. Currently, the focus is on the infrastructure design. Physical installation or relocation will start in the fall.

- Caltrain Mobile
 - Staff continues to work with the vendor to develop the daily parking feature.

- TVM Upgrade update:
 - Prototype testing is scheduled for the fall and staff will provide an update to the CAC when customer purchase flow is available.

- Quarterly Go Pass on Clipper Pilot Program
 - Updates will be provided on a quarterly basis.

Public Affairs

- Outreach Efforts:
 - San Francisco Pride:
 - During the month of June the Communications division expanded promotion and outreach efforts for extra SF Pride service leading up to what turned out to be one of the City's largest Pride celebrations.

 - Staff developed digital assets (video, graphics, blog, social media content, news release) to promote the service in addition to direct press outreach, which garnered on-air radio promotion and mentions in local print news outlets. Paid social media promotion garnered over 250,000 views/impressions.

 - In addition to promotion leading up to Pride weekend, Caltrain had ambassadors onboard the first five northbound trains, which included the special event service, to greet passengers and hand out complimentary "Ride with Pride" stickers.

 - SF Pride weekend saw a 105% increase over 2018 in boardings and alightings at San Francisco Station on Saturday, June 29. The difference in ridership may be due to a significant disruption to service and a different start time for the Giants game in 2018, 1:05 PM vs 7:05 PM. There was a 15% increase over 2018 in boardings and alightings at San Francisco Station on Sunday, June 30. Several trains were reported "standing room only" throughout the weekend. SF Pride weekend also saw a spike of over 2,900 new Caltrain Mobile app downloads.

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 the Hillsdale Station will be temporarily closed in December 2019 for six months for the building of the new elevated tracks and Hillsdale Station.

- 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.

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
 - Improve track signage at Diridon
 - Has been installed as of June 2019

JPB CAC Work Plan

August 21, 2019

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

September 18, 2019

- Rail Safety Education / Suicide Prevention Efforts
- Visual Messaging System

October 16, 2019

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-

November 20, 2019

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December 18, 2019

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Items to be scheduled

- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez
- Presentation on a plan to clean-up right of way – requested by chair, Brian Shaw on 8/15/18.
- Update on Caltrains project submissions for the Regional Transportation Plan.